ATTACHMENT 2

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Signing Authority	January 2018	301

This policy outlines the required two signatories for contracts that commit TO Live to a commitment above $499.99. Any contract below $499.99, or as outlined in the Financial Delegation of Authority for Purchasing Policy #303 for the minimal threshold requirement for a purchase order, may be signed by the Department Head and the Director or Manager.

Contracts must be expressly for the business purposes of TO Live.

1. Payments must be signed by two of the following:

   *Any one of:
   - President & CEO
   - VP of Finance & Administration

   *The above noted officers will not have processing access to the accounting system.

   And one of the following:
   - Director of Finance
   - Controller
   - Senior Accountant

2. Contracts for At Risk Presentations presented by TO Live must be signed by two of the following:

   - President & CEO
   - VP of Programming
   - VP of Finance & Administration

   The above noted officers must ensure that the terms and conditions of the above noted contracts adhere to the terms of Finance Policy #305 – "At-Risk Presentations" and exceptions must be presented to the Board of Directors for approval.

3. Collective agreements and Memorandum of Understandings must be signed by two of the following,

   One of:
   - President & CEO

   And **after approval of the Board of Directors**, one of the following:

   - VP of Operations
   - VP of Finance & Administration
   - VP of Programming
   - VP of Human Resources & Organizational Culture

   The above noted officers must ensure that the collective agreement terms and conditions adhere to the threshold terms provided by the Board of Directors for bargaining. All collective agreements must be approved by the Board of Directors of TO Live before signature.

4. Agreements for rental of the facilities for an attraction must be signed by two of the following:

   One of:
   - VP of Programming
   - Director of Programming Administration

   And one of:
   - President & CEO
   - VP of Finance & Administration
   - Director of Finance

   An attraction rental is defined as a ticketed public event.

   The above noted officers must ensure that the terms and conditions of the above noted contracts adhere to the terms of Rental Policy #302 – "Rental contracts" and exceptions must be presented to the Board of Directors of TO Live for approval.

5. Agreements for Education & Engagement events, including artists and instructor contracts must be signed by two of the following

   One of:
   - President & CEO
   - VP of Programming
   - VP of Finance and Administration

   And one of:
   - VP of Programming

- Director of Programming Administration
- Director of Education & Engagement
- Director of Finance

6. Agreements for rental of the facilities for a corporate or private event must be signed by two of the following:

   One of:
   - Director of Corporate & Private Events
   - VP of Programming

   And one of**:**
   - President & CEO
   - VP of Finance & Administration
   - Director of Finance

   A corporate or private rental is defined as a non-ticketed, non-public event.

7. Sponsorship contracts, Grants and Gift Agreements must be signed by two of the following:

   One of:
   - President & CEO
   - VP of Finance & Administration

   And one of:
   - VP of Development
   - Director of Development

8. All other commitments, including but not limited to any legal, financial, professional and/or consulting service, either jointly shared by organizations other than TO Live or where TO Live is participating in the re-imbursement of costs engaged by one of the joint participants, must be signed by two of the following:

   One of:
   - President & CEO
   - VP of Finance & Administration

   And one of:
   - VP of Operations
   - VP of Programming
   - VP of Marketing & Communications
   - VP of Development
   - VP of Human Resources & Organizational Culture
   - VP of STLC Redevelopment

All commitments with a value of $300,000 or greater in aggregate must be approved in advance by the Board of Directors of TO Live.

9. This policy is to remain in effect until otherwise directed or modified by the Board of Directors of TO Live.

10. This policy should be considered in conjunction with policy #303 – Financial Delegation of Authority for Purchasing.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Rental Contracts	April 2017	302

1. Rental lease agreements with rental clients must provide that all tickets sold for a performance in a TO Live venue be sold via TO Live Box Office, or its designated agent(s) and be treasured by TO Live or its authorized ticket agency until the attraction has been presented.

2. Deposits sufficient to cover the estimated venue costs and the value of any consignment tickets must be on hand at least two (2) weeks prior to the performance date, when treasured ticket revenues are insufficient to cover estimated venue costs and the value of consignment tickets.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Facility Fee Surcharge	January 1, 2018	304

For all attractions appearing at a TO Live venue, a facility fee surcharge (FFS) shall be applied to the face value of all tickets sold. The amount of this surcharge is subject to change and is approved by the Board of Directors of TO Live.

Standard Facility Fees for TO Live:

Stage	CIF Rate
Meridian Hall	$3.00
Bluma Appel	$3.00
Jane Mallet	$3.00
George Weston Recital Hall	$3.00
Lyric	$3.00
Greenwin	$1.50
Studio	$1.50

Application in Special Circumstances

1. Rental of Auditorium: Private Usage

   No FFS shall be collected for corporate events using the main lobbies or auditorium provided that no admission fee is charged.

2. Community Use

   For events with a paid admission primarily aimed at youth (18 and under) or other “underserved” segments of the community, and presented by a registered charitable or not-for-profit entity whose overall mandate is to serve those segments of the Toronto community, and where the top ticket price does not exceed $35 (including tax), the facility fees added to the ticket price shall be as per the following schedule:

   - Tickets priced at or below $5.00 (taxes included): no facility fee for community projects approved in advance by the President & CEO.

   - Tickets priced at or below $15.00 (taxes included): $1.00 plus tax.

3. Unanticipated Circumstances

The Board of Directors of TO Live may waive the levy of the FFS for the usage of the auditorium where, in the opinion of the President & CEO, specific circumstances indicate the imposing of the levy to be inappropriate.

Specific Exemptions

1. Complimentary Tickets

Tickets issued as complimentary (without an admission price) may be exempt from the FFS. Management may levy a FFS on complimentary tickets when, in management's sole opinion, the client renting the facility has issued complimentary tickets in excess of established norms.

2. Underperforming Sales

At Management's discretion, the FFS may be waived, on complimentary tickets when a performance is under selling and the promoter/rental wishes to paper the house.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Travel and Expenses	January 1, 2018	307

General Expenses

TO Live employees are reimbursed for reasonable expenses when conducting business away from their normal place of work. Employees are expected to manage their travel by using accommodations which are economical and practical.

Local Carriage

TO Live reimburses travelers for the cost of local carriage (including a tip up to a max of 10%) to and from places of business, hotels, airports or railroad stations in connection with business activities. Travelers must provide vendor receipts for all transportation expenses and the receipt must include the date and amount paid. Limousine services are not permitted.

When possible, full time and part time employees, upon request to their supervisor, should use taxi chits available through TO Live's local carriage account under the following conditions:

- Travel to the employee's home when their shifts ends after 12:30am
- Travel from the employee's home when their shifts starts before 7:00am (9:00am Sundays)
- Every effort must be made by the employee to obtain a taxi chit prior to travel. In exceptional circumstances where it is not possible to obtain a taxi chit, the employee will be reimbursed for travel costs by submitting a fully completed taxi chit, following Policy #311 Expense Reimbursement, using the Expense Reimbursement Form.
- No employee shall charge more than $25.00, including tip, to any chit(s) in any single calendar day.
- Taxi reimbursements will be limited to a maximum of $25.00 against the value of a taxi receipt including tip in any single calendar day.
- Tips must not exceed 10% of the value of the taxi ride.
- Chits must be filled out legibly and in full.
- Chits may only be used for travel to/from a TO Live venue and the employee's home unless otherwise previously arranged and approved by departmental VP or designate.

TO Live reserves the right to provide the above noted travel reimbursements through "ride sharing" apps and may limit or phase out the use of taxi chits.

Out of Town Expenses

All out of town work-related travel must be approved in advance by the head of each department. All Senior Staff travel is to be approved by the President & CEO. Approval forms must be submitted to the Finance Department in advance of any travel being booked.

Flight Expenses

Only Economy class reservations will be permitted for all company-related travel. Upgrades to Business class reservations are not permitted unless they are approved in writing by the VP of Finance & Administration in advance of purchasing the upgrade.

Frequent traveler points accrue to the traveler's personal credit. However, transportation and hotels must be booked to the benefit of TO Live and not for the personal pursuit of travel points to the individual traveler.

Personal Vehicles

Personal vehicles may be used by employees for business travel (subject to management discretion) if proper for the convenient, timely and efficient conduct of TO Live business.

In the event that an employee's automobile is damaged (beyond normal wear and tear) or the employee is involved in an automobile accident while traveling on company business, TO Live will reimburse the employee's out-of-pocket deductible from their personal insurance policy up to $1,000. This reimbursement applies only to business travel and does not include the employee's normal commute.

Employees using their automobiles for business must have third party liability insurance in the minimum amount of $1,000,000 per occurrence.

Mileage

The use of personal vehicles for business travel will be reimbursed at the rate set by the City of Toronto, inclusive of personal vehicle expenses (gas, oil, insurance, etc.) which are not separately reimbursed.
Mileage between an employee's home and normal place of employment during normal working hours is not reimbursable. TO Live will follow the mileage rate as set by City of Toronto.

Accommodations

Accommodations should be booked by obtaining the most cost-effective room rate and shall not exceed **$400 CDN** per night, unless otherwise pre-approved by your Department Head (approval must accompany Expense Report).

Out of Town Meal Expenses

Reasonable meal expenses incurred during business are reimbursable in full, subject the following guidelines:

- gratuities for meals do not exceed 20%;
- a valid itemized receipt showing the date, name and location of the restaurant is required for reimbursement;
- list of attendees if other employees are present, with the bill being paid by the employee having the most seniority in attendance.

Local Meal Expenses

Please use the following guidelines for expensing local meal charges:

- meal charges can be expensed if the employee has lunch with the client;
- gratuities for meals do not exceed 20%;
- a valid itemized receipt showing the date, name and location is required for reimbursement; and
- list of attendees if other employees are present, with the bill being paid by the employee having the most seniority in attendance
- meal charges cannot be expensed if the employee has multiple meetings throughout the day in town and has a meal alone.

Mobile Travel Plans

Employees traveling outside of Canada with a company-provided mobile phone require a mobile travel plan during the duration of their trip. This can be obtained by sending a request via email to the TO Live IT help desk (ithelpdesk@tolive.com) a minimum of one (1) week in advance of your departure.

Car Rental

Rental vehicles may only be used when this mode of travel is deemed more cost-effective than other reasonable methods of transportation.

A compact or mid-size vehicle may be rented by the employee having the most seniority in attendance for business purposes, with advance written approval from the Department Head. A rental of a vehicle larger than a mid-size must be approved in writing by your department Vice President with business rationale provided.

Per Diems

Under certain circumstance, a per diem may be provided to employees attending business trips or conferences, replacing the need to submit meal receipts. Meals as part of a conference should be deducted when calculating the per diem. TO Live will follow the per diem rate as prescribed by the City of Toronto.

Other Reimbursable Travel-Related Expenses

TO Live reimburses the following expenses listed below in connection with business activities/travel, provided they are necessary and reasonable and supported by an original receipt:

- laundry service during trips 3 consecutive days or longer
- parking (excluding valet)
- printing costs for business purposes
- currency conversion fees
- Wi-Fi charges, where not included in room fee
- In-hotel service charges for use of health club facilities, up to $15 per day

Non-Reimbursable Expenses

TO Live will **not** reimburse the following expenses:

- Airline club/lounge fees
- Frequent traveler program costs
- Hotel movie rentals, mini-bar service or other in-room services
- Personal articles (i.e. toiletries, magazines, travel bags/luggage, etc.)
- Personal maintenance services (i.e. barber/hairstylist, manicure/pedicure, etc.)
- Passport fees, including photos
- Alcoholic beverages, unless specifically authorized by your department Vice President
- Theft, loss or damage of personal affects.
- Staff social events (birthdays, showers, etc.) are not to be funded from public funds.

Any exceptions to this Travel & Expenses policy requires pre-approval from the VP of Finance & Administration.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Expense Reimbursement	April 2017	311

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1. A reimbursed expense is defined as a business cost of TO Live that is initially paid by the employee personally and subsequently reimbursed by TO Live through its payables process.

2. All expenses incurred personally by employees/staff of TO Live, including but not limited to the President & CEO, VPs, Directors and Managers, and submitted for reimbursement require the following documentation:

   (a) the expense must be listed on an expense form (provided by accounts payable);

   (b) the actual receipts received for the expense (which must include details on the items purchased) are appended;

   (c) the business purpose for the expense is stated; and

   (d) where deemed appropriate by the VP of Finance & Administration, a copy evidencing the employee's method of payment.

4. The Expense Reimbursement Form along with the required documentation shall be reviewed and approved by the employee's reporting superior and then forwarded to accounts payable for processing. For clarity, a manager requires signature approval of their Director, a Director requires signature approval of the VP, a VP requires signature approval of the President & CEO, and the President & CEO requires signature approval of the Chair of the Board of Directors of TO Live.

5. Before payment is made, all employee's expense reimbursements will be reviewed by the VP of Finance & Administration or designate that they are consistent, complete and have an appropriate business purpose.

6. In the event that required invoice(s) cannot be obtained by the employee, the VP of Finance & Administration shall make a recommendation to the President & CEO as to whether payment should be made.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Corporate Credit Cards	April 2017	314

Overview:

The purpose of a corporate credit card is to offer an efficient and cost-effective method to purchase and pay for goods and services. The program is designed to serve as an alternative to the use of petty cash, standing orders or in instances where a vendor only accepts a credit card as a payment type (i.e. when ordering online). It is not intended to be a mechanism to avoid or bypass purchasing policies or procedures as stipulated in Finance Policy #301 or #303.

A corporate credit card is issued at management's discretion (VP of Finance & Administration or the President & CEO approval required) to employees of TO Live.

Credit limits are specific to each cardholder. All business-related expenses charged on the corporate credit card will be paid directly to an issuing institution by TO Live.

Scope: This policy applies to all departments at TO Live.

Policy:

Staff authorized to hold a corporate credit card are the President & CEO, VPs and Directors subject to the approval of the VP of Finance & Administration.

Management may issue credit cards to other positions as needed, but not below positions of Director.

Card holder Responsibilities: The Credit Card is issued in the name of the staff member and TO Live. All precautions should be taken by the cardholder in maintaining the security and confidentiality of the charge card information (card number and expiration date and CVV number). The reverse of the card includes a space for the cardholder's signature, which must be signed as soon as the card is received.

There is no cost to the users either for the card or for the transactions made using the card. All corporate credit cards are the property of the TO Live.

Usage: The credit card can be used for in-store or online purchases, orders placed by mail, fax or phone wherever or whenever a payment via Accounts Payable is not possible. Although the card is issued with a staff member's name, it is the property of TO Live and is to be used exclusively for TO Live business purchases only.

The credit card may **not** be used for personal use.

All credit card usage must follow and adhere to purchasing policies and procedures as stipulated in Finance Policy #303. No cash advances are permitted. In any event, if a personal expense is accidently charged on the corporate card and cannot be reversed, a reimbursement cheque/e-transfer should be submitted to Finance immediately.

Documentation and Record Keeping Requirements: All credit card documentation will be reviewed by the appropriate signing authority as set out in the Finance Policy #301.

1. The credit card holder will receive a monthly e-statement automatically generated email from the financial institute.

2. A completed corporate credit card Expense Report accompanied with receipts/invoices needs to be sent to Accounts Payable within one week of receiving the credit card statement.

3. Accounts Payable will have on-line access for when a payment is due and notified by the credit card company.

4. Accounts Payable will review submitted credit card statements and attached receipts. If there are any discrepancies, someone from Accounts Payables will be in contact with the credit card holder.

5. It is the credit card holder's responsibility to investigate any unknown/erroneous charges made on their corporate credit card.

Compliance: Employees are required to acknowledge and confirm their receipt, understanding and agreement to comply with this Policy prior to issuance and use of the corporate credit card. Failure to comply with the Policy may result in disciplinary action up to and including termination of employment. Employees will also be required to acknowledge that they are personally responsible for any personal or improper usage of the card and will be required to reimburse TO Live for any such usage.

Accounts Payable Department Submission: All receipts from corporate credit card purchases must be retained for submission with the credit card statement. An explanation of the purchases must be written on the receipt so that costs may be assigned to the appropriate cost center within the accounting system, or an approved Purchase Order be referenced.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Drop Safe and Cash Float Procedure	Established April 2017 Reviewed Jan 2018 Reviewed October 2021	317

TO Live has Drop Safes located in the following locations:

- Meridian Hall (Located in Accounting)
- St. Lawrence Centre (Located in the Duty Office)
- Meridian Arts Centre (Located in the Duty Office)

All deposits are to be verified by an accounting representative and forwarded to the bank for deposit. It is the responsibility of Management to ensure that their staff are aware of, and follow, the procedures for daily cash handling and Drop Safe procedures.

Deposit Drop Procedures

1. Each Cashier/Box Office Attendant will run an end of shift report specific to their department and insert a printed copy into their blue float bag along with the float issued, and sales slips.

2. Once verified by a Manager/Supervisor the cash/cheques indicated on the sales report are to be inserted into the numbered deposit bag and sealed.

3. Accompanied by a witness, the Cashier/Box Office Attendant, will drop the sealed deposit bag(s) into the drop safe.

   Cashier/Box Office Attendant will also return their issued float to the manager on duty who will return it to the department safe.

4. Complete the daily drop log indicating:
   - Date of drop
   - Drop amount
   - Bag Number
   - Location (stand # or ID, such as Main East, Merchandise, Patron Services, Box Office, etc.)
   - Type of drop (sales, or float)

5. Attendant and witness sign the Drop Safe log.

6. All cash/coin issued for an event must be returned and/or dropped into the appropriate safe after completion of the event. No cash/coin will remain in other areas of the building after the event.

Cash Float Issue Procedures

1. The Patron Services Manager will prepare floats for distribution to the department duty safe for coat check and concessions.

   The Box Office Manager or designate will prepare floats for Box Office.

2. All float transfers will be recorded and signed for in a transfer log.

3. Cash floats are to be kept secured at all times and should remain under constant view and monitored by the Manager/Supervisor, or whomever has custody.

4. Requests for change are to be made to the Accounting Assistant who will prepare the order for distribution to the requesting staff.

Audit & Verification

1. The Accounting Assistant will perform a physical count of cash & coin of the Meridian Hall Drop Safe monthly.

2. A Finance representative will perform a spot check of the physical count of all safes quarterly. This spot check may be pre-arranged or not. The report(s) will be included in the quarterly account reconciliations reviewed by the Director of Finance.

Reimbursement of Petty Cash

Cash floats will not be used for reimbursement of Petty Cash unless authorized bythe VP of Finance & Administration or designate. Petty Cash reimbursement must follow TO Live Policy #308 – Petty Cash.

Under no circumstance should cash from the Drop Safe be used for personal transactions.

Disregard of this policy is subject to discipline up to, and including, dismissal.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Cash Handling Guidelines	Established April 2017 Reviewed Jan 2018	318

The TO Live has adopted the following cashier guidelines:

Patron Services/Concessions

1. Cashiers issued a float will receive and sign for it at the beginning of their shift. Both Cashier and Duty Manager/Supervisor will sign for transfer.
2. Cashiers are to set up their POS station and sign-in before beginning a shift.
3. Cashiers are to ensure that the correct date and time is set on the register.
4. Cashiers provided with a float are to enter opening float amount into POS at the beginning of their shift.
5. Cashiers are required to ring in all sales immediately with no delay.
6. Cashiers are to close the register drawer between each transaction.
7. Cashiers are not to leave the registers unattended.
8. Only Cashier issued a float is permitted to work from a cash register drawer during a shift.
9. Cashiers are responsible for knowing the prices of items available for sale.
10. All cash removed/added will be recorded and acknowledged by a Duty Manager/Supervisor and initialed by both parties.
11. Over-rings are to be approved by management by the end of each shift. All over-rings are to be documented by the cashier, as they occur.
12. Cashiers issued a float are to enter closing drawer amounts into POS at end of shift.
13. Cashier will run an end of shift sales report from POS.
14. All Credit card and debit gratuities (tips) reported on the End of Shift report will be documented and processed through payroll in a timely manner.
15. Cashiers dealing with cash are to deposit cash amount indicated on the POS end of shift sales report.
16. Management will maintain a record for each individual cashier documenting overages/shortages and over-rings records. Any ongoing patterns of misconduct will be investigated and may be subject to disciplinary action.

17. Cashiers are subject to unannounced audits at any time by TO Live Management.
18. All credit cards accepted for payment are to be checked to ensure the date iscurrent and the card is signed.
19. Charge Sales:
    - Rung up in a similar manner to cash sales
    - Each transaction is to be accompanied by a supporting receipt
    - The supporting charge sale receipt is to be held in a separate section of the register.
20. Cashiers are NOT to accept personal cheques.
21. Management to be immediately notified if a customer complains of being shortchanged.
22. There is to be no commingling of personal funds and TO Live funds at any time.

Box Office

1. Box Office Attendants issued a float will receive and sign for it at the beginning of their shift. Both Cashier and Duty Manager/Supervisor will sign for transfer.
2. Box Office Attendants are to close their cash drawer between each cash transaction.
3. Only one person is to work from a cash drawer during a shift.
4. All cash removed/added will be recorded and acknowledged by a Duty Manager/Supervisor and initialed by both parties.
5. Each Box Office Attendant will run an end of shift sales report.
6. Box Office Attendants are to deposit cash amount indicated on the end of shift report.
7. Box Office Attendant issued a float will return float to Manager/ Supervisor.
8. Box Office Attendants are subject to unannounced audits at any time by TO Live Management.
9. All credit cards accepted for payment are to be checked to ensure the date is current and the card is signed.
10. Box Office Attendants are to notify Management immediately if a customer complains of being shortchanged.
11. There is to be no commingling of personal funds and TO Live funds at any time.

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Programming Reserve Fund	XXX	322

Purpose of Fund

The purpose of the programming reserve fund is to provide a source of programming subsidy that is not currently available to TO Live.

A programming reserve fund will allow TO Live to budget according to what is being booked two or three years in advance of any City approval cycle but rather an approval process set up by the Board of Directors of TO Live. This will provide flexibility to both TO Live and the programming department depending on the number of acts being considered.

Request to withdraw funds

There are two options to withdraw funds:

1. As part of the annual budget process when presenting the TO Live Presents programming, Management will identify any performance that requires funding from the Programming Reserve Fund via a detailed business case.

2. Outside of the annual budget process as each business opportunity arises and as Management deems it essential that a performance is worthy of investing in, they will present to the Board a detailed business case outlining the need for funding from the Programming Reserve Fund.

Request to transfer funds into

As part of the annual budgeting process, Management may request/budget for a transfer of funds into the Programming Reserve Fund.

Reporting

Management will include a report on the Programming Reserve Fund in its quarterly financial reporting to the TO Live Board.

Related policies

At Risk Presentations Policy #305

TO Live

FINANCE POLICY

Title	Effective Date	Policy Number
Direct Deposit	XXXX	323

Purpose

The purpose of the policy is to provide a protected, confidential, timely and cost-effective method for payroll related payments to all TO Live employees.

Scope

All newly hired employees or re-hired employees are required to participate in the Direct Deposit method of payment and must complete the Direct Deposit Authorization Form within five (5) days of hire for full-time employees and within three (3) days of hire for part-time seasonal and temporary employees.

1. It is the employee's responsibility to notify the payroll department when there are any changes to their personal bank account by completing a new Direct Deposit Authorization Form. The form should be returned to payroll within five (5) business days before their usual payroll cycle to allow for enough time for the payroll department to make the changes.
2. Employee's pay will be electronically directly deposited into one or more checking or savings accounts designated by each employee.
3. TO Live is not responsible or liable for any non-return funds that were held by the banking institution.
4. TO Live is not responsible to issue a paper check should an employee fail to notify the payroll department that a bank account was closed or changed. The payroll department will not process the payment to the employee until the funds are received from the banking institution.
5. Participation in Direct Deposit should be considered a condition of employment and mandatory for all TO Live employees.

TO Live will continue to work with staff currently not enrolled in the direct deposit program and encourage enrollment.

Forms

Direct Deposit Authorization