



Exhibition Place Multi-Year Accessibility Plan 2019-2025

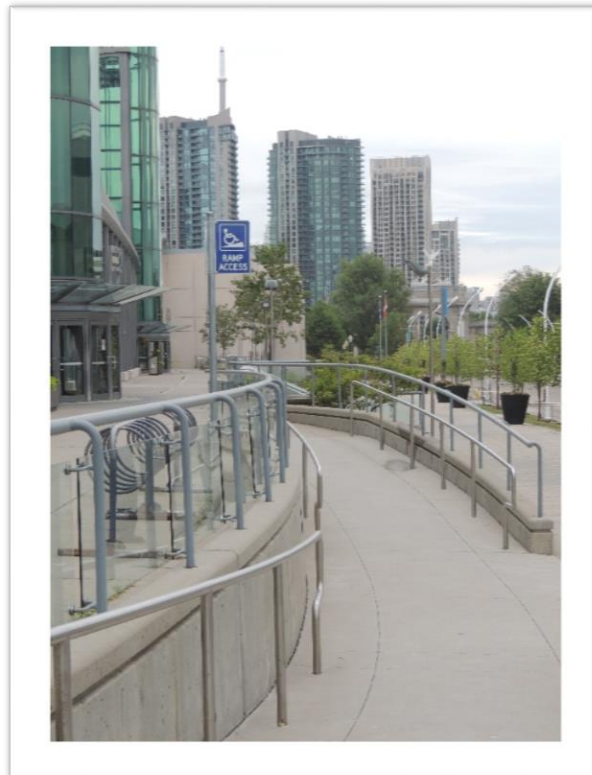


Figure 1 Image of Enercare Centre

Table of Contents

Table of Contents	1
Commitment and Message from CEO	5
Message from Exhibition Place Chief Executive Officer	5
Background and Legislation	7
Exhibition Place's Implementation of AODA	7
Format and Layout:.....	8
General Deliverables	9
AODA Multi-Year Accessibility Plans (MYAP)	9
Legislated Requirements:	9
Action Taken for MYAP 2013-2018.....	9
Planned Action (2019-2025):	10
Customer Service Standard	11
Exhibition Place's Commitment	11
A. Customer Service Policies	12
Legislated Requirements:	12
Action Taken (2013-2018).....	12
Planned Action (2019-2025):	12
B. Staff Training.....	13
Legislated Requirements:	13
Action Taken (2013-2018).....	13
Planned Action (2019-2025):	13
C. Procuring or Acquiring Goods, Services and Facilities.....	13
Action Taken (2013-2018).....	14
Planned Action (2019-2025):	14
D. Procuring or Acquiring Self-Service Kiosks.....	14
Legislated Requirements:	14
Action Taken (2013-2018).....	14
Planned Action (2019-2025):	15
E. Alternative Formats and Communication Supports	15
Legislated Requirements:	15
Action Taken (2013-2018).....	15
Planned Action (2019-2025):	15
F. Allow for Service Animals and Support Persons	15

Legislated Requirements:	15
Action Taken (2013-2018).....	16
Planned Action (2019-2025):	16
G. Notice of Service Disruption	16
Legislated Requirements:	16
Action Taken (2013-2018).....	16
Planned Action (2019-2025):	16
H. Emergency Procedures, Plans and Public Safety Information	16
Legislated Requirements:	16
Actions Taken (2013-2018):	17
Planned Action (2019-2025):	17
Information and Communications Standard.....	18
Exhibition Place's Commitment	18
A. Accessible Formats & Communication Supports	18
Legislated Requirements:	18
Action Taken (2013-2018).....	19
Planned Action (2019-2025):	19
B. Accessible Feedback Process	19
Legislated Requirements:	19
Action Taken (2013-2018).....	19
Planned Action (2019-2025):	20
C. Accessible Website and Web Content	20
Legislated Requirements:	20
Action Taken (2013-2018).....	20
Planned Action (2019-2025):	20
Employment Standard	21
Exhibition Place's Commitment	21
Legislated Requirements:	21
A. Assessment, Selection and Retention.....	21
Legislated Requirements:	21
Action Taken (2013-2018).....	22
Planned Action (2019-2025):	22
B. Accessible Formats and Communication Supports	23
Legislated Requirements:	23
Action Taken (2013-2018).....	23

Planned Action (2019-2025):	23
C. Workplace Emergency Response Information	23
Legislated Requirements:	23
Action Taken (2013-2018).....	23
Planned Action (2019-2025):	24
D. Individual Accommodation Plan	24
Legislated Requirements:	24
Action Taken (2013-2018).....	25
Planned Action (2019-2025):	25
E. Return to Work	25
Legislated Requirements	25
Action Taken (2013-2018).....	25
Planned Action (2019-2025):	26
F. Performance Management.....	26
Legislated Requirements:	26
Action Taken (2013-2018).....	26
Planned Action (2019-2025):	26
G. Career Development and Advancement	26
Legislated Requirements:	26
Action Taken (2013-2018).....	26
Planned Action (2019-2025):	26
H. Redeployment.....	27
Legislated Requirements:	27
Action Taken (2013-2018).....	27
Planned Action (2019-2025):	27
Transportation Standard	28
Legislated Requirements:	28
Action Taken (2013-2018).....	28
Planned Action (2019-2025):	28
Design of Public Spaces Standard	29
Exhibition Places Commitment	29
Accessible Built Environment Initiatives.....	29
Legislated Requirements:	29
Action Taken (2013-2018).....	30
Planned Action (2019-2025):	31

Closing Remarks	32

Commitment and Message from CEO

Message from Exhibition Place Chief Executive Officer

The Board of Governors is committed to building an inclusive organization that values the contribution of people with disabilities. It is committed to providing an accessible environment in which people with disabilities can access services and facilities at Exhibition Place, including all buildings, public spaces, information and communications, in a way that meets their individual needs. The Board of Governors of Exhibition Place's Accessibility Policy establishes a framework for compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the requirements of the *Integrated Accessibility Standards Regulations* (IASR) under the AODA.

As an agency of the City of Toronto, the Exhibition Place Accessibility Policy supports the City of Toronto's motto "diversity our strength" and demonstrates commitment to accessibility, inclusion, equity and human rights.

Exhibition Place AODA Implementation Team

To oversee the implementation of the Exhibition Place Multi-Year Plan pursuant to the Exhibition Place Accessibility Policy and our annual AODA objectives, Exhibition Place has formed a Senior Management AODA Team that meet on a regular basis. The AODA Implementation Team has representation from all departments and provide advice to the Chief Executive Officer. The membership is as follows:

- Director, Parking & Security Services, Sales & Event Management Department (Team Lead)
- Director, Operations Services, Operations Department
- Director, Accounting Services, Finance Department
- Director, IT/Telecom/Records & Archives, Finance Department
- Director, Event Management Services, Sales & Event Management Department
- Director, Facility Services, Sales & Event Management Department
- Human Resources Manager, Human Resources, Office of the CEO
- Occupational Health & Safety Consultant, Operations Department

The Implementation Team is further supported by key staff:

- Senior Archivist, Records & Archives, Finance Department
- Physical Assets Coordinator, Operations Services, Operations Department
- Digital Marketing Specialist, Office of the General Manager, Sales & Event Management Department
- Human Resources Associate, Human Resources, Office of the CEO
- Senior Financial Analyst, Accounting Services, Finance Department
- Facility Coordinator, Facility Services, Sales & Event Management Department
- Administrative Assistant, Parking & Security Services, Sales & Event Management Department

While the AODA Implementation Team will take a leadership role in developing and implementing our Multi-Year Plan approved by the Board of Governors, accessibility is a shared responsibility and everyone has a part to play in making Exhibition Place accessible to residents, visitors, attendees and co-workers. The Exhibition Place Accessibility Policy describes these roles and responsibilities for all employees and other persons acting on behalf of Exhibition Place.

Background and Legislation

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) has established accessibility standards and requirements for Customer Service, Information and Communications, Employment, Transportation and Design of Public Spaces. The five standards under the AODA are explained and listed below:

- **Customer Service Standard** – provide accessible customer service to people with disabilities so that they can access the same goods and services as everyone else.
- **Information and Communication Standards** – create, provide and receive information in ways that are accessible for people with disabilities.
- **Employment Standard** – Employers will provide accessibility support to employees across all stages of the employment life cycle.
- **Transportation Standard** – transportation providers will make their services and vehicles accessible to people with disabilities.
- **Public Spaces Standard** – public spaces will be designed to make it easier for everyone (people with disabilities, seniors and families) to use public spaces. Public spaces include; recreational trails, beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, service related elements and the maintenance of public spaces.

The five standards are combined into one standard called the [Integrated Accessibility Standards, Regulation 191/11](#).

Under the *Ontario Human Rights Code*, Exhibition Place has ongoing obligations to ensure that as an organization they respect non-discrimination. They must incorporate the *Accessibility for Ontarians with Disabilities Act* (AODA) but also recognize that additional accommodation measures that go beyond the AODA, may be required as per the *Ontario Human Rights Code*.

Exhibition Place's Implementation of AODA

Exhibition Place continually works towards compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). We will meet all deliverables required under the Act. Through the creation of policies, practices and procedures, we ensure that staff follow specific guidelines and remain committed to incorporating accessibility into all areas of service provided to the public and in internal processes. Exhibition Place's services and programs shall be delivered in a way that respects the dignity and independence of people with disabilities.

Exhibition Place is committed to meeting the requirements of the AODA legislation and its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free environment.

Format and Layout:

Throughout this Multi-Year Accessibility Plan, we have listed each of the legislated requirement as per the AODA, followed by the action taken in the by Exhibition Place in the years 2013 to 2018 and then listed the planned action for what we wish to accomplish over the next seven years (2019-2025).

Legislated Requirements: what we are legislated to do as per the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Action Taken (2013-2018): what we have accomplished in the past 2013-2018.

Planned Action (2019-2025): what we wish to accomplish over the next seven years as per this Multi-Year Accessibility Plan.

General Deliverables

Exhibition Place has undertaken and completed a number of initiatives in our ongoing strategy to prevent and remove barriers for persons with disabilities. As per the requirements of the *Accessibility for Ontarians with Disabilities Act*, the general deliverables Exhibition Place has undertaken are as follows:

AODA Multi-Year Accessibility Plans (MYAP)

Listed below are the legislated requirements, action taken from the last multi-year accessibility plan 2013-2018 and planned action for Exhibition Place's new 2019-2025 Multi-Year Accessibility Plan.

Legislated Requirements:

The Accessibility for Ontarians with Disabilities Act (AODA) mandates organizations to establish, implement, maintain and document a Multi-Year Accessibility Plan (MYAP). The plan outlines a strategy for how organizations will remove and prevent barriers.

The Multi-Year Accessibility Plan has specific deliverables which must be met. The plan is to be reviewed once every five years. Actions are organized using the five categories listed in the requirements:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Action Taken for MYAP 2013-2018

Exhibition Place created an accessibility plan covering the years 2013 to 2018. The plan helped to direct and assist staff to put in place the deliverables required under the *Accessibility for Ontarians with Disabilities Act*, which are listed throughout this document. The 2013-2018 MYAP was posted on Exhibition Place's website in September 2014 and made available in accessible formats upon request.

The plan was created in consultation with an external accessibility consultant, the City of Toronto's Accessibility Advisory Committee and Exhibition Place's staff representing various departments. Development of action tactics to implement the Plan were led by the AODA Implementation Team. The plan is reflective of the following five standards: Customer Service, Employment, Information and Communications, Transportation and Public Spaces.

We are proud to have completed all deliverables proposed in our 2013-2018 Multi-Year Plan. You will find the action taken to meet those deliverables throughout this document. As well the new deliverables created from the new 2019-2025 Multi-Year Plan are shown under Planned Action.

Planned Action (2019-2025):

This is Exhibition Place's second Multi-Year Accessibility Plan and covers the period 2019 to 2025. The legislated requirements are for a five-year plan, but Exhibition Place has decided to be proactive and has created a plan that runs in conjunction with the Government's plan to make Ontario accessible by 2025 with a full review of the status of its implementation at the end of year three. Exhibition Place will also expand the membership of the AODA Implementation Team to include employees who have disabilities or who care for persons with disabilities. This plan serves as a road map to removing barriers as we continue to serve people with disabilities.

Customer Service Standard

The Customer Service Standard, guides organizations on how to provide services to people with disabilities using the core principles of independence, dignity, integration and equality of opportunity.

To do this, organizations must make sure that they:

- A. Establish policies, practices and procedures;
- B. Provide staff training on Customer Service;
- C. Provide goods and services in an accessible manner;
- D. Provide accessible communication and documents;
- E. Allow for service animals and support persons;
- F. Provide notice of service disruption; and
- G. Ensure that any emergency procedures, plans and public safety information are available in accessible formats if requested.

Exhibition Place's Commitment

Exhibition Place strives to deliver its services, programs and facilities in a way that provides equal treatment and equitable benefits, and, in a manner, which respects the dignity and independence of people of all abilities. This is done by creating and following accessible customer service policies and practices and training staff appropriately.



Figure 2 Image of Heritage Court entrance

A. Customer Service Policies

Listed below are the legislated requirements, action taken and planned action for the creation of customer service policies.

Legislated Requirements:

Develop and establish policies, practices and procedures which are consistent with the requirements outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

Action Taken (2013-2018)

Exhibition Place supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and in 2010 established policies, practices and procedures which were consistent with the accessibility standards established under the AODA. The policies addressed the following:

- Followed the core principles of independence, dignity, integration and equality of opportunity;
- Provided Accessible Customer Service guidelines for employees who provide goods and services to people with disabilities;
- Allowed service animals and support persons;
- Provided communication to people with disabilities that took into account the person's disability;
- Developed a policy that directed that all public information should be provided in accessible formats, if requested;
- Provided a notice of service disruption if facilities or services are disrupted; and
- Provided accessible customer service training to employees.

Exhibition Place's Accessibility policy was initially established in April 2010 and has been amended from time to time. The current policy is available to employees via the intranet site and publicly on Exhibition Place's website. Human Resources is responsible to ensure that the Accessibility Policy is in compliance with AODA, reviewed on a regular basis and is available in accessible formats upon request.

Planned Action (2019-2025):

On July 1st of 2016 legislated changes were made by the Ontario Government to the Accessible Customer Service Standard and it became part of the Integrated Accessibility Standards Regulation. These changes affected Exhibition Place's policies and revisions will need to be made accordingly.

Exhibition Place will make the following changes so that we meet the updated Customer Service Standard changes:

- Update our staff training requirements to include Customer Service training for all Exhibition Place staff, including full time, part time and volunteers. This training is not limited to those that provide goods or services;
- Update our policies regarding service animals and support persons to be in line with changes to customer service standards;

- Both the Customer Service Standard and the Integrated Accessibility Standards Regulation will be formed into one policy called the Accessibility Policy for Exhibition Place; and
- Ensure that the new policy is accessible and posted to our website.

B. Staff Training

Listed below are the legislated requirements, action taken and planned action for staff training.

Legislated Requirements:

Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and those that make decisions on behalf of the organization.

Action Taken (2013-2018)

Exhibition Place's Human Resources, lead the implementation of a mandatory training strategy encompassing the requirements of the Accessibility for Ontarians with Disabilities Act and Ontario Human Rights Code. Staff were trained on the Customer Service Standard in 2010. With the release of the Integrated Accessibility Standards Regulation in 2011, and its mandatory training component, a second grounds-wide training initiative was undertaken. An on-line training session was mandated for all employees. Staff were also given the option of in-person group sessions. As part of their mandatory on-boarding program, all new staff are trained on both the Customer Service Standard and the Integrated Accessibility Standards Regulation as appropriate to individual job duties.

Some internal staff were trained on the creation of accessible documents, as part of an initiative to begin the process of creating accessible Board Reports.

Planned Action (2019-2025):

Human Resources continues to lead the implementation of our training strategy by providing training to all new employees as part of their orientation process. The training will incorporate redeveloped AODA and Human Rights in-class training, intact team training and supplementary eLearning modules. Human Resources has a system in place for managing employee training history as per the legislative requirements.

We recognize that documents provided to the public and on our website must be accessible. Future staff training shall be planned and include "How to Create Accessible Documents and PDFs".

C. Procuring or Acquiring Goods, Services and Facilities

Listed below are the legislated requirements, action taken and planned action.
Legislated Requirements:

Any time an organization is making decisions on what goods, services or facilities they procure, they shall incorporate accessibility features and criteria. When it is not possible to do so, if requested, an explanation is provided.

Action Taken (2013-2018)

Exhibition Place does not procure facilities and the majority of its procurement of goods and services is through the City of Toronto Purchasing Material Management Department. When acquiring or procuring goods or services directly, Exhibition Place incorporates accessibility criteria and features, and does so as early as possible in the procurement process. Ensuring accessibility is incorporated into all direct procurement activities is the primary responsibility of the Purchasing Division who manages these activities and contracts. Where it is not practicable to do so, an explanation is provided upon request, in accordance with Accessible Procurement Guidelines.

Planned Action (2019-2025):

Exhibition Place will undertake a full review of our current process for acquiring or procuring goods and services including understanding the current process for the City of Toronto Purchasing Material Management Department.

D. Procuring or Acquiring Self-Service Kiosks

Listed below are the legislated requirements, action taken and planned action for procuring or acquiring self-service kiosks.

Legislated Requirements:

Should an organization purchase a self-service kiosk (interactive electronic terminal, including a point-sale device, intended for public use that allows users to access one or more services or products or both) they must ensure it is accessible.

Action Taken (2013-2018)

Exhibition Place has purchased accessible self-service kiosks that are located within accessible parking spaces. We followed our procurement process through the Toronto Parking Authority.

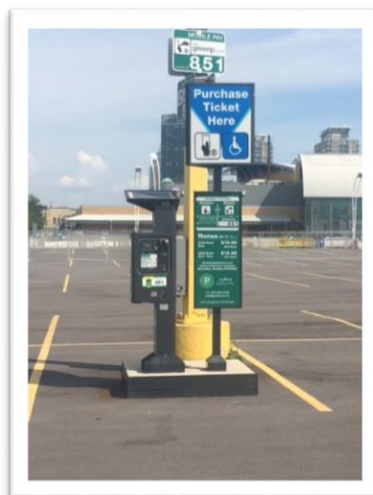


Figure 3 Image of self-service kiosk

Planned Action (2019-2025):

Should we in the future purchase additional self-service kiosks, we will continue to ensure that accessibility criteria and features are incorporated into the design.

E. Alternative Formats and Communication Supports

Listed below, are the legislated requirements, action taken and planned action for alternative formats and communication supports.

Legislated Requirements:

Provide or arrange for accessible formats and communication supports when requested. Review relevant policies, continue to reinforce accessibility training and develop guidelines so that we are ensuring we are able to provide alternative formats and communication supports.

Action Taken (2013-2018)

Exhibition Place continues to ensure that staff are able to provide accessible formats and communication supports to the public when requested. Alternative formats are provided upon request, in a timely manner and at a cost no more than the regular cost charged to others.

Planned Action (2019-2025):

In order for staff to be able to provide accessible formats upon request, we will provide accessible documents training to key staff; How to Create Accessible Word Documents, and How to Create Accessible PDFs.

We will also look at creating templates for various documents so that new documents being created are formatted and designed to be accessible. Another consideration would be to create an Accessible Writing Guide for staff.

F. Allow for Service Animals and Support Persons

Listed below are the legislated requirements, action taken and planned action for allowing service animals and support persons.

Legislated Requirements:

If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Action Taken (2013-2018)

Exhibition Place has written in their policies that a service animal is permitted anywhere that the public is allowed to go except where food is being prepared. Staff are aware and recognize the importance of not interacting with the service animals (no touch, no talk, no eye contact). If staff are uncertain if it is a legitimate service animal, they can ask the individual for a copy of a letter authorized by a Health Practitioner. The service animal must be under the care and control of the individual at all times.

Staff are aware that Support Persons, are allowed to accompany a person with a disability and stay with them at all times. Should a situation arise where the support person is not allowed then staff would provide the assistance.

Planned Action (2019-2025):

We will be adding the changes to the Customer Service requirements for service animals and support persons into the IASR policy when we make it into one policy. We may look into providing future information on service animals and support persons and the role they play through news articles or other means of communication.

G. Notice of Service Disruption

Listed below are the legislated requirements, action taken and planned action for providing notice of service disruption.

Legislated Requirements:

Organizations must provide notice of all disruptions, even those that are not expected. If you know ahead of time that a disruption will occur, provide notice a reasonable time in advance.

When a disruption occurs unexpectedly, such as when technology breaks down, organizations must still provide notice as soon as possible

Action Taken (2013-2018)

We currently place a notice of service disruption sign up for all major service disruptions at the facility of space being affected. Notice includes reason for the disruption, its anticipated duration and a description of alternative facilities that are available. These notices are posted on Exhibition Place's website.

Planned Action (2019-2025):

We will review the Notice of Service Disruption procedures to ensure it is meeting compliance with the AODA.

H. Emergency Procedures, Plans and Public Safety Information

Listed below are the legislated requirements, action taken and planned action for the provision of emergency procedures, plans or public safety information.

Legislated Requirements:

Organizations must provide its emergency procedures, plans or public safety information that it makes available to the public in an accessible format upon request.

Actions Taken (2013-2018):

Exhibition Place has numerous documents and pieces of information that needed to be considered under this section as per the Accessibility for Ontarians with Disabilities Act. We are ensuring that we provide any emergency procedures, plan or public safety information in an accessible format, upon request.

Planned Action (2019-2025):

Exhibition Place to review its current documents related to emergency procedures, plans and public safety information, and decide which ones need to be made available to the public, and if so, ensure they are accessible.

Information and Communications Standard

Under the Information and Communications Standard, organizations must make sure that all public communications are accessible to people with disabilities including:

- A. Accessible formats and communication supports;
- B. Feedback system accessible;
- C. Emergency procedure, plans or public safety information; and
- D. Accessible websites and web content.

Exhibition Place's Commitment

Exhibition Place is committed to making public communications more accessible to people with disabilities through multiple channels of communication including on-line, direct mail, advertising, outreach programs etc. This is done by creating and following the information and communications standards in the following four ways:

- Providing or arranging for accessible formats and communications supports upon request;
- Making sure that all public feedback channels (e.g. online, in-person, phone and email) are accessible;
- Making emergency procedures, plans and public safety documents available in accessible format, upon request; and,
- Updating websites to be accessible by following the Web Content Accessibility Guidelines (WCAG) 2.0.

A. Accessible Formats & Communication Supports

Listed below are the legislated requirements, action taken and planned action for providing an accessible formats and communication supports.

Legislated Requirements:

Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.

The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Every obligated organization shall notify the public about the availability of accessible formats and communication supports.

Action Taken (2013-2018)

Exhibition Place provides alternative formats and communication supports upon request. We notify the public through our website and on other materials. Should an individual provide a request we would consult with the person and arrange and/or provide an alternative format that works for them. Staff have undertaken to ensure that all Board Reports from 2014 forward are accessible.

Planned Action (2019-2025):

We have not had many requests for alternative formats. We know that we must look at ways in being able to provide alternative formats. Exhibition Place will develop strategies to provide or arrange for the provision of accessible formats and communication supports and will include our feedback process. Staff training will take place in the near future, to ensure that we can provide this service quickly and in-house as required.

B. Accessible Feedback Process

Listed below are the legislated requirements, action taken and planned action for providing an accessible feedback process.

Legislated Requirements:

Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and make the information available to the public.

Action Taken (2013-2018)

An individual that wishes to provide feedback can do so in a number of ways. They have the option of emailing, calling, or through our on-line process.

Contact

Contact options
Tel: 416.363.3000
Send Us an Email

Address
Exhibition Place
100 Princes' Blvd, Suite 1
Toronto, ON M6K 3C3

Map: A Google Map showing the location of Exhibition Place at 100 Princes' Blvd, Toronto. The map includes labels for 'Exhibition Place', 'Gardiner Expy', 'Lake Shore Blvd W', 'BATHURST Q', and 'Western Channel'. A red pin marks the location of Exhibition Place.

Send us an inquiry:

Name *

Email address *

Message *

Send message

Figure 4 Screenshot of "Contact Us" page from Exhibition Place website

Another option is to access the City of Toronto's "City311" on-line tool. The City of Toronto forwards any related inquiries to us for action.

In addition, there is a central point of contact for all accessibility related inquiries including requesting accessible formats and communication supports.

Planned Action (2019-2025):

Exhibition Place will develop strategies to provide or arrange for the provision of accessible formats and communication supports and will include our feedback process.

C. Accessible Website and Web Content

Listed below are the legislated requirements, action taken and planned action for the provision of accessible website and web content.

In accordance with the Information and Communications Standard, organizations must ensure their website is accessible. Website accessibility includes further enhancements, improvements and ensuring compliance with WCAG, 2.0, Level A initially and working towards Level AA.

Legislated Requirements:

Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.

Action Taken (2013-2018)

In 2014, Exhibition Place worked towards meeting Level A of the Web Content Accessibility Guidelines (WCAG) 2.0.

Planned Action (2019-2025):

Exhibition Place is committed to ensuring their website and web content is accessible. From 2019 to 2021 we will be concentrating on working towards Level AA. We will also be looking at the content on the website to ensure all documents are accessible.

Employment Standard

The Employment Standard, under the Integrated Accessibility Standards Regulation, requires employers to provide for accessibility across all three stages of the employment life cycle including:

- Assessment;
- Selection; and
- Retention.

Exhibition Place's Commitment

Exhibition Place is committed to fostering a positive and progressive workforce. We will provide equitable treatment and accommodation to ensure barrier-free employment in accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and Exhibition Place's Accommodation Policy.

Legislated Requirements:

The Employment Standard applies to paid employees including full-time, part-time, paid apprenticeships and seasonal employment.

Organizations must ensure they have policies, procedures and plans that cover and provide for:

- A. Assessment, selection and retention process;
- B. Accessible formats and communication supports for employees;
- C. Workplace emergency response information;
- D. Documented individual accommodation plan process;
- E. Return to work process;
- F. Performance management;
- G. Career development and advancement; and
- H. Redeployment.

A. Assessment, Selection and Retention

The Employment Standard requires employers to provide for accessibility across all stages of the employment life cycle for an employee with a disability. By pro-actively removing barriers, employers can help to create workplaces that are accessible and that allow employees to receive the required support needed during the recruitment, assessment and retention portions of employment.

Listed below are the legislated requirements, action taken and planned action for recruitment, assessment and retention of employees:

Legislated Requirements:

Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

If a selected for an interview or assessment, the applicant can request an accommodation. The employer shall consult with the applicant and provide or arrange

for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.

Once the individual is hired, an organization informs the applicant of their accommodation policies so that they can be properly accommodated and retained on the job.

Action Taken (2013-2018)

During the recruitment process, all job postings, regardless of being advertised internally or externally or full-time or seasonal, have an accessibility statement which reads as follows:

“Accommodation: You can request accommodation at any stage of our hiring process. If you are invited to participate in the assessment process, we ask that you provide your accommodation needs in advance at that time. Please be advised that you may be requested to provide medical/other documentation to Human Resources to ensure that appropriate accommodation is provided to you throughout the process.”

Exhibition Place notifies the job applicant, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. We consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disabilities.

Once the individual is hired or retained, Human Resources provides them with a copy of Exhibition Place's Accessibility Policy along with the Letter of Offer to ensure all efforts are made to support employees in need of accommodation. If accommodations are requested an Individual Accommodation Plan is created.

Seasonal employees are provided with a copy of Exhibition Place's Accessibility Policy at the time of hire if requested, during their mandatory orientation and/or can access the policy via the employee's intranet site

Human Resources policies are posted on the Employee Intranet site and all employees (full-time, year-round and seasonal) have access to this site.

All newly hired employees are required to attend a mandatory orientation which includes reviewing and signing off on some Exhibition Place policies; one of which is the Accessibility Policy.

All employees are notified of changes to policies via communication from Human Resources along with posting any amended or new policies.

Planned Action (2019-2025):

We will continue with the existing process along with seeking further information from other employers, including the City of Toronto, to benchmark and possibly improve our practices.

B. Accessible Formats and Communication Supports

Listed below are the legislated requirements, action taken and planned action for accessible formats and communication supports:

Legislated Requirements:

If an employee with a disability requests an alternative format and/or communication support for information needed to perform their job or information that is generally available to employees, then the employer shall consult with the individual to provide it in an acceptable format that works.

Action Taken (2013-2018)

Human Resources, in conjunction with the necessary divisions at Exhibition Place ensure that any requests for the provision of accessible formats and/or communication supports are provided.

Human Resources consults with the employee to determine the suitability of an accessible format or communication support and ensures that the accommodations provided meet the needs of the employee.

Planned Action (2019-2025):

Exhibition Place will continue to provide alternative formats and communication supports. Moving forward, staff training on accessible formats and communication supports will ensure that newly created information is designed to be accessible from the beginning. Incorporating accessibility from the beginning will make it easier in the future when requests are made, as they will have already been designed to be accessible.

C. Workplace Emergency Response Information

Listed below are the legislated requirements, action taken and planned action for workplace emergency response information:

Legislated Requirements:

Every employee must provide individual workplace emergency response information to employees who have disabilities. Should an individual request assistance from another individual they must have their consent. The information must be reviewed and updated throughout the lifecycle of employment inclusive of changes.

Action Taken (2013-2018)

Individualized workplace emergency response information is collected by Human Resources when an employee is newly hired or if an existing employee's needs change. Employees are asked a series of questions as they pertain to assistance during an emergency. If the employee indicates assistance during an emergency is needed then Human Resources in conjunction with Occupational Health & Safety meet with the employee to determine the suitability of a workplace emergency response plan. The employee is consulted and included throughout the entire plan process.

Human Resources collects emergency contact information from every newly hired employee, including seasonal employees. When collecting this information, the employee is asked if they need any assistance in the event of an emergency. If the employee states they do then they are required to attend a meeting with Human Resources and Occupational Health & Safety to determine a workplace emergency response plan.

Human Resources in conjunction with the employee review plans on an as needed basis, for example, if the employee were to move work locations, the plan would be reviewed.

Planned Action (2019-2025):

We will continue to provide workplace emergency response information, review plans and processes and adjust and make changes where needed. We will seek further information from other employers including the City of Toronto to benchmark and possibly improve our practices

D. Individual Accommodation Plan

Listed below are the legislated requirements, action taken and planned action for an Individual Accommodation Plan:

Legislated Requirements:

Organizations shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

The process for the development of documented individual accommodation plans shall include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
- The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Action Taken (2013-2018)

Requests for temporary or permanent accommodations are generally managed through Human Resources. An employee requesting an accommodation will be required to meet with Human Resources, their bargaining agent, if applicable and Occupational Health & Safety in some cases.

Human Resources and the employee will both participate in putting the individual accommodation plan together ensuring it meets the needs of the employee.

Individual accommodation plans will be reviewed as requested by the employee requesting the accommodation, on an as needed basis or in the event of any changes, such as the change of the employee's work location.

Should the plan be denied, the reasons for the denial are provided to the employee.

The Individual Accommodation Plan becomes an internal tracking mechanism to record and ensure proper accommodations and ongoing support are being provided to the individual.

Planned Action (2019-2025):

We will be reviewing the Individual Accommodation Plan to ensure that it meets the tracking mechanism needed to ensure continued support throughout the employment life-cycle of the individual.

E. Return to Work

Listed below are the legislated requirements, action taken and planned action for the Return to Work Process:

Legislated Requirements

Organizations are required to have a return to work process for an individual who is absent from work due to a disability, and require a disability related accommodation, in order to return to work.

Action Taken (2013-2018)

Exhibition has a process in place to accommodate individuals with disabilities who are absent from work due to a disability and require a disability related accommodation in order to return to work. The return to work program addresses the steps required to provide the accommodations needed and also includes a transition plan. The Return to Work Plan also includes support from the employee's attending physician in the form of a return to work letter indicating whether any limitations/supports are required.

The Return to Work Plan outlines the steps the employer will take to facilitate the return to work, the dates of the accommodation as well as any other conditions that do not fall within company policies.

Planned Action (2019-2025):

Exhibition Place's current Return to Work Process addresses the accommodation needs required for an effective return to work. We will continue to update and review on as need basis.

F. Performance Management

Listed below are the legislated requirements, action taken and planned action for performance management for employees:

Legislated Requirements:

Organizations must take into account the accessibility needs of employees with disabilities, as well as the Individual Accommodation Plan during performance management.

Action Taken (2013-2018)

Human Resources ensures that employees with disabilities as well as the individual accommodation plan are taken into consideration should a performance management issue arise or take place.

Planned Action (2019-2025):

Exhibition Place's current process addresses the action taken and planned action for performance management. We will continue to update and review on as need basis.

G. Career Development and Advancement

Listed below are the legislated requirements, action taken and planned action for career development and advancement for employees:

Legislated Requirements:

An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Action Taken (2013-2018)

Human Resources ensures that employees with disabilities as well as the individual accommodation plan are taken into consideration with respect to employee career development and advancement. Exhibition Place, recognizes that it is important that everyone is provided with opportunities to advance within our organization.

Planned Action (2019-2025):

We have processes in place which consider the accessibility needs of individuals during career development and advancement. We will continue to clearly document and communicate to employees and management throughout the organization during recruitment, staffing, and redeployment related activities.

H. Redeployment

Listed below are the legislated requirements, action taken and planned action for redeployment of employees:

Legislated Requirements:

An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Action Taken (2013-2018)

Exhibition Place's return to work plan includes steps to involve Human Resources and, in some cases, Occupational Health & Safety in the redeployment process where there are accommodation requirements.

Planned Action (2019-2025):

We will continue to follow our current process for redeployment and shall review it and change should the need arise.

Transportation Standard

The goal of the Transportation Standard is to make sure that transportation providers as well as municipalities, universities, colleges, hospitals and school boards make their services and vehicles accessible to people with disabilities.

Accessible transits allow people with disabilities to live, work and participate in their communities.

Legislated Requirements:

The requirements in the Transportation Standard will help transportation providers as well as municipalities, universities, colleges, hospitals and school boards make their services and vehicles accessible to people with disabilities.

Action Taken (2013-2018)

Exhibition Place is not impacted by the Transportation Standard as we are not a designated public sector transportation organization and we do not provide transportation. As a result, we do not have any legislated requirements that need to be met. We do however work with TTC, Metrolinx (GOTransit) and Wheel-Trans during road closures, and when major events are taking place that could have an impact on transportation services.

Planned Action (2019-2025):

None.

Design of Public Spaces Standard

The Design of Public Spaces Standard applies to public spaces that are being newly constructed or renovated. There are seven areas which include:

- Recreational trails and beach access routes;
- Outdoor public use eating spaces;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking;
- Obtaining services; and,
- Maintenance.

Exhibition Place's Commitment

Exhibition Place is committed to ensuring, that when designing newly built facilities and or renovating existing facilities that we incorporate the accessibility features legislated under the Design of Public Spaces Standard.



Figure 5 Image of Enercare Centre (Hall D)

Accessible Built Environment Initiatives

Listed below, are the legislation requirements, action taken and planned actions for the built environment initiatives.

Legislated Requirements:

The Public Spaces Standard requires organizations to incorporate accessibility features when constructing new or undergoing major renovations to public spaces as of January 1, 2016. Accessible public spaces include specific features that make it easier for everyone to use public spaces; people with disabilities, seniors and families. There are seven areas covered by this standard:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking;

- Obtaining services; and
- Maintenance.

Action Taken (2013-2018)

Exhibition Place proactively implements accessible built initiatives into the design of outdoor public spaces. When developing and constructing buildings and public spaces Exhibition Place not only adhered to the *Ontario Building Code*, which has a section on Barrier-Free Design, and the AODA Design of Public Spaces Standards follows the Toronto Accessibility Design Guidelines (TADG). The TADG acts as a guiding standard of excellence in accessibility for building and renovating Exhibition Place facilities and public spaces.

Even though the Public Spaces Standard is only required on a go-forward basis or if a company is undergoing major renovations, we have chosen to continually upgrade or facilities and services.

We have spent approximately \$500,000 on accessibility improvements focusing during the 2013-2015 Plan on the accessibility of washrooms and within public parking areas.



Figure 6 Accessibility signage in Enercare Centre

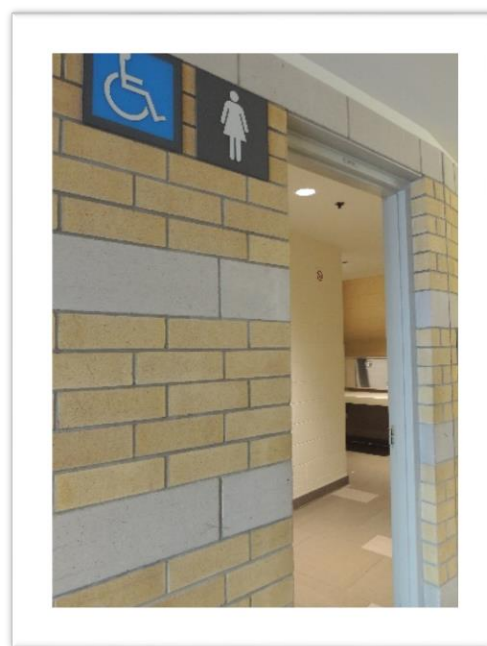


Figure 7 Image of washroom in Enercare Centre



Figure 8 Image of sidewalk shed

Planned Action (2019-2025):

A site accessibility audit will take place with an accessibility consultant to identify possible AODA improvements needed. We will be setting aside additional funds in both the Operating and Capital budget for renovations and will be reviewing:

- Washrooms; signage, automated push door buttons and grab bars.
- Consideration of additional family washrooms.
- Exterior pathways; width, surface, colour contrast, and curb cuts.
- Stairs; proper dimensions, hand rails and effective colour contrast.
- Accessible parking; van accessible parking included.

Exhibition Place will continue to implement the public spaces standard and follow the accessibility amendments to the Ontario Building Code and the OBC itself.

Closing Remarks

Exhibition Place is committed to providing an accessible environment in which all individuals have access to Exhibition Place's services and programs in a way that respects the dignity and independence of people with disabilities.

Exhibition Place supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will continue to follow and implement policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, transportation and public spaces as applicable.

We are proud to have met the deliverables outlined in our 2013 to 2018 Multi-Year Accessibility Plan. We are passionate about continuing to identify, remove and prevent barriers to people with disabilities and becoming a barrier free environment as outlined in this our new 2019-2025 Multi-Year Accessibility Plan.

Policy Name	Policy Type
Accessibility Obligations in Procurement Guidelines	Employee
Original Date	Revision Date
January 1, 2019	December 12, 2024

Guideline Statement

Exhibition Place is committed to supporting people with disabilities by working to remove existing barriers and ensuring that new barriers are not created.

Application

Legislation has been passed, including the *Ontario Human Rights Code*, *Ontarians with Disabilities Act, 2001*, and the *Accessibility for Ontarians with Disabilities Act, 2005*, and its regulations, and Exhibition Place is committed to meeting its obligations under the legislation.

These pieces of legislation include either implied or express accessibility obligations that apply to the acquisition of all goods and services, including those goods and services that may be acquired regardless of value.

Implementation

In order to meet their accessibility obligations in procurement related activities, Divisions should consider the following three key questions:

- What are the barriers that people with disabilities might face in trying to use the goods, services, or facilities you are planning to acquire?
- Will these goods, services, or facilities be used by members of the public or by Exhibition Place employees?
- What are the appropriate accessibility criteria and how can they be incorporated into the procurement process?

The following steps should assist you in answering these questions:

- Step 1: Review the definitions of 'disability' and 'barrier'.
- Step 2: Conduct an assessment to determine whether these types of goods or services could create barriers for people with disabilities, and whether they are members of the public or Exhibition Place employees.
- Step 3: Include accessibility considerations in your procurement business case.
- Step 4: Develop the related procurement document and include relevant accessibility specifications based on the barriers identified.
- Step 5: Document and retain information relating to your compliance with accessibility obligations.
- Step 6: Ensure that the successful vendor meets their accessibility obligations throughout the term of the contract.

Step 1: Review the definitions of ‘disability’ and ‘barrier’.

As defined in the *Ontario Human Rights Code*, *Ontarians with Disabilities Act, 2001*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.

Disability means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, and illness, and without limiting the generality of the foregoing includes; diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog or other animal, and a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability or dysfunction in one or more of the processes involved in understanding, using symbols, and spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (‘handicap’), as defined in the *Ontarians with Disabilities Act, 2001*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.

Barrier means:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability including; physical barrier, architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy, and practice.

Step 2: Conduct an assessment to determine whether these types of goods or services could create barriers for people with disabilities, and whether they are members of the public or Exhibition Place employees.

In order to ensure that the goods, services, and facilities you intend to procure will deliver the desired benefits to all potential users, determine whether it could create barriers for people with disabilities. The Ministry of Community and Social Services ‘Understanding Barriers to Accessibility’ document might help you identify existing and potential barriers that you might not have considered.

Procurement of goods or services for members of the public.

If members of the public will be making use of the goods, services, and facilities you are planning to acquire, it is likely that many of them will be people with disabilities.

Currently, 15.5% of the population are people with disabilities, and this number is likely to grow to 20% in the next few years with the aging of our population.

Goods, services, and facilities that will be used by the public will require that accessibility features be integrated into their design and implementation to ensure that people with disabilities can make use of them.

For example: In acquiring or deploying public access kiosks and point of sale devices, the ability of a person in a wheelchair or scooter to use the services could be limited if the keypad is not situated properly. If the keypad buttons are not in Braille or if the terminal only includes touch-screen technology, a person with a visual impairment would not be able to access the services provided.

When installing washroom facilities, assess whether a person who uses personal support services (e.g. attendant services) would be able to use the washroom comfortably with his or her attendant in a unisex or family washroom.

As set out in the *Accessibility for Ontarians with Disabilities Act, 2005*, Accessibility Standards for Customer Service Regulation, customers with disabilities must be accommodated when providing them with goods and services. When acquiring services for the public from an external provider, the procurement document should specify that the vendor needs to ensure that its staff are trained in customer service for people with disabilities and are able to interact and deliver these services appropriately.

Procurement of goods or services for Exhibition Place employees

In addition, Exhibition Place employees with disabilities may need to be accommodated in the workplace and in the provision of goods and services. Exhibition Place employees may require specific accommodations to ensure that they are able to carry out their work without encountering barriers. This may include the procurement of accessible workspaces, equipment modifications, provision of assistive devices, and access to touch or voice activated equipment. Meeting accessibility obligations for goods and services requires specifications that include options for various types of disabilities and are open to individual accommodation needs.

For example: When purchasing or installing a photocopier, you should assess whether the display screen and function keys may need to be used by a person who is blind or has low vision and determine whether the height of the photocopier can easily be reached by someone using a wheelchair or scooter.

When purchasing telephones, you might want to assess whether the equipment requires volume controls, clear display screens, and large buttons in order to make the telephones as accessible to as many users as possible.

Procuring accessible goods, services, and facilities is usually more economical than restructuring the goods, services, or facilities to meet accessibility criteria afterward.

Step 3: Include accessibility considerations in your procurement business case.

The level of detail in your business case may vary, based on the nature of the acquisition. You may wish to include a description of the need to provide accessible goods or services currently and in the future.

For example: When acquiring the services of a facilitator or consultant to conduct a public meeting, ensure that the location for the meeting is wheelchair accessible. Consider whether sign language interpretation, alternate format materials, and other accommodations are required to enable the full participation of all attendees.

When acquiring computers or other desktop equipment, consider whether the system has the capacity for adaptive technology upgrades such as speech reading, voice activated software, and large fonts.

Consulting with community agencies that provide services for people with disabilities may give you information on accessibility needs, which may be helpful in planning services and accommodations. Keep in mind however, that individuals often have unique accommodation needs, which can best be determined by consulting with them directly.

Market research may help you determine the capability of vendors to provide accessible goods and services to people with disabilities and confirm the nature of the accessibility specifications and requirements that should be included in procurement documents. Gather information from health and safety associations on the type and availability of suppliers, to provide ergonomic goods and services to support decisions about procuring office related equipment universally accessible to a broad range of people. An analysis of possible procurement strategies and options for acquiring and deploying accessible goods or services including the associated cost/benefit analysis.

For example: Reviewing the different approaches for communicating with individuals who are deaf, hard of hearing, and who have speech impairments could help support a purchasing decision. You may wish to consider whether it would be appropriate to purchase a single TTY for an entire division or invest in TTY software that would enable a large number of TTY users to communicate directly to staff through their computers.

If you determine that it is not practicable to incorporate accessibility criteria and features in your procurement, you may be asked to provide an explanation. You may wish to include this explanation in your business case.

Step 4: Develop the related procurement documents and include relevant accessibility specifications based on the barriers identified.

The specifications in the procurement document should clearly articulate and include all the accessibility requirements for immediate acquisitions, or provide for the acquisition of goods and services to meet accessibility requirements should you determine that accessible goods or services would be needed in the future.

The procurement document should provide detailed specifications including accessibility criteria and features, based on the identified needs.

For example: The specifications for the provision of customer services could require a vendor to complete training programs on accessibility, diversity, and inclusion before or shortly after being hired to complete the contract.

The specifications in producing a public report could require a vendor to produce the report in a different print colour, font style and size, as well as, in alternate formats such as html, word, large print, Braille, audio CDs/DVDs, accessible PDFs, and require captioning, text, and/or ASL for videos.

When incorporating accessibility criteria and features into your procurement documents you may wish to consider sample accessibility language taken from the reference material Accessibility Language for Procurement Documents.

Ensure that your procurement document is posted in an accessible format and includes a contact email address and phone number for requests for alternate formats.

Step 5: Document and retain information relating to your compliance with accessibility obligations.

You must document and retain information relating to compliance with the *Ontarians with Disabilities Act, 2001*, the *Accessibility for Ontarians with Disabilities Act, 2005*, and its regulations where applicable.

If you did not incorporate accessibility criteria and features in your procurement, you may be asked to provide an explanation, which must be provided in an accessible format or with appropriate communications supports.

Any accessibility related feedback from people with disabilities should be kept on file for reference to improve the accessibility of future procurements.

Step 6: Ensure that the successful vendor meets their accessibility obligations throughout the term of the contract.

Engaging in active contract management will enable you to monitor and manage the successful vendor's performance and ensure compliance with the terms of the contract including accessibility obligations. Your contract management framework may include conducting periodic site visits, performance audits, and soliciting client feedback as appropriate. It may be helpful to document lessons learned to use in subsequent procurement initiatives.

Policy Name	Policy Type
Accessibility Policy	Employee
Original Date	Revision Date
January 1, 2019	December 12, 2024

Policy Statement

The Board of Governors of Exhibition Place is committed to building an inclusive organization that values the contributions of people with disabilities, and to providing an accessible environment in which people with disabilities can access Exhibition Place's goods, services, and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs. Exhibition Place is committed to the identification, removal, and prevention of accessibility barriers, including attitudinal, systemic, information, communications, technology, and built environment and physical barriers.

This Policy establishes an overarching framework for compliance with the commitment of Exhibition Place to accessibility, including the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Integrated Accessibility Standards Regulation (IASR)*.

The AODA is a structure that provides for the development, implementation, and enforcement of accessibility standards in order to achieve accessibility for persons with disabilities. All Exhibition Place policies, procedures, bylaws, standards, and guidelines must comply with legislation and provide for dignity, independence, integration, and equal opportunity for people with disabilities. As required by the AODA, Exhibition Place must:

- Identify, prevent, and remove barriers people with disabilities face in accessing Exhibition Place's goods, services, and facilities.
- Accommodate the accessibility needs of people with disabilities to ensure they obtain, use, or benefit from Exhibition Place goods, services, and facilities, and that they can do so in a timely manner, at a cost no greater than the cost for people without disabilities.
- Develop and train Exhibition Place employees on providing accessible goods, services, and facilities.

Application

General Application

This policy applies to all employees and volunteers.

Any individual or third-party organization that provides goods, services, and facilities to the public on behalf of Exhibition Place is also required to demonstrate compliance with this Policy, including training as described in the General Requirements Training section.

The Employment Standards Requirements apply only to employees of Exhibition Place.

Roles & Responsibilities

Accessibility is a shared responsibility, and everyone has a part to play in making Exhibition Place accessible to residents, visitors, attendees, and co-workers as follows:

1. Employees, Volunteers, and Third Parties

All employees and other persons acting on behalf of Exhibition Place are expected to:

- have thorough knowledge of and maintain compliance with this Policy
- be familiar with their rights and responsibilities under this Policy
- prevent accessibility barriers by including accessibility considerations in the development of goods, services, and facilities
- participate in identifying accessibility barriers and planning for barrier removal
- provide a welcoming environment for people with disabilities, including any person with a disability using assistive devices, and accompanied by a support person or service animal
- provide information and communications in accessible formats upon request with communication supports, and consulting with the requestor about their preferred format
- facilitate the process of receiving and responding to feedback about the manner that Exhibition Place provides goods, services, and facilities to persons with disabilities, and ensure all feedback processes are accessible to persons with disabilities by providing and arranging for accessible formats and communication supports upon requests
- facilitate requests for accommodation by members of the public and employees with disabilities in a timely manner, to the point of undue hardship in accordance with the *Ontario Human Rights Code* and the Exhibition Place Accommodation Policy
- when serving customers that have competing accommodation needs, staff will make every effort to meet the needs of all individuals according to the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy
- request support from supervisors, managers, directors, and senior management when accommodation requests are outside their area of responsibility or beyond their capacity
- attend mandatory training and any additional training appropriate to the duties of their role, which may include acquiring skills and competencies necessary to identify, prevent, and remove accessibility barriers.

2. Directors, Managers, and Supervisors

In addition to the roles and responsibilities of the Policy, individuals with management and supervisory roles are expected to:

- provide leadership in building an inclusive and accessible environment for the public and employees
- prevent barriers by including accessibility considerations in the development of new policies, practices, procedures, and bylaws

- ensure the Policy is communicated to all Exhibition Place employees and those acting on behalf of Exhibition Place
- promote awareness of the Policy within their area of responsibility
- monitor current practices and ensure that management and staff are held accountable for their responsibilities under this Policy
- act on non-compliant issues within their area of responsibility
- attend training and ensure staff receive training appropriate to the duties of their role, including any skills and competencies required to identify, prevent, and remove accessibility barriers
- ensure volunteers and other third parties providing goods, services, and facilities on behalf of Exhibition Place have been provided with training, either by Exhibition Place or their own organization, as described in the General Requirements Training section and the Employment Standards Requirements section.
- facilitate requests for accommodation by members of the public and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the Ontario Human Rights Code and the Exhibition Place Accommodation Policy
- consult with the Senior Management Team for assistance with accessibility issues

3. Senior Management Team

In addition to roles and responsibilities of this Policy, individual senior management team members must:

- ensure resources are budgeted for identifying and preventing accessibility barriers (including attitudinal, systemic, information, communications and technology, and built environment and public space barriers), and for planning barrier removal
- provide oversight for implementation of this Policy and compliance with the AODA within area of responsibility
- provide accessibility compliance assurance when required

The Chief Executive Officer is responsible for promoting awareness of the Policy and for reporting compliance to the Province in accordance with the AODA reporting deadlines.

The Chief Executive Officer is responsible for preparing an annual report to the Board of Governors on the implementation of this Policy.

4. Exhibition Place AODA Implementation Team

The Exhibition Place AODA Implementation Team made up of senior management shall:

- develop internal expertise and familiarity with the rights and responsibilities under this Policy
- develop an implementation plan related to the Multi-Year Accessibility Plan
- make recommendations to the Chief Executive Officer on the implementation of the Multi-Year Accessibility Plan and this Policy

5. The Board of Governors of Exhibition Place

The Board shall:

- approve of any revisions to the Accessibility Policy

- approve the Multi-Year Accessibility Plan
- approve an annual report, or more frequent if required, detailing the implementation of the Multi-Year Accessibility Plan.

Definitions

Accessibility

A concept integral to human rights that refers to the absence of barriers that prevent individuals and groups from fully participating in all social, economic, political, and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and also refers to design characteristics of products, devices, information, services, facilities, and public spaces that enable independent use or support when required, and access by people with a variety of disabilities.

Refers to products, devices, information, services, facilities, or public spaces that provide for independent, equitable, and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive, and mobility related disabilities. The concept of accessible design ensures both 'direct access' (i.e. unassisted) and 'indirect access' referring to compatibility with a person's assistive technology.

Accessible Formats

Refers to formats that are usable by persons with disabilities including but not limited to: large print, recorded audio, electronic formats, and Braille.

Accommodation

In the context of Human Rights, accommodation means preventing and removing barriers caused by attitudinal, systemic, physical, information, communications, and technology barriers that unfairly exclude individuals or groups protected by *Ontario's Human Rights Code* from having equal access to full benefits available to others.

Principles of accommodation include dignity, individualization, inclusion and integration. For more information refer to *Ontario's Human Rights Code* and Exhibition Place's Accommodation Policy.

Assistive Devices

Refers to technical aids, communication devices, medical aids modified or customized for use to increase, maintain, or improve the functional ability of a person with a disability including but not limited to wheelchairs, walkers, white canes, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks, and devices for grasping. Assistive devices may accompany the customer or already be on the premises for the purpose of assisting persons with disabilities in carrying out activities or in accessing the services provided by Exhibition Place.

Barrier

Defined by the *AODA* as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical

barrier, architectural barrier, information or communications barrier, attitudinal barrier, a technological barrier, and a policy or practice.

Career Development and Advancement

Defined by the AODA as the provision of additional responsibility within an employee's current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

Communications

Refers to interaction between two or more persons or entities, or any combination of them where information is provided, sent, and received.

Communications Supports

Includes, but is not limited to, captioning, alternative and augmentative communications supports, plain language, sign language, and other supports that facilitate effective communications.

Disability

'Disability' is defined, per Section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11* and the *Ontario Human Rights Code, R.S.O. 1990, c. H.19*, as follows:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, and physical reliance on a guide dog or other animal, wheelchair, and other remedial appliance or device
- a condition of mental impairment or a developmental disability, a learning disability, and a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder, injury, or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Goods, Services, and Facilities

All aspects of Exhibition Place as an employer and service provider, including delivery of goods, services, programs, all information and communication including verbal, print, audio, video, websites, web application, and web content, and other digital technologies including kiosks, all buildings, facilities, public spaces, and the public realm.

Information

Includes but is not limited to data, facts, and knowledge that exists in any format, including text, audio, digital, or images that convey meaning.

Kiosk

Refers to an interactive electronic terminal including a point-of-sale device intended for public use that allows users to access one or more services or products or both.

New Internet Website

Refers to either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Performance Management

Defined by the *AODA* as a program that defines and assesses employee performance, productivity, and effectiveness, with the goal of facilitating employee success.

Practicable

Capable of being done, put into practice, and being used. Factors relevant to determining if accessibility is practicable may include:

- Availability of accessible services, goods including commercial software or tools, or facilities
- Technological compatibility between older products and newer ones being procured

Public Spaces

Refers to outdoor recreational trails, beach access routes, boardwalks, ramps, outdoor public use eating areas, outdoor play spaces, outdoor paths of travel, accessible parking, and service counters.

Redeployment

Refers to signing an employee to another job, department, and division within the organization as an alternative to layoff, when a particular job, department, and division within the organization has been downsized or eliminated.

Service Animals

Defined by Section 80.45 (4) of the *AODA* Customer Service Standards (O.Reg 165/16) as follows:

An animal is a service animal for a person with a disability if the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, and the person provides documentation from one of the following regulated health professional confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario
- A member of the College of Optometrists of Ontario

- A member of the College of Physicians and Surgeons of Ontario
- A member of the College of Physiotherapists of Ontario
- A member of the College of Psychologists of Ontario
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Person

An individual who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, and access to goods or services.

Unconvertible

Information or communications are unconvertible if it is not technically feasible to convert the information and communication, or the technology to convert the information and communication is not readily available.

Conditions

N/A

Implementation

Exhibition Place goods, services, and facilities are to be available to people with disabilities in a manner that:

- is free from discrimination
- strives at all times to respect the individual's dignity and independence
- is integrated with the provision of service to others, except when alternative measures are necessary to meet the needs of people with disabilities
- takes individual needs into account where a uniform response is inappropriate to ensure that there are no barriers to access or participation, and that individuals with disabilities are treated in a manner similar to others.

General Requirements

Accessibility Policies

Exhibition Place must maintain one (1) or more policies governing how the organization will achieve requirements under the *AODA* Integrated Accessibility Standards Regulation. It must also make such documents available to the public, and in accessible formats upon request. This Policy is adopted in compliance with this obligation.

Multi-Year Accessibility Plan

Exhibition Place must establish, implement, maintain, and make public a Multi-Year Accessibility Plan outlining the corporate strategy to identify, remove, prevent barriers, and to meet the legislated requirements of *AODA* and its regulations. The plan must be approved by The Board and be posted on the Exhibition Place website and made available in an accessible format, and the appropriate communications supports as soon as possible upon request.

Procurement of Goods, Services, and Facilities

When acquiring or procuring goods, services, and facilities, Exhibition Place must incorporate accessibility criteria and features and will do so as early as possible in the procurement process. Ensuring accessibility is incorporated into all procurement activities is the primary responsibility of the Divisions who manage these activities and contracts. Where it is not practicable to do so, an explanation must be provided upon request. Any third parties that provide goods, services, and facilities to members of the public or to other third parties on the behalf of Exhibition Place, must ensure their staff has received appropriate training as required by the *AODA* and its regulations.

Exhibition Place requires any third-party that is contracted to provide a service on behalf of Exhibition Place to sign a 'Declaration of Compliance with Anti-Harassment / Discrimination Legislation and Board Policy' form confirming that they will uphold Exhibition Place policies and their obligations under provincial legislation, including the provision of accessibility training. Third parties may be required to provide records to show training has been done.

Self-Serve Kiosks

Exhibition Place must incorporate accessibility features when designing, procuring, and acquiring self-serve electronic kiosks (interactive electronic terminals). Accessibility features are described in Accessible Information, Communications, and Technology Guidelines.

Training

Training on *AODA*, *Ontario Human Rights Code*, and Accessible Customer Service, must be provided to all employees and volunteers, and persons who participate in developing Exhibition Place policies. Training must take place as soon as possible and be appropriate to the person's role. Exhibition Place must keep a record of the training provided to employees and volunteers, including the dates on which accessibility training took place and the names of individuals trained.

In addition to awareness and understanding of Exhibition Place Accessibility Policy, training must include:

- A review of the purpose of the *AODA*
- Requirements of *AODA* Standards under the *IASR*
- The *Ontario Human Rights Code* as it pertains to persons with disabilities
- Accessible Customer Service including instruction about the following matters:
 - How to interact and communicate with persons with various types of disabilities.
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a support person or service animal. How to use equipment or devices available at Exhibition Place or otherwise provided by Exhibition Place that may help with the provision of goods or services to a person with a disability.
 - What to do if a person with a particular type of disability is having difficulty accessing the Exhibition Place's goods, services, and facilities.

If any changes are made to this policy or legislated requirements, additional training may be required.

Information and Communication Requirements

Exhibition Place is committed to providing accessible information and communication by preventing and removing barriers, and providing accessible formats, communication, and support to individuals that identify a barrier to accessibility.

Accessible Formats and Communication Supports

Information and communications that Exhibition Place produces, directly or indirectly through contractual relationships, must be made available in accessible formats upon request.

When an accessible format or communication support is requested, Exhibition Place must consult with the person making the request to determine which format or support is required and provide or make arrangements to provide the material in a reasonable amount of time and at no additional cost to the requestor. The Accessible Information, Communications, and Technology Guidelines provide technical guidance for achieving accessibility in a broad range of materials and technology environments.

The Provincial *AODA* Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that Exhibition Place does not control directly or indirectly through a contractual relationship.

If it is determined that information or communications are unconvertible, Exhibition Place must provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible
- a summary of the unconvertible information or communications

Notice of Availability of Documents

This Policy will be maintained on the Exhibition Place website www.explace.on.ca under the Accessibility Page, and must be provided to individuals, upon request, in the appropriate format or with communication supports.

Accessible Websites and Web Content

The Exhibition Place's website and web content, controlled directly by Exhibition Place or through a contractual relationship that allows for modification of the product, must conform to World Wide Web Consortium (W3C), Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the timelines set out in *IASR*, and in the Accessible Information, Communications, and Technology Guidelines.

Maintaining accessibility of the website and web content is the primary responsibility of the General Manager, Sales & Event Management Department, with support from the Digital Marketing Specialist.

Emergency Procedures, Plans, or Public Safety Information

Exhibition Place emergency procedures, plans, and public safety information that is available to the public, must be made available in an accessible format or with appropriate communication supports as soon as possible upon request.

Feedback

Exhibition Place must have a process in place for receiving and responding to feedback, including feedback on how services are delivered to people with disabilities. Exhibition Place must make feedback processes accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Feedback will be collected by email at feedback@explace.on.ca, by phone 416-263-3618, by facsimile 416-263-3681, and in person at Exhibition Place.

Customer Service Requirements

Fares and Fees

Persons with disabilities must not be charged more to access Exhibition Place programs or services.

If Exhibition Place charges an admission or registration fee, notice must be provided of any fees or fares that apply to support persons, by posting such admission fees or fares where all other fees or fares are posted.

Assistive Devices

Exhibition Place must allow persons with disabilities to use their own assistive devices to obtain, use, or benefit from the goods, services, and facilities offered by Exhibition Place.

In circumstances where a person with a disability is unable to access the Exhibition Place's services through the use of their own personal assistive device, Exhibition Place must assess service delivery and potential service options to meet the needs of the individual, in accordance with the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy.

Where Exhibition Place owned assistive devices are available, they must be kept in good working order, and the public must be informed of their availability. Staff within the applicable division must be trained in the application and use of the devices.

Support Persons

Where a person with a disability accessing Exhibition Place goods, services, or facilities is accompanied by a support person, Exhibition Place must ensure that both persons are permitted to enter the premises together, and the person with a disability is not prevented from having access to the support person while on the premises.

Service Animals

Persons with disabilities are welcome to be accompanied by their service animal and keep that animal with them in areas and premises that members of the public are permitted to enter.

In the event the animal is excluded by law, such as in a food preparation area, Exhibition Place must ensure other measures are available to enable the person with a disability to obtain, use, or benefit from Exhibition Place goods, services, and facilities. Staff will respectfully explain why the animal is excluded and determine what other arrangements can be made.

When serving two customers that have different needs, such as serving a customer that has a service animal and a customer that has an allergy to animals, staff will discuss the situation with both customers and make every effort to meet the needs of both individuals, and observing the rights of all individuals involved, according to the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy.

A person with a disability is responsible for the control of their service animal at all times. If the service animal is not kept under control, has bitten another person or animal, or is a menace to the safety of other persons or animals, the service animal may be required to leave the premises. If this occurs the person would be permitted to continue to access Exhibition Place goods or services without the animal. In addition, Exhibition Place employees will, upon request, consider alternate accommodations for the person in such circumstances. Exhibition Place may refuse to permit the service animal to accompany the person until such time as the person has demonstrated to Exhibition Place that steps have been taken to correct the situation, and the issue has been resolved.

Notice of Service Disruptions

Exhibition Place must give notice of any temporary planned or unplanned service disruption of facilities, services, and systems that are relied upon by people with disabilities to access Exhibition Place goods, services, and facilities, such as elevators, lifts, or accessible washrooms. In the event of an unexpected disruption, notice must be provided as soon as possible.

Notice must include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services, and systems that are available.

Notice must be given by posting the information in a prominent place on premises owned or operated by the provider, posted on Exhibition Place's website, social media, telephone recordings, and by such other method as is reasonable under the circumstances.

Employment Standards Requirements

Exhibition Place is committed to fostering an inclusive workforce and providing equitable treatment and accommodation to ensure barrier free employment. The requirements in this section apply only to employees of Exhibition Place. Volunteers and other non-paid individuals are not captured under this section.

Recruitment, Assessment, and Selection Process

Exhibition Place must post information about the availability of accommodations for internal and external job applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and testing must be notified that accommodations are available on request. Exhibition Place must consult with an applicant who requests an

accommodation, and in accordance with the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy, will provide or arrange for the provision of a suitable accommodation in a timely manner that takes into account the applicant's accessibility needs due to disability. Successful applicants must be notified about Exhibition Place's policies for accommodating employees with disabilities as part of their offer of employment.

Employee Supports

Exhibition Place employees must be made aware of the policies used to support employees with disabilities and accommodations available in accordance with the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy. Exhibition Place provides this information to new employees through employment agreements and orientation materials and must provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

In accordance with the *Ontario Human Rights Code* and Exhibition Place's Accommodation Policy, upon an employee's request, Exhibition Place must consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed to perform the employee's job
- information that is generally available to employees in the workplace

Exhibition Place must consult with the employee making the request in determining the suitability of an accessible format or communications support. The Accessible Information, Communications and Technology Guidelines provide technical guidance for achieving accessible information and communications.

Workplace Emergency Response Information

Exhibition Place will provide individualized emergency response information to employees who identify potential accessibility barriers when responding to emergency situations. If the employee requires assistance, Exhibition Place must receive consent from the employee to provide the individualized emergency response information to the person(s) designated to provide assistance. The information must be reviewed when the employee moves to a different location, when the employee's accommodation needs change, when overall accommodation plans are reviewed, and when Exhibition Place reviews its general emergency response plan.

Individual Accommodation Plans

Exhibition Place's Accommodation Policy describes the mandatory process for the development and maintenance of documented individual accommodation plans to support employees with disabilities. If applicable, individual accommodation plans may include information regarding plans for accessible formats and communication supports, as well as individualized workplace emergency response information.

Return to Work Process

Exhibition Place must have in place a documented return to work process for employees returning to work following an illness or injury where disability related accommodations are required. This requirement is met through return-to-work processes supported by Occupational Health and Safety staff, consistent with the collective agreements, and return to work protocols.

Performance Management, Career Development, and Redeployment

Exhibition Place will ensure employees with disabilities and individual accommodation plans are provided equitable access to career development, performance management, and redeployment opportunities.

Built Environment and Public Spaces Requirements

Exhibition Place is committed to accessibility at all its facilities and public spaces by designing with accessibility in mind.

Accessibility Requirements in Codes and Standards

There are many regulations that must be adhered to when developing and constructing buildings and public spaces. The *Ontario Building Code*, which has a section on Barrier Free Design, and the *AODA Design of Public Spaces Standards* are both standards to which Exhibition Place adheres. These standards establish the **minimum threshold** for accessibility in the built environment.

Toronto Accessibility Design Guidelines

To simplify the complex landscape of accessibility codes, standards, and best practices, Exhibition Place follows the City of Toronto Accessibility Design Guidelines (TADG). The TADG acts as a guiding standard of excellence in accessibility for building and renovating Exhibition Place facilities and public spaces. Updated periodically to address changing legislation and industry best practices, the TADG aims to meet or exceed the *Ontario Building Code* (OBC) Barrier Free Requirements, and the *AODA Design of Public Spaces Standards*. The TADG is the guiding accessibility standard for Exhibition Place renovations, and newly constructed buildings and public spaces.

AODA Design of Public Spaces, Additional Requirements

In addition to technical design requirements for making public spaces accessible, the *AODA* also establishes requirements for service environments, maintenance of accessible elements, and for the involvement of people with disabilities through consultation on accessibility of public spaces.

Obtaining Services

When constructing or replacing service counters, fixed queuing guides, and waiting areas, Exhibition Place must make them accessible to people with disabilities.

Maintenance of Accessible Elements

Exhibition Place must develop and implement procedures for preventative and emergency maintenance and temporary disruptions of accessible elements in public spaces.

Public Consultation

Exhibition Place must provide opportunity for public consultation on the development or redevelopment of the following public spaces:

- recreation trails
- outdoor play spaces

AODA Reporting Requirements

Exhibition Place must submit completed compliance reports to the Province every two (2) years, in accordance with the schedule set out in the legislation.

Contraventions

Failure to comply with this Policy may result in disciplinary action, up to and including dismissal. Exhibition Place's failure to comply with *AODA* may result in significant fines and reputational damage.

Guidelines

For further details refer to the following Guidelines:

- City of Toronto Accessibility Design Guidelines
- Accessible Information, Communications, and Technology Guidelines
- Accessibility Obligation in Procurement Guidelines

Policy Name	Policy Type
Accommodating Gender Identify and Gender Expression Guidelines	Employee
Original Date	Revision Date
October 1, 2019	December 12, 2024

Guideline Statement

The purpose of these guidelines is to provide information and raise awareness about the legal obligation to accommodate employees, job applicants, and visitors based on the grounds of Gender Identify and Gender Expression in accordance with the Exhibition Place Human Rights and Anti-Harassment/Discrimination Policy and the *Ontario's Human Rights Code (Code)*.

The *Code* requires all employees, job applicants, and visitors be treated equally and without discrimination based on their gender identity and gender expression and have demonstrated that accommodation is required.

Application

These guidelines apply to all employees of Exhibition Place.

Definitions

Cisgender

Used to explain the phenomena where an individual's gender identity is in line with their birth-assigned sex. Cis can be used as a prefix to an assortment of words to refer to the alignment of gender identity and the birth-assigned sex status including cisnormativity, cissexual, cisgender, cismale, and cisfemale.

Gender

The expectations and stereotypes about behaviours, actions, and roles, linked to being a 'man' or 'woman' within a particular culture or society. The social norms related to gender can vary depending on the culture and can change over time.

Gender Identity

The gender that individuals identify with or how they perceive themselves, which may be different from their birth-assigned sex. Gender identity is linked to a sense of self, the sense of being woman, man, both, neither, or anywhere along the gender spectrum (non-binary). Gender identity is completely separate from sexual orientation.

Gender Expression

The way people communicate or express their gender identity publicly, often through behaviour and physical appearance (e.g. dress, length, and style of hair, or by emphasizing or de-emphasizing physical characteristics). Chosen names and preferred pronouns are ways in which individuals express gender. Gender expression is completely separate from sexual orientation.

Gender Spectrum

The representation of gender as a continuum as opposed to a binary concept.

Genderqueer / Gender Non-Conforming / Gender Variant

Individuals who do not follow gender stereotypes based on birth-assigned sex. They may identify and express themselves as feminine men or masculine women, or as androgynous, outside of the category's boy/man and girl/woman. People who are gender non-conforming may or may not identify as trans.

Intersex

Used to describe a person born with reproductive systems, chromosomes, and/or hormones that are not easily characterized as male or female. This might include a woman with XY chromosomes or a man with ovaries instead of testes. Intersex characteristics occur in one out of every 1,500 births. Typically, intersex people are assigned one sex, male or female, at birth; however, some intersex people identify with their assigned sex, while others do not. Some individuals may choose to identify as intersex, and intersex people may or may not identify as trans or transgender.

Sex

The classification of people as male, female, or intersex. Sex is usually assigned at birth and based on an assessment of an individual's reproductive systems, hormones, chromosomes, and other physical characteristics.

Sexual Orientation

The direction of one's sexual interest or attraction. It is a personal characteristic that forms part of who you are. It covers the range of human sexuality from lesbian, gay, bisexual, and straight.

Trans

Individuals whose gender identity is different from the gender associated with their birth-assigned sex. Trans individuals may or may not undergo medically supportive treatments (e.g. hormone therapy, range of surgical procedures, etc.) to align their bodies with their internally felt gender identity.

Trans / Transgender

The umbrella term used to describe people with diverse gender identities and gender expressions that do not conform to stereotypical ideas girl/woman or boy/man in society. Trans can mean transcending beyond, existing between, or crossing over the gender spectrum. It includes but not limited to people who identify as transgender, transsexual, cross-dressers, genderqueer, gender non-conforming, or gender variant.

Transition

Trans people may pursue a number of activities to affirm their gender identity by changing their name, sex designation, dress, use of specific pronouns, and possibly medically supportive treatments or procedures (e.g. hormone therapy, sex-reassignment surgery,

etc.). There is no checklist or average time for a transition process, and no universal goal or endpoint, as each individual will decide what meets their needs.

Transphobia

The negative attitudes, feelings, aversion to fear, hate, or intolerance of trans people and communities. Like other prejudices, it is based on stereotypes and misconceptions used to justify discrimination, harassment, and violence towards trans people, or those perceived to be trans.

Two-Spirit

The umbrella term and concept used by Indigenous People to describe from a cultural, language, and spiritual perspective within traditional societies individuals who are gay, lesbian, bisexual, trans, or intersex.

Gender Identity / Gender Expression Accommodation

Common gender identities are transgender, genderqueer, gender non-conforming, cisgender, two-spirit, intersex, or whose gender identity or expression are seen to be different from their birth-assigned sex. 'Trans' is an umbrella term used to describe people with diverse gender identities and gender expressions that differ from stereotypical gender norms.

All employees have a right to be treated with respect and dignity, dress in accordance with, be identified by, and referred to as their self-identified or expressed gender.

Policies, procedures, and practices that promote gender conformity or fail to consider a diversity of gender identities and expressions may be discriminatory and breach the Exhibition Place Accommodation Policy. For example, forms that require employees to provide gender information but do not provide options beyond 'male' and 'female', or dress codes that prescribe differing standards for men and women based on gender stereotypes reinforce gender conformity and fail to accommodate gender expression and gender identity.

Principles of Good Accommodation for Gender Identity and Gender Expression

Good accommodation for gender identity and gender expression is individualized, promotes integration, full participation, respects privacy, and is consistent with inclusive design whenever possible.

Exhibition Place provides individualized accommodation. For example, where some transgender employees may request Management communicate a particular message about the use of pronouns to their team in the workplace, other transgender employees may request the opportunity to communicate directly with their team about a change in pronoun.

Assessing Accommodation Requests

Exhibition Place protects confidentiality for employees who need accommodation for gender expression and/or gender identity. Information that either directly or indirectly identifies employees based on sex must be kept confidential by Exhibition Place.

Information relating to specific requests for accommodation must only be used to assess and implement accommodation options and solutions. Exhibition Place must comply with all privacy, confidentiality, and security requirements of the *Municipal Freedom of Information and Protection of Privacy Act*.

Exhibition Place provides, whenever possible, barrier-free inclusive design upfront. Please consult the Human Rights Office when assessing accommodation requests.

The examples below identify common accommodation requests based on gender expression and/or gender identity and provide tips in providing accommodation.

Conditions

Pronouns

The correct use of pronouns is an important component of accommodation based on gender expression and/or gender identity. If an employee requests the use of a particular pronoun as an accommodation, grant that accommodation, and use the correct pronoun. Do not refer to an employee by an incorrect pronoun once they establish what they prefer. If a mistake occurs, acknowledge it, and work to correct it. If there is uncertainty about the required pronoun, ask respectfully.

To increase inclusivity at events, consider including a space for employees to include their own preferred pronouns on name cards.

Name and Gender Title Changes

Legal name changes depending on the circumstances can take time to process. Contact your Human Resources Division for information about accommodations that can be done during this processing period. Upon request, use the new name, gender title (Ms., Mr., Mrs., etc.) for emails, phone directories, corporate identification, access cards, name plates etc. Documents that require a legal name match cannot be altered until legal documentation has been received and processed.

Transitioning Employee

Develop an Individualized Accommodation Plan for the employee which may include information about the use of a new name, correct pronoun, accommodation of any medical needs (time to attend appointments), how best to inform others in the workplace, and informational telephone numbers, or web page references.

Gender-Affirming Surgery

Employees have a right for accommodation for gender-affirming surgery if that is part of their transition. Employees who require leave for surgeries may be required to provide medical documentation to verify the need for leave which is consistent with the existing short-term disability leave provisions. This information must be kept confidential by Exhibition Place.

Washroom Access

Employees have a right to use a washroom that corresponds to their expressed gender identity regardless of their birth-assigned sex. Gender identity is based on self-determination only, and does not require medical documentation, or any form of proof to establish gender

identity. Self-identification is the only criterion required to determine which washroom individuals will use.

Employees and Management should not direct employees to a gendered washroom but should instead inform these employees of the various washroom options available so they can decide which one to use. If employees raise concerns about transgender or gender non-conforming use of a multi-stall washroom, kindly suggest to those who raise the concerns that they may use a single-stall washroom if one is available. When possible, create and/or offer an accessible gender-neutral washroom.

Locker Rooms/Change Facilities

Employees have a right to use a change facility that corresponds to their gender identity, regardless of their birth-assigned sex.

Consider how to balance privacy expectations of other users with legislated protections and the safety of a transgender person. Where appropriate, create and/or offer an accessible gender-neutral change facility. Although not ideal, offering a private space within a gender-specific change facility may be an appropriate accommodation option while awaiting the creation of gender-neutral spaces.

Policy Name	Policy Type
Accommodation Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place is committed to fostering an inclusive and barrier-free community and workplace, by providing an inclusive, barrier-free employment, facilities, and services that are free from discrimination, as required under the Exhibition Place Human Rights and Anti-Harassment / Discrimination Policy (HRAP), the Ontario Human Rights Code (Code), and the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Exhibition Place is committed to promoting inclusive employment practices and the use of facilities and services by accommodating people who require it based on the prohibited grounds in the Code and the HRAP, to the point of undue hardship.

Application

This policy applies to all employment policies, programs, practices, systems, communications, use of facilities, and provision of all Exhibition Place services.

Definitions

Accessibility

Refers to the absence of barriers that prevent individuals and/or groups from fully participating in all aspects of employment and service provision. The term is often linked to people with disabilities and their rights to access.

Barriers

Discrimination includes attitudes and designs that prevent people from fully participating in employment, use of facilities, and service provision. Individuals and groups can experience discrimination as a result of physical (building design), attitudinal (stereotypes or prejudices), or systemic barriers. Systemic barriers are formal or informal policies, practices, or rules which, when applied in the same way to everyone, may have the effect of excluding or restricting the participation of some individuals (e.g., a work schedule or community meeting that conflicts with religious observance requirements).

Duty to Accommodate

The obligation of an employer, facility, and service provider to take steps to eliminate the disadvantage caused by systemic, attitudinal, or physical barriers that exclude individuals or groups protected under the Code from participating in all aspects of employment, use of facilities, and service provision. There is a procedural obligation to explore all accommodation options and a substantive responsibility to implement a reasonable accommodation. Every accommodation request must be fully considered and may be refused only if no code-related need is substantiated or if undue hardship can be demonstrated.

Protected/Prohibited Grounds

Protections in the Code, that every person has the right to equal treatment on the basis of the following: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, receipt of public assistance, sexual orientation, age, record of offences, marital status, family status, or disability.

Undue Hardship

Refers to the extent to which an employer, facility, and/or service provider must attempt to accommodate the needs of an employee, job applicant, and/or service recipient who has demonstrated that accommodation is required on grounds protected in the Code. This standard does not apply to additional grounds included in the Exhibition Place's HRAP. However, language or literacy issues may be included under the grounds of ancestry, ethnic origin, place of origin, and disability.

Conditions

Principles of Accommodation

Exhibition Place will accommodate to the point of undue hardship and commits itself to an accommodation process that respects the Code principles of dignity and privacy, inclusion, and individualization.

Exhibition Place's commitment extends to all aspects of employment, the use of facilities, and the provision of services. Employment activities include recruitment, assessment and selection, orientation, working conditions, promotion, training, performance management, career development, workforce transition, leaves of absence, return to work, and redeployment. It also includes the purchase and management of information technology and communication systems, development and management of information services, decisions relating to real estate/property and purchases of internal fittings (e.g., chairs, desks, lights, etc.), and the organization of conferences, seminars, and training. Accommodation of service recipients relates to all aspects of service delivery, including the provision of accessible and inclusive buildings, information, communications, systems, policy/program design and modifications.

Systemic Assessments

The proactive review of existing policies, rules, practices, and procedures to identify and eliminate barriers to access and inclusion. Ensuring policies, standards, and practices are barrier-free and can minimize the need for individual assessments/accommodation.

A proactive process of identifying and eliminating barriers for everyone. This can be done through the initial design of and/or modifying facilities, policies, programs, procedures, and practices, and ensuring that potential barriers are identified and removed. In some cases, new policies, programs, procedures, and practices are required to eliminate barriers and achieve equitable outcomes.

Individual Assessment

Accommodation is assessed and delivered on an individual basis for persons who, in most circumstances, have medical needs. Each request or circumstance must be considered individually to assess appropriate accommodation. Requests for accommodation will be dealt with in a timely manner so individuals can fully participate in all aspects of employment, use of facilities, and service provision, except where evidence does not support the need for accommodation or where undue hardship can be demonstrated.

An adaptation or adjustment that may be required to enable an employee to perform his or her essential job responsibilities effectively and/or a service recipient to participate in an Exhibition Place program. For employees, this may involve purchasing equipment, modifying some duties or hours of the job, reassignment of the employee, or providing additional support such as sign language interpretation. For service delivery, this may involve modifying facilities and programs, ensuring program delivery does not conflict with religious requirements/sincerely held beliefs, the provision of communications in alternative formats, making attendant care available, etc.

Dignity and Privacy

Individuals must be accommodated in ways that respect their dignity and right to privacy. Information relating to specific requests for accommodation will be treated as confidential and will only be used for the purpose of assessing and implementing accommodation options and solutions to the extent necessary. Exhibition Place will comply with all privacy, confidentiality and security requirements of the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

Inclusion

Ensures programs, policies, systems, facilities, and services are designed and administered to foster the full integration of diverse individuals and groups protected under the Code.

Responsibilities

Department Head or Designate

- Providing accessible, inclusive, barrier-free employment (programs, policies, procedures, systems, and practices), facilities, and services that are compliant with the Code and AODA requirements.

Management

- Managing the accommodation process by individually assessing requests in good faith, considering all options, resolving disagreements, and documenting, monitoring, and evaluating employment, service, and facility accommodation solutions.
- Providing accommodation guidance related to collective agreements and working with Exhibition Place unions to address collective agreement barriers.
- Consulting Human Resources before denying an accommodation request.

Employees, Job Applicants, and Service Recipients

- Identifying needs and initiating requests for accommodation.

- Participating and cooperating in the development of an Accommodation Plan.
- Providing evidence to support accommodation needs and to support the assessment of accommodation options/solutions.
- Participating in good faith in assessing and implementing accommodation solutions.

Human Resources

- Providing advice to support management in the assessment and implementation of accommodation.
- Ensuring accommodation is incorporated into human resources policies, processes, and practices (e.g., Disability Management Policy and Procedure, Attendance Management Policy, Short Term Disability Plan and Benefit Payments Policy, and Strategic Recruitment).

Implementation

For more details on requesting and assessing accommodation requests, contact Human Resources.

Policy Name	Policy Type
Acting Assignments Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place ensures that procedures governing the selection and assignment of employees to perform the duties of a position temporarily are corporately consistent and cost-effective.

In a situation where an Acting Assignment is expected to last for several months, and an employee development opportunity also exists, the goal is to balance operational considerations with employee development needs and employment equity practices.

Application

This policy applies to non-union Permanent and Full-Time Renewable Contract employees.

Definitions

Acting Assignment

The temporary assignment of an employee to perform the duties of a higher rated position on a continuous basis for a period of time generally not to exceed one year, during which time the employee receives the applicable salary for the higher rated position or up to 10%.

Cover off Assignment

The assignment of an employee to perform some of the duties of another position while at the same time continuing to perform their normal job responsibilities. Cover-off assignments do not involve changes in an employee's current rate of pay.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Performance Financial Reward

Any annual pay increase during an Acting Assignment is determined in accordance with the Annual Performance Review Policy.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

Any Acting Assignment requires the authorization of the CEO in accordance with the terms of this policy. A Business Case indicating the rationale and details must be completed and submitted to the People, Equity, and Corporate Services Department with all approvals from the operating department. Funding must be available, and the approval process will be tracked for administrative and audit purposes.

Employees should have completed at least one year in their current role prior to applying for an acting assignment or have obtained written approval from their manager to apply.

Employees who are in an acting assignment may not apply for another acting assignment unless they have completed 90% of the duration of their current acting assignment or they have obtained written approval from their Division Head to apply.

In selecting employees for temporary assignments, managers are encouraged to consider their employees' developmental needs and the degree to which the assignment opportunity can assist the division in furthering its employees' development and employment equity objectives and plans (if applicable). Such consideration may result in more than one person being selected for the assignment and a rotation arrangement being implemented.

Divisions may fill temporary assignments in accordance with one of the following processes:

- Posting only within the division (Expression of Interest)
- Posting throughout the organization (Job Posting)
- Direct employee placement.

Non-union temporary assignments of up to six (6) months in duration may be filled through an Expression of Interest or a direct placement.

Non-union temporary assignments lasting more than six (6) months and less than one year must be filled through a competitive process, either through an Expression of Interest or a corporate job posting.

Exception: If the urgency of the operational need does not allow time for a competitive process, the assignment may be filled through a direct placement.

Non-union temporary assignments lasting more than one year (1) must be filled through a competitive process. However, it is recommended that a corporate job posting be considered.

If a temporary assignment has exceeded 24 months and is being extended, a business case is required to be submitted from the Manager to the Division Head for approval.

If a temporary assignment subsequently becomes permanent, the division must post the position corporately if it was filled through an Expression of Interest or a direct placement. If the temporary assignment was filled through a corporate job posting, the division may permanently place the acting employee without further competitive process.

Annual Review

The Human Resources Division will identify all employees who have been in the same position in a continuous acting assignment for more than 24 months on an annual basis.

Human Resources will make this information available to the CEO and Chief People and Strategy Officer for review. Following the review, if a permanent vacancy exists in the acting assignment position, the operating division determines if:

- it should be posted corporately, or
- the current incumbent should be appointed, provided the acting assignment was previously posted corporately.

If no permanent vacancy exists, the division reviews the situation to determine whether the acting assignment opportunity should be offered to another qualified employee or if the current acting employee should continue to perform the work to meet operational needs.

Salary & Benefits

If the acting assignment is at a higher pay grade, the employee is paid at the minimum or base of the higher-rated salary grade of the acting assignment or, depending on their skill profile, up to 15% above the employee's base salary, up to the maximum of the higher-rated salary of the acting position.

In selecting employees for Acting Assignments, managers are encouraged to consider their employees' developmental needs and the degree to which the assignment opportunity can assist the department in furthering its employee development and employment equity objectives and plans (if applicable). Such consideration may result in more than one person being selected for the assignment. A rotation arrangement may be implemented.

Acting Assignments of up to six (6) months in duration may be filled through posting only within Exhibition Place and/or direct employee placement.

Acting Assignments lasting more than six (6) months and less than one year must be filled through a corporate job posting either within Exhibition Place and/or externally. If, however, the urgency of the operational need does not allow time for a competitive process, the assignment may be filled through a direct placement. A Business Case is required to identify why the position cannot be posted.

Acting Assignments lasting more than one (1) year must be filled through a competitive process. An external job posting is recommended but not mandatory.

If an Acting Assignment subsequently becomes permanent, Human Resources must post the position corporately if it was filled through a direct placement. If the temporary assignment was filled through an internal/external job posting, the employee may permanently be placed in the previously acting position without further competitive process.

Benefits

Health and Dental benefits, Group Life Insurance, and Long-Term Disability are calculated based on an employee's base position salary.

Overtime

Any overtime worked in the Acting Assignment is compensated under the provisions of the Lieu Time/Overtime Policy as it applies to their acting position.

Holidays

Employees who are on Acting Assignments for three (3) continuous months or more are paid for a Public/Employer Designated Holiday and Float Days at the compensation rate of their acting positions.

Implementation

1. Usage

Acting Assignments may become necessary when:

- A permanent employee is on a temporary assignment.
- An employee is absent from their position for an extended period of time on account of a pregnancy, parental leave, any long-term leave, LTD (Long Term Disability), WSI (Workers Safety Insurance) or other circumstances. When replacing an employee on leave, a long-term Acting Assignment typically occurs for up to two (2) years.
- A new temporarily funded position becomes available.

In addition, it may be appropriate for an Acting Assignment to be made to a vacant permanent position in preference to normal recruitment procedure, particularly if there is doubt as to the continuing need for the position but immediate coverage is essential.

2. Conditions

For an Acting Assignment to be made to a position where the incumbent is temporarily absent, the following conditions apply:

- There is an essential need for the incumbent to be replaced during their absence and the department/division has the funding to proceed with the assignment.
- The duration of the vacancy is known to be, or is expected to be, for a period generally not to exceed two (2) years.

3. Application

Where the above conditions are met, departments/divisions may implement Acting Assignments through Human Resources. If selection is made through an external process, Human Resources will submit the paperwork. In all cases when a candidate has been selected to fill an Acting Assignment, the Department/Division Head, or designate, and the CEO must approve the arrangement.

The Employment of Relatives Policy will also apply to the Acting Assignment policy, which states that relatives are not permitted to work together if this places them in a supervisory relationship to each other. A supervisory relationship exists when one employee has direct or indirect (i.e. one-level removed) authority over another employee through decisions, recommendations, judgment, or influence.

Cover-off Assignments arise when an employee is required to provide relief coverage for another employee in addition to their own responsibilities. This can be a result of vacation, illness, or other brief absence from the workplace. Cover-off assignments are not considered Acting Assignments. If a cover-off assignment cannot be implemented for operational reasons without requiring an employee to perform the majority of the duties of another position of a higher pay grade, the arrangement may need to be redesigned. Alternatively, it may be implemented in accordance with the provisions of an Acting Assignment as detailed in this policy.

Conflict of Interest and Employment of Relatives

In accordance with the Conflict of Interest and Confidentiality Provisions of the Toronto Public Service (TPS) By-law, employees need to avoid situations where personal interests actually or potentially conflict with the interests of Exhibition Place. Employees must not participate in any part of the staffing process if a relative or a close personal relation is a candidate. Employees who find themselves in this position should be sensitive to perceptions and guide themselves according to the Conflict of Interest and Confidentiality Provisions of the TPS By-law.

The Employment of Relatives policy states that relatives are not permitted to work together if this places them in a supervisory relationship to each other. A supervisory relationship exists when one employee has direct or indirect (i.e. one-level removed) authority over another employee through decisions, recommendations, judgment, or influence.

Policy Name	Policy Type
Addressing Domestic/Intimate Partner Violence Policy	Employee
Original Date	Revision Date
December 12, 2024	

Policy Statement

Exhibition Place is committed to working with its employees to provide a safe work environment.

Exhibition Place recognizes that domestic/intimate partner violence may impact an employee or employees in the workplace. *The Occupational Health and Safety Act* requires Exhibition Place to take every precaution reasonable in the circumstances for worker protection if they become aware, or ought reasonably to be aware, of an employee in a domestic/intimate partner violence situation that may expose a worker to physical injury in the workplace. Exhibition Place is committed to meeting this legal responsibility in a manner that:

- is sensitive to, and supportive of, the needs of employees who are in domestic/intimate partner violence situations
- provides employees who are in domestic/intimate partner violence situations access to information regarding resources and supports to ensure their physical safety, emotional health, and basic material and financial needs
- is protective of the health and safety of all employees that may be placed at risk as a result of domestic/intimate partner situations impacting the workplace while respecting the privacy rights of the employee in a domestic/intimate partner violence situation

This policy is supported by guidelines to assist in addressing domestic/intimate partner violence in Exhibition Place workplaces.

A number of resources are available to assist divisions and employees with addressing domestic/intimate partner violence, including Exhibition Place Security, Human Resources and Employee Assistance. A number of these resource people have specialized knowledge of this subject area.

Application

The Addressing Domestic/Intimate Partner Violence Policy applies to all Exhibition Place employees.

Definitions

Domestic/intimate partner violence is the intentional and systematic use of tactics to induce fear and establish and maintain power and control over the thoughts, beliefs and conduct of another in an intimate/familial relationship. The pattern of behaviour may include physical violence, sexual, emotional/psychological abuse exhibited by verbal abuse, stalking and using electronic means. Anyone can be a victim of domestic/intimate partner violence,

regardless of gender, age, race, religion, sexual orientation, economic status or education. The abuser may be a current or former spouse or partner, relative or friend. Other common terms for domestic/intimate partner violence include personal relationship violence or family violence.

Responsibilities

Exhibition Place will:

- Strive to create a workplace that:
 - is free from all forms of violence, including domestic/intimate partner violence
 - supports employees who are recognized to be, or who report being, victims of domestic/intimate partner violence
- Take reasonable preventative measures to protect the safety of employees who request assistance in the workplace because they are the victims of domestic/intimate partner violence
- Respect the confidentiality of the employee who reports domestic/intimate partner violence, informing other employees on a need-to-know basis only, and only to the extent necessary to protect safety and to comply with legislative requirements.

All Roles with Supervisory Authority will:

- Understand and uphold the principles of this policy
- Ensure this policy is explained to employees
- Be aware of observable signs or behaviours that may suggest domestic/intimate partner abuse
- Take every precaution reasonable in the circumstances for worker protection if they become aware, or ought reasonably to be aware, that domestic/intimate partner violence that would likely expose a worker to physical injury may occur in the workplace
- Provide informed and supportive responses to employees experiencing or witnessing domestic/intimate partner violence in the workplace. Make these employees aware of resources that are available to assist victims of domestic/intimate partner violence
- Work with employees who report being the victims of domestic/intimate partner violence that may pose a threat in the workplace in developing a workplace safety plan to protect them and others in the workplace. This plan will be individualized to the circumstances reported but may include elements such as:
 - Resource and referral information
 - Call screening, new phone number, e-mail blocking, removal of employee contact information from public directories
 - Additional security and/or security measures at the workplace
 - Work schedule adjustment to enable domestic/intimate partner violence victim to obtain medical, counselling or legal assistance
 - Workplace relocation

- Consult confidentially with other Exhibition Place staff (e.g. Security, Human Resources) in developing the workplace safety plan
- Properly document any report of domestic/intimate partner violence
- Protect the confidentiality of employees who report domestic/intimate partner violence within the limits needed for safety, recognizing that information may need to be shared on a strictly need-to-know basis if an employee's safety at work is jeopardized
- Take all reasonable and practical measures to protect workers, acting in good faith, who report domestic/intimate partner violence in the workplace or act as witnesses, from reprisals (acts of retaliation, direct or indirect) or further violence
- Take appropriate corrective and/or disciplinary actions to address instances in which an employee uses workplace resources to perpetrate domestic/intimate partner violence

Employees who are witnesses to domestic/intimate partner violence in the workplace are required to:

- Take action to ensure their own immediate safety in the event of a domestic/intimate partner violence incident
- Report any such incident immediately to the supervisor/manager
- Report to their supervisor/manager any information that indicates the safety of any employee in the workplace is at risk as a result of domestic/intimate partner violence
- Apart from these situations, maintain confidentiality regarding a co-worker experiencing domestic/intimate partner violence

Exhibition Place recognizes that employees experiencing domestic/intimate partner violence may be reluctant to disclose the problem to a supervisor or manager. Exhibition Place encourages disclosure in order to protect the safety of the employee and others in the workplace. Disclosure also enables Exhibition Place to support the employee and provide links to appropriate services. Although Exhibition Place respects the employee's need for confidentiality, an employee is responsible for:

- Disclosing any situation that threatens the safety of the workplace
- Informing the supervisor/manager if they have applied for, or obtained, a restraining order that includes the workplace as a protected area.

Human Resources/Leadership Team and the Joint Health & Safety Committee will:

Review this policy and guidelines and make recommendations for amendments, as needed.

Policy Name	Policy Type
Addressing Domestic/Intimate Partner Violence Guidelines	Employee
Original Date	Revision Date
December 12, 2024	

Guidelines Statement

These guidelines are intended to assist Exhibition Place Management and Staff in meeting the commitments expressed in the Addressing Domestic/Intimate Partner Violence Policy.

Application

This applies to all Exhibition Place employees.

Conditions

Warning Signs or Observable Behaviours an Employee may be a Victim

- Injuries such as bruises, black eyes, broken bones, especially if he/she tries to conceal them or offers unconvincing explanations for how they occurred
- Uncharacteristic absenteeism or lateness, poor concentration, increasing errors and inconsistent work quality
- Requests for special accommodation, such as leaving early or time off to attend court
- Signs of emotional distress, such as unusual quietness, isolation from others, or sometimes increasing aggressive behaviour towards others
- An unusual number of phone calls, faxes, or emails from a current or former partner and a reluctance to converse or respond to phone messages
- Abrupt changes of address or reluctance to divulge where he or she is residing

Implementation

Employee Actions to Minimize Risk

It is recognized that domestic/intimate partner violence victims often remain silent out of embarrassment, a sense of helplessness and fear. Just as a supportive work environment makes employees feel safe in reporting workplace hazards, an environment of trust and respect will assist someone experiencing domestic/intimate partner violence to tell an employer, supervisor or co-worker and to seek assistance or protection, especially if there is the likelihood that the perpetrator will contact them in the workplace. Exhibition Place and its management must be careful about violating an employee's privacy, but employees who experience domestic/intimate partner violence must recognize the importance of disclosure if domestic/intimate partner violence may place her/him or co-workers at risk in the workplace.

- Asking the employer for assistance in creating a safety plan that considers the employee's needs at work
- Keeping employer informed of threats and abusive actions
- Asking if calls can be screened, if an employee's phone number can be changed or removed from directories or if the abuser's e-mails can be blocked

- Asking for priority parking near the building or escorts to public transportation or employee's vehicle
- Asking to be relocated and that new location not be disclosed
- Exploring alternative work arrangements (e.g. adjusted start and finish times so that work pattern becomes less predictable)
- Providing a recent photo or description of the abuser to security/reception for identification purposes
- Get counselling
- Keeping a record of all incidents and keep all threatening voice messages and emails
- Mentioning the workplace in restraining orders, advising the employer, and providing a copy of the order

Supervisory Actions to Minimize Risk

- Create and maintain a supportive workplace
- Be approachable to the victim or co-workers so they are encouraged to report
- Be aware of observable signs or behaviours that may suggest domestic/intimate partner abuse
- Make employees aware of resources regarding domestic/intimate partner violence
- Make it clear to the employee that their privacy will be protected to the greatest extent possible and that adequate steps will be taken to protect workplace safety. Only those who need information to protect the workplace from a violent event will be given information
- Encourage the employee to develop a personal safety plan, which includes provisions for work and travelling to work
- Provide employee information with respect to resources regarding domestic/intimate partner violence
- Encourage employees to save threatening voicemails or emails in case of future legal action
- Allow the employee to have priority parking near the building
- Screen calls by routing them through the main reception or security
- Relocate the employee to a more secure area
- Provide a photo or description of the perpetrator to reception areas and/or security
- Provide escorts to walk the employee to and from a vehicle or public transportation
- Document every report of workplace violence, including reports of domestic/intimate partner violence that reflect workplace events. Documentation should include a record of any workplace appearances or communications by the abusers
- Accommodate employees who request time off to attend court proceedings
- Domestic/intimate partner violence records should be kept secure and confidential, with information distributed on a "need to know" basis only and kept separate from an employee's regular personnel file
- The most dangerous time in an abusive relationship typically occurs when a victim is attempting to separate from the abuser, so additional precautions may need to be taken in the workplace. To assist with this, it is important to maintain ongoing

supportive communication with the employee so that we are more likely to be made aware of this potential scenario.

Actions Co-Workers can take to Support Victims

Co-workers who recognize the signs of domestic/intimate partner violence can provide support by:

- Encouraging employees to speak with their direct supervisor or another management person that they feel comfortable with so that support can be put in place to protect them in the workplace
- Providing a listening ear, letting the victim know that their privacy will be respected and not sharing personal details about the victim's situation without their permission
- Not blaming the victim or the perpetrator
- Not telling the victim what to do
- Offering to screen phone calls or e-mails if the work situation permits

Learning/Receiving a report an Employee is a Perpetrator

Exhibition Place will not in any way condone perpetrators of domestic/intimate partner violence and expects them to:

- Seek treatment through an Employee Assistance Program
- Be aware that Exhibition Place will appropriately investigate reported abuse and enforce the Addressing Domestic/Intimate Partner Violence Policy

Policy Name	Policy Type
Alcohol and Substance Abuse Policy	Employee
Original Date	Revision Date
January 1, 2018	December 12, 2024

Policy Statement

Exhibition Place is committed to ensuring the health, safety, and well-being of its employees and the safety of the public. To this end, Exhibition Place makes every reasonable effort to minimize risks associated with its operations. This policy's goals are to assist employees in overcoming alcohol and drug-related issues and to maintain Exhibition Place's high standards of service. The policy provides a framework for education, assistance, rehabilitation, and reintegration of employees who have problems with substance abuse.

Application

This policy applies to all employees.

Definitions

Substance Abuse

The use of alcohol and other drugs or substances, including cannabis, illegal substances, or prescribed and over-the-counter medications that may impair the performance, safety at work, or the ability to drive safely.

Safety Sensitive Duties

Duties are considered safety sensitive when employees control or participate in any work where the type of work or equipment used can cause a significant hazard to themselves, to co-workers and/or to the public.

Unfit for Duty

Reporting to work affected by the use of, or after-effects of, alcohol and other drugs or substances, including cannabis, illegal substances, prescribed and over-the-counter medications, which may impair performance or affect safety at work, or becoming unfit for work over the course of the workday as a result of substance use.

Conditions

No employee of Exhibition Place shall report to work in a condition unfit for duty or become unfit for duty throughout their workday as a direct or indirect result of alcohol, cannabis, substance abuse, illegal drug use, or misuse of prescribed or over-the-counter medication.

Prevention

Exhibition Place is committed to the prevention of substance abuse by:

- communicating with employees about what is expected of them regarding substance abuse in the workplace.
- promoting employee health awareness and education.

- support employees in developing appropriate ways to cope with and address personal challenges to reduce substance abuse.

Work Rules Concerning Possession, Use, or Effects of Substances

To eliminate the risk of impaired performance due to substance use, the following are prohibited for employees in all job categories:

- use of alcohol or other drugs or substances, including cannabis, illegal substances or prescribed and over-the-counter medications that may impair performance, safety at work or the ability to drive a vehicle.
- being unfit for duty due to the use of or after-effects of the substances above.
- the distribution, offering, sale, or other possession of alcohol, cannabis or other drugs that would breach the Criminal Code, the *Narcotics Control Act*, or other Federal or Provincial Legislation.

Assessment, Treatment, and Rehabilitation

Exhibition Place recognizes that alcohol and drug dependencies are treatable conditions, and that early intervention greatly improves the probability of long-term recovery. Employees who suspect that they have a substance abuse problem are encouraged to seek assistance and to obtain appropriate treatment promptly before personal health, job performance, or family life is compromised. Continuing and supportive aftercare has also been shown to contribute positively toward the maintenance of sobriety and the return to productive work of a person recovering from addiction.

Exhibition Place is committed to providing confidential assessment, counselling, referral and follow-up services through the Employee Assistance Program (EAP) and will provide the following services under this policy:

- counselling to employees and their eligible family members
- support employees who are re-integrating into the workplace following treatment

Information is kept in strictest confidence with Human Resources and EAP and will not be disclosed except:

1. as authorized by the informed consent of the employee,
2. as required by law, or
3. where there is a serious and imminent risk that the health or safety of the employee or others would be jeopardized.

Safety-Sensitive Duties

Supervisors/Managers

- Understand the objectives and procedures of the Alcohol and Substance Abuse Policy and related policies including Attendance Management and Fleet Safety.
- Monitor job performance and discuss deteriorating work performance with the employee.

- Take corrective action in accordance with established practices for dealing with performance or safety concerns.
- Remove employees from performing safety-sensitive duties if there are indications of a safety risk.
- Inform the employee about EAP services and make referrals when indicated.
- Provide accommodation to employees who need temporary alternate placement while seeking substance abuse treatment and participating in aftercare.

Employees

- Arrive at work fit for duty and meet satisfactory work performance and attendance standards.
- Perform the duties of their job in a safe manner without risk to their co-workers, the public or the environment.
- Report their use of prescription or over-the-counter medication that may affect their ability to safely perform their job duties to the supervisor before starting their shift.
- Exercise the right to refuse work in situations where he/she believes that a co-worker is putting himself/herself or others at risk because of substance abuse to the point that health or safety is compromised as per the requirements of the *Health and Safety Act*.
- Use EAP or other resources to resolve behavioural or health problems which adversely affect their work performance.

Salary and Benefits

Exhibition Place supports employees in seeking treatment and aftercare for substance abuse by providing time away from work.

Employees may use existing benefits, including sick pay, vacation, float days, and lieu time, to maintain income while attending a treatment program. When using sick time, an employee must provide a doctor's note, and a completed non-occupational functional abilities form for the period of absence.

If the employee has no sick pay, vacation, or lieu time, Exhibition Place will issue a Record of Employment. The Record of Employment will enable the employee to apply for Employment Insurance.

Exhibition Place ensures the health, safety, and well-being of its employees and the public to whom it provides services. Exhibition Place and its employees are committed to taking a position of leadership concerning alcohol and substance abuse, illegal drug use, and misuse of prescribed and over-the-counter medication in the workplace and in the community at large.

Exhibition Place employees shall not consume alcohol, cannabis or any other substance that may affect their faculties, have unsealed alcoholic beverage containers, have illegal

drugs, or use illegal drugs while on Exhibition Place grounds, or in one of the company vehicles.

Implementation

If there is any reason to believe an employee's job performance is being negatively affected by alcohol, cannabis, substance abuse, illegal drug use, misuse of prescribed or over-the-counter medications, or that this policy is being breached in any way, Exhibition Place Management is required to inquire as to the nature of the problem and to take appropriate remedial action.

Exhibition Place is committed to rehabilitative efforts in resolving issues arising from the associated workplace consumption of alcohol, cannabis, or any substance abuse, illegal drug use, and misuse of prescribed or over-the-counter medications, with due regard to the requirements of the *Ontario Human Rights Code*. While Exhibition Place will act with due diligence depending upon individual circumstances, employees must be aware that discipline, up to and including dismissal, is a possibility if this policy is breached.

Confidential assessment, counselling, referral, and follow-up service will be available to employees either through the EAP or under the provisions as provided within the collective agreements. Employees who have problems related to alcohol, cannabis, substance abuse, illegal drug use, or misuse of prescribed or over-the-counter medications are encouraged to use such services.

Exhibition Place is committed to prevention of abuse of alcohol, substance abuse, illegal drug use, misuse of prescribed or over the counter medications. Accordingly, it will continue to make available educational materials and will encourage employees to seek appropriate assistance for any related problem.

Policy Name	Policy Type
Annual Performance Review & Salary Grade Range Progression Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place has a Strategic Goal to invest in our People and Culture. As an employer, Exhibition Place provides employees with opportunities to grow and develop their careers and ensures employees are financially compensated and recognized for good work. Our commitment ensures that all employees have a clear understanding of what is required of them, the skills and abilities needed to meet those requirements, and how their contribution will be rewarded.

Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees are eligible to participate in the annual performance review process and advance through the performance-based salary progression through their salary grade range based on individual annual performance rating.

Application

All eligible Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees will participate in the Annual Performance Review and Salary Grade Range Progression Policy. Employees must be actively on payroll on the date of any payout/pay adjustments.

Definitions

Anniversary Date

For performance review purposes, it refers to a common anniversary date of January 1st, where the review period is from January 1st to December 31st. When an employee moves to a new position or starts employment within the calendar year, the review start date changes/starts within the year but still ends on December 31st.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent employee complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position not part of the permanent employee complement for Exhibition Place.

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Term Contract Employee

An employee hired to work full-time hours for a specified fixed term at a specific rate of pay.

As Needed Contract Employee

An employee hired to work on an as-needed basis determined by the operational needs of Exhibition Place and who will not be scheduled to work more than 675 hours per annum or earn more than 35% of the annual maximum pension amount as set out by the Canada Revenue Agency.

Cost of Living Allowance (COLA)

A pay increase based primarily on cost-of-living adjustment. COLA is applied to the salary ranges and the employee's salary.

Annual Performance Review (Performance Rating)

An annual performance review is a formal performance competency assessment in which managers/supervisors and other contributors evaluate an employee's work performance. The purpose is to offer feedback for improvement and skill development, assist with goal setting, and award a performance rating.

Performance Financial Reward (Wage Grade Increase or Re-earnable Performance Reward – Lump Sum)

A pay increase based on the employee's annual performance review level (performance rating). This step increase is added to the employee's current salary up to the maximum compensation of the range. This increase is adjusted annually each January and is conditional upon and subject to the approval of the Exhibition Place Board of Governors.

Step Increase or With-in Grade Increase (WGI)

If the employee's annual performance is at an acceptable level of competence (performance rating 3 or 4) and has completed the required waiting period, they are entitled to a With-in Grade Increase (WGI). The WGI is what an employee's pay rate will be from a step of the grade to the next higher step within the grade. Each grade has 5 step rates excluding the base (steps 1-5).

*SALARY STEPS AS % OF THE MAXIMUM OF PAY GRADE RANGES						
Salary Pay Grade	BASE (Range Min)	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5 (Range Max)
Grade 17	74%	79%	84%	90%	95%	100%
Grade 1-16	79%	83%	87%	92%	96%	100%

*Provided as general information based on the 2023 Salary Grade Ranges and subject to change annually.

Performance Review Period

The period from January 1st to December 31st each year.

Salary Grade Progression – Step Sequence

It is a method of gradually increasing an employee's salary as they gain experience and meet performance expectations, skills, and knowledge. Base plus five steps are established in each salary grade range to progress from the minimum of the grade (base) to the maximum of the grade (step 5). This is achieved via a series of preset "steps within the salary grades" that an employee advances through each step until they reach the maximum of the salary grade range.

Employees with less than one year of service in the previous year are not entitled to the step increase until a full calendar year (January to December) is completed. A prorated re-earnable performance reward - lump sum will be applied contingent on Performance Financial Reward based on the length of time an employee has worked in a position when that time is less than twelve (12) months. Prorating is based on full weeks worked in the previous calendar year.

Employees at the maximum of the salary grade range (Re-earnable Performance Reward – Lump Sum)

An employee at the top of or above the pay grade range for the year of the review period is eligible to receive an annual lump sum payment that cannot exceed the maximum Performance Financial Reward percentage (i.e., 4.5%, 2.5% or 1%) based on their performance review. It must be re-earned yearly based on performance and is not added to the employee's current salary. This increase is conditional upon and subject to the approval of the Exhibition Place Board of Governors.

Conditions

Performance Reviews

All Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees who have completed the probation period will receive an annual performance review at the beginning of the calendar year.

A department/division head or management employee member is responsible for evaluating the performance of management and non-union salaried and hourly employees reporting to them. It includes developing a clear understanding of the employee's role and responsibilities in the organization, establishing agreed-upon and measurable outcomes or expectations related to core competencies and responsibilities, providing ongoing feedback, and supporting and coaching the employee in achieving expectations and encouraging enhanced performance.

Strategic goals, team goals, or individual goals aligned with the Strategic Goals can be weighted and rated to a total value of 20% and CORE competencies are weighted and rated at 80%.

Where goals were not assigned or aligned with the Strategic Goals, the performance will be evaluated and rated on CORE Competencies at 100%.

Implementation

With-in Grade Increase (WGI) or Step Increase

Non-unionized employees who occupy full-time permanent, full-time renewable contract, or full-time hourly positions earn WGIs upon meeting the following requirements:

- The employee's performance must be at an acceptable level of competence. To meet this requirement, an employee's most recent performance rating must be at least Level 3 or 4.
- The employee must have completed the required waiting period for advancement to the next higher step. Creditable service does not include leave of absence, dependent sick, maternity/parental, or short-term disability.
- Employees must not have received an "equivalent increase" in pay during the waiting period.
- Performance Financial Reward (Re-earnable Performance Reward – Lump Sum) applies to Employees at the maximum salary grade.
- Employees on as-needed contracts or term contracts are eligible for COLA only. As per the chart below, they will move up a step when they reach the following aggregate hours.

Standard Regular Hours per Week	Aggregate Totals to Qualify for the Step Increase
35 hours per week	1820 hours
37.5 hours per week	1950 hours
40 hours per week	2080 hours
42 hours per week	2184 hours

Required Waiting Periods		
From Step	To Step	Requires minimum of
Base Minimum	1	52 weeks of creditable service in Base Minimum
1	2	52 weeks of creditable service in Step 1
2	3	52 weeks of creditable service in Step 2
3	4	52 weeks of creditable service in Step 3
4	5	52 weeks of creditable service in Step 4

Generally, employees start at the minimum (base) of the salary grade and progress through the annual step process. Under some conditions, employees may be given a higher step to start depending on skills, knowledge, education, and years in a similar position.

When an employee is promoted to a higher grade, they will move either to the base of the new salary range or the closest Step higher than their present wage rate.

Employee's performance must be at an acceptable level of competence. To meet this requirement, an employee's most recent performance rating must be at least Level 3 ("Fully Successful" or equivalent) to move to the next step within the salary range.

The employee must have completed 12 months of active service and receive a performance rating of 3 or 4 to progress to the next step.

If an employee has worked less than 12 months, the increase received will be prorated based on the number of weeks an employee worked and remunerated as a lump sum.

An employee who has yet to complete one year but worked more than three months and receives a performance rating of 3 or 4, will remain in the same step and will receive a lump sum payment prorated for the total weeks worked in the first year.

Employees who take a leave of absence, STD, or other types of leave that have not worked a full year will remain in the same step even if they receive a performance rating of 3 or 4, and they will receive a prorated lump sum payment for the total weeks worked.

Employees with an overall performance rating of 2 will receive a 1% increase, which will be paid as a lump sum and remain in the current step.

Employees with an overall performance rating of 1 will receive no increase.

All salary increments are retroactive to January 1st of each year.

WGI ELIGIBLE or Re-earnable Performance Reward – Lump Sum PERFORMANCE LEVELS							
Annual Performance Rates	Eligible for COLA Increase per City Approval	Current Salary as % of Salary Grade	Eligible for Performance Based Financial Reward – Paid out as Lump Sum	Eligible for Prorated WGI – Paid out as Lump Sum	On Leave during the Performance Calendar Year	Eligible for WGI	New Year Salary Effective January 1 – Wage in Grade
4 or 3	Full	>=100%	4.50% or 2.50%; prorated for weeks worked if worked more than 3 months in first calendar year	No	No	No	Stay at same step in the same pay grade
4 or 3	Full	<100%	No	No	No	Yes	Move to next higher step in the same pay grade
4 or 3	Full	79%-100%	If at Max of Salary Grade: Prorated 4.50% or 2.50% for weeks worked in the calendar year; paid out as lump sum	If below Max of Salary Grade: Prorated based on the step; paid out as lump sum	Absence (STD, LOA, Maternity/ Paternity Leave etc.) from the workplace total greater than 90 days	No	Stay at same step in the same pay grade
2	Full	>=100%	1.00%; prorated for weeks worked if worked more than 3 months in first calendar year	No	No	No	Stay at same step in the same pay grade
2	Full	<100%	No	Prorated based on the step; paid out as lump sum	No	No	Stay at same step in the same pay grade
2	Full	79%-100%	If at Max of Salary Grade: Prorated 1.0% for weeks worked in the calendar year; paid out as lump sum	If below Max of Salary Grade: Prorated based on the step; paid out as lump sum	Absence (STD, LOA, Maternity/ Paternity Leave etc.) from the workplace total greater than 90 days	No	Stay at same step in the same pay grade
1	Full	79%-100%	No	No	Yes or No	No	Stay at same step in the same pay grade
No Performance Appraisal	Full	79%-100%	No	No	Yes or No	No	Stay at same step in the same pay grade

Policy Name	Policy Type
Attendance Management Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place is obligated to ensure that employees perform with regularity the functions for which they were hired, and to manage employee absenteeism in a fair and consistent manner with the following objectives:

- to maximize service delivery; and
- to assist employees in minimizing absences from work by making every reasonable effort to provide accommodation, assistance, and rehabilitation.

To make this program effective, Exhibition Place will:

- promote a healthy workplace; and
- provide guidance and training to management staff who are responsible for dealing with attendance issues.

Application

This policy applies to all non-union employees.

Applicable Legislation

Both the *Ontario Human Rights Code (OHRC)* and *Workplace Safety & Insurance Act (WSIA)* have applicability to attendance management. Both statutes address the inter-related issues of absenteeism, disability, and accommodation. The *OHRC* defines handicap as "...any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness...". However, not all absences due to illness or sickness fall within the definition of handicap. For example, it is generally held that 'illness' in the context of the *Code* does not apply to illnesses of a temporary nature, such as colds or the flu. The *Code's* definition of handicap also includes an illness or disability for which benefits are claimed or received under the *WSIA*. Section 41 of *WSIA* defines re-employment obligations that apply to injured workers.

Definitions

Approved Leave

Includes vacation, bereavement, jury/witness service, pregnancy, parental leave, emergency, and other such leaves as management may determine and/or enact through applicable legislation.

Culpable or Blameworthy

Absence from work due to factors within the employee's control. Factors include failure to notify, absences without leave or permission, abuse of leave, and may be grounds for discipline, up to and including termination.

Innocent or Non-Culpable

Absence from work due to illness, ill dependent, or non-occupational injury.

Patterned Absenteeism

Is presumed to be “innocent absenteeism” unless there is evidence to the contrary since there is the possibility of a legitimate explanation for the absence.

Conditions

Exhibition Place will determine the average number of occasions of absence (day/shift or part thereof) for the organization. These will be the initial standards used for attendance review.

In determining the average for the purpose of the attendance management policy, the following absences should be included:

- ill with pay
- ill without pay
- accident no credit (e.g. WSIB denials)

Employees whose attendance patterns show total absences greater than the organization's standard will have their attendance reviewed.

Implementation

The Department/Division Heads or designates are responsible for ensuring the consistent application of this policy. In conducting an attendance review, it should first be determined whether the absence(s) are defined as approved leave, culpable or blameworthy, innocent or non-culpable, and the applicability of disciplinary and non-disciplinary measures.

When an employee fails to comply with reporting or timekeeping rules, their manager will meet with the employee to determine the reasons.

When the Department/Division Head or designate determines there was a satisfactory reason for the failure to comply, the behaviour is deemed non-culpable.

When the Department/Division Head or designate determines that the reasons are unsatisfactory and the behaviour is deemed culpable, the Department/Division Head or designate will treat the situation as a disciplinary matter.

The immediate manager/supervisor is responsible for attendance management through accurate record maintenance and regular monitoring, and the responsibilities include:

- Regular communication with the employee
- Maintenance of records
- Assistance in return to work

Management is responsible for determining the standards used for attendance review and the ongoing, consistent application of this policy.

Informal Meeting

If at any point during a 12-month period an employee is absent due to illness on a number of occasions which is greater than the organizational average, an informal interview will be conducted by the Manager/Supervisor. The purpose of the meeting is to:

- Identify concerns with attendance
- Explain the impact of absences on the work operation
- Identify expectations for improvement
- Identify resources for assistance
- If the Manager/Supervisor feels there are special circumstances such that a meeting is not required, the Manager/Supervisor will document the reasons to file.
- NOTE: the manager/supervisors should consult with Human Resources for cases requiring special accommodation.

Formal Meeting 1 / Letter 1

If during the next 6-month period or less the employee is absent due to illness on a number of occasions which is greater than the organizational average for that period, formal meeting 1 is held and letter 1 is sent. The purpose of the meeting is to:

- Identify concerns with attendance
- Explain the impact of absences on the work operation
- Identify expectations for satisfactory improvement
- Provide an opportunity to discuss reasons for absenteeism
- Identify resources for assistance (TELUS Health Employee Assistance Program)
- Identify specific course of action

Formal Meeting 2 / Letter 2

If during the next 6-month period or less the employee is absent due to illness on a number of occasions which is greater than the organizational average for that period, formal meeting 2 is held and letter 2 is sent. The purpose of the meeting is to:

- Identify attendance is unacceptable
- Opportunity to discuss reasons for absenteeism
- Identify resources for assistance (TELUS Health Employee Assistance Program)
- Identify expectations for satisfactory improvement
- Identify specific course of action and possible consequences

Formal Meeting 3 / Letter 3

If during the next 6-month period or less, the employee is absent due to illness on a number of occasions which is greater than the organizational average for that period, formal meeting 3 is held, and letter 3 is sent. The purpose of the meeting is to:

- Identify unacceptable attendance is on record
- Opportunity to discuss reasons for absenteeism
- Formal referral to Occupational Therapist
- Identify expectations for satisfactory improvement
- Identify specific course of action and possible consequences

Formal Meeting 4 / Letter 4

If during the next 6-month period or less, the employee is absent due to illness on a number of occasions which is greater than the organizational average for that period, formal meeting 4 will be held and letter 4 is sent. Prior to meeting with the employee, the Manager/Supervisor must consult with Human Resources to review the case and options.

The purpose of the meeting is to reiterate all the points from meetings 1, 2, and 3 and clearly state expectations and consequences, including termination.

Improved Attendance

If a return to poor attendance follows an improvement in attendance, the formal process is reintroduced. If there is a sustained improvement in attendance for a period of two years which meets divisional standards, the review process is closed, and the employee is given a letter recognizing that they have met the divisional standard. After the two-year period, if attendance falls below the standard, the review begins with an informal meeting.

Further issues are to be referred to Human Resources.

Policy Name	Policy Type
Benefit Program and Eligibility Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place offers an extensive employee benefit program that is designed to help with a wide range of expenses not covered by OHIP.

Application

This policy applies to Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees.

Definitions

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

The full benefit program as amended from time to time includes the following employer premium paid plans:

- Extended Health Care
- Dental
- Accidental Death & Dismemberment (AD&D)
- Short-Term Disability (STD)
- Long-Term Disability (LTD)
- Life Insurance

For more information on the sick leave benefit refer to the STD Policy.

In addition, employees may elect to participate in the following self-funded plan:

- Optional Life for employee
- Spousal / Child Optional Life Insurance

For specific details about coverage entitlements, please refer to the benefit booklet or contact Human Resources.

Additional Programs

Employee Assistance Program (EAP)

Exhibition Place offer a voluntary confidential program with experienced professional counsellors for staff and their immediate family member(s) (spouse, partner, and children) at no cost. Any information about an employee's contact with the Agency will be held in confidence and not shared or released without the written consent of the employee.

Staff can call when they need professional assistance for personal, family, or work related concerns. Service is available twenty-four (24) hours a day seven (7) days a week by phone 1-888-409-4499 (toll free during business hours) or 1-800-668-9920 (toll free after business hours).

Beacon Program

This program is offered to staff and their dependents, age sixteen (16) and over through the benefits provider. For more information eligible staff can contact Green Shield Canada.

Implementation

Permanent Employees are eligible to participate in Exhibition Place's full benefit program. Coverage is effective immediately upon commencement of employment, and all premiums are 100% paid for by Exhibition Place.

Full-Time Renewable Contract Employees are eligible to participate in Exhibition Place's full benefit program. Coverage is effective 6 months after commencement of employment and all premiums are 100% paid for by Exhibition Place.

Full-Time Non-Union Hourly Employees are eligible to participate in Exhibition Place's full benefit program. Coverage is effective six (6) months after commencement of employment and all premiums are 100% paid for by Exhibition Place.

An authorized Leave 'Without Pay' does not obligate Exhibition Place to any costs including benefit costs. The employee has the option of discontinuing benefits or maintaining all benefits coverage at their expense. A request for coverage must be completed prior to commencement of the leave, and the employee must pay the benefit premiums before the leave begins.

The purposes of legislated leaves and their lengths vary as do the benefit coverage. An employee should contact Human Resources for clarification of any benefits coverage during legislated leaves.

Termination of benefit coverage will cease on the last day of employment, unless otherwise stipulated. For further clarification refer to the Leave Without Pay Policy.

Policy Name	Policy Type
Bereavement Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place provides employees with a paid leave of absence when there is a death of a family member.

Application

This policy applies to Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees.

Definitions

Day

A day is defined as 7 hours for employees working 35-hour work week; 7.5 hours for employees working a 37.5-hour work week; 8 hours for employees working a 40-hour work week; and 1.5 days for the employees working twelve 12-hour shifts.

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Spouse

The employee's married, common-law, or same-sex partner.

Conditions

Exhibition Place provides employees with a paid leave of absence upon the death and funeral of any of the following family members:

- spouse, including common-law or same-sex spouse
- parents including stepparents and parents of spouse
- children including stepchildren
- brother, and brother of spouse
- sister, and sister of spouse
- son-in-law
- daughter-in-law
- grandparent, including grandparent of spouse

Implementation

Employees must inform their Department/Division Head or designate in writing, of the death, and the dates of bereavement leave. Under normal circumstances, bereavement leave must be taken between the day of the death and seven (7) calendar days following the funeral.

Employees are required to provide Human Resources with supporting documentation (i.e. death certificate, obituary, funeral home notification, or memorial service).

If the death of a family member occurs during an employee's vacation, the employee will be granted bereavement leave with pay, and the vacation credits will be restored. Employees must advise their Department/Division Head or designate in writing and submit reasonable proof to Human Resources in order to receive approval for the postponement of the vacation and/or restoration of vacation credits.

If a subsequent death occurs for an employee during the same calendar year, Human Resources will replenish four (4) additional bereavement leave credits in the ADP Time and Attendance Program for the employee.

Policy Name	Policy Type
Business / Membership / Travel and Reimbursement Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place will reimburse expenses which are exclusively incurred in connection with its business. This policy promotes the Exhibition Place Board's objective of being consistent, fair, and reasonable, while encouraging responsible behaviour and strengthening transparency and accountability. It establishes the rules and requirements with respect to attendance at conferences/seminars, business trips, parking fees, and meterage claims for use of personal automobiles, meal allowances, business meetings, professional memberships, and corporate credit cards. It outlines the type of expenses which will be reimbursed and explains roles and responsibilities of claimants and approvers.

Application

This policy applies to Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees.

Definitions

Business Travel

To explore opportunities, establish contacts, and observe other exhibition industry events (in-town or abroad) to bring new events, meetings, and trade shows to Exhibition Place which will provide positive outcomes.

Conference

An event sponsored by a professional or trade association involving a series of presentations or discussions related to the purposes and goals of the association or the goals and interests of Exhibition Place.

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Original Itemized Receipt

Original itemized sales receipt or invoice indicating the amount spent, the nature of the expenditure, and the recipient of the payment. A credit card slip with the payment value only does not qualify as an original itemized receipt and will not be accepted. When the original itemized receipt is lost or it does not contain the itemized description, the employee is

required to make the effort to contact the vendor for a copy or duplicate of the original receipt/invoice or a vendor confirmation.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Professional Membership/Association Fees

A membership to an organization and/or association seeking to further a particular profession and pursue the interests of individuals engaged in that profession and the public interest. In certain instances, the members belonging to the organization and/or association are required to pay fees to maintain membership or designation status.

Professional Publications

Magazines, newspapers, or other periodicals that pertain specifically to Exhibition Place business or an employee's professional status or designation.

Request for Authorization Form

The Request for Authorization Form is to be completed and approved by Department/Division Head or designate and the CEO prior to attending any Conference, Seminar, Training, and Business Travel and incurring any expenditures.

Seminar

Compact program of not more than five (5) working days, that is educational in nature but not necessarily offered through an approved academic institution or professional body and is for an individual's professional development.

Conditions

Exhibition Place's Financial By-law provides that the CEO shall authorize the reimbursement of expenses, including travel, meal and entertainment expenses, incurred by employees carrying out the business of Exhibition Place, provided that such expenses were incurred in accordance with the policy.

The corporate objective is to be consistent, fair, and reasonable while encouraging responsible behaviour and strengthening internal controls, transparency, and accountability.

Expenses of a personal nature or not in compliance with this policy and will not be reimbursed. These non-reimbursable expenses include, but are not limited to, expenses for traffic and parking violations, family members and/or friends, and alcoholic beverages unless approved in the business policy as set out in Section 4 below.

Implementation

1. Approvals for Travel Expenses for Business / Conferences / Seminars

All travel expenses for employees must be approved in advance, before expenses are incurred, as follows:

- a. The overall annual limit for in-town and out-of-town conferences and seminars including travel is \$3,500 per employee (before the application of HST) to be expended on business travel with the exception of Department Heads.
- b. Business travel for amounts of up to \$3,500 (per trip and before the application of HST) must be approved by the Department/Division Head or designate with final authorization by the CEO. If the travel amount is greater than \$3,500 it requires approval of the Exhibition Place Board.
- c. Business travel for the CEO for amounts of up to \$3,500 (per trip and before the application of HST) must be approved by the Chair or the Exhibition Place Board, or in the Chair's absence, the Vice-Chair. If the travel amount is greater than \$3,500 it requires approval of the Exhibition Place Board.
- d. A proposed travel summary for the Sales & Marketing team including estimated expenses for the calendar year must be submitted to the first meeting of the Exhibition Place Board within the Management Report summarizing travel associated with the sales and marketing functions at Exhibition Place. Any travel not specified in this initial summary, must be reported to the meeting of the Exhibition Place Board in advance of the travel.
- e. In special cases, the annual expenditure limit may be exceeded by an employee for attending meetings of organizations to provide their expertise or conduct business, and in cases where it is necessary to view or examine specific equipment or operations applicable to business operations, provided that funds are available, and the expenditure is approved and in accordance with the policy. Department/Division Head or designates are responsible for maintaining a record of their employee travel limits.
- f. Written approval is required at least ten (10) business days in advance of attendance at conferences, corporate events, professional development training, seminars, or business travel.

2. Expenses Eligible for Reimbursement

- a. All approved travel expenses may be paid directly by the employee and reported on an expense report or charged to one of the corporate credit cards held and managed by the CEO or the Chief Financial Officer & Corporate Secretary. Original receipts must be attached when available. No expenses may be charged directly to an account of Exhibition Place. Travel advances are available for authorized travel one week prior to the start of the trip. All expense accounts must be submitted within 10 days of the travel being completed and approved by the Department/Division Head or designate.
- b. Unspent advances must be remitted to the Finance Department within ten (10) days of return from the event on an expense report.
- c. When attending an out-of-town conference, seminar, or business events Travel expenses will be allowed at the lower of the rate of Economy Air/Train Fare; or for

- meterage at the rate per kilometre established by the City and/or Exhibition Place, providing this cost does not exceed the cost of equivalent Economy Air/Train Fare.
- d. For air/train fares, the lower of three quotes must be chosen at the time of booking. If an alternative means of transportation (e.g. bus or rented automobile) is used, then the reimbursement shall be limited to the lower of the actual cost and the economy class air/train fare rate. The original ticket receipts are required to support the claim.
 - e. If the employee uses their own personal vehicle, then the appropriate kilometrage can be claimed up to the amount of the economy air/train fare. The rate per kilometre claimed shall be the rate for meterage per kilometre established by the City or Exhibition Place. Where a personal auto is used to attend a conference, seminar, or business trip, and an overnight stay is required, the meterage claims shall be included in the Request for Authorization Form as part of the overall request for reimbursement for the event.
 - f. Seat selection expenses related to air/train travel are not allowed and will not be reimbursed.
 - g. Accommodation will be provided at the single standard room rate at the conference hotel where an overnight stay is required and must be supported by an original itemized invoice from the hotel. The same rules that apply to accommodation expenses for conferences/seminars/training will also apply to business travel.
 - h. Registration Fees will be allowed on presentation of an invoice or receipt at actual cost and shall be paid in accordance with the rates established for the event by the sponsor or organizer. The fee, where possible, should be paid in advance by Exhibition Place directly to the conference/seminar sponsor in the appropriate currency.
 - i. Ground transportation expenses between home/office to departure/arrival terminal shall be reimbursed when supported by an original receipt.
 - j. Employees shall file a written summary report within ten (10) days of the event with the Department/Division Head or designate outlining the benefits derived from the conference/seminar attended.
 - k. Employees travelling on Exhibition Place business may participate in loyalty programs (e.g. frequent flyer or Air Miles programs) provided that they select the most cost-efficient mode of travel. Employees may retain the benefits offered for business or personal use provided that the use of the benefit results in no additional cost to Exhibition Place.
 - l. Examples of sundry expenses that may be claimed as part of travel expenses are as listed below. Such expenses can be claimed as individual expenses provided; they are supported by an original itemized invoice/receipt. However, if an employee claims a Per Diem Allowance, such sundry expenses are to be paid from the Per Diem Allowance claimed by the employee:
 - gratuities on meals

- personal telephone calls
 - entertainment (except under special circumstances and approved by the Department/Division Head or designate);
 - local transportation (excluding ground transportation between accommodation and the terminal)
 - cleaning and laundry
- m. Per Diem Allowance can be claimed as detailed below.

3. Per Diem Allowance and Payments

- a. A Per Diem Allowance is the amount which may be claimed as a per diem for personal meals and personal sundry expenses related to an out-of-town business/conference/seminar trips in Canada and outside of Canada. The number of days claimed may be up to the same as the number associated with the business/conference/seminar in question, including the day of departure and return.
- b. The per diem daily rate above shall be pro-rated by 50% if the travel starts after or concludes before noon. If an employee claims a Per Diem Allowance, then all sundry expenses including the examples listed below are to be paid through the use of the Per Diem Allowance by the employee:
- c. gratuities on meals
- d. personal telephone call
- e. entertainment (except under special circumstances and approved by the Department/Division Head or designate)
- f. local transportation (excluding ground transportation between accommodation and the terminal)
- g. cleaning and laundry
- h. Receipts are not required to support the per diem claim. An employee who receives a Per Diem Allowance may not claim additional personal expenses.
- i. In circumstances where meals are provided at the conference/seminar/ business event, the Per Diem Allowance shall be reduced according to pre-set limits per component which are: breakfast \$10, lunch \$15, dinner \$25 and miscellaneous \$15. If provision of a meal is known at the time of registration for the event, a declaration shall be made in the request for authorization form prior to its approval, and the Per Diem Allowance reduced accordingly. Where provision of a meal is not known prior to attendance, the employee must advise their Department/Division Head or designate prior to approval and reduce eligible per diems upon return to the office. Please refer to the table below for the eligible per diem amount for the various event arrangements.

Event Arrangement Category	Per Diem Amount Within Canada	Per Diem Amount Outside Canada
No Meals Provided	CAD \$65	USD \$65
Breakfast Provided	CAD \$55	USD \$55
Lunch Provided	CAD \$50	USD \$50
Dinner Provided	CAD \$40	USD \$40
Breakfast and Lunch Provided	CAD \$40	USD \$40
Breakfast and Dinner Provided	CAD \$30	USD \$30
Lunch and Dinner Provided	CAD \$25	USD \$25
Breakfast, Lunch and Dinner Provided	CAD \$15	USD \$15

4. Non-Travel Related Business and Entertainment Expenditures

- a. Where it is deemed necessary to expend funds for business/entertainment meetings, reimbursement will be made at actual cost on presentation of an expense report and include the original itemized receipt. This report must indicate the names of all person(s) present, must include a Department or Division Head and should indicate the purpose of the expenditure. In the event a Department or Division Head is unable to be present at the meeting, a written authorization must be submitted with the expense report indicating the reason for and authority granted to the employee(s) designate responsible for attending said meeting.
- b. Expenses arising from meetings held at eating establishments or other appropriate locations may be reimbursed provided they are reasonable, necessary to promote Exhibition Place's interests, and in accordance with the Conflict of Interest and Confidentiality Policy.
- c. The expenses relating to alcoholic beverages consumed at these events may be reimbursed in very limited unique circumstances such as – (i) Exhibition Place hosted, Exhibition Place-sponsored events, or official visits by national and international delegations; and (ii) a duly authorized employee conducting Exhibition Place business.
- d. In the case of expenses for alcoholic beverages it has to be pre-authorized by the Department or Division Head and CEO using the authorization form. Sound professional judgment must be exercised, taking into consideration, the following, frequency of occurrence, amount being claimed is reasonable, and the expense claim can withstand public scrutiny.

5. Business Parking

Parking fees related to business meetings shall be reimbursed for actual cost with the submission of original receipts. Self-parking is recommended, valet parking will only be reimbursed based on the cost of self-parking rate.

6. Professional Memberships & Association Fees

Memberships and association fees may be claimed when the employee is required to carry a professional designation for the performance of job duties, or where in the opinion of the Department Heads that membership will benefit job performance. Payment shall be made directly to the corporate entity whenever possible based on an original invoice from the entity, and the annual expenditure limits are as prescribed in the budget.

7. Corporate Credit Card

For the purposes of this policy, credit cards are deemed to be an alternative to reimbursing employees directly by cheque or through petty cash. If an employee pays with their personal credit card, original credit card receipts and invoices must be provided to support the reimbursement. No personal expenses shall be charged to the corporate credit card held by the CEO.

8. Meterage Claims for Travel on Grounds and to Local Business Meetings

- a. Personal auto pertains to employees who use their personal automobile for day-to-day local business. The rate per kilometre claimed shall be for meterage at the rate per kilometre established by the City and/or Exhibition Place.
- b. Meterage claims may be made either bi-weekly or each pay period in cases of regular use and must be made at least monthly. All claims must exclude the distance travelled to and from work and be authorized by the Department/Division Head or designate. Where employees go directly from home to an alternate work location or event, the employee shall be reimbursed only for the additional excess distance travelled, beyond the regular distance from home to the employee's regular work location. Employees who use their automobiles for business shall be required to carry at least \$1 million of public liability and property damage insurance.
- c. Travel mileage within the grounds of Exhibition Place will be reimbursed on a monthly basis on the submission of the prescribed travel form at the rate and distance as determined on an annual basis and communicated to staff.

9. Tips

Exhibition Place will reimburse reasonable payment of tips up to a maximum of 15% of total cost of the bill. If the service charge is included in the invoice, no more tipping is allowed and will not be reimbursed. The rule applies to tips on ground transportation, restaurant, and food brought to the grounds; however, tips on accommodation, if paid must be covered with the Per Diem Allowance to staff.

10. Professional Publications

The cost of professional publications may be claimed if in the opinion of the Department/Division Head the publication will benefit job performance.

Policy Name	Policy Type
Care for Ill Dependents Policy	Employee
Original Date	Revision Date
January 31, 2020	December 12, 2024

Policy Statement

Exhibition Place recognizes that employees may need time off to care for ill dependents.

Application

This policy applies to Permanent Employees on date of hire, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees who are eligible to access the Short-Term Disability (STD) Policy.

Definitions

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of Exhibition Place's permanent staff complement.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Short-Term Disability Plan

Provide employees with income up to twenty-six (26) weeks based on service and history of absences.

Spouse

The employee's married, common-law, or same-sex partner.

Conditions

Below is the list of employee dependents.

- spouse
- brother, brother-in-law
- children, stepchildren, daughter-in-law, son-in-law, foster child of employee or employee's spouse
- grandchild, step-grandchild of employee or employee's spouse
- grandparent, step-grandparent
- parent, stepparent, foster parent of employee or employee's spouse
- relative dependent on the employee for care or assistance
- sister, sister-in-law

Employees will be paid for a maximum of six (6) days per calendar year. The six (6) days may not be carried over from one year to the next. If an employee has already claimed six (6) Ill-Dependent Days and needs additional time, the employee may use vacation, lieu time, or take leave without pay, subject to appropriate approval.

Payment is conditional upon eligibility and provisions of the Short-Term Disability Policy.

Implementation

Employees must advise their managers/supervisors when they are claiming time from their sick leave plans or STD plans for ill-dependent care and request time via ADP for approval. When requested by a manager or Supervisor, an employee must provide proof to support their request to use ill-dependent days.

Employees who need to use sick time to care for ill dependents must post their sick time off in the time and attendance program before taking the time off.

Policy Name	Policy Type
Cellular Phone Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place regulates the issuance of cellular phones, responsibilities of the cellular users, approval of billings for accuracy, recovery of personal use costs, and to account for cellular phones when no longer required.

Application

This policy applies to all employees using Exhibition Place cellular phones.

Definitions

N/A

Conditions

The employee will sign a confirmation form acknowledging the cellular phone and all accessories received are property of Exhibition Place, and the employee shall be responsible for the safe keeping of the equipment. Aside from extenuating circumstances which must be provided in written form (electronically) from the Department/Division Head or designate, the employee is responsible for damages save and except normal wear and tear, or loss of equipment. The costs related to a replacement phone will be communicated to the Department/Division Head or designate by the Chief Financial Officer & Corporate Secretary.

Upon signing the confirmation form, the employee acknowledges the cellular phone is provided for business use. If an employee is to take an extended leave of absence, the Department/Division Head or designate will obtain and return the cellular phone and all accessories to the IT/Telecommunications Manager, who will suspend the cellular number until the employee returns to work.

Implementation

1. Acceptable Use of Cellular Phones

- Cellular phones are to be used to support the business of Exhibition Place.
- Employees assigned a cellular phone must not perform unethical or unlawful activities on their cellular phone.
- Employees must not use a cellular phone while operating a vehicle, because such use may impair the safe operation of the vehicle and is in contravention to Section 78 of the *Highway Traffic Act*.
- Employees are responsible for following any operational directives concerning long distance and directory assistance when using a cellular phone.
- Installation of any unauthorized and/or unlicensed software is prohibited.
- If employees experience issues with their cellular hardware or data usage, they should seek assistance from the IT/Telecommunications Manager.

2. Long Distance

- Long Distance business calls should be made from Exhibition Place landlines, when possible, rather than cellular phones.
- Every effort should be made to minimize the cost of business long distance charges through the use of supplier/client toll free 1-8XX numbers.

3. Information Management Requirement

All information stored or recorded on a cellular phone is the property of Exhibition Place and should be managed in accordance with, and comply with, the Exhibition Place Records Retention By-law, Toronto Municipal Code Chapter 219, Records, Corporate (Local Boards) Records Retention Schedule G, and is subject to Freedom of Information (FOI) requests under *MFIPPA*. The Records and Archives Supervisor can advise employees on their compliance requirements.

4. Personal Use of Cellular Phones

Cellular phones are provided by Exhibition Place for business purposes and employees must be aware of the limits of their cellular plan and not exceed them in order to control monthly costs. Employees must reimburse Exhibition Place for personal usage.

5. Needs Assessment

The Department/Division Head or designate, in consultation with the Chief Financial Officer & Corporate Secretary, is responsible for recommending the issuance of a cellular phone and services (including airtime or special features), as well as the model of the phone based on the usage, environment, cost, budget, and job function.

6. Responsibilities – Employee

Employees should request clarification from their supervisor if they have any concerns with respect to complying with the conditions of this policy. Failure to comply with the Cellular Phone Policy may result in discipline, up to and including dismissal. Employee responsibilities are as follows:

- Reading and complying with the policy.
- Using the cellular phone responsibly.
- Reporting personal use if the plan overage indicates an expense on the monthly invoice.
- Promptly reporting loss or theft of property or service to the Department/Division Head or designate who will then communicate with the IT/Telecommunications Manager.
- Complying with the requirements of the Exhibition Place Records Retention By-law, which includes the collection, use, disclosure, and retention of personal information in using the cellular phone (see item #3 Information Management Requirement).

7. Responsibilities – IT Office

- Managing cellular contracts and services (local and long distance), and ensuring contracted service rates, discounts, and service levels are maintained.
- Managing the ordering and purchasing process for cellular equipment.
- Ensuring that all new cellular purchases will integrate in the existing infrastructure.

- Assigning new cellular telephone numbers, moves, changes, or deletions of phone numbers.
- Maintaining a master inventory of cellular equipment and associated lines which are then used for the payment of cellular bills.
- Maintaining an employee database of all cellular users which include individual usage information (name, cost, long distance, number of calls, number of minutes, number of text messages, plan overage, and personal payments).
- Ensuring that monthly billing information is accurate and complete.
- Reconciling payments made to cellular vendors by users on a monthly basis and validating that any vendor credits are applied to the telecommunications cost centre within the operating budget.

8. Issuance of Cellular Phones

The request for a cellular phone (device and plan) must be authorized by the Department/Division Head or designate and submitted in writing (electronically) to the Chief Financial Officer & Corporate Secretary for final sign off.

Once the phone is received, it will be assigned to the employee who will use and be responsible for the phone. In the case where a phone is required and to be assigned to a department (i.e. emergency purposes and/or spares), the phone is still to be assigned to a designated employee who will be responsible for that phone.

Only a case/pouch, charger, and screen protector will be supplied with the cellular phone. All other accessories (belt clips, in-car kits, additional chargers, Bluetooth, or any hands-free phones) may be personally purchased by the user.

9. Electronic Messaging – Data Phones

The distribution of personal, political, religious, or commercial e-mail will NOT be considered an appropriate use of an e-mail account. Other inappropriate usage is forwarding chain letters, material deemed “offensive” or the sending of unsolicited commercial information (e-mail SPAM). Examples of unethical and/or unlawful use of cellular applications include but are not limited to the following:

- Initiating or forwarding chain e-mail
- Writing and/or sending harassing communications of any kind
- Writing and/or sending any communications whose contents are obscene or defamatory
- Using e-mail for commercial purposes
- Misrepresenting oneself or Exhibition Place

10. Approval of Billings/Recovery of Personal Use Costs

The IT Office will pay all cellular phone bills. If applicable, a copy of the invoice will be scanned and electronically forwarded to the user requesting they identify plan overage and personal usage costs. They will be required to pay for the associated personal costs by credit card to Exhibition Place.

11. Reassignment and Recovery of Cellular Phones

The request for the reassignment of a cellular phone must be authorized by the Department/Division Head or designate. Once the request is received, the previous cellular user will be deactivated, and the new user activated. Cellular phones no longer required for operational purposes must be returned to the IT/Telecommunications Manager who will ensure that the phone is deactivated and retained in inventory or properly disposed.

12. Return of Cellular Phone and All Accessories

If an employee resigns, retires, or is terminated, the assigned cellular phone and all accessories shall be returned to the Department/Division Head or designate on the last day of employment on the grounds, and the Department/Division Head or designate will return the cellular phone and all accessories to the IT/Telecommunications Manager.

If the cellular phone and all accessories are not returned, the cost of the cellular phone and all accessories will be invoiced to the employee, and the cost of the items will be deducted from their final pay.

Policy Name	Policy Type
Child Death Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid job-protected leave of absence of up to 104 weeks to employees if their child dies for any reason, in accordance with the *Employment Standards Act, 2000 (ESA 2000)*.

Application

This policy applies to all employees who have been employed for six (6) consecutive months.

Definitions

Child

A child, stepchild, child under the legal guardianship of the employee, or foster child who is under eighteen (18) years of age.

Crime

An offense under the Criminal Code (Canada).

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

The total amount of child death leave taken by one or more employees for the same death or deaths that are the result of the same event is 104 weeks and must be taken in a single period.

An employee must inform their Department/Division Head or designate in writing with a plan that they will be taking a child death leave, which outlines the weeks in which they will take the leave.

An employee may take a leave at a time other than indicated in their original plan if:

- the new dates meet the restrictions of the *ESA 2000*
- the employee requests permission with four weeks written notice before the leave date change takes place
- the Department/Division Head or designate confirms receipt of the letter in writing and approves the date change for the leave

If an employee has to begin such a leave before notifying their Department/Division Head or designate or Human Resources, they must submit a letter in writing requesting the leave along with proof to their Department/Division Head or designate or Human Resources.

An employee is not entitled to this leave if the employee is charged with a crime in relation to death of the child, or that the child was a party to a crime in relation to his or her death.

Implementation

A leave for the death of a child must be taken within the 105-week period that begins in the week the child died, and the leave must be taken in a single period.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Employees are required to provide a written letter indicating the weeks in which the employee will take the leave.

Employees may take the leave at a different time other than the one indicated in the original letter if:

- the date change meets the restrictions of the *ESA 2000*
- The employee provides Exhibition Place with four (4) weeks written notice before the date change is to take place.
- Exhibition Place confirms receipt of the letter and grants permission for the date change.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Childcare and Eldercare Leave Policy	Employee
Original Date	Revision Date
December 12, 2024	

Policy Statement

Exhibition Place recognizes the need to support employees who require a leave of absence to take care of family obligations.

This leave shall be administered in accordance with the *Employment Standards Act, 2000 (ESA, 2000)*.

Application

This policy applies to all employees.

Definitions

Parent

A natural parent, adoptive parent, or person who is in a relationship of some permanence with the natural or adoptive mother or father of the child and intends to treat the child as their own.

Conditions

Employees may request a leave of absence to care for their children or elderly relatives for up to one year. This policy may also be applied to spouses.

Employees must submit a written request to their Department/Division Head or their designate and provide as much notice as possible. Exhibition Place recognizes that in extenuating circumstances, an employee may request this leave at very short notice.

Childcare or eldercare leaves are subject to the approval of the Department/Division Head or their designate.

An employee can request childcare leave as an extension of parental leave.

Requests for an extension beyond one year must be made in writing and are subject to the approval of the Department/Division Head or their designate.

An employee returning from childcare or eldercare leave will return to his/her former position or a suitable alternate position if available.

Implementation

Salary and Benefits

This is a leave without pay and at no cost to Exhibition Place. Employees can discontinue benefits or maintain benefits coverage (in its entirety) at their own expense. Post dated cheques must be provided for maintaining benefits.

If an employee wants to maintain pension service credits, he/she must pay both the employee's and city's pension contributions for the duration of the leave.

An employee does not earn service or vacation during the leave.

Salary increases will be in accordance with the Annual Performance Review and Salary Grade Range Progression Policy.

Policy Name	Policy Type
Citizenship Ceremony Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place will provide a paid leave of absence for employees to attend a judicial interview and a citizenship ceremony.

Application

This policy applies to Permanent Employees on date of hire, and Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees after six (6) months of consecutive employment.

Definitions

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

The employee is provided with up to two (2) days of paid leave to attend a judicial interview and a citizenship ceremony to become a Canadian citizen, as long as, the interview and ceremony take place during an employee's normal working hours.

Implementation

Employees must inform their Department/Division Head or designate in writing of the date of the judicial interview and/or citizenship ceremony.

Employees must provide the Notice to Appear document if requested.

The paid leave of absence days are to be entered into the ADP Time and Attendance program.

Policy Name	Policy Type
Conflict of Interest and Confidentiality Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

City and Agency employees are expected to conduct themselves with personal integrity, ethics, honesty, and diligence in performing their duties. City and Agency employees are required to support and advance the interests of the City or Agency and avoid placing themselves in situations where their private interests may be in conflict with or be perceived to be in conflict with the interests of the City or Agency. In certain circumstances, the duties and obligations imposed by this Policy will continue after the employee leaves the City or Agency, including that a City or Agency employee will not directly or indirectly use or disclose confidential information unless required by law or authorized by the City or Agency after the employee leaves the public service.

Application

This policy applies to all employees.

Definitions

Conflict of Interest

A conflict of interest refers to a situation in which a public servant has private interests that could compete with or that may be perceived to compete with their duties and responsibilities as an employee. A conflict of interest can also be a situation where an employee can use their position for private gain, expectation of private gain, and non-monetary or otherwise. A conflict may also occur when the private interest benefits an employee's family, friends, or organizations in which the employee or their family or friends have a financial interest. Private Interest means a relationship, obligation, duty, responsibility or benefit unique to the employee or a person related to the employee.

Confidential Information

Confidential information includes, but is not limited to, privileged information, draft by-laws or staff reports, third party information, personal information, technical, financial or scientific information, and any other information collected, obtained, or derived for or from City records that must or may be kept confidential under the *Municipal Freedom of Information of Privacy Act, 1990*, the *Personal Health Information Protection Act, 2004*, or the *City of Toronto Act, 2006*.

Private Interest

Private or personal interest means a relationship, obligation, duty, responsibility, or benefit unique to the employee or a person related to the employee.

Conditions

The rules and examples that follow do not exhaust the possibilities for conflict of interest, but they identify obvious situations covered by these provisions. The obligations and duties applicable to an employee resulting from these provisions do not replace, remove, or supersede the duties and obligations required by applicable professional designations or regulatory bodies.

Implementation

1. **Requirement to Report Conflict of Interest** - Employees of the City or Agency may seek advice in relation to the application of this Policy and must report any conflict of interest or perceived conflict of interest to their immediate Department/Division Head or designate or the Human Resources Manager.
2. **Preferential Treatment** – City or Agency employees are not allowed to use their positions to give anyone preferential treatment that would advance their own interest, or that of any party where such advance is contrary to the interests of the City or Agency, or would be otherwise contrary to the expectations set out in these provisions.
3. **Gifts** – A City or Agency employee will not accept, arrange to accept, give or request to be given a reward, gift, advantage, or benefit of any kind from any person or entity that influences or could be perceived to influence the performance of the employee's duties. A City or Agency employee who receives a gift in the performance of their duties, will immediately notify his or her Department/Division Head or designate or the Human Resources Manager. A City or Agency employee may accept a gift of nominal value (i.e. maximum \$25 value) given as an expression of courtesy or hospitality, if doing so does not influence or would not be perceived to influence the performance of the employee's duties. The head of a City or Agency Department/Division or designate may pre-determine that no gift may be accepted under any circumstance.
4. **Employment of Relatives** – The City or Agency will maintain policies that govern the employment of relatives. The Policy at a minimum must outline the rules restricting supervisory relationships between relatives, and the recruitment and appointment of a relative.
5. **Use of City or Agency Property** – A City or Agency employee may not use or permit the use of City or Agency property including facilities, equipment, supplies, or other resources for activities not associated with the proper performance of their duties. Any exceptions must be approved by the City or Agency Department/Division Head or designate.
6. **Use or Disclosure of Confidential Information** – A City or Agency employee may
A City or Agency employee may not, during the term of their employment or any time thereafter, directly or indirectly use or disclose any confidential information obtained by them during the course of their employment with the City or Agency to another person or entity unless the employee is required by law, or authorized by

the City or Agency. The obligation to maintain confidentiality, except as required or permitted by law or the City or Agency, continues after the employee leaves the public service.

7. **Disclosure of Financial Interests** – A City or Agency employee involved in a decision-making process related to a contract, sale, or business transaction who knowingly has a financial interest in the City or Agency contract, sale or business transaction, or has family members, friends, or business associates with such interests, must disclose their interest to their immediate Department/Division Head or designate or the Human Resources Manager, and remove themselves from any decision-making process.
8. **Participating in Decision-Making** – A City or Agency employee will not participate in a decision-making process with respect to a matter that they are able to influence in the course of his or her duties if they could benefit from the decision, unless they are authorized by the City or Agency Department/Division Head or designate.
9. **Engaging in Outside Work or Business Activities** – A City or Agency employee may not engage in any outside work or business activity that conflicts with his or her duties to the City or City Agency or could benefit from confidential information obtained during the course of his or her employment.
10. **Appearing before City or Agency Committees** – A City or Agency employee may not appear before a City or Agency Committee on behalf of a private citizen or third party other than for themselves or a family member. City and Agency employees must identify themselves as such if they are making a deputation to a City or Agency Committee, unless they appear as a private citizen on matters that do not relate to their employment.
11. **Conduct Respecting Lobbyists** – All City and Agency employees should be familiar with the requirements and expectations for dealing with lobbyists as outlined in Toronto Municipal Code Chapter 140, Lobbying.
12. **Failure to Comply with the Policy** – Individuals who fail to comply with the conflict of interest provisions may be subject to disciplinary action up to and including dismissal, and where warranted legal proceedings.

Policy Name	Policy Type
COVID Vaccination Policy Guidelines	Employee
Original Date	Revision Date
May 5, 2021	December 12, 2024

Guideline Statement

The purpose of this policy is to provide flexibility to employees of Exhibition Place in getting their vaccinations. There will be no additional compensation for employees that already received their vaccinations.

The goal is to promote vaccinations amongst employees. The policy/guidelines is designed to give discretion to managerial staff depending on the unique operations of their business. It may be the case that some work locations cannot release employees to be vaccinated while on duty.

Application

These guidelines apply to all Employees.

Implementation

Employees can be released on work time to be vaccinated while on-duty, either in the work location or at a designated vaccination site, without loss of compensation to a maximum of three (3) hours.

Employees shall consult with their immediate supervisor to determine whether they can be released on work time before scheduling their vaccination.

Whether an employee can be released from their duties to be vaccinated during working hours is at the discretion of the employee's immediate supervisor and is based on operational requirements. If a supervisor cannot release the employee during working hours, the employee will need to be vaccinated on their own time.

In order for employees of Exhibition Place to be eligible to be vaccinated while on duty without loss of compensation, the employee must advise their immediate supervisor of the date, time, and location of their vaccination as soon as possible (i.e. shortly after becoming aware of the vaccination time, date, and location).

If an employee has pre-scheduled a vaccination (either for the first or subsequent shot) during working hours without first consulting with their immediate supervisor to ensure the employee can attend during working hours, or the employee is called to be vaccinated on short-notice (i.e. was on a wait list), then the immediate supervisor will determine whether it is operationally feasible to release the employee during working hours.

If it is not operationally feasible (e.g. where releasing the employee will result in a minimum staffing requirement not being met), the employee will be required to reschedule their vaccination to an alternate time when the employee can be released while on-duty, or when the employee is not working.

To promote vaccinations managers are asked to make best effort to accommodate scheduled employee vaccination appointments where operationally feasible.

Employees who do not provide advance notice of their vaccination schedule to their immediate supervisor may not be entitled to compensation if they choose to attend on work time.

If an employee has to accompany a dependant to a vaccination employees will be required to use vacation and/or lieu time. Note that ill dependent days are not intended for that purpose. Ill dependant days are used to care for a dependent who is sick.

Employees working from home should advise their immediate Supervisor and obtain approval if they need to attend an appointment during their routine work hours. They can adjust/flex their work schedules accordingly.

Proof of Entitlement

Any employee who is provided time off during working hours may be required to provide proof of their scheduled vaccination time and location (e.g. text message or e-mail from local public health authority or pharmacy, and vaccination record) in support of the purposes of being vaccinated.

Managers will track the paid time in ADP using the existing Covid pay code to enter the approved hours.

If you have received your vaccinations already you will not be credited back for time off that you may have already used.

Policy Name	Policy Type
Crime-Related Child Disappearance Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid job protected leave of absence to employees for crime-related child death or disappearance leave up to 104 weeks, in accordance with *Employment Standards Act, 2000 (ESA 2000)*.

Application

This policy applies to all employees who have been employed for six (6) consecutive months.

Definitions

Child

A child, stepchild, foster child, or child who is under legal guardianship of the employee, and who is under eighteen (18) years of age.

Crime

An offense under the Criminal Code (Canada).

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

A leave for the crime-related disappearance of a child must be taken within the 105-week period that begins in the week the child disappeared and must be taken in a single period.

If an employee takes a leave relating to the disappearance of their child and the child is found within the 104-week period that begins in the week the child disappears, the employee is entitled to remain on leave for fourteen (14) days after the day the child is found, if the child is found alive.

If the child is found dead, the employee is entitled to remain on leave until the end of the week in which the child is found; however, the employee has a separate entitlement to child death leave of up to 104 weeks.

The total amount of crime-related child disappearance leave taken by one or more employees under the *ESA 2000* in respect of the same disappearance or disappearances that are the result of the same event is 104 weeks.

If an employee takes such a leave and the circumstances change and it no longer seems probable that the child disappeared as a result of a crime, the employee's entitlement to a leave end on the day on which it no longer seems probable.

The employees who are sharing the leave can be on leave at the same time, or at different times; the *ESA 2000* does not impose any restrictions in this regard. The sharing requirement applies whether or not the employees work for the same employer.

Implementation

The Employee will notify their Department/Division Head or designate or Human Resources Manager in writing of their request for this leave of absence.

The Department/Division Head or designate cannot deny a request for this leave if all conditions have been met.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave, and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Critical Illness Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid leave of up to thirty-seven (37) weeks to provide care or support to a critically ill child, or up to seventeen (17) weeks to provide care or support to a critically ill adult dependent in accordance with the *Employment Standards Act, 2000* (ESA 2000).

Application

This policy applies to all employees who have been employed for six (6) consecutive months.

Definitions

Adult

An individual who is eighteen (18) years of age or older.

Child

A child, stepchild, foster child, or child under the legal guardianship of an employee, who is under the age of eighteen (18).

Critically Ill

A minor child or adult whose baseline state of health has significantly changed and whose life is at risk as a result of illness or injury.

Family Member

A family member includes any of the following:

- spouse
- brother, stepbrother, brother-in-law, step-brother-in-law, sister, stepsister, sister-in-law, step-sister-in-law of employee
- children, stepchildren, daughter-in-law, son-in-law, foster child of employee or employee's spouse
- grandchild, step-grandchild of employee or employee's spouse
- grandparent, step-grandparent of employee or employee's spouse
- nephew or niece of employee or employee's spouse
- parent, mother-in-law, father-in-law, stepparent, or foster parent of the employee or the employee's spouse
- person who considers the employee to be like a family member
- spouse of the employee's grandchild, uncle, aunt, nephew, or niece
- uncle or aunt of employee or employee's spouse

The family member does not need to live in Ontario for the employee to be eligible to take a critical illness leave.

Medical Certificate

A written document from a Qualified Health Practitioner.

Qualified Health Practitioner

A person who is qualified and licensed to practice as a physician, registered nurse, or a psychologist, under the laws of the jurisdiction in which care or treatment is provided, a member prescribed class of health practitioners.

Spouse

The employee's married, common-law, or same-sex partner.

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

For a child, an employee may take a leave of absence of up to thirty-seven (37) aggregate weeks. This leave is to be taken in full week increments, they do not need to be consecutive weeks, but they must be taken within fifty-two (52) weeks of the beginning of the first week of leave.

For an adult, an employee may take a leave of absence of up to seventeen (17) aggregate weeks. This leave is to be taken in full week increments, they do not need to be consecutive weeks, but they must be taken within fifty-two (52) weeks of the beginning of the first week of leave.

If the Medical Certificate states that the care or support required is less than thirty-seven (37) weeks for a child, or less than seventeen (17) weeks for an adult, then the leave is for the period specified on the Medical Certificate.

If the child or adult dies while an employee is on this leave, the employee's entitlement ends on the last day of the week in which the child or adult dies.

If more than one child or adult family member of the employee is critically ill as a result of the same incident, the employee is not entitled to take a leave longer than specified in the medical certificate.

If both parents of the child are employed by Exhibition Place, the combined leaves can not exceed thirty-seven (37) weeks.

Employees who are requesting a leave under this policy in respect of persons who are considered to be 'like a family member', must provide Exhibition Place with a copy of the documentation provided for the purposes of claiming similar status under EI benefits legislation, and states that the employee is considered to be 'like a family member'.

Implementation

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this leave, providing the timeframe of the leave, and a copy of

the medical certificate. The Department/Division Head or designate cannot deny a request for this leave if all conditions have been met.

A Medical Certificate is required from a Qualified Health Practitioner stating the child or adult is critically ill and requires the care or support for a specified period of time.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Critically Ill Child Care Leave Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid leave of up to thirty-seven (37) weeks to provide care or support to a critically ill child.

This leave shall be administered in accordance with the *Employment Standards Act, 2000* (ESA 2000).

Application

This policy applies to all employees who have been employed by Exhibition Place for at least six (6) consecutive months.

Definitions

Child

A child, stepchild, foster child, or child under the legal guardianship of an employee, who is under the age of eighteen (18) years of age.

Medical Certificate

A written document from a Qualified Health Practitioner.

Qualified Health Practitioner

A person who is qualified and licensed to practice as a physician, registered nurse, or a psychologist, under the laws of the jurisdiction in which care or treatment is provided, a member prescribed class of health practitioners.

Conditions

A Medical Certificate is required from a Qualified Health Practitioner stating that the child is critically ill and requires the care or support of one or more parents for a specified period of time. The letter must be provided to the employee's Department/Division Head or designate as soon as reasonably possible.

An employee may take a leave of absence of up to thirty-seven (37) aggregate weeks. This leave is to be taken in full week increments. The weeks on leave do not need to be consecutive, but they must be taken within fifty-two (52) weeks of the beginning of the first week of leave.

If more than one child of the employee is critically ill as a result of the same incident, the employee is not entitled to take a leave longer than specified in the Medical Certificate.

If both parents of the child are employed by Exhibition Place, the combined leaves of both parents cannot exceed thirty-seven (37) weeks.

Implementation

The employee will notify their Department/Division Head or designate in writing of their request for this unpaid leave.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Disability Management Policy and Procedure	Employee
Original Date	Revision Date
December 4, 2023	December 12, 2024

Policy Statement

This policy and procedure are designed to facilitate a clear process for disability management. A healthy workplace supports greater productivity, a more engaged workforce, and better results for Exhibition Place.

Successful disability management depends on the engagement of all stakeholders. Exhibition Place is committed to creating an environment that supports employees' well-being, wellness, and productivity.

Exhibition Place is committed to providing temporary modified work assignments (when medically supported) to employees who cannot perform their full regular duties for which they are employed because of illness, injury, or other disability as defined under the Ontario Human Rights Code. To ensure the dignity of the person, the work will be meaningful, productive, and rehabilitative for the employee and add value to the operations. Exhibition Place is also committed to providing permanent work assignments to employees with permanent medical restrictions based on objective medical findings, as substantiated by qualified and accepted healthcare practitioners, and when suitable job vacancies consistent with an employee's skills, abilities, and qualifications become available.

Application

There is a duty to accommodate a person in their pre-disability job wherever possible. Human Rights case law recognizes that employers have a duty to consider temporary and permanent accommodation plans. All union and non-union employees are partners in this process and shall participate collaboratively with management in the disability management process by providing the required medical information, restrictions, and limitations to assist with managing non-occupational and occupational limitations and restrictions.

Exhibition Place will provide employees with accommodation, early return to work, and reintegration following an injury and/or illness to the point of undue hardship.

Definitions

Occupational Injury or Illness

An injury or illness occurs when an employee performs work duties.

Non-Occupational Illness or Injury

An injury or illness that occurs outside of the workplace.

Short-Term Disability Plan

A Short-Term Disability Plan (STD) is a self-insured plan. Employees must provide an updated Non-Occupational Functional Abilities Form (FAF) and information, when accommodation is required or can be offered, from the treating physician or health care

provider before approval of short-term disability benefits commences in circumstances where the absences are greater than two (2) weeks (10 scheduled workdays).

Disability Management

A planned and clearly defined process consistently applied across all employee groups for managing occupational and non-occupational illness, injury, and disability. It is designed to facilitate rehabilitation and occupational reintegration in accordance with the Board's Collective Agreements, Terms and Conditions of Employment, Long-Term Disability Benefit Plans, the Ontario Human Rights Code, the *Occupational Health and Safety Act*, and the *Workplace Safety and Insurance Act*. This process will work through a collaborative and cooperative team approach involving the employee, the department/division head, the union representative, Human Resources, the Occupational Health & Safety Consultant, the Employee & Labour Relations Consultant, the Exhibition Place Occupational Therapist, and where requested by the employee, the employee's Health Care and Treatment Professional, and the WSIB/Disability Claims Management Officer. This duty includes diligently investigating positions and proposing job options within the employee's functional limitations and restrictions.

Return to Work

Exhibition Place is committed to supporting the early and safe return-to-work. When an employee has been absent for an extended period, a doctor's note confirming that no further accommodation is required, and the employee can perform to pre-injury status. No further documentation is required if an employee does not require accommodation, and a return-to-work date has been provided. If an accommodation is required when the employee is ready to return to work, the employee provides People, Equity & Corporate Services (Human Resources) with documentation from their Attending Physician or Health Care Provider regarding their return-to-work limitations and restrictions.

Human Resources will review the limitations and restrictions with the Manager to ensure an Accommodation Plan can be developed for the employee's return to work. The employee, employee's supervisor, Human Resources, Employee & Labour Relations, and Union Representative may hold a return to work meeting to ensure agreement with the Return-to-Work Accommodation Plan.

These facilitated meetings provide a framework for discussion and agreement between the employee and the manager regarding the next steps necessary to ensure a safe, healthy, and sustainable return to work.

If an employee cannot fulfil the essential duties of the pre-disability job, despite Exhibition Place's effort to accommodate, short of undue hardship, Exhibition Place, through HR, will canvass alternative work possibilities. Ultimately, the employee with a disability must be able to perform a useful and productive job for Exhibition Place up to undue hardship.

Accommodation Plan

An Accommodation Plan can be temporary or permanent based on the medical limitations and restrictions of the employee. The term may mean different work or work that does not necessarily involve similar skills, responsibilities, or compensation. The Accommodation Plan

may result in temporary alternative work that may be an appropriate accommodation either in a return-to-work context or where a disability renders an employee temporarily unable to accomplish the pre-disability job. Temporary alternative work can be an appropriate accommodation to assist a person where the nature of the disability and its limitations are temporary or episodic.

Occupational and Non-Occupational Functional Abilities Form (FAF)

An FAF for early and safe return to work is designed to help employees and Exhibition Place meet their return-to-work obligations. The FAF is used to facilitate return-to-work discussions between Exhibition Place and the injured or ill employee.

Confidentiality and Privacy

Continues to be of utmost importance internally and externally with all medical information. Exhibition Place can only collect an employee's personal information if it relates directly to the operation and the job function assessment. Exhibition Place must collect this personal information directly from the employee whenever possible unless you authorize otherwise.

Roles and Responsibilities

Occupational Health & Safety Consultant

The Occupational Health & Safety Consultant (OHSC) represents Exhibition Place as the main point of contact for occupational illness and injury that has been reported to *The Workplace Safety and Insurance Board* and manages all aspects, including but not limited to submitting claims, appealing claims, liaising with the Claims Manager/adjudicator and keep HR updated on all claims.

Human Resources

Human Resources (HR) shall manage all Short-Term Disability & Long-Term Disability claims. When an illness or injury occurs outside the workplace, they will approve and manage the Short-Term Disability Management process. Request for doctors' notes, additional information from the attending physician or health care provider, request and review Non-Occupational Functional Abilities Form, liaising with the employee, managing requested time in ADP, attend accommodation meetings, and offer accommodation based on limitation to the point of undue hardship. HR is the primary adjudicator for all STD claims and accommodation plans.

Employee & Labour Relations Consultant

The Employee & Labour Relations Consultant (ELRC) will support Divisions and Occupational Health & Safety for the proactive management and early return-to-work of injured or ill unionized employees. Early communication between employees, management, and union representatives ensures that employees are connected to the workplace and that privacy protection is at the forefront.

ELRC will take an active role and be a resource to deal with matters in a timely way, ensuring all possible solutions are examined, obtaining expert advice where necessary, and developing formal accommodation plans.

Employees

Employees are expected to inform their supervisor of any workplace injury or illness. They are also responsible for informing their supervisor of any work absenteeism. Further, employees are expected to abide by all policies and procedures regarding absenteeism. They will cooperate in obtaining necessary information, including doctor's notes, and medical limitations and restrictions. Employees are legally obligated to participate in discussions about solutions and Accommodation Plan development. Finally, an employee seeking accommodation will work with the employer and union (if applicable) on an ongoing basis to manage their accommodation process.

Union

In section 8.3.2.2 under the Ontario Human Rights Commission Policy on ableism and discrimination based on disability, employers and unions must cooperate in accommodating employees returning to work. Accommodation is a fundamental and integral part of the right to equal treatment in a return to work context. Unions are also responsible for sharing responsibility with the employer to promote accommodation and take an active part in the accommodation process.

Directors, Managers, and Supervisors

All management staff with supervisory authority will:

- accept requests for accommodation in good faith
- notify HR when an employee's absence is greater than two weeks
- work with the employee, HR, OHSC, ELRC, and/or the Union
- work with the Exhibition Place Occupational Therapist to provide information from a job demands assessment
- Participate and support in the return-to-work and accommodation plans, and request only information required to make the accommodation
- take an active role in ensuring that possible solutions are examined
- maintain the confidentiality of persons with disabilities
- deal with accommodation requests promptly and comply with all related policies and procedures in accommodating the employee

Third-Party Occupational Therapist

If an employee's file is referred to the Third-Party Occupational Therapist (OT), the Exhibition Place OT will meet with the employee to discuss the process and provide the employee with the necessary approval forms. In discussions with the employee, the OT will seek to understand more about the absence, job requirements, and the workplace environment. This information will be reviewed to assess the employee's limitations and restrictions and assist with an appropriate return-to-work Accommodation Plan. The Exhibition Place OT may be involved in assessing medical documentation and, with the employee's consent, speak with the employee's Health Care Provider in supporting the Disability Management Process.

Procedures

Occupational Illness or Injury

1. The Employee notifies/reports the accident/incident to their manager/supervisor immediately.
2. The manager/supervisor completes a Form B - Supervisor Accident/Incident Investigation Report and advises the OHSC.
3. If the employee seeks medical services or there is lost time, the Manager/Supervisor completes Form 7 within 72 hours and begins the claims process.
4. Form 7 is reviewed by the OHSC and submitted to the *Workplace Safety and Insurance Board (WSIB)*.
5. Once the claim is established, the OHSC will receive a claim number. A WSIB Functional Abilities Form is reviewed, and based on the limitations/restrictions, the OHSC coordinates accommodation with the employee's supervisor. Accommodation Plans are developed with HR, the manager/supervisor, ELR Consultant (Union Staff), and the employee.
6. OHSC will liaise with the WSIB when a claim is approved or denied.
7. If the WSIB claim is approved, the OHSC will inform HR and ELRC (if the employee is unionized), and the Employee's Supervisor of the decision.
8. The employee's supervisor will prepare a Personal Change Form (PCF) if the employee is unionized. HR will update ADP leave status and, where applicable, update OMERS.
9. The WSIB decisions may be appealed through the OHSC.
10. If an employee accepts the Accommodation Plan, the OHSC, ELRC, and HR will meet on a regular basis to review and update limitations and restrictions.
11. The OHSC will work with the employee's supervisor to facilitate the Return-to-Work Plan and manage the process for all WSIB approved claims.
12. If a WSIB claim is denied, the OHSC shall update HR and copy the ELRC (if the employee is unionized). The written confirmation provided by WSIB will be uploaded to the employee's file.
13. HR will review and request further medical information, if necessary, to assess eligibility for STD benefits if eligible.

Non-Occupational Illness or Injury

1. A doctor's note is not required for absences of less than three (3) days; for such leaves, the employee can submit a leave request in ADP for the supervisors' approval.
2. For absences from ten to twenty (10-20) scheduled workdays, a doctor's note and an FAF are required when there is no definite return to work date or specified limitations or restrictions in the original doctor's note. The employee is responsible for any costs associated with completing the required documents.
3. HR will review the information provided prior to approving an STD claim payment.

4. A meeting will be scheduled with the employee, the employee's supervisor, and HR to review the employee's limitations and restrictions to ascertain if an Early Return-to-Work Program and an Accommodation Plan are applicable.
5. The resulting claims will be managed in ADP by HR.
6. Each doctor's note can only cover a maximum of 4 weeks and must be received 48 hours before the previous assessment expiry date to qualify for benefit continuation.
7. The doctor's note or FAF must include the nature of the disability without the diagnosis, a list of limitations or restrictions, and a prognosis.
8. If sufficient information is not provided or the review requires further clarification, HR may request the employee's consent to contact the attending physician or health care provider for further medical. When Exhibition Place requires specific information, Exhibition Place will pay up to \$60.00 for the completion of all forms.
9. Exhibition Place may seek the services of an OT to review the medical file with the employee's attending physician or health care provider and the employee and provide Exhibition Place with recommendations.
10. If an employee does not provide sufficient information to support their claim, STD benefits may be denied, or Exhibition Place will require consent by the employee for an independent medical evaluation.
11. Through its investigation, if an employee's STD claim is due to any occupational injury or illness, STD benefits will cease, the Manager/Supervisor will complete the Form 7, and the case will be referred to OHSC to review and submit a WSIB claim.
12. Until the WSIB decides on the claim, STD benefit payments will remain on hold.
13. If the WSIB denies the claim, the OHSC will provide the written decision, and the claim will be reviewed again for STD benefits eligibility.
14. HR continues to be the primary adjudicator for all STD claims.

Salary Increase Process while on Leave

Annual increases implemented during an employee's sick leave (STD) are pro-rated to exclude the absence period if more than ninety (90) days. Employees on sick leave may still receive their performance appraisal when they return.

Long-Term Disability Process

HR will provide the necessary application form for the long-term disability (LTD) benefit four (4) weeks prior to an employee's STD sick leave end date.

The LTD insurance benefit is provided through Manulife Life, based on the medical evidence provided with the LTD application. LTD benefits are calculated on your last salary upon which the LTD premium was paid. If Manulife approves the LTD application, employees receive 75 percent of the prescribed pre-LTD net salary.

HR will also advise OMERS regarding the LTD Claim. An employee may qualify for a disability waiver. An employee must be disabled as defined by the OMERS Plan. If an employee qualifies, the disability waiver begins on the first day of the fifth month after you

become disabled. The disability waiver benefit continues until an employee is no longer totally disabled.

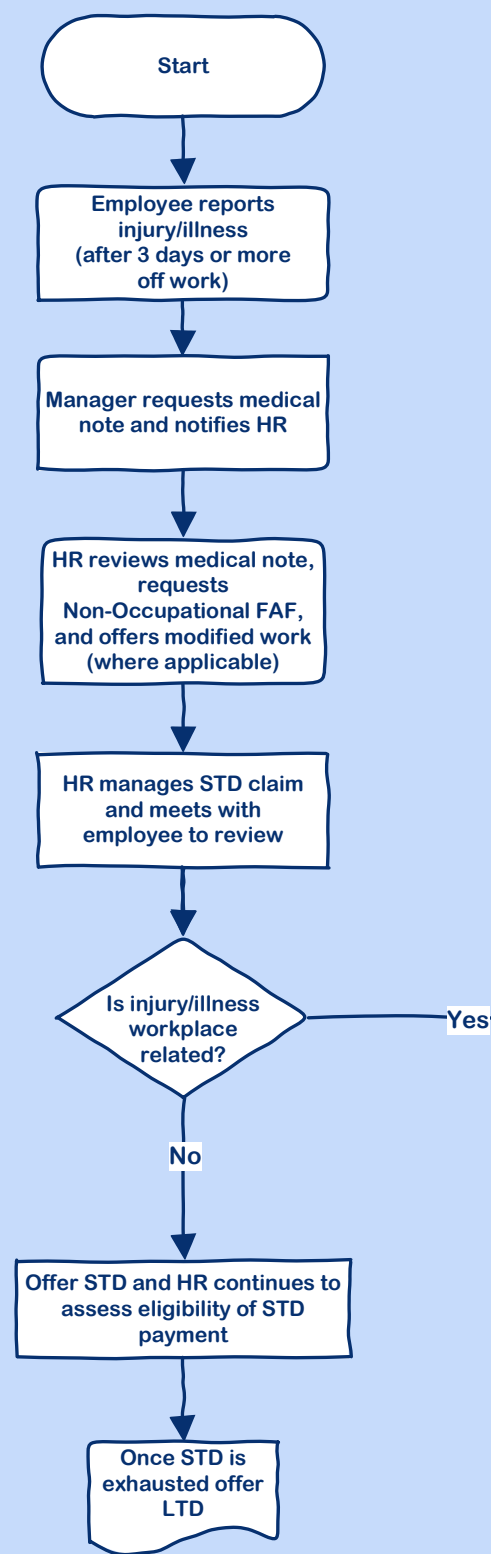
Manulife will request medical information on a regular basis from the attending physician or health care provider and provide an update to Exhibition Place. They may also facilitate a Return-To-Work and Accommodation Plan.

Disability Management Process

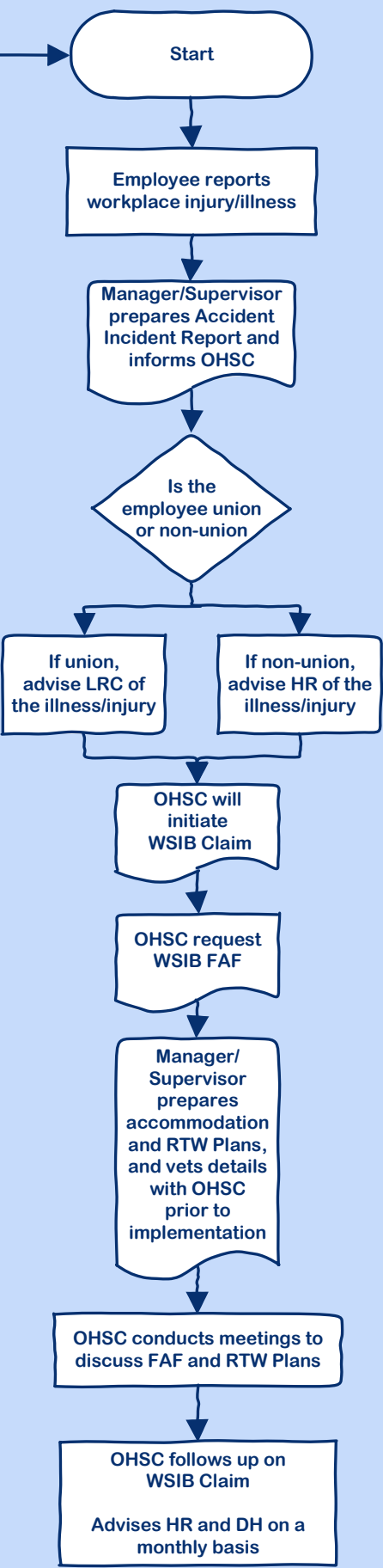
LEGEND

DH – Division Head
FAF – Functional Abilities Form
LRC – Labour Relations Consultant
LTD – Long Term Disability
OHSC – Occupational Health and Safety Consultant
HR – Human Resources
RTW – Return to Work
STD – Short Term Disability
WSIB – Workplace Safety and Insurance Board

Non-occupational injury/illness



Work-related injury/illness



Policy Name	Policy Type
Disclosure of Wrongdoing and Reprisal Protection Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place encourages and facilitates the disclosure of wrongdoing and reprisal protection that is contrary to the public interest, ensure through their application that all disclosures are investigated, and appropriately resolved, and to protect from reprisal to the fullest extent possible, those employees who in good faith report wrongdoing.

Exhibition Place will not tolerate wrongdoing or reprisals against employees who report wrongdoing, and all employees have a duty to report suspected wrongdoing. Disclosures of wrongdoing will be investigated in accordance with these provisions in order to maintain public confidence in the public service, the delivery of services, and the use of Exhibition Place's resources. These provisions address only those matters that are in the public interest and for which there are no established mechanisms for consideration and investigation. For example, it is not intended to address matters that can be dealt with through existing procedures, established through Collective Agreements, or Exhibition Place policies such as health and safety, and human rights and anti-harassment discrimination.

Application

This policy applies to all employees.

Definitions

Reprisal

Reprisal against an employee is any measure taken or threatened as a direct result of disclosing or being suspected of disclosing an allegation of wrongdoing, initiating, or cooperating in an investigation into an alleged wrongdoing. Reprisal includes but is not limited to:

- disciplinary measures
- demotion of the employee
- suspension of the employee
- termination of the employee
- intimidation or harassment of the employee
- any punitive measure that adversely affects the employment or working conditions of the employee
- directing or counselling someone to commit a reprisal

Wrongdoing

Serious actions that are contrary to the public interest including but not limited to:

- fraud
- theft

- mismanagement of assets and resources in a willful, negligent manner that contravenes City policy or direction by the Board
- conflict of interest
- breach of public trust

Conditions

Responsibilities of the Chief Executive Officer

- Lead and advance a culture rooted in the highest ethical standards for Exhibition Place Employees.
- Ensure employees understand their ethical rights and responsibilities, including their responsibilities under the Disclosure of Wrongdoing and Reprisal Protection provisions.
- Investigate or refer responsibility to City staff to investigate alleged wrongdoing, as referred by the Auditor General, and ensure these investigations are appropriately conducted.
- Ensure that Exhibition Place employees who, in good faith, report wrongdoing are protected from reprisal in accordance with the Disclosure of Wrongdoing and Reprisal Protection provisions.
- Report the results of investigations of alleged wrongdoing to the Auditor General.
- Ensure comprehensive tracking of employee misconduct to identify trends, improvements, implement corrective actions to strengthen management oversight, make improvements to internal control systems and procedures based on findings, and ensure regular reporting of these matters.
- Investigate and resolve allegations of employee misconduct that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions.
- Ensure recommendations made by the Auditor General in their reports addressing wrongdoing are implemented on a timely basis including systemic issues identified by the Auditor General.

Responsibilities of Department/Division Head or Designate

- Promote ethical conduct and support ethical decision-making in their areas of responsibility.
- Undertake investigations of alleged wrongdoing seriously and appropriately.
- Report the results of investigations of alleged wrongdoing to the Chief Executive Officer (CEO).
- Investigate and resolve allegations of employee misconduct that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions.
- Ensure that Exhibition Place employees under their supervision, who in good faith report wrongdoing, are protected from reprisals in accordance with the Disclosure of Wrongdoing and Reprisal Protection provisions.

- Establish and maintain a system of internal controls to detect and prevent wrongdoing.
- Be familiar with the types of wrongdoing that could occur within their area of responsibility and be proactive in taking steps to guard against such activities.
- The Department/Division Head or designate will support and co-operate with the Auditor General's Office, other involved Divisions, and law enforcement agencies in the detection, disclosure, and investigation of wrongdoing, including the prosecution of offenders.

Implementation

Disclosure of Wrongdoing

- Employees who are aware that wrongdoing has occurred will immediately notify their Department/Division Head or designate, or the Auditor General's Office.
- Employees who report wrongdoing in good faith will be protected from reprisal as described in the Reprisal Section.
- Any employee who knowingly makes a false complaint in bad faith or who knowingly makes a false or misleading statement that is intended to mislead an investigation of a complaint, may be subject to disciplinary action up to and including dismissal as determined by the CEO in consultation with City Legal and Human Resources.
- Employees who disclose wrongdoing will fully co-operate with the Auditor General's Office, other involved Divisions, and law enforcement agencies during the course of an investigation, and will make all reasonable efforts to be available to assist the above noted persons with the investigation

Allegations received by Chief Executive's Office

- Allegations of wrongdoing received by the Department/Division Head or designate will be reported the Chief Executive Officer immediately.
- Allegations of wrongdoing received by City Management must be immediately reported to their Division Head or the Deputy City Manager or City Manager if the Division Head is implicated in the allegation.

Allegations Received by the Auditor General

- When an allegation of wrongdoing is received by the Auditor General's Office that will be investigated, the Auditor General's Office will inform the CEO in a timely manner.
- Reported allegations to the Auditor General that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions, will be referred to the appropriate Department/Division Head or designate or Human Resources

Confidentiality

- The identity of individuals involved in an investigation, including the identity of an individual alleging wrongdoing, and the identity of an individual alleged to have committed wrongdoing, will be protected to the fullest extent possible.

- The Auditor General's Office and all employees and officials, aware of or participating in an investigation of wrongdoing shall treat all information received confidentially.
- All reasonable efforts will be made to maintain confidentiality. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know and such disclosures shall be restricted to what must be disclosed to ensure a thorough, effective, and complete investigation, or as otherwise required by law.
- Individuals who improperly breach confidentiality will be subject to legal action, or disciplinary action up to and including dismissal as determined by the CEO in consultation with Legal and Human Resources.

Anonymous Reporting

- Employees may remain anonymous when reporting suspected wrongdoing.

Investigations

- All disclosures of alleged wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions will be investigated by the Auditor General who may refer responsibility to the CEO or designate for the investigation depending on the nature and scope of the wrongdoing.
- The Auditor General's Office may provide oversight of alleged wrongdoing investigations led by the CEO or designate.
- The responsibility to ensure such investigations are appropriately conducted remains with the CEO.
- The CEO or designate will periodically report on the status of any ongoing investigation of alleged wrongdoing to the Auditor General and will report the outcome of the investigation to the Auditor General.
- Decisions to prosecute or refer investigation results to the Toronto Police Service or other regulatory agencies for independent investigation will be made through a consultative process between the Auditor General, CEO, Legal and Human Resources.

Expectations of Employees

- It is expected that employees will fully co-operate with the Auditor General's Office, the CEO or designate, other involved Divisions, and law enforcement agencies during the course of an investigation and will make all reasonable efforts to be available to assist the above noted persons with the investigation.
- Employees contacted by the media with respect to a wrongdoing investigation shall refer the media to the Office of the CEO.

Access to Information

Within the scope of an investigation, the Auditor General and the CEO or designate will have:

- free and unrestricted access to all records, employees and premises, whether owned or rented; and

- the authority to examine, copy, or remove all or any portion of the contents of electronic or hard copy files, desks, cabinets, and other Exhibition Place property without prior knowledge or consent of any individual who might use or have custody of any such items in accordance with applicable policies.

Right to Respond

The individual against whom allegations are being made will be given a reasonable opportunity to respond to those allegations as part of the investigation. This requirement is subject to any Collective Agreement provisions respecting the rights of employees in the disciplinary process.

Following an Investigation of Alleged Wrongdoing and upon conclusion of an investigation, recommendations may be made by the Auditor General to the CEO in order to minimize future risk.

Disciplinary Action for Wrongdoing

If alleged wrongdoing by an employee is substantiated through an investigation, the employee will be subject to disciplinary action up to and including dismissal as determined by the CEO in consultation with Legal and Human Resources.

Tracking and Reporting

The Auditor General will track, and Exhibition Place will report annually to the Board of Governors on the disclosure, investigations, and resolution of allegations of wrongdoing.

Reprisal Protection

No person shall take a reprisal against an employee because the employee:

- has sought information or advice about making a disclosure about wrongdoing
- has made a disclosure about wrongdoing in good faith
- has acted in compliance with the Disclosure of Wrongdoing and Reprisal Protection provisions
- has initiated or co-operated in an investigation or other process related to a disclosure of wrongdoing
- has appeared as a witness, given evidence or participated in any proceeding relating to the wrongdoing, or is required to do so; has alleged or reported a reprisal
- is suspected of any of the above actions, reprisal protection may not be able to be extended to employees whose identity cannot be confirmed

Reporting and Investigating Reprisal

An employee who believes that they are the subject of a reprisal following a disclosure of wrongdoing shall notify Human Resources, CEO, or the Auditor General immediately.

If the reprisal involves a Member of City Council or a Member of a Local Board, the employee shall notify the Integrity Commissioner immediately.

An employee informed of, or who becomes aware of a reprisal against an employee, has a duty to notify Human Resources, CEO, the Auditor General, or the Integrity Commissioner. Where Human Resources or CEO receives such disclosures, they will notify the Auditor

General or Integrity Commissioner immediately and will undertake to ensure that the employee is protected from any further reprisal. Allegations of reprisal will be the subject of investigation.

The Auditor General will lead the investigations of alleged reprisals involving staff in consultation with the CEO. The CEO or designate will lead the investigations of alleged reprisals involving Members of City Council or Members of Local Boards.

Following an Investigation of Reprisal

Where the investigation substantiates the allegations of reprisals, the Auditor General will inform the CEO, and the employee(s) involved will be subject to disciplinary action up to and including dismissal as determined by the CEO, or in consultation with Legal and Human Resources.

The CEO will consult with Human Resources and Legal to determine and take appropriate actions to stop, reverse, or remedy a reprisal against an employee.

Policy Name	Policy Type
Domestic or Sexual Violence Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides Domestic or Sexual Violence job-protected leave of absence which provides up to ten (10) days, and fifteen (15) weeks in a calendar year of time off to be taken for specific purposes when an employee or an employee's child has experienced or been threatened with domestic or sexual violence. The first five (5) days of leave taken in a calendar year are paid, and the rest are unpaid.

This leave shall be administered in accordance with the Employment Standards Act, 2000 (ESA, 2000).

Application

This policy applies to all employees who have been employed for thirteen (13) consecutive weeks.

Definitions

Child

A child, stepchild, foster child, or child who is under legal guardianship, and who is under eighteen (18) years of age.

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

An employee make take this leave if the employee or the employee's child has experienced or been threatened with domestic or sexual violence, and the leave is taken for any of the following purposes:

- to seek medical attention for the employee or the child of the employee because of a physical or psychological injury or disability caused by the domestic or sexual violence
- to access services from a victim services organization for the employee or the child of the employee
- to have psychological or other professional counselling for the employee or the child of the employee
- to move temporarily or permanently
- to seek legal or law enforcement assistance, including making a police report or getting ready for or participating in a family court, civil or criminal trial related to or resulting from the domestic or sexual violence

An employee is not entitled to this leave if the employee committed the domestic or sexual violence.

Employees are entitled to up to ten (10) full days of Domestic or Sexual Violence Leave every calendar year, whether they are employed on a full-time or part-time basis. There is no pro-rating of the ten (10) day entitlement. An employee who begins work partway through a calendar year is still entitled to ten (10) days during the remainder of that year.

The ten (10) days of domestic or sexual violence leave do not have to be taken consecutively, they can be taken in half days, full days, or in periods of more than one (1) day. In cases where the employee takes half of a day, Exhibition Place will pay for hours worked, and hours worked will be included for the purpose of determining whether overtime was worked or a daily or weekly limit on hours of work was reached.

Employees are also entitled to take up to fifteen (15) weeks of Domestic or Sexual Violence Leave within a calendar year for the purposes set out above, which can be taken consecutively or separately.

The employee may take the leave for periods less than a full week (e.g. single days, beginning, middle, or end of a week), but if they do, they are considered to have used up one (1) week of their fifteen (15) week entitlement. If the employee is on leave for two (2) or more periods within the same week (e.g. Monday and Thursday of the same week), only one (1) week of the fifteen (15) week entitlement is used up.

Employees cannot carry over unused Domestic or Sexual Violence Leave days to the next calendar year.

Exhibition Place will not require the employee to take an entire week of leave if the employee only wants to take leave for a single day(s), if the employee wishes to return to work, they will be accommodated.

The first five (5) days of Domestic or Sexual Violence Leave taken in a calendar year must be paid, and the remaining days will be unpaid. The first five (5) days are to be paid whether the employee takes leave from the fifteen (15) week entitlement or the ten (10) day entitlement.

If an employee is scheduled to work a shift which will include overtime hours, and they miss all or part of the shift to take paid Domestic or Sexual Violence Leave, the employee will be entitled to the regular hourly rate only, not the overtime rate.

If an employee is scheduled to work a shift which will normally be paid at a higher rate due to a shift premium, and the employee misses all or part of the shift to take paid Domestic or Sexual Violence Leave, the employee will be entitled to the regular hourly rate only, not the regular hourly rate plus the shift premium.

If the employee or child of the employee experiences domestic or sexual violence, or threat of domestic or sexual violence, then leave can be taken for any of the following reasons:

- to seek medical attention for the employee or child of the employee in respect of a physical or psychological injury, or disability caused by the domestic or sexual violence
- to obtain services from victim services organization for the employee or the child of the employee

- to obtain psychological or other professional counselling for the employee or the child of the employee
- to relocate temporarily or permanently
- to seek legal or law enforcement assistance including preparing for or participating in any civil or criminal legal proceeding relating to or resulting from the domestic or sexual violence
- such other purposes as may be prescribed

Exhibition Place can request evidence reasonable in circumstances

Requests for the fifteen (15) weeks Domestic or Sexual Violence Leave must be in writing to the Department/Division Head or designate.

The leave will not be granted if the domestic or sexual violence is committed by the employee.

Implementation

If an employee plans to take one (1) or more days from the ten (10) day period, the employee must inform their Department/Division Head or designate in advance of scheduling the days. If the employee is unable to provide advanced notice, the employee must contact the Department/Division Head or designate as soon as possible after starting the leave. The first five (5) days of the leave are paid, and the remainder of the leave is unpaid.

If an employee plans to take one (1) or more weeks or part weeks from the fifteen (15) week entitlement, the employee must inform their Department/Division Head or designate or Human Resources in writing before the leave is taken. If the employee is unable to provide notice before leave starts, notice must be given in writing as soon as possible after starting the leave. An employee who does not give notice does not lose their right to the leave.

The employee does not have to use the ten (10) day leave first.

For both types of leave, the employee has to give written notice to the Department/Division Head or designate that they are taking the leave every time it is taken.

Exhibition Place may request the employee for proof, and an employee may be required to provide evidence reasonable in the circumstances that they are eligible to take Domestic or Sexual Violence Leave.

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this unpaid leave.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
E-Cigarette Use in Exhibition Place Workplace Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place provides a safe and hazard-free environment that includes clean air. This policy sets out the restrictions on the use of E-cigarettes in the Exhibition Place workplace.

Application

This policy applies to all employees.

Definitions

E-Cigarette Use

Smoking or vaping of e-cigarettes.

Electronic Cigarette / E-Cigarette

An electronic cigarette (electronic smoking device, water vapor cigarette, and/or hookah/shisha pen) is a battery-operated device that mimics the use, and sometimes appearance and taste of a conventional cigarette, but does not contain tobacco. When inhaled, an atomizer heats a cartridge which contains a liquid solution (also called the 'e-liquid') of water, flavouring, and sometimes nicotine in a base of propylene glycol and vegetable glycerine. This usually produces a vapour (or aerosol) that resembles cigarette smoke.

Use of Electronic Smoking Devices

Use of electronic cigarettes includes any of the following:

- inhaling vapour from an electronic cigarette
- exhaling vapour from an electronic cigarette
- holding an activated electronic cigarette ('utilizer')

Workplace

Any Exhibition Place land, premises, location, or thing at, upon, in or near where a worker works.

Conditions

E-cigarettes are not to be used in any Exhibition Place workplace that are currently designated as smoke-free, either through provincial or municipal laws, except in the case of an employee who is using an approved smoking cessation medication, such as a nicotine replacement therapy inhaler in the form of an e-cigarette.

Implementation

All employees have the shared responsibility for supporting and adhering to this policy. The Department/Division Head or designate is responsible for ensuring employees are aware of and have read this policy and will be the first point of contact for employees seeking policy clarification. Applicable Legislation: *Smoke-Free Ontario Act, S.O. 1994, c. 10*, City of Toronto Municipal Code Chapter 709, Smoking By-law No. 1642-2013, *Ontario Occupational Health and Safety Act, R.S.O., 1990, c.01*.

Policy Name	Policy Type
Electronic Monitoring Policy	Employee
Original Date	Revision Date
November 8, 2022	December 12, 2024

Policy Statement

This Policy identifies the circumstances in which Exhibition Place engages or may engage in electronic monitoring of employees, directly or indirectly, and the purposes for which the information obtained through the electronic monitoring may be used.

Amendments to the *Employment Standards Act, 2000*, require all employers, including Exhibition Place to prepare a written policy concerning electronic monitoring of employees and to provide a copy of that policy to all employees.

The Policy must outline the following:

- If, how, and in what circumstances electronic monitoring occurs.
- The purposes for which information obtained through electronic monitoring may be used.
- The date the policy was prepared, and the date of any changes made.

The amendments do not establish a right for employees not to be electronically monitored, nor do they create any new privacy rights for employees.

Application

This policy applies to all staff of Exhibition Place.

Definitions

Workplace

Includes working on-site and remote worksites.

Electronic Monitoring

Includes all forms of monitoring of employees that are done electronically throughout the workplace, directly or indirectly, whether continuously, episodically, or on an as-needed basis.

Conditions

How and in what circumstances Electronic Monitoring Occurs

Exhibition Place resources are provided to employees to deliver services to clients, tenants, and the community, reduce work-related risk, improve the productivity of business operations, and enhance the effectiveness of communications. Exhibition Place reserves the right to electronically monitor employees, directly or indirectly, at its discretion.

Employees should not expect absolute privacy in relation to their use of Exhibition Place resources and should not assume that any use of Exhibition Place resources is exempt from electronic monitoring in accordance with this Policy. As of the date of this Policy, electronic monitoring may be performed directly or indirectly, whether continuously, episodically, or on

an as-needed basis, through assets, systems, services, equipment, and devices used by Exhibition Place.

How information obtained through Electronic Monitoring may be Used

Information obtained through electronic monitoring may be used for all purposes consistent with Exhibition Place's legal responsibilities as an employer, any City By-law, policy, practice, or procedure, and Exhibition Place's obligations pursuant to the various Collective Agreements with Exhibition Place's bargaining units. Such purposes include but are not limited to employee safety, the protection and security of resources, monitoring employee compliance with applicable policies and procedures, and complaint response.

Other purposes may include:

- Workforce management
- Operational auditing, monitoring, and reporting
- Health and safety monitoring
- WSIB or Ministry of Labour investigations
- Coaching and quality improvement
- Labour Relations related investigations
- Privacy complaints, monitoring, and auditing
- Security incidents, including workplace violence, thefts, vandalism, and threats
- IT-related investigations
- Regulatory reporting
- Data review and pattern monitoring
- Resolving technical issues
- As evidence for forensic investigations on behalf of an authorized third party such as law enforcement agencies, the City Auditor General's Office pertaining to the Fraud and Waste Hotline, or other government bodies
- Responding to Freedom of Information requests, litigation-related requests, or otherwise as required by law

Related By-laws, Policies, and Procedures

This Policy is to be read, implemented, and interpreted with other related by-laws, policies, and procedures, including but not limited to the following:

- Information and Technology Acceptable Use Policy
- Cellular Phone Policy
- E-Mail Policy
- Protection of Privacy Policy
- Business / Membership / Travel and Reimbursement Policy
- Benefit Program and Eligibility Policy

Policy Name	Policy Type
E-mail Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place governs the use of the corporate e-mail system.

Application

This policy applies to 'Authorized Users' including 'Remote Access Users' who access the e-mail system through a local connection or by remote access.

Definitions

Archiving Messages

Electronic mail context occurs when a message is removed from the on-line mailbox and stored on another storage device.

Authorized Users

Individuals who have been given permission to use Exhibition Place's information and technology resources and includes Remote Access Users.

Corporate Record

An e-mail that shows evidence of a business transaction, decision, or the sharing of corporate information in the course of daily business operations and provisions of services.

Data Transfer

The movement of information or data from one information technology resource to another regardless of the method of transfer.

E-mail & Electronic Mail

Will be used interchangeably. Electronic mail often referred to as e-mail, is a paperless form of communication. E-mail includes anything that is in a user's mailbox including messages with attachment(s), appointments, tasks, notes, contacts, phone messages, and address book information.

Forging

An e-mail is using an unauthorized or false name to send mail, altering a message, or creating a false status response.

Information and Technology Resources (I&T Resources)

Including but are not limited to desktop computers, monitors, printers, notebooks, tablet computers, surface computers, handheld computers, scanners, computer peripherals such as storage devices, power supplies, network devices software such as corporate software, off-the-shelf software packages, software covered by enterprise license agreements, volume license agreements (including maintenance and support), data created using any of the Exhibition Place's I&T Resources, Internet access, e-mail, telephones, voice mail, facsimile

machines (if connected to Exhibition Places computer network), photocopiers (if connected to the computer network), and mobile devices.

Municipal Freedom of Information and Protection Privacy Act & Personal Health Information Act

Will be referred to as the *Acts*.

Personal Information (includes personal health information)

Recorded information about an identifiable individual. For a more detailed definition, refer to the *Municipal Freedom of Information and Protection of Privacy Act*.

Records

Information however recorded or stored, whether in printed form, film, electronic means or otherwise, and includes documents, financial statements, minutes, accounts, correspondence, memoranda, plans, maps, drawings, and photographs.

Transitory Mail

Typically, information that has a temporary usefulness and does not need to be kept once immediate usage has expired. Transitory mail is information not required to document Exhibition Place business.

User Monitoring

Recording, accessing, reviewing, or analyzing an Authorized User's activity on or use of I&T Resources. This may include review of data files, e-mails, information sent from, received by, or stored on the I&T Resources, as well as data, files, emails, and information deleted by a user but backed up by the network system.

Conditions

1. General

- Authorized Users must comply with this policy.
- All Authorized Users are responsible for their use of the corporate e-mail system during business hours and non-business hours.
- All Authorized Users are responsible for managing their e-mail.
- All information created, acquired, or maintained by Authorized Users is deemed to be a corporate asset, and as such is the property of Exhibition Place.
- All Authorized Users must take reasonable measures to ensure that e-mail is not transmitted to unnecessary or unintended recipients.
- Reassigning ownership of a generic mailbox (e.g. help@explace.on.ca) must be approved by the Department/Division Head or designate that owns the account and the request made in writing.
- Requests to create, modify, suspend, or delete an e-mail account must be made by the Department/Division Head or designate.
- On the direction of the Department/Division Head or designate, only the IT/Telecommunications Manager or designate can create, modify, suspend, or delete e-mail accounts.

- Requests to access an employee's e-mail account for business purposes without their knowledge must be made in writing to the Department/Division Head or designate by the employee.

2. Inactive Accounts

All Authorized Users are required to make reasonable efforts to ensure that their business-related e-mails have been managed appropriately prior to their account being made inactive (e.g. leaving their employment, extended leaves, etc.). In addition, the Department/Division Head or designate should also confirm with the Authorized User that business related e-mails have been archived appropriately prior to the account being recorded as inactive.

3. Prohibited Uses or Unlawful and Unacceptable Use

All Authorized Users are expected to use e-mail as a business tool and carefully consider the implications of their actions prior to using the e-mail system, and if uncertain should contact their Department/Division Head or designate or IT/Telecom for advice and clarification.

In addition to the prohibited and unacceptable uses described in the "Information and Technology Acceptable Use Policy", e-mail specific prohibited and unacceptable uses include but are not limited to the following:

- Transmission of an anonymous e-mail
- Forging any part of an e-mail
- Sending personal broadcasting messages
- The creation of a rule to automatically reply to Internet e-mail messages is not permitted unless authorization has been received, the e-mail account was created to satisfy business requirements, and the e-mail address has been published for the convenience of the general public
- The creation of a rule to automatically forward e-mail

The employee will sign a confirmation form acknowledging the cellular phone and all accessories received are property of Exhibition Place, and the employee shall be responsible for the safe keeping of the equipment. Aside from extenuating circumstances which must be provided in written form (electronically) from the Department/Division Head or designate, the employee is responsible for damages save and except normal wear and tear, or loss of equipment. The costs related to a replacement phone will be communicated to the Department/Division Head or designate by the Chief Financial Officer & Corporate Secretary.

Upon signing the confirmation form, the employee acknowledges the cellular phone is provided for business use. If an employee is to take an extended leave of absence, the Department/Division Head or designate will obtain and return the cellular phone and all accessories to the IT/Telecommunications Manager, who will suspend the cellular number until the employee returns to work.

Implementation

1. Managing E-Mail Records

- The management of e-mail is to be consistent with the Records Management Policy.
- Business related e-mail messages are considered Exhibition Place records, while informal, transitory, and spam e-mail messages are not considered records.
- E-Mail (i.e. the message header, message content, attachments, and messaging content information) is a corporate record when it shows evidence of a business transaction, decision, or the sharing of corporate information in the course of daily business operations and provisions of services.
- Authorized Users sending or receiving business related e-mail must recognize their importance as records and take appropriate actions to manage them responsibly.
- The *Acts* apply to e-mail records.
- The e-mail system does not have the capability to act as a records retention system, and therefore should not be considered a document/records management system.

2. Confidentiality and Privacy Consideration

- Confidentiality (*MFIPPA*)
 - The *MFIPPA* provides any person with a legal right of access, to any record in Exhibition Place's custody or control, regardless of media or format, limited by specific mandatory and discretionary exemptions. Every Authorized User must consider the consequences of:
 - sending personal/sensitive information to the wrong e-mail account; and
 - a privacy breach should an unauthorized user or third-party intercept and read the e-mail message.
 - All Authorized Users are responsible for using appropriate safeguards when sending and receiving sensitive personal or confidential information by e-mail. All Authorized Users must balance the need to protect personal information against the urgency and business need for sending the information by e-mail. Users must consider using alternative forms of communication (e.g. verbal or hard copy) when dealing with sensitive business, refer to the person as the 'employee' or 'client' instead of using their name.
- Employee Authorization
 - An employee may grant permission to authorized staff to access their mailbox to facilitate the resolution of problems.
- Business Requirement
 - Department/Division Head or designate may access an employee's e-mail account when:
 - Management needs to temporarily perform the duties of an employee when he/she is ill or to resolve a business crisis when the employee cannot be reached.

- Exhibition Place is required by law to supply records of correspondence on a particular matter.
- Should a user's e-mail account be accessed, the user will be notified by the Department/Division Head or designate as soon as possible. Refer to the Information & Technology Acceptable Use Policy on Privacy Considerations and User Monitoring for guidance on any business requirements not outlined here.
- Protection of the Integrity of the Electronic Mail System
 - Upon the direction of the Department/Division Head or designate, the IT/Telecommunications Manager has the right to access an e-mail account if the account poses a threat to the integrity of the email system.

3. Consequences of Non-Compliance

Failure to comply with this policy may result in disciplinary action up to and including dismissal.

4. Roles & Responsibilities

All Authorized Users are responsible for:

- Reading, understanding, and complying with the policy.
- All e-mail sent under their name.
- Protecting their passwords.
- Using e-mail responsibly and appropriately.
- Guarding against unauthorized access to their e-mail account by closing the e-mail account when away from their desk, and when leaving at the end of the business day.
- Managing mailbox size by identifying and deleting personal and transitory messages regularly.
- Requesting clarification through their Department/Division Head or designate if they have any concerns regarding compliance.

5. CEO and General Managers are responsible for:

Authorizing and requesting access to e-mail messages and file attachments if there is a legitimate need, or when investigating misuse or violation of this policy.

6. Department/Division Head or designate is responsible for:

- Ensuring Authorized Users have read the policy.
- Being the first point of contact for Authorized Users when seeking clarification of this policy.
- Performing initial investigation of suspected E-Mail Policy violations and reporting to the Chief Executive Officer.
- Reassigning ownership of generic e-mail accounts and public distribution lists, if designated owner is no longer able to perform the role.
- Authorizing the creation of e-mail accounts, requesting timely removal of access, and deletions for temporary or contracted users.

7. IT/Telecommunications Director as directed by the Chief Financial Officer & Corporate Secretary is responsible for:

- The security and integrity of the e-mail system.
- Accessing e-mail accounts if the account poses a threat to the integrity of the e-mail system.
- Accessing e-mail accounts if authorized by an employee to resolve a technical problem.
- Notifying the user as soon as possible if their account has been accessed unless there is an investigation underway.
- Creating, modifying, enabling/disabling, and deleting e-mail accounts.
- Tracking unused or dormant accounts.

8. Information & Technology Authorized Staff is responsible for:

- Handling requests to create, modify, enable, disable, or delete e-mail accounts.
- Providing instructions for using the features of the e-mail system.
- Resetting passwords for e-mail accounts.

9. Representative for Corporate Access & Privacy is responsible for:

Providing advice and direction regarding the legal rights of access to information and privacy protection contained in *MFIPPA* and *PHIPA*.

Policy Name	Policy Type
Employment Equity Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place commits to a policy of fairness and full equity in employment and services in recognition of its obligations and responsibilities as an employer, and of its leadership role in the community. The citizens of Toronto are best served by a public service which reflects the diversity of the community which it serves. This will be achieved through employment equity programs that remove barriers and monitor outcomes rather than by establishing requirements to precisely reflect the percentage of designated groups in the community.

Exhibition Place will:

- Hire and promote on the basis of merit and potential
- Compensate fairly according to the value of the work performed
- Set objectives for equitable representation
- In consultation with the City, develop a proactive equity plan which will include special programs to support the objectives
- Provide mechanisms for measuring and monitoring outcomes and results
- Publicly report results through an Annual Report
- Create a climate of understanding and mutual respect for the dignity of each individual

Full equality will be achieved through the combined efforts of Exhibition Place, its employees, its unions, and the community. Specifically, Exhibition Place will consider the implementation of:

- equality of opportunity to all individuals, and identify and remove artificial and systemic barriers to full employment with respect to an employees' or potential employees' race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, record of offences, marital status, family status, disability, and level of literacy
- principles of potential and merit as key criteria for hiring and promotion, which will make the best use of the talents of all available workers regardless of their gender, sexual orientation, disability, racial status, or Aboriginal status
- equitable compensation practices consistent with pay equity requirements
- collaboration with its employees, its unions, community organizations representing women, racial minority people, people with disabilities, Aboriginal people, and other groups in the development of strategies and special initiatives to promote equity in the workplace
- special programs and accommodation as required to assist specific groups of workers to overcome discrimination, and the barriers of systemic discrimination
- proactive strategies by establishing qualitative and quantitative objectives specific to equity principles

- education of its employees on equity principles
- public education programs regarding Exhibition Place's commitment to equity principles

Application

This policy covers all employees and prospective employees of Exhibition Place and takes into account issues regarding protection of privacy and freedom of information.

Definitions

N/A

Conditions

N/A

Implementation

Exhibition Place's Employment Equity Program will consist primarily of the following components:

- communication about equity principles, practices, and programs
- policy review and development on equity issues (i.e. work and family life initiatives which highlight corporate policies and department practices)
- consultation, input, and support to the collective bargaining process
- advice and support to departments on the development and implementation of special programs (i.e. training programs for women interested in pursuing a career in non-traditional work - contracts/purchasing), initiatives (i.e. support groups), equity reports (i.e. equity plans), reviews (i.e. employment systems reviews), barrier removal (i.e. accommodation measures), supportive measures (i.e. retention, retraining, deployment), and positive measures outreach
- for the purpose of identifying barriers and improving process, monitor, provide input, and make recommendations on the recruitment, selection, promotional, and appointment processes and outcomes when required
- support and advice to established equity committees and task forces on equity related issues and subjects
- input on staff development and training programs
- exchange of information via networks at other municipal, provincial, and federal levels, and with community agencies

To support the implementation of the employment equity policy and specific program components, Exhibition Place will engage in the following activities:

- Conduct voluntary employment equity surveys with workforce and applicants
- Re-establish and maintain confidential employment equity databases
- Consult with the City Office of Equity, Diversity, and Human Rights, as required

Policy Name	Policy Type
Employment of Relatives Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place recognizes that conflict and bias can arise from situations where relatives work together and discourages the appointment of a relative of a current employee where such conflict and bias could result. This policy provides direction to the Department/Division Head or designate so these situations can be avoided.

Application

This policy applies to all employees.

Definitions

Relative

A relative is defined as:

- spouse, common-law, same-sex spouse
- parent, stepparent, legal guardian
- child, stepchild
- sibling, children of siblings
- father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law
- any family member who lives with the employee on a permanent basis

Conditions

Supervisory Relationship

A supervisory relationship exists even though there are levels of supervision in between two employees who are relatives.

A supervisory relationship is an employment relationship where one relative has direct or indirect authority over a relative's employment through decisions, recommendations, judgments, or influence for:

- approval/denial of increments/performance pay
- assignment and approval of overtime
- negotiation of salary level
- the conduct of performance appraisals discipline
- the assignment or direction of work assignments
- the approval of leaves of absence

Recruitment and Appointment

A situation may arise through external recruitment or internal promotion, transfer, and acting assignments where the successful candidate could be a relative of an employee:

- already within the same work unit
- within a work area where any form of direct or indirect supervision would exist over a relative

Candidates or employees must tell the hiring panel if placement in the position they have applied for would put them in a supervisory relationship with a relative.

If such a situation arises, the Hiring Manager and Human Resources must inform the Department/Division Head or designate in order to determine if the appointment of an employee could be perceived as a potential conflict of interest.

If the Department/Division Head or designate decides the hiring or transfer would result in or has the potential to result in a conflict of interest, a candidate will not be hired or be permitted to transfer into the work area where a relative is currently employed.

Selection process

An employee must not participate in any part of the selection process where the applicant is a relative. The selection process includes screening applications, interviews, and reference checking.

Implementation

Supervisory Relationship

A supervisory relationship exists even though there are levels of supervision in between two employees who are relatives. When related employees are aware they are working in positions that put them in a supervisory relationship with each other they must declare a conflict in writing to their Department/Division Head or designate.

When a conflict arises where an employee is in a supervisory relationship to a relative, the Department/Division Head or designate must discuss reassignment options with the employees involved. The Department/Division Head or designate should consult with Human Resources to resolve this issue. If available, possible solutions could include:

- offering the employee a permanent alternate position
- placing the employee on a temporary assignment
- transferring the employee to a comparable position in another Department/Division

The preferences of the employees should be taken into account when considering any of these options. If the employee rejects all of the above options, the Department/Division Head or designate should make the final decision. Although these situations are sometimes difficult to resolve, the Department/Division Head or designate should address this issue as soon as possible after it arises and seek to remedy the conflict promptly.

Recruitment and Appointment

In situations where the conflict or potential conflict involves hiring or transfer of a relative, and where in the opinion of the Department/Division Head or designate the concern has sufficient validity, the relative will not be hired or transferred.

Other Considerations

Close personal relationships can cause problems in the selection process and in reporting relationships. Employees who find themselves in this situation should be sensitive to perceptions and guide themselves according to rules set in the Conflict of Interest and Confidentiality Policy.

Policy Name	Policy Type
Employment Reference Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place acknowledges that references are an essential and integral part of the selection process and ensures that procedures for collecting and disclosing reference information are practiced consistently throughout the organization, as set out in this policy.

Application

Human Resources staff and any other employees or individuals retained by Exhibition Place to be involved in the hiring process.

Definitions

Referee

An individual who provides a reference for a candidate.

Reference

Information concerning a person's qualifications, past work performance, and employment history is provided to a prospective employer by a current or former employer.

Conditions

Checking Candidate References

Reference checks should be undertaken for all competitions. This applies to internal and external hiring at all levels within the organization. When the successful candidate is an internal candidate, a reference check may not be required; however, documentation communicating knowledge of satisfactory past performance must be placed in the hiring file. Reference questions must relate to the job's key competencies and qualifications. At least two reference checks must be completed for every external hire, and at least one may be required for every internal hire. All employment reference information must be documented in the hiring file.

References are considered only from recent employers or other appropriate sources, such as teachers or volunteer organizations, for candidates without previous work experience.

Employment references for each hiring process should be conducted using similar questions. The questions for checking references are to be related to the job and, therefore, will not be the same questions for each job.

Any information given as a reference will only be disclosed to the candidate with the written consent of the referee. Reference information may not be disclosed if requested under a Freedom of Information request, as most employment-related information falls outside the scope of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). The person responsible for performing reference checks on behalf of Exhibition Place HR staff is trained and aware of the legal and other relevant issues relating to references and personal

information. HR staff will inform external referees of the relevant requirements when they are contacted for references. These requirements include the following principles:

- reference checks should be done only for the finalists in a competition after the assessment process is completed.
- the applicant's written consent for each referee must be provided before any reference check is done.
- HR will obtain objective comments and information related to the job function to support appointment decisions only.

Providing References for Current or Former Employees

Individuals who provide references on behalf of Exhibition Place must be aware of any grounds for prohibited discrimination identified under the Human Rights Legislation. These requirements include the following principles:

- before disclosing reference information about a former employee, the referee must seek the individual's written permission.
- when giving references, any information disclosed is honest, objective, accurate, and free of malicious intent.
- due care must be exercised when disclosing information to ensure that it is factual and not the result of rumour or gossip.
- the only information sought or disclosed is relevant to the job requirements.

When employees are asked to provide a reference for a current or former employee, they should respond to the request and take the following steps:

- Ask to see the candidate's written consent before disclosing any information.
- Gather the most current information about the candidate, such as performance documents.
- Ensure that any information disclosed is factual, objective, given without malice, and not based on rumour or others' opinions.
- Offer only facts related to the job the candidate is applying for, and do not disclose any irrelevant or personal information even if asked.
- Make and keep notes on the information disclosed.

Implementation

Human Resources staff will provide if required, all internal and external applicants screened into the final assessment stage of the hiring process with a reference consent form.

Candidates must offer three references; at least two references must be completed.

Reference checks are conducted by Human Resources staff, or any party hired to run the selection process (e.g. executive hiring consultants).

If an employee provides a reference and has doubts or concerns about what information can or should be disclosed, they should contact Human Resources.

Policy Name	Policy Type
Executive Compensation Policy	Employee
Original Date	Revision Date
February 2, 2024	December 12, 2024

Policy Statement

The Executive Compensation Policy objective is to provide a reasonable and competitive executive compensation package aligned with market-based remuneration that incentivizes executives to meet business objectives and add service value to the organization.

Application

This policy applies to the Chief Executive Officer (CEO) and the four direct executive staff reporting to the CEO: Chief Financial Officer & Corporate Secretary, General Manager, General Manager – Operations, and Chief People and Strategy Officer.

Implementation

The following framework will guide the Executive Compensation Policy.

Policy Development

The Executive Compensation Policy is developed under the direction of the Board of Governors with support from a third-party expert consultant. The Policy complies with the Guiding Principles for Executive Compensation Policies approved by City Council and applies to all executive positions. Executive compensation will be reviewed every four years.

Compensation Approach (Performance-related pay)

- Executive compensation will be based on City Council-approved Guiding Principles.
- Merit Pay (Annual Performance Review) – All executive performances will be reviewed annually following the Exhibition Place Performance Review Policy that outlines a Performance Financial Reward based on meeting performance levels.
- Performance Financial Rewards applies for in-range increases. Executives at the top or above the Salary Range are eligible for the Incentive Rewards as a Re-earnable Performance Reward – Lump Sum and will not be added to the base pay.
- Incentive Rewards Program - Executive staff members are entitled to Incentive Rewards based on the organization's Performance Scorecard Metrics, with a maximum target of 22.5% for the Chief Executive Officer and 15% for the other Executives.
- In designing the Incentive Rewards Program, the incentive reward and base salary should not exceed the comparator group median (50th percentile) - Total Cash Compensation Target. The midpoint of the base salary range defines the base salary.
- Incentive Reward is assessed annually as a percentage of the Base Salary in the previous year. Incentive Rewards are awarded as a Re-earnable Performance Reward - Lump Sum.

- g. The Incentive Reward Program applies when Executives demonstrate exceptional performance, based on the Performance Scorecard Metrics.
- h. The Board will approve the Incentive Rewards Program for Executives based on the organization's Performance Scorecard Metrics.

Comparator Market Analysis, Base Salary Range and Job Descriptions

- a. Each executive position will have a detailed Job Description clearly outlining core functions, accountabilities, and responsibilities.
- b. Comparative market analysis will be conducted based on criteria and data from broader / non-financial public sector agencies with a Toronto/GTA focus. The 50th percentile, based on the comparators, will determine the midpoint of all salary ranges.
- c. Executive positions will have a base salary range, having a minimum, a midpoint, and a maximum.
- d. The base salary minimum should be no less than 20% below the midpoint and the maximum no more than 20% above the midpoint.
- e. The comparator group will include a minimum of 8 Canadian organizations.
- f. The comparators will be organizations of comparable size, structure, business risk, and complexity.
- g. Comparator analysis based on organizations with principal selection criteria of broader / non-financial public sectors with a GTA focus.
- h. A detailed comparator rationale will be part of the future executive compensation review and analysis.

Non-Monitory Entitlements

Benefits

Executives will be eligible for benefits, which include dental, extended health care, long-term disability, group life, accidental death, and dismemberment insurance. In addition, Executives are eligible to join the Board's short-term disability benefit plan.

Pensions

Exhibition Place executives may participate in the Ontario Municipal Employees Retirement Plan (OMERS) with an employee/employer contribution ratio of 1:1.

Termination Process/Protocol

It is important for the Board to have a rigorous, standard process for determining the nature and amount of termination payouts, including when payouts are predetermined in employment contracts as part of their senior executive compensation.

While circumstance for termination payouts is different depending on the nature of the employment contract and the circumstances around the termination, several common and employment law considerations will be examined in developing a policy framework around termination payments.

Exhibition Place has a standard approach for determining the nature and amount of termination payouts. Ideally, termination provisions would be clearly stated in the executive Employment Agreement, which would guide the settlement amount in the case of a termination without cause. Termination provisions in Employment Agreements will take precedence and be upheld. In the absence of a Termination Provision in the Employment Agreement, the Termination will be assessed on its own merit in consultation with outside Legal Counsel and/or City Legal and City Human Resources as appropriate.

Related Policies, Procedures, Documents, and previously Board approved reports

Annual Performance Review & Salary Grade Range Progression Policy, Performance Scorecard Metrics, Korn Ferry 2023 Executive Pay Review.

Policy Name	Policy Type
Exemption to Start Rate and/or Benefits upon Appointment Policy	Employee
Original Date	Revision Date
December 8, 2020	December 12, 2024

Policy Statement

Exhibition Place recognizes it can be difficult to find suitable and qualified candidates for certain positions, and that at times some flexibility is required. This policy provides Human Resources and the Hiring Manager the flexibility needed in extenuating circumstances to prepare a business case to offer a higher rate or offer benefits greater than the set norm.

Application

This policy applies to Permanent Employees.

Definitions

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

Exemptions may apply with the following criteria:

- grades 1-17
- candidate of choice exceeds the entry-level requirements identified for the position
- the Hiring Manager and Human Resources must demonstrate the difficulty to fill the position within the set grade, salary range, and benefits structure, and outline the extenuating benefits in hiring the particular candidate
- exemptions may be recommended for rate of pay, vacation entitlement, or a combination of both
- Chief Executive Officer can approve enhanced vacation entitlement up to the total maximum entitlement of six (6) weeks where warranted
- in some circumstances Exhibition Place may wish to retain a current employee, where salary and vacation may be offered for the retention purpose.

Implementation

Human Resources acting jointly with the Hiring Manager shall negotiate within the established grade, salary range, and benefit policy, and recommend an exception if it is warranted.

The exemption may be a higher pay rate, vacation entitlement, or a combination of the two. In such circumstances Human Resources will complete the Exemption to Start Rate and/or Benefits upon Appointment Form and prepare a business case with the Hiring Manager providing evidence as to why the exemption is warranted.

The completed form should be signed by the Director of the Division, General Manager, and the Chief Executive Officer.

Once the Exemption to Start Rate and/or Benefits upon Appointment Form is approved, the original form will be retained by Human Resources. Human Resources will prepare the offer letter and inform Finance and Payroll Services.

Exhibition Place

CORPORATE RECRUITING

EXEMPTION TO START RATE and/or BENEFITS UPON APPOINTMENT

When to use this form:

1. Candidate of Choice exceeds the entry-level requirements identified for the position (knowledge and experience as demonstrated in the attached application)
2. There is an established history demonstrating difficulty to fill the position
3. Vacation Entitlement Section (for Non-Union Candidate of Choice only)
4. Attach copy of Candidates Resumes, Job Posting, and Job Description
5. The rationale noted below demonstrates the requirement for negotiation (attach supporting documents to support rationale)

How to use this form:

BEFORE MAKING A VERBAL OFFER

1. Before making a verbal offer complete and obtain approval.
2. Provide back-up information for items 1 & 2.
3. Review and obtain
 - (a) Director or General Manager's comment and approval
 - (b) Chief Executive Officer's comment and approval
4. The Manager, Human Resources must consult with the Hiring Manager PRIOR to a verbal offer being made
5. Once all Signatures are obtained form to be retained by Human Resources

Position being filled:

Posting Number:

Salary Grade:

Salary Range

Number of Qualified Candidates:

Number of Candidates Interviewed:

Highest rate being paid to a current incumbent in same position - \$

Relative to the Current Recruiting Process:

Candidate of Choice - overall score _____ Next highest Candidate's overall score _____

Name of Candidate of Choice:

Non-Union Candidate only – Vacation entitlement to start:

days / weeks per year

HR Actions Required:

- ☐ Confirm approvals received
- ☐ Manager, HR consultation with Hiring Manager before a verbal offer is made to Candidate of Choice
- ☐ Prepare draft conditional offer letter for signature, reflecting approved conditions of employment
- ☐ File

Policy Name	Policy Type
Family Caregiver Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid, job-protected leave of up to eight (8) weeks per calendar year per specified family member.

Family Caregiver Leave may be taken to provide care or support to certain family members for whom a qualified health practitioner has issued a certificate stating that the family member have a serious medial condition.

Application

This policy applies to all employees.

Definitions

Family Member

A family member is defined as:

- spouse
- brother, brother-in-law, stepbrother, sister, sister-in-law, stepsister of employee
- children, stepchildren, daughter-in-law, son-in-law, foster child of employee or employee's spouse
- parent, stepparent, mother-in-law, father-in-law, foster parent of employee or employee's spouse
- grandparent, step-grandparent of employee or employee's spouse
- grandchild, step-grandchild of employee or employee's spouse
- nephew or niece of employee or employee's spouse
- person who considers the employee to be like a family member
- relative of the employee who is dependent on employee for care or assistance
- spouse of a child of employee
- uncle or aunt of employee or employee's spouse

Specified family members do not have to live in Ontario for the employee to be eligible for family caregiver leave.

Medical Certificate

A written document from a Qualified Health Practitioner.

Qualified Health Practitioner

A person who is qualified and licensed to practice as a physician, registered nurse, or a psychologist, under the laws of the jurisdiction in which care or treatment is provided, a member prescribed class of health practitioners.

Spouse

The employee's married, common-law, or same-sex partner.

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

Employees who wish to take Family Caregiver Leave must advise their Department/Division Head or designate in writing and provide a copy of a Medical Certificate. The employee can start the leave without a medical certificate, but a medical certificate must be obtained and provided as proof to the Department/Division Head or designate. The employee is entitled to be on leave only when the employee is providing care or support to a specified family member.

If the employee is not able to provide notice before starting the leave due to the urgency of the situation, the employee should inform the Department/Division Head or designate in writing as soon as possible.

If an employee fails to provide a medical certificate the employee will not be entitled to the leave, and any of the protections afforded to employees of Family Caregiver Leave.

The certificate from the Qualified Health Practitioner must name the individual and state that the individual has a serious medical condition. There is no requirement that the note specify what the medical condition is, it only needs to state it is 'serious'. A serious condition can include conditions that are chronic or episodic. The employee is responsible for obtaining and paying the costs, if any, for obtaining the certificate.

If a medical certificate sets out a period during which the individual will have a serious medical condition, the certificate will support absences as Family Caregiver Leave during that period. If no period is set out, the certificate will support absences as Family Caregiver Leave from the date it is issued until the end of the calendar year in which it is issued.

A Family Caregiver Leave can last up to eight (8) weeks per calendar year for each specified family member and can be taken consecutively or separately.

The employee may take leave for periods less than a full week (e.g. single days at the beginning, middle, or end of a week), but if they do, they are considered to have used up one week of their eight (8) week entitlement. If the employee is on leave for two (2) or more periods within the same week (e.g. Monday and Thursday of the same week), only one (1) week of the eight (8) week entitlement is used up. An employee can take an entire week of leave if the employee only wants to take leave for one (1) single day and work some days during the week.

Implementation

Employees who wish to take Family Caregiver Leave must advise their Department/Division Head or designate in writing and provide a copy of a Medical Certificate. The employee can start the leave without a medical certificate, but a medical certificate must be obtained and provided as proof to the Department/Division Head or designate. The employee is entitled to be on leave only when providing care or support to a specified family member.

If the employee is not able to provide notice before starting the leave due to the urgency of the situation, the employee should inform the Department/Division Head or designate in writing as soon as possible.

If the employee is not sure when they will return to work, they should contact their Department/Division Head or designate at a later date to provide the return date.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Family Medical Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an unpaid job-protected leave of absence for up to twenty-eight (28) weeks to employees who need to provide care and support to a family member who has a serious medical condition with a significant risk of dying within a period of twenty-six (26) weeks.

The leave will be administered in accordance with the *Employment Standards Act, 2000* (ESA, 2000).

Application

This policy applies to all employees.

Definitions

Family Member

A family member is defined as:

- spouse
- brother, brother-in-law, stepbrother, sister, sister-in-law, stepsister of employee
- children, stepchildren, daughter-in-law, son-in-law, foster child of employee or employee's spouse, child under legal guardianship of employee or employee's spouse
- parent, stepparent, mother-in-law, father-in-law, foster parent of employee or employee's spouse
- grandparent, step-grandparent of employee or employee's spouse
- grandchild, step-grandchild of employee or employee's spouse
- nephew or niece of employee or employee's spouse
- person who considers the employee to be like a family member
- relative of the employee who is dependent on employee for care or assistance
- spouse of a child of employee
- spouse of employee's grandchild, uncle, aunt, nephew, or niece
- uncle or aunt of employee or employee's spouse

Specified family members do not have to live in Ontario for the employee to be eligible for family caregiver leave

Medical Certificate

A written document from a Qualified Health Practitioner.

Provide Care and Support

Providing psychological or emotional support, arranging for care by a third-party provider, or directly providing or participating in the care of the family member.

Qualified Health Practitioner

A person who is qualified and licensed to practice as a physician, registered nurse, or a psychologist, under the laws of the jurisdiction in which care or treatment is provided, a member prescribed class of health practitioners.

Spouse

The employee's married, common-law, or same-sex partner.

Week

A period of seven (7) consecutive days beginning on Sunday and ending on Saturday.

Conditions

Employees must provide a Medical Certificate to their Department/Division Head or designate or Human Resources from a Qualified Health Practitioner stating that the employee's family member has a serious medical condition with a significant risk of death occurring within a period of twenty-six (26) weeks or less. The certificate can either be a copy of the certificate used for EI purposes or a note from the Qualified Health Practitioner with the relevant information.

Employees who are requesting a leave under this policy for a person considered to be 'like a family member' must provide Exhibition Place with a copy of the documentation provided for the purposes of claiming Employment Insurance (EI) benefits, and state the employee is considered to be 'like a family member'.

The Department/Division Head or designate or Human Resources may ask the employee for a copy of the Medical Certificate, in the situation where the employee is not entitled to EI benefits due to insufficient insurable hours.

Implementation

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this unpaid leave. The employee must provide a Medical Certificate to their Department/Division Head or designate or Human Resources from a Qualified Health Practitioner stating that the employee's family member has a serious medical condition with a significant risk of death occurring within a period of twenty-six (26) weeks or less.

If the employee is not able to provide notice before starting the leave due to the urgency of the situation, the employee should inform the Department/Division Head or designate in writing as soon as possible.

An employee is entitled to a leave of absence without pay of up to twenty-eight (28) weeks within a fifty-two (52) week period from the date of the Medical Certificate. The twenty-eight

(28) weeks of a Family Medical Leave do not have to be taken consecutively, the employee may take a leave in periods of weeks.

An employee may take the Family Medical Leave within the twenty-six (26) week period specified in the Medical Certificate. In the event the leave extends past the date on the Medical Certificate, a new Medical Certificate must be provided.

The employee may remain on a leave for twenty-eight (28) weeks or the last day of the week in which the family member dies.

The Medical Certificate can either be a copy of the certificate used for EI purposes or a note from the Qualified Health Practitioner with the relevant information. Employees collecting EI benefits must submit confirmation that their leaves have been approved by EI and send copies of EI pay stubs to Payroll Services as soon as they are received.

If the employee is not sure when they will return to work, they should contact their Department/Division Head or designate at a later date to provide the return date.

The Department/Division Head or designate will initiate a change form, and send the change form, letter, and doctor's note to Human Resources.

Human Resources will notify Payroll Services and update the ADP Time and Attendance Program.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines, had the employee been actively working during the leave and applied to their base salary upon their return to work.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Exhibition Place

Policy Name	Policy Type
Fleet Safety Policy	Employee
Original Date	Revision Date
December 12, 2024	

Fleet Safety Policy



Table of Contents

1.0 Introduction	4
1.1 Statement	4
1.2 Objectives	4
2.0 Definitions	5
3.0 Legislative Requirements	6
3.1 Highway Traffic Act (HTA) (Provincial)	6
3.2 Valid Driver's License in Ontario	6
3.3 Commercial Vehicle Operators Registration (CVOR)	7
3.4 Portable Fire Extinguisher	8
3.5 Occupational Health and Safety Act (Provincial)	9
3.6 Ontario Municipal Act Regulations and By-Laws	9
3.7 Compliance	9
4.0 Daily Vehicle/Equipment Inspection	9
4.1 Pre-Trip Inspection of Commercial Vehicles (CVOR)	9
5.0 Authorization to use Fleet	9
5.1 Conditions	10
• Suspension of Driving Privileges	10
5.2 License Review	10
6.0 Responsibilities	10
6.1 Department/Division	10
6.2 Drivers	11
• Fueling	11
• Load Security	11
6.3 Tickets	11
6.4 Department/Division	12
6.5 Safe Driving with Cyclists	12
6.6 Fuel	13
7.0 Smart and Safe Driving and Vehicle Operations	13
7.1 Practicing Defensive Driving	13
7.2 Use of Seatbelts	14
7.3 Carrying Passengers - Loading and Unloading	14
7.4 Riding in Work Trailers	14
7.5 Safe Backing Procedures	14
7.6 Distracted Driving	14

8.0 Collision/Incidents	14
8.1 Driver's Responsibilities	14
• Collision Reporting	14
• Behavior at Collision Scenes	15
• Supervisor's Responsibilities	15
8.2 Fire	15
8.3 Use of Gas Vehicles Inside Exhibition Place Buildings	16
8.4 Theft of an Exhibition Place Vehicle/Equipment	16
8.5 Idling of Vehicles	17
8.6 Stopping/Leaving Equipment	17
8.7 Safe Backing Procedures	17
• Driver's Responsibility	17
• Use of Worker or Passenger as a Guide	18
• Communications with your Guide	18
• Rules for Backing	18
• Rear View Mirrors	18
• Standard Hand Signals	19
8.8 Smoking in Exhibition Place Vehicles/Equipment	19
9.0 Fleet Safety Committee	19
10.0 Special Equipment	20
10.1 Fork-Lift, High Reach, Lifting Device	20
10.2 Trailers	20
11.0 Procedures for Reporting Collision/Incidents Involving Exhibition Place Fleet Vehicles/Equipment	20
11.1 Driver's Responsibilities	20
11.2 Department/Division Supervisor's Responsibilities	21
Appendix I – Driver Collision/Incident Report	22
Appendix II – Preventable Vehicle Collision Measures	23
Appendix III – Exhibition Place Golf Cart Rules and Regulations	26

1.0 Introduction

The Fleet Safety Committee (FSC) at Exhibition Place is dedicated to ensuring the safe and responsible operation of all fleet vehicles and equipment. Comprised of the Director of Operations & Facility Services, Health & Safety Management, and the Fleet Coordinator, the committee oversees the implementation and enforcement of the Fleet Safety Policy. This policy is designed to promote professionalism, compliance with legal requirements, and the adoption of defensive driving techniques across all vehicle and equipment operators. By maintaining high standards for safety, the FSC plays a crucial role in reducing preventable collisions, ensuring regulatory compliance, and safeguarding the well-being of employees and the public.

As part of its mandate, the Fleet Safety Committee is responsible for authorizing staff to operate fleet vehicles, conducting regular vehicle inspections, and reviewing driver performance through ongoing license checks and driving abstract reviews. The committee also provides the necessary training and education to ensure all drivers are equipped with the skills and knowledge required to operate vehicles safely. Through consistent monitoring, root-cause analysis of incidents, and a commitment to safety improvement, the Fleet Safety Committee fosters a culture of accountability and safety at Exhibition Place.

1.1 Statement

Exhibition Place extends the privilege of operating a motor vehicle or equipment with expectation that the operator acts professional and uses common sense, courtesy, awareness, in a defensive driving approach. As a driver/equipment operator for Exhibition Place, you accept to exercise due diligence and daily inspection of the vehicle/equipment. Driver/operator is expected to maintain cleanliness and expected to comply with the *Highway Traffic Act (HTA)* and related statutes, regulations and municipal by-laws. As a driver/operator you are also required to follow this Fleet Safety Policy. This Fleet Safety Policy is based on the fundamentals of defensive driving which prepares the driver/equipment operator for potential collision and helps to avoid incidents caused by weather, traffic, and road conditions.

1.2 Objectives

This policy sets out the responsibilities of Exhibition Place Manager, Employees, and Departments/Divisions. The objectives of the Fleet Safety Policy are:

- Develop and promote professional and defensive operating habits for all drivers of Exhibition Place vehicles/equipment.
- Reduce and eliminate preventable motor vehicle/equipment collisions, thereby reducing direct costs.
- Promote collision prevention through root-cause investigation and review of all collisions, thereby increasing the accountability of Exhibition Place drivers for their own actions.
- Provide the education and training required for employees to attain and maintain the professional and driving skills required; and

- Ensure that all drivers of Exhibition Place-owned, leased, loaned or rented vehicles know and obey:
 - The requirements of the *Highway Traffic Act (HTA)*.
 - Applicable municipal by-laws.
 - The *Occupational Health and Safety Act* and its regulations; and
 - The Fleet Safety Policy.

2.0 Definitions

BOG – Board of Governors of Exhibition Place.

Collision – Any collision involving an Exhibition Place-owned, leased, loaned or rented vehicle that results in death, injury or property damage.

Defensive Driver – A driver who operates in such a manner as to avoid collisions and incidents regardless of the conditions or the actions of others.

Driver – A vehicle/equipment operator who has met the requirements set out by the Fleet Safety Policy for the operation of Exhibition Place-owned, leased, loaned or rented vehicles.

Driver's Record – An official document (i.e. Driver's Abstract) obtainable from the Ministry of Transportation (MTO), a record search of unpaid fines for moving violations at the Provincial Offences Office and the accumulative record of driving vehicles.

Equipment – Any motorized unit not required to be licensed under the *Highway Traffic Act (HTA)*. It may or may not be self-propelled or it may be mounted on a vehicle.

Fleet – A motor vehicle, trailer, traction engine, farm tractor, road-building machine, golf cart, bicycle and any vehicle drawn, propelled or driven by any kind of power, including muscular power.

Incident - Any loss or damage that occurs to an Exhibition Place vehicle or to private property caused by any means other than a collision (i.e. fire, theft, vandalism).

Motor Vehicle – Includes an automobile, motorcycle, motor-assisted bicycle, golf cart, and any other vehicle propelled or driven other than by muscular power.

Non-preventable Collision – Any collision involving an Exhibition Place-owned leased, loaned or rented vehicle that results in death, injury or property damage where the Exhibition Place driver did everything reasonable to avoid collision.

Owner/Operator – Exhibition Place

Preventable Collision – Any collision involving an Exhibition Place-owned, leased, loaned or rented vehicle that results in death, injury, or property damage, where the collision could have been avoided if the Exhibition Place driver had operated the vehicle in such a manner to avoid collisions.

Prohibited Substance - Refers to alcohol and other drugs or substances including illegal substances or prescribed and over-the-counter medications that may impair performance, safety at work or the ability to drive safely.

Suspended Licence – The term suspension refers to any form of driver's licence suspension which may include unpaid fines, ADLS Actions, Family Responsibility Office, Criminal Code Convictions, Points Maximization with MTO or for the purposes of an investigation.

Valid License - An Ontario driver's license that is not suspended, canceled, unlicensed, not renewed, or invalid for any other reason.

3.0 Legislative Requirements

3.1 Highway Traffic Act (HTA) - Provincial

Safety on Ontario's roads and highways is a fundamental priority for the provincial government. Every driver and vehicle operator shares the duty to use the roads and highways responsibly. Every vehicle must be driven and maintained in a manner that will ensure driver, passenger and pedestrian safety. In Ontario, the HTA is the provincial statute, which regulates vehicular and pedestrian traffic on provincial roadways. Therefore, the provisions of the HTA strictly regulate how Exhibition Place must administer the operation of its fleet, including the certification of its drivers.

The Province of Ontario operates under a graded classified driver's license system which means that a valid driver's license is classified according to the type of vehicle that is to be driven. A valid driver's license is one that is not canceled, suspended, expired or not renewed. For the purpose of the Fleet Safety Policy, the following classifications apply.

3.2 Valid Driver's License in Ontario

Class A – Permits the operation of any tractor-trailer or truck-trailer combination. If you hold a Class A license, you are also authorized to operate Class D and G vehicles.

Class B – Permits the operation of any school purpose bus. If you hold a Class B license, you are also authorized to operate Class C, D, E, F and G vehicles.

Class C – Permits the operation of any regular bus. If you hold a Class C license, you are also authorized to operate Class D, F and G vehicles.

Class D – Permits the operation of any motor vehicle exceeding 11,000 kg gross weight or registered gross weight, and any combination of a motor vehicle exceeding a total gross weight or registered gross weight of 11,000 kg, and towed vehicles not exceeding a total gross weight of 4,600 kg, but not a bus carrying passengers.

Class G – Permits the operation of any car, van or small truck or combination of vehicle and towed vehicle up to 11,000 kilograms provided the vehicle towed is not over 4,600 kilograms. A pickup truck towing a house trailer exceeds 4,600 kilograms, but the total combined weight of the truck and trailer does not exceed 11,000 kilograms is deemed a Class G vehicle. A Class G vehicle has a maximum capacity of 11 passengers.

Class G1/G2 – Learner's license as classified by the Graduated Licensing System identified as G1 and G2, are not valid Ontario driver's licenses for the purpose of Exhibition Place's Fleet Safety Policy.

Air Brake (Z) – Endorsement Permits the operation of air brake equipped vehicles in Ontario.

3.3 Commercial Vehicle Operators Registration (CVOR)

The CVOR program applies to all owner/operators (including Exhibition Place) who are responsible for commercial motor vehicles over 4,500 kg (9,921 lbs.) Gross Vehicle Weight (GVW) that use Ontario's roadways and highways, excluding emergency response vehicles (i.e. Fire and Paramedic Services).

Every owner/operator is held responsible and accountable for:

- Driver Behaviour;
- Public Relations;
- Vehicle operation and condition; and
- Compliance with highway-related legislative requirements (i.e. *HTA*).

The following items are registered against both the owner/operators CVOR record and the driver's CVOR record for a period of five years:

- Convictions for National Safety Code violations (as adopted into the *HTA*);
- Safety detentions;
- Collisions; and
- Defaulted fines.

Exhibition Place must meet the requirements under the CVOR for the training and licensing of its drivers and the operating condition of its vehicles. All infractions and accidents involving Exhibition Place commercial motor vehicles are recorded on the Exhibition Place's CVOR record. The MTO monitors Exhibition Place's performance on a regular basis and Exhibition Place is subject to random inspections of its garages, records, drivers and vehicles.

Where Exhibition Place's record would indicate a concern, the Ministry of Transportation may impose sanctions that could include:

- A significant fine;
- A reduction in fleet size;
- Impounding an Exhibition Place vehicle; and
- Suspension of the CVOR certificate - a very serious consequence for Exhibition Place and the City of Toronto

Any time an Exhibition Place driver is convicted of a violation while operating an Exhibition Place commercial vehicle, or is involved in a preventable collision, it will be recorded on the Exhibition Place's CVOR record.

Owner/operators and their drivers must also comply with other standards regulated by the CVOR program for vehicles exceeding 4,500 kg (9,921 lbs.) GVW such as:

Hours of Service

Drivers must:

- Keep records of their daily driving and other work activities in a set format.

- Provide these records to enforcement officials upon request.

Daily Requirement

A driver:

- Must have 10 hours off-duty in a day.
- Cannot drive more than 13 hours in a day.
- Cannot drive after 14 hours on-duty in a day.

Mandatory Off-duty Time

After a period of at least 8 hours off-duty, a driver cannot:

- Drive more than 13 hours.
- Drive after having been on-duty for 14 hours.
- Drive after 16 hours has elapsed.

Cycle Requirement

- An operator shall designate a cycle for the driver to follow.
- In a period of 7 consecutive days, a driver cannot drive after having been on-duty for 70 hours.
- In a period of 14 consecutive days, a driver cannot drive after having been on-duty for 120 hours.

Fleet Services Division is advising all divisions with trucks that are equipped with Battery Disconnect Switches that the following practice is now in place. This action assists with our vehicle safety & fire prevention programs.

At the end of a shift or when trucks are to be parked, the use of the Battery Disconnect Switch is mandatory for vehicles equipped with the device.

The vehicle driver/operator is directed to conduct regular inspections of all battery cables, including checking for frayed cables, missing cable tie-downs, missing through hole grommets and build-up of grime and debris.

Fleet Maintenance is to conduct regular inspections of the fuel lines, crankcase, hydraulic hoses and exhaust system. All leaks must be immediately repaired, and any leakage cleaned up.

3.4 Portable Fire Extinguisher

Buses, trucks, and tractors require a portable fire extinguisher proper type, size, and rating. An extinguishing agent that does not freeze is required, and each unit must be secured in a manner that prevents sliding, rolling, and vertical movement. Most installations include an extinguisher in a vehicle bracket.

The Ontario Fire Code Section 3.4. "Industrial Trucks" and NFPA 505 address fire safety concerns applicable to material handling equipment used in industrial occupancies. The provisions of the Code can be used as a guide to address fire hazards associated with various off-road equipment such as ice-ring machines, construction machines, road maintenance machines etc.

3.5 Occupational Health and Safety Act (Provincial)

The *Occupational Health and Safety Act* of Ontario legislates specific responsibilities to employers, supervisors and workers. One of the most important is the responsibility of a supervisor to provide appropriate instructions and education, to employees on the work that is to be assigned.

3.6 Ontario Municipal Act Regulations and By-laws

Road users must have knowledge of municipal by-laws pertaining to the operation of motor vehicles within the City of Toronto.

3.7 Compliance

Failure to comply with the legislative federal, provincial and municipal requirements above may result in civil and/or criminal penalties to Exhibition Place, its management and the fleet operator.

4.0 Daily Vehicle/Equipment Inspection

A complete daily pre-trip inspection includes circle checks, CVOR inspections, Golf Cart Rules and Regulations. Must be performed and recorded at the start of each work shift. All mechanical defects must be reported immediately, as well as any signs of damage or vehicle abuse. Reports must be retained by the operating department for a minimum of six months from date of inspection.

4.1 Pre-Trip Inspection of Commercial Vehicles (CVOR)

Every Exhibition Place driver of a commercial motor vehicle is required to fill out an authorized Circle Check Form at the start of each work shift and carry the form in the vehicle for the entire shift. The driver must submit the report at shift end to their supervisor. Reports must be retained for six months for audit purpose.

All mechanical defects must be reported immediately as well as any signs of damage or vehicle abuse. Circle Check Forms are required by law, on licensed vehicles over 4,500 kg. The Highway Traffic Act (HTA) requires commercial vehicle operators to record the pre-trip inspections. If you are unsure if the vehicle you drive meets the requirements for a commercial vehicle you can check on the Gross Vehicle Weight (GVW) on the ownership of the vehicle you are operating.

Failure to perform or carry the Vehicle Circle Check Form is a serious offence under CVOR compliance. Not only will this draw fines to both the driver and Exhibition Place, CVOR demerit points will be issued against the Board of Governors of Exhibition Place's CVOR record.

5.0 Authorization to Use Fleet

The authorization to operate a fleet equipment with the Director of Operations or designate. Department/Division management is responsible to ensure authorized staff are trained and eligible to use Exhibition Place fleet safely and ensure pre-drive inspections are performed and documented in accordance with this procedure.

5.1 Conditions

The following conditions must be met for consideration of authorized driving privileges:

- Must be an Exhibition Place employee on the active payroll.
- Employee must be in possession of a valid Ontario driver's license of the class required to operate the vehicle requested (i.e. Class G1 and G2 licenses are not valid Ontario driver's license for the purpose of the Fleet Safety Policy).
- Applicants must not have more than three demerit points issued against their Ontario driver's license.
- Applicants must not have had any suspension of his/her Ontario driver's license for any conviction under the *Highway Traffic Act (HTA)* or Criminal Code of Canada (CCC) in the last five years (i.e. dangerous driving, careless driving, impaired driving, failure to provide breath samples, etc.).

Suspension of Driving Privileges

Exhibition Place reserves the right to set and change as required, what is considered acceptable performance standards of its driver. Driving privileges will be suspended when an Exhibition Place driver:

- Accumulates nine (9) or more demerit points on their Ontario driver's licence.
- Has a suspended, un-renewed, cancelled, or invalid Ontario driver's licence for any reason.
- Transports unauthorized alcohol, drugs or any prohibited substance in Exhibition Place vehicle or equipment.
- Operates, or is in care and control of an Exhibition Place vehicle/equipment while under the influence of alcohol, any prohibited substance or any drug, is convicted of impaired driving, dangerous driving, or any driving-related charges under the Criminal Code of Canada (CCC) is suspended under the Administrative Driver's Licence Suspension (ADLS) program.
- Has a driver's licence restricted to the Ontario's Ignition Interlock Device program.
- Is convicted of careless driving, speeding in excess of 50 km/hr over posted speed limits or racing under the *HTA*.
- Does not have an acceptable driving record with Exhibition Place.

5.2 License review

An employee's driving record will be subject to review, a minimum of annually. Certain circumstances may warrant more frequent reviews. Fleet Safety Committee will obtain abstracts. Department/Division will be notified of any unsatisfactory driver's reviews.

6.0 Responsibilities

6.1 Department/Division

The Department/Division are responsible for the administration and direction of the Fleet Safety Program within their respective areas and will provide leadership in the support of all Fleet Safety activities.

The specific responsibilities of Department/Division include:

- Familiarization of the details of Exhibition Fleet Safety Policy and ensuring the compliance with this policy.
- Co-operate with Fleet Safety in the training of drivers.
- Ensuring that all employees are in possession of all applicable licences, certification cards before allowing the operation of any Exhibition Place vehicles/equipment.
- Ensuring all accidents are reported and collision reports completed for Fleet Safety Committee review.

6.2 Drivers

Fueling

The expectation is for the driver to accurately enter the Odometer reading for vehicles not equipped with a VIB prior to activating the fuel dispenser. Caution must be exercised not to inadvertently enter the Trip meter or PTO meter reading which will not activate the dispenser and then require an unnecessary phone call to the Fuel Help Desk. Fuel spills must be reported immediately to the Fuel Help Desk **416-338-2137**. In addition, fuel dispensed must only be used for the unit assigned to the card. Sharing fuel between vehicles is not permitted. Personal vehicles are not allowed to enter the fueling area. Disciplinary actions will be taken when personal vehicles are observed in restricted areas by security camera or eyewitness.

Load Security

All loads must be covered or secured so that no part of it can shift, fall, or be blown from the truck or trailer onto a roadway. Tarpaulins must be placed over loads and secured to the truck while in transit (refer to the *HTA*). Loads carried in enclosed vehicles must be secured in such a manner as to ensure that the load cannot shift in transit so that it would present a safety hazard to the driver, passenger, or staff that may be required to unload the material. Other drivers must be warned of overhanging loads. Vehicles carrying loads which extend beyond the rear of the vehicle 1.5 meters (five feet) or more, must display a red light 1 hour before sunset to 1 hour after sunrise and a red flag or a red marker during daylight hours must be attached to the end of the load.

No driver shall operate or permit an Exhibition Place vehicle or trailer on a road where the load exceeds the Registered Gross Weight (R.G.W.) for that vehicle or the load exceeds the Gross Axle Weight (GAW) rating on any axle on that vehicle.

6.3 Tickets

Exhibition Place drivers who, in the course of operating an Exhibition Place vehicle or equipment receive a parking ticket or violation notice or red-light camera ticket issued to the vehicle, must report all charges to their Department/Division supervisor and Fleet Coordinator immediately upon receipt of the ticket or violation notice.

The driver is responsible for all charges (i.e. parking, red light camera, speeding, towing, and impoundment charges) resulting from failure to comply with the HTA and its regulations, local municipal by-laws and CCC infractions where they pertain to

vehicle/equipment operation. Unpaid violations are subject to late fees and re-licensing denial. The total of the penalties, original violation costs, late and service fees will be directed to the initial driver/operator.

6.4 Department/Division

The expectation is for the Department/Division to ensure that Fuel Handling training is provided to new employees which is available from Fleet Safety and that fuel handling procedures are followed by all staff. Fleet Safety encourages Division Coordinators and Supervisors to spot check the fueling activity of their staff.

6.5 Safe Driving with Cyclists

The Ontario Highway Traffic Act defines the bicycle as a vehicle that belongs on the road. As a vehicle, the bicycle follows the same rules and enjoys the same privileges as a motor vehicle.

Before opening any vehicle door, whether the driver or a passenger, you must ensure that the path is clear of cyclists and that you are not going to hit anyone or anything. This can be accomplished by checking mirrors, completing a shoulder check or using the “Dutch Reach Technique”. The Dutch Reach entails using the hand opposite (or furthest) from the door to open it. By using the opposite hand, the trunk of the body turns forcing the individual to complete a shoulder check.

Failure to comply with these tips may result in serious injury to the cyclist, a fine to the driver and two demerits to your driver's licence.

Tips for Sharing the Road with Cyclists

Opening your Door

- Check for bikes and traffic flow. The *HTA* requires vehicle doors to be opened safely. This applies to all the passenger doors as well as the driver's door.
- Instruct your passengers to check for bikes first.

When Passing a Cyclist

- Do not pass too closely.
- Remember a cyclist needs room to maneuver, you are legally required to leave 1 metre of space.
- Remember your vehicle length. The *HTA* allows 75ft of vehicle combination length in Ontario. When passing a cyclist don't move back to the right too quickly.
- Use your mirrors and signals.
- Remember when pulling a trailer that the trailer may be wider than your vehicle. Slow down to reduce trailer bounce.

Noise

- Remember that bikes are silent, and many vehicles produce high noise levels. You may not hear a bike bell or shout over a diesel engine, tire noise or noisy cargo.

Turning

- Remember your blind spots when turning. This is very important with trailers – as you start your turns you create blind spots to the side and rear.

Blind Spots

- Many vehicles have blind spots - generally the larger the vehicle the greater the blind spots.
- There are some very large blind spots to the side, front and rear, of all large trucks and equipment. Always be aware of what is around you.
- Use your mirrors to their advantage. Keep them clean and properly adjusted.

6.6 Fuel

Fuel (diesel, gasoline) dispensed from Exhibition Place facility is for Exhibition Place. In addition, since fuel use causes pollution, fuel should be used conservatively, and handling should be compliant with all applicable codes, standards and regulations.

7.0 Smart and Safe Driving and Vehicle Operations

7.1 Practicing Defensive Driving

As an Exhibition Place driver, you are expected to be courteous, considerate, and apply the principles of defensive driving by:

- Recognizing the hazard.
- Know the defense.
- Act in time.

As important as these strategies are in avoiding collisions the most important element in safe driving is the attitude of the driver. In fact, before you ever get behind the wheel of a vehicle, you should be looking at the most important piece in the driving process – the driver.

Driver Pre-Trip Mental Inventory

As part of the preparation to drive any vehicle or piece of equipment, employees should go through a pre-trip mental inventory. They should ask themselves:

- What is my condition?
- Am I physically fit to perform my duties as a driver/equipment operator; am I tired or rested?
- What is my emotional state, upset or calm?
- Am I taking any medication or substance that may affect my ability to drive; and do I have my licence, glasses or anything else I may need to safely operate a vehicle/equipment?

After employees are sure of their own fitness, attention should be turned to the other conditions that affect driving. They are light, traffic, weather, the vehicle/equipment and the road.

7.2 Use of Seatbelts

Exhibition Place drivers and their passengers must use seatbelts. The driver must ensure that no person shall ride in a vehicle unless a proper seat and restraining device is provided for and used by the person(s) where applicable.

7.3 Carrying Passengers and Loading and Unloading

Drivers must not transport any non-Exhibition Place employees in an Exhibition Place vehicle without authorization from your manager. Drivers must ensure that the vehicle is not in motion when passengers are boarding or departing from the vehicle. Ensure that no part of a person's body protrudes from the vehicle cab.

7.4 Riding in Work Trailers

Employees are not allowed to ride in work trailers. Riding in work trailers is prohibited.

7.5 Safe Backing Procedures

Before backing up, drivers of Exhibition Place vehicles must ensure that the activity can be made safely.

7.6 Distracted Driving

Exhibition Place has a zero tolerance for distracted driving. Distracted driving includes talking or texting on a cellphone, typing into a GPS, eating, reading and any other activity that distracts the operator while a vehicle is being operated.

8.0 Collision/Incidents

All collisions shall be investigated by Exhibition Place and all Departments/Divisions shall cooperate with Fleet Services in their investigation, including providing access to the driver and other staff required for the investigation. Fleet Safety works in conjunction with agencies such as Toronto Police and MTO. In some instances, driving privileges may be suspended or revoked permanently. Fleet Safety investigations are investigative in nature and are not disciplinary. Fleet Safety controls an employee's ability to operate a motor vehicle or piece of equipment on behalf of the Board of Governors of Exhibition Place.

8.1 Driver's Responsibilities

All Exhibition Place drivers involved in collisions must follow the correct reporting procedures, conducting themselves professionally and with consideration for the well-being and safety of others at the collision scene. Emotions can run high at collision scenes, but a professional driver remains calm and assists others as needed. In case of bodily injury or hazardous complications, **911** must be called immediately.

Collision Reporting

All collisions must immediately be reported to the respective Manager and Fleet Coordinator regardless of severity and time of day. If the vehicle damages are over \$2,000.00, the driver must attend a Collision Reporting Centre (CRC). In all cases, the HTA requires drivers involved in a collision to exchange driver information, vehicle information along with valid insurance details. If the damages are below \$2,000.00, you may simply exchange information.

Behaviour at Collision Scenes

In the event of a collision, all reasonable assistance shall be given; however, an injured person shall not be moved unless further injury may be caused to that person by fire, water, poisonous fumes, traffic, falling debris, etc. Full cooperation should be given to the Police, but any discussion of blame should be avoided, and in particular, no admission of blame or liability should be given. This applies to every collision, even if charges are laid by the Police. No statements shall be offered or given to any persons other than the Police or to a verified employee of Exhibition Place appointed to investigate the accident. Full cooperation is to be given to Fleet Safety staff. The driver can assist by obtaining witnesses and noting facts about the cause of the collision.

Where there is no bodily injury and the property damage is minor, prior to attending the CRC, it would be wise to:

- Observe the license plate number of the other vehicle in case the driver leaves the scene unexpectedly;
- Seek witnesses among the pedestrians at the scene; and
- Get as much information on the other driver, vehicle, and owner as you can prior to departing for the CRC.

Supervisor's Responsibilities

The department/division must ensure that the driver at the scene of the collision completes a detailed Driver's Collision/Incident Report (Appendix I). If the driver is unable to do so, the attending department/division supervisor shall ensure that the Driver's Collision/Incident Report is completed as required and forwarded to Fleet Safety no later than the next working day. If the Exhibition Place vehicle was mechanically defective when the collision/incident occurred (i.e. mechanical failure and the defect is alleged to have contributed to the collision), the vehicle will be removed from service immediately and towed to the Exhibition Place garage and inspected. Fleet Safety staff shall be made aware of any defect, and the same shall be noted on the Driver's Collision/Incident Report.

NOTE: In all cases, the driver's supervisor shall ensure that the Board of Governors of Exhibition Place DRIVER'S COLLISION/INCIDENT REPORT is completed as required, and the original report is forwarded to the Administrative Assistant to Director of Operations, no later than the next working day.

8.2 Fire

If an Exhibition Place vehicle/equipment or parts/accessories catch fire and the driver cannot extinguish the fire without danger to him or herself, call Security at 416-263-3333. If an Exhibition Place vehicle/equipment or parts/accessories are damaged or destroyed by fire:

- The driver must notify his/her department/division supervisor immediately.
- The driver must complete a Driver's Collision/Incident Report with the details of the loss.

- If any tools, personal belongings, etc. are damaged or destroyed by fire, the driver must complete a Driver's Collision/Incident Report and notify his/her supervisor as soon as possible.

8.3 Use of Gas Vehicles Inside Exhibition Place Buildings

It may be necessary at times, and during event move-in/out to utilize gas and diesel vehicles and equipment, and this Protocol is intended to promote awareness to minimize the use of gas and diesel vehicles in Exhibition Place buildings, where possible.

CO Monitoring

Enercare Centre is the only building equipped with a CO monitoring detection system that is calibrated twice per year.

CO Levels

Carbon monoxide levels are maintained below the current time-weighted average limit (TWA) as set out in section 4 of Regulation 833, Control of Exposure to Biological or Chemical Agents.

Ventilation Systems

Exhibition Place Building Operations is responsible to ensure ventilation systems are functioning correctly, with additional communication during event move-in/out.

Operational Idling

If for operational purposes it is necessary for a vehicle to remain idling, Building Operations must be contacted to ensure adequate ventilation (**416-712-2097**), and confirmation is required before idling begins.

Responsibilities

Employee

- All employees have the right to stop and refuse work if they feel unsafe.
- Report any unsafe work conditions to supervisor immediately.
- Exercise extreme caution when driving near building occupants and equipment.
- Gasoline vehicles and equipment must be refueled outdoors, with the engine stopped, in an area free of combustibles and possible ignition sources within three (3) metres of the dispensing point.
- Inform supervisor/manager it is necessary for vehicle to remain idling for operational reasons.
- Do not leave vehicle idling when parked.

Manager/Supervisor

- Must enforce this Health & Safety Protocol.
- Provides personal protective equipment (PPE) when required.
- Contact Building Operations to ensure adequate ventilation.

8.4 Theft of an Exhibition Place Vehicle/Equipment

If any Exhibition Place vehicle/equipment or parts/accessories are stolen:

- The driver must notify his/her supervisor immediately.
- The supervisor will call Security at **416-263-3333**.
- The driver must complete a Driver's Collision/Incident Report.
- The supervisor must notify Fleet Safety as soon as possible, in writing, regarding the loss.

Note: In all cases, the driver's supervisor shall ensure that the Exhibition Place's Driver's Collision/Incident Report is completed and forwarded to Fleet Safety Committee no later than the next working day.

8.5 Idling of Vehicles

To protect the air quality for its citizens, Toronto Council passed an idling by-law, which requires that engines must not be left idling unnecessarily. The by-law states that "Nobody shall permit a vehicle or boat to idle for more than one minute in a 60-minute period."

This by-law would not apply to:

- Fire, ambulance, police, or a member of the public while assisting in an emergency.
- Mobile workshops while being used for their basic functions.
- Vehicles transporting a person where a medical doctor certifies in writing that for medical reasons that person in a vehicle requires the temperature or humidity to be maintained within a certain range.
- When the temperature inside a vehicle is more than 27 degrees Celsius, or less than 5 degrees Celsius.

8.6 Stopping /Leaving Equipment

- When leaving Exhibition Place vehicles, remove the key from the ignition and where applicable, lower all hydraulic attachments to the ground or, where equipped and lock in position.
- When stopping work for a break or lunch and vehicle/equipment is left unattended, caution must be exercised to ensure public safety.
- No equipment or vehicle is to be left running unless the operator stays in it. This includes warming up in the winter months.
- Golf Carts and vehicles that are not locked up will be removed from the usage.

8.7 Safe Backing Procedures

Before backing up, drivers of Exhibition Place vehicles must ensure that the activity can be made safely.

Driver's Responsibility

Drivers must be particularly careful when backing up vehicles. Drivers of commercial motor vehicles or any vehicle where the view to the rear is obstructed must use whenever possible, a competent guide to assist in a backing operation. It is the driver's responsibility to acquire this person for the purpose of guiding while reversing. The use of a guide does not relieve the driver from responsibility when carrying out this maneuver. The driver must take all reasonable precautions. If a competent guide is not available, the driver must get out and walk to the rear of the vehicle to ensure the path is clear.

Use of Worker or Passenger as a Guide

It is your responsibility, as a driver, to make use of your passenger to assist in backing. A passenger in an Exhibition Place vehicle must act as a guide if requested to do so by the driver of the vehicle.

Communications with your Guide

The guide must position themselves at the rear of the vehicle where they can see the driver's blind spot and where the driver can see the guide. The driver must ensure that the guide understands the hand signals to be used. The standard signals are illustrated at the end of this section. The driver must ensure that the guide can be seen in the rear-view mirrors at all times. If eye contact is lost with the guide, stop immediately until eye contact is again established and the driver is sure it is safe to back up.

Rules for Backing

- Get the whole picture, even if it means getting out and walking around your vehicle.
- Before setting a vehicle in motion, turn on the hazard lights and tap the horn three times whether the vehicles are equipped with beepers or not.
- Back slowly (while reversing, the driver shall not drive faster than normal walking speed, five (5) km/hr (three (3) miles per hour)).
- Check both sides as you back-up (use both rear view mirrors as you back-up to see if something has moved into your path), if in doubt, stop and get out and check it.
- If backing over a sidewalk, stop before the sidewalk to ensure the area is clear of children and other pedestrians.
- Avoid backing-up as much as possible (where you can, plan a route that will eliminate backing-up).

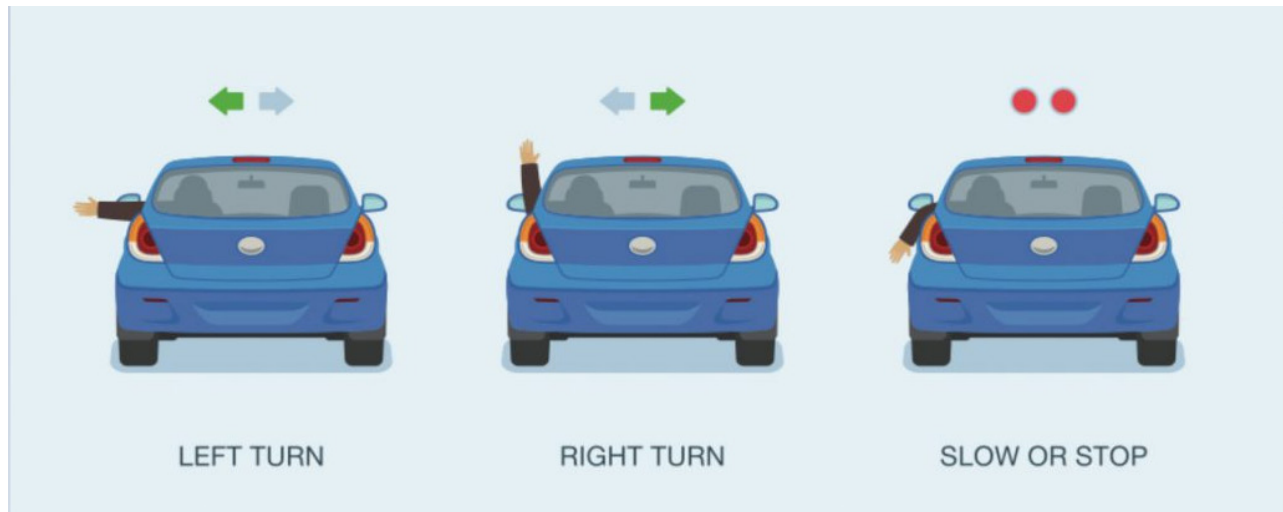
Employees are strictly forbidden from standing on a vehicle rear step, tailgate and or platform when the vehicle is reversing as this may cause injury.

Rear View Mirrors

Rear view mirrors are provided on vehicles to enable the driver to see to the rear and down both sides of the vehicle without turning around in the driver's seat. However mirrors have short falls, which drivers must recognize. The principle short falls of rear view mirrors are:

- They do not give 100% coverage of the area to the rear - there are blind spots.
- They tend to fog up and become dirty during damp and rainy weather.
- They may reflect light or the sun into the eyes of the driver.
- They are, at times, difficult to see out of when backing into a building due to light conditions.

Standard Hand Signals



8.8 Smoking in Exhibition Place Vehicles/Equipment

Smoking is not permitted in Exhibition Place owned, loaned, leased or rented vehicles. Anyone found to be smoking in an Exhibition Place vehicle shall face discipline and may be liable to fines.

9.0 Fleet Safety Committee

- Manage the review of all Exhibition Place drivers whose driving records are under review.
- Deal with all drivers with any CCC charges, Careless or Dangerous Driving, Racing, Fail to Remain or Report a Collision, Speeding in excess of 50km/hr over posted speed limit, or Administrative Driver License Suspension (ADLS) or convictions on their Provincial driver's licence.
- Deal with all driver vehicle abuse, dangerous use of an Exhibition Place vehicle, bad public relations, causing Exhibition Place vehicle impoundment, failure to provide a collision report involving an Exhibition Place vehicle, failure to complete a pre-trip inspection of an Exhibition Place vehicle.
- Deal with all drivers' incidents involving alcohol, drugs or any prohibited substance.
- Review motor vehicle collisions and assign remedial action.
- Review CVOR points received as a result of a driver's action (or lack thereof).
- Make decisions on the duration of suspensions, revocations and reinstatement of Exhibition Place driving privileges, based on the investigation of the facts.
- Communicate the decision in writing to all parties involved.
- Review disputed collision findings.

10.0 SPECIAL EQUIPMENT

10.1 Fork-Lift, High Reach, Lifting Device

The following requirements must be adhered to:

- Employees must be in possession of a valid Ontario Driver's License in the appropriate class of license for the specialized equipment for which driving privileges are being issued.
- Employees must participate in a practical training program for the specific type of specialized equipment for which driving privileges are being issued.
- Employees must pass a practical demonstration of skills examination and/or any written examinations required for the type of specialized equipment for which driving privileges are being issued.

10.2 Trailers

The following requirements must be adhered to:

- Employees must be in possession of a valid Ontario Driver's License with authorization for the appropriate type of vehicle or piece of equipment that will be towing the trailer unit.
- Employees must pass a practical demonstration of skills examination, including coupling and uncoupling procedures, unit inspection, braking system, and reversing procedures.

11.0 Procedures for Reporting Collision/Incidents Involving Exhibition Place Fleet Vehicles/Equipment

In the event of a collision involving Exhibition Place fleet vehicles, the following procedures will be enacted to ensure safety, accountability, and proper documentation. Staff must conduct themselves professionally and with consideration for the well-being and safety of others at the collision scene. All collisions/incidents must be reported regardless if it resulted in damage or injury.

11.1 Driver's Responsibilities

1. **Immediate Response** – Ensure the safety of all individuals involved. If there are injuries, call emergency services immediately. Move vehicles to a safe location if possible and necessary, without leaving the scene of the accident.
2. **Notification** – Notify the Fleet Coordinator and your department/division supervisor as soon as possible. All employees involved in the incident should refrain from discussing the details of the accident until the proper authorities have been informed.
3. **Documentation** – Complete an accident report form, detailing the circumstances of the collision, including date, time, location, and conditions at the time of the incident. Take photographs of the vehicles involved, any damage, and the surrounding area. Collect contact information from any witnesses.
4. **Investigation** – The Fleet team including Administrator, Auto Mechanic, Fleet Coordinator and Director of Operations will conduct an investigation into the incident

to determine the cause and contributing factors. This will include reviewing the accident report, gathering statements from involved parties, and analyzing any relevant vehicle data.

5. **Follow-Up Actions** – Based on the investigation findings, necessary follow-up actions will be taken, which may include driver retraining, updates to safety protocols, and equipment repairs. The results will be shared with the committee to ensure continuous improvement in safety practices.
6. **Insurance Notification** – The Fleet Coordinator will coordinate with the insurance provider to report the incident and facilitate any claims process as needed.

11.2 Department/Division Supervisor's Responsibilities

The department/division supervisor must ensure that the driver at the scene of the collision/incident completes a detailed Driver's Collision/Incident Report (Appendix I). If the driver is unable to do so, the attending department/division supervisor shall ensure that the Driver's Collision/Incident Report is completed as required and forwarded to Fleet Safety no later than the next working day. If the Exhibition Place vehicle was mechanically defective when the collision/incident occurred (i.e. mechanical failure and the defect is alleged to have contributed to the collision), the vehicle will be removed from service immediately and towed to Exhibition Place garage and inspected.

Appendix I - Driver Collision / Incident Report

		Driver's Collision/Incident Report		Report No. _____
☐ Collision ☐ Incident ☐ Alleged				
1. City Vehicle PLEASE PRINT				
Division		Section		Location
City Driver		Employee No.		Work Telephone ()
Home Address (Street, City, Postal Code)				Home Telephone ()
Ontario Driver's Licence No.		Class and Condition		
Name(s) of Passenger(s)		Name of Supervisor		Supervisor Telephone No.
City Unit No.	City Vehicle (Year, Make, Model, Type)			
Vehicle Licence No.	Serial No. (V.I.N.)			
Describe Damage to City Vehicle		Estimate of Damage		Repairs Required ☐ Yes ☐ No
2. Other Vehicle / Property Damage				
Name of Driver				Work Telephone ()
Home Address (Street, City, Postal Code)				Home Telephone ()
Ontario Driver's Licence No.		Vehicle Licence No.		
Other Vehicle (Year, Make, Model, Type)				
Description of Damage				
Name of Owner				Work Telephone ()
Owner's Address (Street, City, Postal Code)				Home Telephone ()
Insurance Company		Policy No.		
Name(s) of Passenger(s)				

Please click on the below link for full Driver's Collision/Incident Report

http://insideto.toronto.ca/fleet/pdf/collision_incident_report_form.pdf

Appendix II - Preventable Vehicle Collision Measures

The heart of the Safe Driving Program is the careful determination of the preventability of each collision in which a driver is involved.

Even though each collision must be judged individually, experience in Fleet Safety suggests that certain types of collisions are generally non-preventable on the part of the professional driver, and that others, in the absence of extenuating circumstances and conditions, are preventable. The types of collisions listed below cannot cover every collision that may occur but are intended to provide guidance in determining the preventability of a collision.

Non-preventable Collisions Struck in Rear by Another Vehicle

- Driver was proceeding in his/her own lane of traffic at a safe and lawful speed.
- Driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign or signal, or
- The directions of a police officer, or other person legitimately controlling traffic; or
- Driver was in a proper lane and waiting to make a turn.

Struck While Parked

- Driver was properly parked in a location where parking was permitted; or
- Vehicle was protected by emergency warning devices as required by federal, provincial and municipal regulations, or
- If a driver was in the process of setting out or retrieving signals. These provisions shall apply to the use of turn signals as emergency warning lights under provincial regulations.

Collisions at Intersections

- Driver failed to control his/her speed so that he/she could stop within available sight distance.
- Driver failed to check cross traffic and wait for it to clear before entering the intersection.
- Driver pulled out from a side street in the face of oncoming traffic.
- Driver collided with a person, vehicle, or object while making a right or left turn; or
- Driver collided with a vehicle making a turn in front of him/her.

Striking a Vehicle in the Rear

- Driver failed to maintain safe following distance and have his/her vehicle under control.
- Driver failed to keep alert to traffic conditions and note slowdowns.
- Driver failed to be certain whether the vehicle ahead was moving slowly, stopped, or slowing down for any reason.
- Driver misjudged rate of overtaking.
- Driver came too close before pulling out to pass.
- Driver failed to wait for the car ahead to move into the clear before starting up; or
- Driver failed to leave sufficient room for passing a vehicle to get back into line.

Sideswipe and Head-on Collisions

- Driver was not entirely in own lane of traffic; or
- Driver did not pull to the right, slow, and stop for vehicle encroaching on his/her own lane of travel when such action could have been taken without additional danger.

Struck in Rear by Another Vehicle

- Driver was passing slower traffic near an intersection and had to make a sudden stop.
- Driver made a sudden stop to park, load, or unload.
- Vehicle was improperly parked; or
- Driver rolled back into a vehicle while starting on a grade.

Squeeze Plays and Shutouts

- Driver failed to yield right of way when necessary to avoid a collision.

Backing Collisions

- Driver reversed when it could have been avoided by planning a better route.
- Driver backed into a traffic stream when such backing could have been avoided.
- Driver failed to get out of the cab and check the proposed path of travel.
- Driver depended solely on mirrors when it was practical to look back.
- Driver failed to get out of the vehicle periodically and recheck conditions when backing a long distance.
- Driver failed to sound horn while backing.
- Driver failed to check behind the vehicle parked at a curb before attempting to leave a parking space.
- Driver relied solely on a guide to help his/her backing up; or
- Driver backed from blind side when he/she could have made a slight angle approach.

Collisions Involving Rail-Operated Vehicles

- Driver attempted to cross tracks directly ahead of a train or streetcar.
- Driver ran into the side of a train or streetcar; or
- Driver stopped or parked on or too close to train tracks.

Collisions while Passing

- Driver passed where the view of the road ahead was obstructed by a hill, curves, vegetation, traffic, adverse weather conditions, etc.
- Driver attempted to pass in the face of closely approaching traffic.
- Driver failed to warn the driver of a vehicle being passed.
- Driver failed to signal a change of lanes.
- Driver pulled out in front of other traffic overtaking from the rear; or
- Driver cut in short returning to the right lane.

Collisions while entering Traffic Stream

- Driver failed to signal when pulling out from the curb.
- Driver failed to check traffic before pulling out from the curb.
- Driver failed to look back to check traffic if in a position where mirrors did not show traffic condition.
- Driver attempted to pull out in a manner that forced other vehicle(s) to change speed or direction.
- Driver failed to make a full stop before entering from a side street, alley, or driveway.
- Driver failed to yield right of way to approaching traffic.

Pedestrian Collisions

- Driver did not reduce speed in an area of heavy pedestrian traffic.
- Driver was not prepared to stop.
- Driver failed to yield right-of-way to a pedestrian.

Mechanical Defects Collisions

- Defect was of a type that a driver should have detected when performing the pre-trip or in-trip inspections of the vehicle.
- Defect was of a type that a driver should have detected during the normal operation of the vehicle.

All Types of Collisions

- Driver was not operating at a speed consistent with the existing conditions of the road, weather, and traffic.
- Driver failed to control speed so that he/she could stop within an assured clear distance.
- Driver misjudged available clearance.
- Driver failed to yield right of way to avoid the collision.
- Driver failed to accurately observe existing conditions.
- Driver was in violation of Exhibition Place Fleet Safety Policy or special instructions, the regulations of any federal, provincial, or municipal regulatory agency, or any applicable traffic laws.

This guide, while designed to assist in determining the preventability of collisions, cannot list every type of collision that may be encountered, nor can it list all the factors that may be involved in each collision. However, it does cover the most common aspects of the principal types of collisions and, as such, can serve as a guide for consideration of each collision and as a point of departure for assessing preventability.

While evidence of a violation of the law is a clear-cut indication of the preventability of a collision, the absence of any violation does not make the collision non-preventable. There are many steps that the professional driver can, and must, take to avoid a collision that is above and beyond the requirements of the law. It is the extent to which the driver could, and did, take such steps that must be determined and evaluated based on the facts of the collision.

	EXHIBITION PLACE GOLF CART RULES AND REGULATIONS

The following Rules and Regulations govern the operation of all Golf Carts (Rental Golf Carts included) for employees of Exhibition Place. The purpose of these Rules and Regulations is to ensure that these vehicles are operated in the safest manner possible and all persons operating these vehicles must strictly abide by them. Any operator of a Golf cart or any person, to whom the Golf Cart License was issued, found not adhering to these Rules and Regulations will forfeit all Golf Cart operating privileges.

- 1) All operators of Golf Carts must have a valid G driver's license.
- 2) Golf Carts operating after daylight must have a headlight and two taillights or reflectors.
- 3) Golf Cart operators must indicate knowledge of the proper hand signals for turning and stopping.
- 4) Golf Cart operators will use the proper hand signals for turning and stopping when no mechanical signal lights are available on the particular Golf Cart in use.
- 5) When Operating a Golf Cart, the driver must ensure that all passengers are within the body of the cart. Drivers and passengers should be reminded that arms and legs must be kept within the cart.
- 6) Drivers must ensure that all passengers are seated properly before operating the Golf Cart.
- 7) Drivers of the Golf Cart must ensure that the number of passengers does not exceed the seating capacity of the cart. Passengers are not allowed to be seated in the cargo box of the golf cart equipped with this feature.
- 8) Drivers of the Golf Cart must drive and operate within safe traveling speeds always allowing pedestrian traffic the right of way.
- 9) The cargo box feature, if attached and utilized, is to be used for transporting materials only. Materials and items should not hang over the edge of the cargo box, and if the materials and items exceed the height of the cargo box walls, those materials and items must be strapped down and secured. Straps are available at the mechanic shop for users to borrow.
- 10) When Golf Carts are not in use, the carts must be left in neutral with the brake engaged, and the ignition key removed. Carts must also have the steering wheel locked to the driver/passenger handrail with a chain and lock. Bike locks can be used if mechanic shop has a duplicate of the key and lock does not allow the wheel to turn.
- 11) Golf Carts are motorized vehicles and thus should be operated in a safe and courteous manner. Golf Carts are not to be altered or modified in any manner, unless approved by the Director of Operations & Facility Services.
- 12) Operators are not to drive the Golf Cart while operating cellphones or other mobile communication devices other than portable radios.
- 13) All staff Golf Carts will only be operated by Exhibition Place staff. The operation of these Golf Carts by any other individuals is prohibited.

- 14) In the event a Golf Cart is involved in an accident, Exhibition Place Security must be contacted immediately at 416-263-3333. The driver and the cart must not leave the scene of the accident until directed by Exhibition Place Security or the Toronto Police Service.
- 15) As with all fleet vehicles they are permitted to be operated on roadways and in parking lots. Operation in buildings, on sidewalks or on grass* is not permitted.
*Unless parking in front of the General Services Building.
- 16) When operating a Golf Cart as the primary or secondary security patrol vehicle, the Golf Cart must be equipped with a security patrol equipment bag and secured to the Golf Cart using the provided chain and pad lock.

GOLF CART CIRCLE-CHECK LIST

Before the operation of any motorized vehicle, such as a Golf Cart, the operator is responsible for ensuring that the vehicle is in safe operating condition. The basic steps outlined below should be followed to ensure this.

- Ensure that all lights are in good working order.
 - Headlights
 - Signal lights (if available)
 - Brake lights
- Ensure that all tires are properly inflated and that the treads are not bare or bald.
- Ensure that there are no obstructions or anchors in or around the vehicle
 - All locks and chains are removed before operating
 - All tie down materials are safely tucked away in the proper storage peripherals.
- If the Golf Cart is equipped with peripherals such as horns and rear-view mirrors, the operator must ensure that these peripherals are attached properly and in good working order.
- If the Golf Cart is fuel operated, the vehicle must be inspected for fluid or mechanical leaks.
 - If leaks are identified, the operator's supervisor must be notified, and mechanics will be dispatched to further investigate.

Driver Hand Signals



On this date _____ the operator has demonstrated the following:

- Understanding and compliance of the above procedures
- Demonstrated knowledge of the use of proper hand signals and when to use them.
- Demonstrated a proper vehicle inspection or circle check.
- Demonstrated safe vehicle operation in accordance with Exhibition Place Fleet Policy.

Name of Operator	Signature	Date
Name of Supervisor/Trainer	Signature	Date

Policy Name	Policy Type
Flex Time Schedule Policy	Employee
Original Date	Revision Date
January 1, 2023	December 12, 2024

Policy Statement

Exhibition Place recognizes that some staff are required to work more than their regular work hours at certain times of the year due to operational and show services requirements, and the scope and nature of work performed. Exhibition Place values the health and well-being of its staff and a sustainable work-life balance. To that extent, it is expected that staff average and flex their work schedule over a 4-week work schedule to ensure they receive days off appropriately, and work within the allotted time for the 4-week period, in order to maintain a work-life balance.

Application

This policy applies to non-union Permanent Full-Time Employees and non-union Full-Time Renewable Contract Employees.

Definitions

Flex-time Schedule

A Flex-time Schedule is a work arrangement whereby employees' scheduled work hours are varied, altering the number of hours performed per week in a 4-week period, but without modifying the total hours for the 4-week period. The flex-time schedule is designed to help employees balance work, personal, and family responsibilities.

A flex-time schedule requires that employees adjust their work schedule and days off to offset periods when they are required to be on-site beyond regular work hours.

Averaging hours for Flex-time Schedules

Where the nature of the work necessitates irregular distribution of work hours, as per the *Employment Standards Act, 2000* (ESA), the hours of work in a day and the hours of work in a week shall be calculated and should be limited to the total hours normally worked in a 4-week period.

Hours of Work Averaging Agreement

This is the Exhibition Place hours of work averaging agreement and is located on page 3 of this policy.

Rest Periods Between Shifts

Employees must receive at least eight (8) hours time off work between shifts.

An employee and employer can also agree **electronically or in writing** that the employee will receive less than eight (8) hours time off work between shifts.

Regular Hours of Work and Schedule per Week

- Staff are entitled to two (2) days off in a week, every attempt will be made to provide two (2) consecutive days off where possible.

- 35 hours per week based on seven (7) hours a day – 4-week total hours – 140 hours.
- 40 hours per week based on eight (8) hours a day – 4-week total hours – 160 hours.

Approval Requirements

Managers must approve flex-time schedules before it takes effect.

Staff should be reviewing their accrual balances in ADP Workforce Now (ADP), consult with their manager, and plan out their schedules to take/use banked flex time earned over the immediate 4-week schedule, if possible.

Flex-time hours earned should be entered in ADP on the day the additional hours were earned, using the “flex time earned” code. When a staff member plans to use the banked flex time earned, that time should be entered in ADP as “flex time taken”.

- For example, if a staff member worked and earned two (2) additional hours on Monday and worked and earned four (4) additional hours on Wednesday, these hours must be entered separately. Hours should not be combined and entered as a total of six (6) hours. The staff member would enter two (2) flex time earned hours on Monday and four (4) flex time earned hours on Wednesday.

Flex-time can only be converted into lieu time on or after November 30th of each calendar year.

Only a maximum of 105 flex-time hours can be converted with the manager’s approval to lieu time hours if the flex-time hours earned cannot be taken by December 31st of the current calendar year.

If the flex-time hours in excess of 105 hours are not scheduled prior to December 31st of each calendar year the flex-time hours will not be carried forward.

Hours of Work Averaging Agreement

Employee Name	
Job Title	
Date of Agreement	
Maximum Averaging Period	
Agreement Expiration Date	
CONDITIONS Exhibition Place offers an averaging agreement to meet the operational needs of the organization. Staff may be required to work more than the regular total work hours per week, therefore, hours in excess of the regular total work hours will be averaged over a 4-week period. Hours worked in excess of the regular total work hours will be banked in ADP as flex time, and this flex time booked should be taken within the 4-week period. This agreement will be in effect from the date of issue for both the employer and employee and will expire two (2) years from the date of the agreement. The agreement cannot be cancelled before the expiry date unless both the employer and employee agree in writing. When the agreement expires, the employer and employee can decide whether to renew, change, or not renew the agreement.	
Employee Name (please print)	Employer Name (please print)
Employee Signature	Employee Signature
Date (month/day/year)	Date (month/day/year)

Policy Name	Policy Type
Frozen Sick Bank Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place acknowledges that there are a number of employees who have a frozen sick bank.

Application

This policy applies to employees who were enrolled in a sick bank plan as of March 1, 2008, and have their banks frozen.

Definitions

Frozen Sick Bank

Bank of frozen sick days that may be accessed for salary top-up purposes.

Sick Pay Gratuity

Payment of Frozen Sick Bank upon termination (without cause) or retirement.

Conditions

Frozen Sick Bank – Sick Pay Gratuity

Employees who had over ten (10) years of service as of March 1, 2008 may be entitled to a sick pay gratuity upon termination or retirement. The payment will be made based on the following:

- Number of frozen days in their bank at the date of termination or retirement
- Service as of March 1, 2008
- Salary at the date of termination or retirement
- For employees on LTD at termination or retirement, the payment will be based on the employee's salary at the time the LTD came into effect

Upon termination or retirement, an employee will receive an amount equal to half the cumulative sick pay credits up to a limit of six (6) calendar months, depending on years of service as follows:

- Ten (10) or more years but less than fifteen (15) years of service – maximum payment of three (3) months salary
- Fifteen (15) or more years but less than twenty (20) years of service – maximum payment of four (4) months salary
- Twenty (20) or more years but less than twenty-five (25) years of service – maximum payment of five (5) months salary
- Twenty-five (25) or more years of service – maximum payment of six (6) months salary

Frozen Sick Bank – Salary Continuation

All eligible employees may use their frozen sick bank days as salary continuation rather than taking it as a lump sum payment upon termination or retirement up to the maximum of six (6) months. An employee using frozen sick days as salary continuation will continue to receive their active Health, Dental, Group Life, and Accidental Death & Dismemberment coverage.

Frozen Sick Bank – Top-up Salary Protection

Credits in the frozen sick bank may be used to top-up salary protection from 75% to 100%. If an employee exhausts the twenty-six (26) weeks provided for in the STD plan and are not in receipt of LTD benefits, they may access their frozen sick days. If an employee is approved for an LTD benefit, they may still choose to utilize their frozen sick bank instead of accessing the LTD coverage. It will however be deemed that the employee is off on an LTD benefit with their salary being completely offset by their frozen sick bank coverage. All terms, conditions, requirements, and timeframes will apply from the LTD approval date.

Implementation

Employees who wish to access their frozen sick bank for salary top-up, sick pay gratuity, or salary continuation purposes must submit their requests in writing stating:

- Salary top-up purposes - the date they want to start using their frozen sick bank
- Sick pay gratuity purposes - the date they want the payment made, and the format in which the payment is to be made (e.g. paid directly to employee or transfer to an RRSP)
- Salary continuation purposes - the date they want to commence salary continuation and their proposed retirement date

The frozen sick pay gratuity will be based on the employee's regular rate of pay at the time of termination (without cause) or retirement unless the employee has been in an acting assignment for more than one (1) year. In the event the employee has been in an acting assignment for more than one (1) year at the time of termination (without cause) or retirement, the frozen sick pay gratuity will be based on the employee's alternate rate.

Guidelines

Employee A - Retires before December 31st and requests salary continuation

- Continues on payroll using accumulated/accrued vacation as of date of retirement.
- Frozen sick bank will be paid bi-weekly as salary continuation the following calendar year.
- Vacation will not be earned and does not accumulate while on salary continuation, and lieu time cannot be used for salary continuation purposes. Any lieu time owing will be paid out with the final pay.
- An Annual Performance Appraisal is not conducted in the following calendar year, and a Performance Financial Reward and Re-earnable Performance Reward will not be awarded.

- All monies paid for vacation, lieu time, and/or salary continuation in the following year will be paid at the previous year's salary rate.

Employee B - Retires after January 1st and requests salary continuation

- Continues on payroll using accumulated/accrued vacation as of date of retirement.
- Frozen sick bank will be paid bi-weekly as salary continuation during the calendar year.
- Vacation will not be earned and does not accumulate while on salary continuation, and lieu time cannot be used for salary continuation purposes. Any lieu time owing will be paid out with the final pay.
- An Annual Performance Review is conducted, and a Performance Financial Reward and Re-earnable Performance Reward if applicable is applied from January 1st to last date of salary continuation through prorated retroactive payment. The Performance Financial Reward and Re-earnable Performance Reward increases are conditional upon and subject to approval of the Exhibition Place Board.
- If an employee's last date of work is before the end of the Exhibition Place Annual Performance Review period, and the Annual Performance Review has not been completed, the employee will need to attend a performance review meeting in order to qualify for the current Performance Financial Reward and Re-earnable Performance Reward.
- All monies paid for vacation, lieu time, and/or salary continuation purposes will be paid at the current year's salary rate.

These Guidelines apply to non-union employees who are Permanent Employees or Full-Time Renewal Contract Employees.

The frozen sick bank payout will be based on the employee's regular rate of pay at the time of retirement unless the employee has been in an acting assignment for more than one (1) year.

Exhibition Place	Policy Name	Policy Type
	Hate Activity Policy	Employee
	Original Date	Revision Date
	December 12, 2024	

Policy Statement

The purpose of the Hate Activity policy is to assist in identifying a hate-motivated crime or incident and identifying appropriate ways to respond. The goal of the policy is to establish and maintain a hate-free environment as required under the Respect Policy Conflict Resolution Process, consistent with the *Ontario Human Rights Code*, the *Criminal Code of Canada*, and other such legislation.

Exhibition Place embraces the principle that diversity strengthens and enriches the community socially, politically, culturally, and economically. In support of this principle, Exhibition Place condemns the promotion of hatred and promotes an environment without hate. Exhibition Place is committed to eliminating hate activity by:

- ensuring that every employee, contractor, tenant, client, board member and their staff, and service recipient can work and are served in an environment without hatred;
- facilitating the combined efforts of various sectors in responding to hate, including but not limited to staff, the police, community groups, elected officials and other levels of government; and,
- publicly condemning the actions of hate groups, individuals, and racist organizations.

Definitions

Hate Crime

A hate crime is defined as a criminal offence committed against a person or property that is motivated in any part by the suspect/offender's bias, prejudice or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

The *Criminal Code of Canada (the Criminal Code)* provides enhanced sentencing powers when a crime is motivated by bias, prejudice or hate.

Section 718.2 notes:

A court that imposes a sentence shall also take into consideration the following principles:

1. a sentence should be increased or reduced to account for any relevant aggravating or mitigating circumstances relating to the offence or the offender, and, without limiting the generality of the foregoing: (i) evidence that the offence was motivated by bias, prejudice or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

Hate Propaganda

Hate propaganda can be any communication used by a person or group which promotes hatred based on colour, nationality or ethnic origin, race, religion and/or sexual orientation. The hate propaganda section of the Criminal Code is broken down into two sections: Advocating Genocide and Public Incitement of Hatred.

Advocating Genocide

Section 318 of the *Criminal Code* notes:

Everyone who advocates or promotes genocide is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years.

Definition of “genocide”

In this section, “genocide” means any of the following acts committed with intent to destroy in whole or in part any identifiable group, namely,

- killing members of the group; or
- deliberately inflicting on the group conditions of life calculated to bring about its physical destruction.

Public Incitement of Hatred

Section 319 of the *Criminal Code* notes:

Everyone who, by communicating statements in any public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace is guilty of

- an indictable offence and is liable to imprisonment for a term not exceeding two years; or
- an offence punishable by summary conviction.

Wilful Promotion of Hatred

Everyone who, by communicating statements other than in private conversation, willfully promotes hatred against any identifiable group is guilty of:

- an indictable offence and is liable to imprisonment for a term not exceeding two years; or
- an offence punishable by summary conviction.

The Ontario Human Rights Code – Announced Intention to Discriminate

While not explicitly dealing with “hate activity,” the *Ontario Human Rights Code* deals with an announced intention to discriminate as follows:

Section 13(1) of the *Ontario Human Rights Code* notes:

- A right under Part I is infringed by a person who publishes or displays before the public or causes the publication or display before the public of any notice, sign, symbol, emblem or other similar representation that indicates the intention of the person to infringe a right under Part I or that is intended by the person to incite the infringement of a right under Part I.
- Activity captured under this section of the Code may, depending on the specific context, also amount to hate under the *Criminal Code*.

Application

This policy applies to all employees, volunteers, contractors, tenants, clients, board members, and their staff.

Members of the public, service recipients, visitors to tenants, users of facilities/public space, and individuals conducting business with, for, or with support from Exhibition Place are expected to adhere to the intent of this policy on Exhibition Place property, and when engaging with Exhibition Place, in addition to their obligations under provincial and federal law.

Background Information

Acts of hate are committed to intimidate, harm, or terrify victims and the identifiable groups to which they belong. Victims of hate are targeted on the sole basis of who they are and/or the groups to which they belong (i.e. Jewish, Muslim, Transgender, Black, Indigenous, etc.).

The Hate Crimes Unit of the [Toronto Police Service](#) reports that religion, sexual orientation, gender identity, gender expression, and race are the most frequently reported motivation factors for hate crimes. In recent years, the Hate Crimes Unit reported the highest incidence of hate crimes are towards the Jewish community, the 2SLGBTQ+ community, the Black community, and the Muslim community. The report also finds that while hate crimes motivated by religion and race are more likely to be mischief to property, the 2SLGBTQ+ communities and Black communities are the most victimized groups for assault and criminal harassment occurrences.

Interpretation

Hate Activities may involve intimidation, harassment, physical force, or threat of physical force against a person, a group, or a property if they are motivated by hatred, bias, and/or prejudice against an identifiable group. Acts of hate may be committed by strangers or individuals well-known to the victim.

Perpetrators may include individuals, groups, organizations, and institutions. Victims may be reluctant to report hate for a variety of reasons, including not recognizing that the motivation was hate, fear of retaliation, embarrassment, and humiliation, and/or uncertainty of the criminal justice system response.

Hate activity could take the form of:

- acts of violence
- verbal slurs accompanied by a threat
- vandalism of ethnic, religious, lesbian or gay, minority sites
- sexual assaults
- intimidation and harassment
- bomb threats
- public messages implying that members of an identifiable group are to be despised, scorned, denied respect and made subject to ill-treatment on the basis of group affiliation. Such messages may include group symbols, slogans, or epithets and can be transmitted in many ways (e.g. graffiti, posters, flyers, hate mail, music lyrics, over the telephone, website, and e-mail content, etc.)

Use of Public Facilities

Public space, facilities and properties within the jurisdiction of Exhibition Place will not be available or accessible to any individual or group that promotes views and ideas which are likely to promote discrimination, contempt or hatred for any person or group on the basis of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor.

Exhibition Place (by requiring authorized users of public space and facilities to sign the Declaration of Compliance with Anti-Harassment/Discrimination Legislation Form) requires potential users of public space to certify that they will not be conducting any business that violates hate propaganda laws and the Ontario Human Rights Code.

Procedures

Reporting Incidents of Hate Activity

All Staff

Incidents must be reported to management promptly where the employee is subjected to, witnesses, has knowledge of, or has reason to believe that hate activity may occur.

Where a visitor or tenant raises a concern of Hate Activity at Exhibition Place or in relation to services, the staff person receiving this concern or complaint must report it as soon as possible to their Director/Manager/Supervisor. If possible, obtain contact information for any appropriate follow-up.

Director/Manager/Supervisor

Management should first attend to safety requirements. If it is an emergency, management is required to act immediately based on existing emergency guidelines and notify the police. Management should obtain and record all details, including physical evidence, and ask questions such as who, what, where, when, why, and how. Management must report all incidents to the Human Rights Office.

Workplace Violence

Incidents captured under the Hate Activity Policy may also amount to Workplace Violence, depending on the specific context. Review the Workplace Violence Policy at Exhibition Place for specific responsibilities where incidents of hate activity include the exercise or attempt to exercise physical force, or where a threat to exercise physical force has been made.

Responding to Incidents of Hate Activity

If the incident is a criminal offence, the local police division should be contacted to conduct an investigation.

Handling of Hate Mail

In order for the police to obtain fingerprints from hate mail and any other object involved in a hate-motivated incident, ensure that the item is handled as little as possible. Place the item

in a protective envelope or clear plastic bag. Keep the item aside and inform your Director/Manager/Supervisor immediately.

Bomb Threat

Follow the bomb threat procedures of the specific site. In addition, notify security of the hate-motivated bomb threat incident. Building security must also notify police that the bomb threat is hate-motivated. Police are required to take specific actions in such cases.

Threatening Phone-calls

Hate-motivated threatening phone calls or voicemail messages must be documented immediately by the receiver. Notify your Director/Manager/Supervisor as soon as possible.

Graffiti

Exhibition Place, independently or in coordination with Facilities Services Management, will ensure that Hate-motivated graffiti is removed within 24 hours of notification. Police should be notified in extreme cases or in the event of persistent hate-motivated graffiti where there is a pattern suggesting a single individual may be responsible.

Events

Where an incident of suspected hate activity occurs at a public space or facility within Exhibition Place's jurisdiction, security and/or police should be notified immediately. The incident should be documented whenever it is safe and possible to do so.

Risk Assessment/Review

Managers will conduct a risk assessment where appropriate in consultation with experts such as Security, Occupational Health and Safety, Legal Services, and/or Police. Divisions may also need to review internal processes to respond to concerns and prevent future occurrences.

Possible Outcomes

If such Hate-Motivated Incidents occur, Exhibition Place will take all reasonable and necessary steps to ensure an environment free from hate to the extent possible. This may include involving Legal Services, issuing no-trespass notices, removal under the *Trespass Property Act*, and/or contacting the Police.

Any Employee found to have violated this Policy may be disciplined according to the severity of the actions, up to and including termination.

Support Services

Employees will be encouraged to consult the Employee Assistance Program. When appropriate, external complainants will be referred to community agencies and/or victim-services programs.

Questions or concerns related to hate activity may be directed to Human Resources.

Classification of reported incidents

Incidents reported will be classified accordingly and included in the Human Rights Annual Report to the Board of Governors.



Exhibition Place

The Board of Governors of Exhibition Place Health and Safety Policy Statement 2024

Exhibition Place is committed to the Health, Safety and Wellness of all its employees, guests, and exhibitors, and we are dedicated to ensuring the safest possible conditions exist on our projects and in our workplace.

In fulfilling this commitment, The Board of Governors of Exhibition Place has implemented a program of zero tolerance towards Violence and Harassment, and any unsafe conditions or acts, by providing and maintaining a safe and healthful work environment through compliance with *The Occupational Health and Safety Act* and the Regulations under the Act, as well as, in accordance with acceptable industry standards. We will strive to eliminate any foreseeable hazards, which may result in personnel injuries/illness, accidents, fire, security losses, and/or property damage.

The Internal Responsibility System implemented within our workplace requires that all employees share the responsibility for loss prevention through minimizing accidents in our facilities and on our projects. Job practices and procedures for all employees are clearly defined in the Board of Governors of Exhibition Place Occupational Health and Safety Managed System and supporting programs. We will strive to develop and implement effective training programs, monitor their delivery, and revise where necessary.

The Board of Governors of Exhibition Place believes that accidental loss can be controlled through good management in combination with active employee involvement.

All management functions, including operating businesses, line, and associated subcontractors' management, will comply with The Board of Governors of Exhibition Place Occupational Health and Safety Managed System requirements as they apply to the design, operation and maintenance of facilities, equipment, and project conditions and delivery. All employees will perform their job properly in accordance with both established procedures and our operating philosophy.

We trust all of you will join us in a personal commitment to implementing the highest achievable standard of Health and Safety within our environment and to the practice of loss prevention as a way of life.

Don Boyle
CEO
Exhibition Place

January 1, 2024

Date

Policy Name	Policy Type
Holiday Entitlement Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides eligible employees with public holidays and employer designated days as paid holidays throughout the year, and three (3) flexible paid float days.

Application

This policy only applies to Permanent Employees, Full-Time Renewable Contract Employees, Full-Time Non-Union Hourly Employees, and except where otherwise stated to Term Contract Employees and As Needed Employees.

Definitions

Employer Holidays

As designated by the Exhibition Place Board.

Float Days

Three (3) flexible paid float days in each calendar year.

Public Holidays

As designated under the *Employment Standards Act, 2000*.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Term Contract Employee

An employee hired to work full-time hours for a specified fixed term at a specific rate of pay.

As Needed Contract Employee

An employee hired to work on an as needed basis determined by the operational needs of Exhibition Place, and who will not be scheduled to work more than 675 hours per annum or earn more than 35% of the annual maximum pension amount as set out by the Canada Revenue Agency.

Conditions

Public Holidays

Employees are entitled to the following Public Holidays.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

Employer Holidays

Employees are entitled to the following Employer Holidays.

- Easter Monday
- Civic Holiday
- Remembrance Day (when the day falls on a weekday - Monday through Friday)

When the Employer Holidays fall on a Saturday or Sunday except for Remembrance Day, Exhibition Place will determine an alternate day.

Employees who are required to work on an Employer Holiday will be paid in accordance with the Lieu Time/Overtime Policy.

Float Days

Only Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees are entitled to three (3) flexible paid Float Days per calendar year.

Full-Time Non-Union Hourly Employees and Full-Time Renewable Contract Employees that work twelve (12) hours per day will be paid at a maximum of two (2) days per calendar year.

Term Contract Employees or As Needed Contract Employees are not entitled to Float Days.

New Employees Float Day Eligibility

New Employees shall earn the float days from the date of employment; however, they must successfully complete their probation period prior to using float days.

Employees Hired Between	Number of Eligible Float Days
January 1 – March 31	3
April 1 – June 30	2
July 1 – September 30	1
After September 30	0

Employees that work 12-hour shifts	Number of Eligible Float Days
January 1 – March 31	2
April 1 – June 30	1.33
July 1 – September 30	.67
After September 30	0

Implementation

A Public/Employer Holiday that occurs during an employee's vacation is considered a holiday, not a vacation day.

A Public/Employer Holiday that occurs during an employee's period of illness is considered a holiday, not a sick day.

Employees who are required to work on a Public/Employer Holiday will be paid in accordance with the Lieu Time/Overtime Policy.

Employees who are not required to work on designated holidays are paid their regular rate of pay for those days.

Employees who are on an acting assignment for more than three (3) months are paid for designated holidays and flexible float days at the compensation rate of their acting position.

Employees must schedule their holiday entitlements through the ADP Time and Attendance Program and seek approval from their Department/Division Head or designate.

An employee needs authorization from their Department/Division Head or designate prior to working a Public/Employer Holiday, and their time must be reported through the ADP Time and Attendance Program.

Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees

- eligible and entitled to three (3) flexible paid Float Days per calendar year, depending on your start date in year 1 and the completion of the probation period
- these days may not be carried forward from one year to the next year
- these days can be scheduled at a time that is compatible with the operational requirements of the Division in which they work

Full-Time Non-Union Hourly Employees and Full-Time Renewable Contract Employees that work twelve (12) hours per day

- eligible and entitled to two (2) flexible paid Float Days per calendar year, depending on your start date in year 1 and the completion of the probation period
- these days may not be carried forward from one year to the next year
- these days can be scheduled at a time that is compatible with the operational requirements of the Division in which they work

Term Contract Employees or As Needed Contract Employees

- not eligible or entitled to Float Days

Hours of Work Averaging Agreement

Employee Name	
Job Title	
Date of Agreement	
Maximum Averaging Period	
Agreement Expiration Date	
CONDITIONS Exhibition Place offers an averaging agreement to meet the operational needs of the organization. Staff may be required to work more than the regular total work hours per week, therefore, hours in excess of the regular total work hours will be averaged over a 4-week period. Hours worked in excess of the regular total work hours will be banked in ADP as flex time, and this flex time booked should be taken within the 4-week period. This agreement will be in effect from the date of issue for both the employer and employee and will expire two (2) years from the date of the agreement. The agreement cannot be cancelled before the expiry date unless both the employer and employee agree in writing. When the agreement expires, the employer and employee can decide whether to renew, change, or not renew the agreement.	
Employee Name (please print)	Employer Name (please print)
Employee Signature	Employee Signature
Date (month/day/year)	Date (month/day/year)

Policy Name	Policy Type
Indemnification of Employee Legal Expenses Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place establishes and defines guidelines that address indemnification of legal expenses.

Application

This policy applies to Permanent Employees.

Definitions

Acquitted

The same as dismissal of the charge or complaint and may in appropriate circumstances include the withdrawal of the relevant charge or complaint.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

N/A

Implementation

1. Where a Permanent Employee is charged with an offence under the Criminal Code, the Highway Traffic Act, or other statute(s), and has a complaint laid against the employee which may result in discipline by their professional regulatory organization arising out of an act done in the performance of their duties.
 - The employee shall, in the first instance, be responsible for their own defence including the retaining of legal counsel or paralegal.
 - If the employee is acquitted and his/her legal costs do not exceed \$25,000, the Chief Executive Officer (CEO) in consultation with the City Solicitor, shall be authorized to reimburse the employee for such costs, following receipt of all required documentation related to the reimbursement amount.
 - Where an employee is acquitted and their legal costs exceed \$25,000, the matter shall be referred to the Exhibition Place Board for consideration.
2. Where a civil action or proceeding, which is not covered by Exhibition Place's insurance policy, is brought against an employee. In the opinion of the CEO following consultation with the City Solicitor arises out of acts or omissions done or made by such employee in their capacity as an employee of Exhibition Place, the CEO in consultation with the City Solicitor may pay damages or costs awarded against such employee or legal expenses incurred by him/her as may be determined by the Exhibition Place Board. Whenever a

civil action or other proceeding is brought against an employee, the employee is to advise the CEO immediately with respect to such action or proceeding.

3. The CEO is authorized to reimburse funds to cover the legal expenses of employees in matters covered by item 1 and 2 above to a maximum of \$25,000, if in the opinion of the City Solicitor reimbursement of funds is warranted upon consideration of all the circumstances. In the event that the initial reimbursement is exhausted before the matter is concluded, any further financing shall be referred to the Exhibition Place Board for consideration.

Clarity Note - item 3 above shall not be read so as to preclude the reimbursement of funds by the CEO in circumstances where no charge has been laid and where independent legal advice is necessary.

4. Where an employee reasonably believes that, by virtue of their capacity as an employee of Exhibition Place, they have been defamed by a third party. The City Solicitor shall consider the merits of the matter and make a recommendation to the CEO to reimburse the costs of the initial stages of the litigation to a maximum of \$25,000. In the event that the initial reimbursement is exhausted before the matter is concluded, any further financing of the litigation shall be referred to the Exhibition Place Board for consideration. In the event a damage award is made in favour of the employee, the employee shall reimburse Exhibition Place for any monies reimbursed to him/her up to a maximum of the amount of the award.
5. In the event the Exhibition Place Board reimburses an employee under this policy, for any legal expenses, damages or costs, the employee shall be compensated at their regular rate of pay for the time lost from their regular working schedule as a result of being required to attend court or appear before their professional regulatory organization.
6. Where the employee is provided with insurance to cover their legal expenses by reason of their membership in a professional regulatory organization or association, the employee must exhaust those rights first before being eligible for reimbursement for their legal expenses pursuant to this policy.
7. Where an employee is eligible for reimbursement of legal expenses, the employee shall be reimbursed in accordance with the 'Cost Grids' set out below, and in accordance with Part II Disbursements of Tariff A to the Rules of Civil Procedure, as amended hereinafter collectively referred to as the 'Tariff'. The CEO, on the advice of the City Solicitor, shall review the Cost Grids in the Tariff from time to time. Notwithstanding the Tariff, the City Solicitor shall assess the reasonableness of the bill in accordance with the provisions of this policy. Employees who retain a lawyer shall be provided with a letter setting out the Tariff and stating that the Exhibition Place Board reserves the right to assess the bill for its reasonableness. In exceptional circumstances, upon the recommendation of the Solicitor, the Exhibition Place Board may reimburse for rates in excess of those set out in the Tariff. The letter will also include the telephone number of the Lawyer Referral Service offered by the Law Society of Upper Canada.

Description	Cost
Law Clerks	Up to \$60 per hour
Student-at-Law	Up to \$80 per hour
Lawyer (less than 10 years)	Up to \$225 per hour
Lawyer (10 or more years but less than 20 years)	Up to \$300 per hour
Lawyer (20 years and over)	Up to \$350 per hour

Policy Name	Policy Type
Information and Technology Acceptable Use Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place establishes the accountability, responsibility, and service excellence expectations surrounding the use of Information and Technology Resources (ITR). A breach of this policy may result in an exposure to Exhibition Place's information, and should that materialize, could result in a legal and/or administrative risk to Exhibition Place.

Application

This policy applies to 'authorized users' including 'remote access users' as defined below. Individual Department/Division Head or designate may create additional operational needs documents to meet specific business objectives provided that the Chief Financial Officer & Corporate Secretary (CFO&CS) is consulted as part of the Department/Divisional approval process

Definitions

Authorized Users

Individuals who have been given permission to access and/or use the information and technology resource(s) including Remote Access Users as defined below.

Data Transfer

The transmission and/or movement of information or data from one Information Technology Resource to another regardless of method or medium of transfer.

IT Management Team (ITMT)

Consists of the CFO&CS and Director of IT/Telecom/Records & Archives. In the absence of the CFO&CS, authority will be delegated.

Information and Technology Resources (I&T Resources)

Including but are not limited to desktop computers, monitors, printers, notebooks, tablet computers, surface computers, handheld computers, scanners, computer peripherals such as storage devices, power supplies, network devices software such as corporate software, off-the-shelf software packages, software covered by enterprise license agreements, volume license agreements (including maintenance and support), data created using any of the Exhibition Place's ITR, Internet access, e-mail, telephones, voice mail, facsimile machines (if connected to Exhibition Place's computer network), photocopiers (if connected to the computer network), and mobile devices.

Internet Designated Sites

Internet sites to be used for business and determined by the ITMT.

Internet Designated Usage

Those employees determined by the ITMT that will have access to the designated internet sites, wherein such sites will only be used for business purposes and accessible only by these designated Authorized Users.

Municipal Freedom of Information and Protection Privacy Act and Personal Health Information Act

Will be referred to as the *Acts*.

Mobile Devices

Are portable computing devices that allow you to store, organize, access, and transmit information. Mobile devices include, but are not limited to cell phones, land-line phones, notebooks, tablet computers, and handheld computers. Mobile Devices are IT Resources.

Peripherals

Computer devices such as a USB storage device, or printer that is not part of the essential computer, peripherals are ITR.

Personal Information (and personal health information)

Recorded information about an identifiable individual. For a more detailed definition, refer to the *Acts*.

Systems Monitoring

Aggregate, broad-based, statistical data collection, and review in relation to simple or multiple users for systems analysis, planning, security, and performance purposes, or to assess, maintain, upgrade, or ensure the ongoing availability, reliability, security, confidentiality, and integrity of ITR. Data collected for these purposes may include records of internet access, including sites visited and time spent, downloads, and uploads, as well as the flow, origin, and destination of inbound and outbound e-mail. This data collection may occur routinely and regularly or may be part of a specific audit or review activity.

Unauthorized

ITR that has not been provided or an action that is not permitted by the terms of this policy.

User Monitoring

Recording, accessing, reviewing, and analyzing a user's activity on and use of I&T Resources, and may include review of data files, e-mails, and information sent from, received by, or stored on ITR, including data, files, e-mails, and information deleted by a User but backed up by the network system.

Conditions

ITR are to be used solely for Exhibition Place business purposes.

Authorized Users should use a common-sense approach when using ITR. All Authorized Users are expected to carefully consider the actions they take prior to using ITR and should contact the CFO&CS for advice and clarification.

Implementation

1. General

Authorized Users must comply with this policy and are responsible for the use of I&T Resources during business and non-business hours.

Work Related Requirements

All I&T Resources are to be used for business purposes except where otherwise stated in this policy, and all such use shall be in accordance with the *Acts*.

- Some work requirements may, on the surface be in conflict with this policy. In such instances the Authorized User will obtain written authorization from the ITMT, prior to carrying out these work requirements.
- Authorized Users must produce, when requested by the ITMT, any ITR for required maintenance or inventory.

Prohibited and Unacceptable Uses

Uses of ITR that are prohibited and unacceptable include, but are not limited to the following:

- Downloading, uploading, storing, sending, distributing, or displaying messages, files or data, the contents, titles, filenames, or headings of which are unrelated to business, including by not limited to messages, graphics files, or other data that:
 - are obscene, lewd, lascivious, or pornographic
 - are intended to harass, intimidate, threaten, embarrass, humiliate, or degrade another person
 - target an individual, or groups of individuals for purposes of harassing, intimidating, threatening, embarrassing, humiliating, degrading, or discriminating against the targeted individual or group of individuals on the basis of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same-sex partnership status, family status, or disability
 - contain defamatory references or depictions of other individuals
- Sending any messages or data in a manner which violates the copyright, patent, trade secret, or other intellectual property laws of Canada or any individual province.
- Sending chain letters or messages, whether or not the letters or messages solicit money or goods and services.
- Unauthorized copying, destruction, deletion, distortion, removal, concealment, modification or encryption of messages, client information, files, or other data on any of ITR.
- Unauthorized or inappropriate sending, posting, or otherwise disclosing personal, confidential, or proprietary information/data of any nature of either Exhibition Place, another person, or business entity with which the Exhibition Place conducts business.
- Accessing or attempting to access another Authorized User's computer account, e-mail, voice mail messages, file, or other data without the express consent of the

Authorized User, or without the express direction of an authorized senior manager, except as provided for in Section 2 of this policy.

- Installation of any unauthorized and/or unlicensed software on any ITR, including games, shareware, freeware, screen savers (only those that can be obtained from the network system is permitted), file sharing software, and instant messaging.
- Use of ITR to make unauthorized, unlicensed, and/or illegal copies of any software.
- Use of ITR which is in violation of any applicable federal, provincial, or local law including, but limited to, the use of such ITR for hacking, cracking, bugging, virus distribution, or accessing and/or tampering with government or private data without authorization.
- Use of ITR in any manner that violates any codes of professional conduct to which employees may be subject to.
- Installing software or any ITR that are not owned or provided by Exhibition Place unless the ITMT authority has permitted such installation.
- Connecting personal equipment to the network without the prior written authorization of the ITMT.
- Adding any peripheral, internal or external, unless prior written authorization is obtained from the ITMT.

Unauthorized repairing or attempting to repair any owned IT Resources. The above is not an exhaustive list of all prohibited uses. All Authorized Users are expected to carefully consider professional judgment and the actions they take prior to using I&T Resources and should contact the ITMT for advice and clarification.

Personal Use (Limited & Occasional)

Limited and occasional personal usage of all ITR is defined as follows:

- Conducted during non-working hours including lunch time or breaks
- Does not detract from an Authorized User's work responsibilities or job performance
- Does not impair the normal functioning of an information and technology resource or interfere with another Authorized User's use of ITR
- Does not result in the Exhibition Place incurring an expense or loss for such personal use
- Is not an activity that may result in personal gain either directly or indirectly (e.g. derive income from a secondary source)
- Is in strict compliance with the terms of this policy and other policies.

Data and Records

All information created, acquired, or maintained using resources including electronic messages and records are deemed to be corporate business records, property of Exhibition Place, and subject to the requirements of the *Acts*. Exhibition Place is not responsible, liable, or will incur any expense with regards to protecting or backing up of personal files. This includes but is not limited to personal files that have been improperly accessed, copied, shared, or lost while stored in ITR.

- All corporate business records are governed by retention schedules.
- Authorized Users must save corporate business records on the network server or use the 'archive' function in the e-mail system to retain business-related messages (refer to the E-mail Policy).
- USB storage devices must be used in accordance with applicable legislation/by-laws, and only with permission from your immediate supervisor.

2. Protection of Information and Technology Resources

Security

Authorized users must access information assets and technologies in a manner consistent with the information security principles of confidentiality, integrity, and availability.

Confidentiality

Data is disclosed to authorized individuals and systems on a need-to-know basis.

Integrity

Data is accessed or modified by authorized individuals in line with their job responsibilities on a need-to-know basis.

Availability

Data is made available for use by authorized individuals and systems. For example, users are prohibited from bypassing information protection controls by using software that creates security-related loopholes. Authorized Users must contact the ITMT should they suspect that their system has been compromised.

Virus Protection

Authorized Users

- Are prohibited from knowingly running, installing, sending files or messages that contain programs designed to disrupt other systems, damage, or place excessive load on a computer or network (e.g. computer viruses, worms, or password cracking programs)
- Must exercise caution and take reasonable care when receiving e-mail messages that contain attachments and links, regardless of their origin, to guard against the introduction of viruses
- Must refrain from forwarding messages regarding virus warnings to other users, but may forward them to ITMT to investigate
- Must report all instances of virus infection or suspected infection to ITMT

Remote Access

Authorized Users

- Must not leave a remote information and technology resource unattended or exposed while logged on to the network without taking the appropriate security precautions such as workstation lockdown
- Are responsible for the privacy, confidentiality, and integrity of corporate business records downloaded through their account, and must regularly delete the corporate business records downloaded to ITR not owned or provided by Exhibition Place

- Must make every effort to ensure files they transfer or upload to the network are virus free

Protecting the Information Technology Resource from Illegal Access

Authorized Users

- Must ensure that each password used to log-on to computers, telephones, mobile devices, applications, and databases remains confidential, is changed at intervals set in accordance with the requirements of the system in question and is not left in plain sight where it can be found (e.g. taped to PC, under a keyboard). If any password is disclosed, it must be immediately changed.
- Leaving their equipment unattended - users must log off, use screen saver passwords, and/or lock the equipment, except if a resource is shared and sharing a computer must log off completely, and may not activate password-protected screensavers or hardware password locks.

Information Storage-Backup

Authorized Users

- Must store all corporate information on the network server(s) to ensure proper backup
- Are strongly discouraged from storing corporate data on removable media such as USB storage devices. Personal messages, files, or data must be deleted and must not be kept online or archived.

3. Privacy Considerations and User Monitoring

General Principles

- Users should have no absolute expectation of privacy for any use of ITR, whether for business or personal purposes.
- Exhibition Place has an unfettered right to conduct Systems Monitoring at will, and at its sole discretion.
- Exhibition Place will conduct User Monitoring in accordance with this policy.

Technology-Related Privacy Limitations including Systems Monitoring

- Users are reminded that the privacy, confidentiality, and integrity of e-mail and internet communication is not protected and cannot be guaranteed, due to the inherent characteristics of these uses. For more information, and guidance on best practices in use, users should refer the E-Mail Policy.
- Users are reminded that records, logs, collection and analysis of data and information on ITR use, for purposes related to system planning, analysis, expansion, upgrade, and maintenance, and to ensure the security, confidentiality, integrity, and availability of ITR. These activities do not fall within the definition of 'User Monitoring' in this policy, but rather, within the definition of 'Systems Monitoring' set out above. Exhibition Place retains absolute discretion to perform such Systems Monitoring as it requires at any time.

- Users should also be aware that user data and files on ITR are regularly backed up and stored, and are recoverable, even if the original files, documents, emails, or data have been deleted by the User.

User Monitoring

Exhibition Place reserves the right, but does not have a duty, to perform User Monitoring, as set out below:

- User Monitoring may be undertaken in accordance with the process outlined below, if there is a reasonable belief that ITR are being used or may have been used inappropriately, in violation of this policy, the law, or any other fashion incompatible with the Authorized User's employment and access to ITR. The reasonable belief may arise from internal or external complaint from the results of Systems Monitoring, from personal observation, or from credible information received.
- Where a reasonable belief arises that User Monitoring is required for the reasons set out above, the User's Senior Manager will report the situation to the CFO&CS, including details of the basis for the reasonable belief. The CFO&CS will review the matter and, if he/she agrees with the supervisor's recommendation for User Monitoring, the matter will come to the Chief Executive Officer (CEO), who may consult with the Solicitor. If all parties consulted agree that User Monitoring is appropriate under the circumstances, the CFO&CS will direct and supervise the User Monitoring and present the results to the referring parties for decision.
- The User Monitoring process set out above does not preclude recourse to external authorities (e.g. the Police), where merited.
- User Monitoring may also be conducted to protect its interests, comply with legal requirements, defend itself in proceedings, and for legitimate business, corporate, or human resources purposes, and also as a result of the absence of an employee. The process followed these instances will be crafted, in consultation with the CEO, who may also consult with the Solicitor, based on the circumstances.
- User Monitoring for personal curiosity or not in accordance with the processes set out above is prohibited.

4. Compliance

In advance of using an ITR, Authorized Users should request clarification through the ITMT if they have any concerns regarding compliance.

5. Consequences of Breach of Policy

Failure to comply with this policy may result in disciplinary action up to and including dismissal.

6. Roles and Responsibilities

All Authorized Users are responsible for:

- Reading, understanding, and complying with the Information & Technology Acceptable Use Policy.
- Requesting clarification through their Senior Manager if they have any concerns regarding compliance.

- Using ITR responsibly and appropriately.

CFO&CS is responsible for:

- Consultation with the City Solicitor and/or City Auditor General Office directing and supervising user monitoring and presenting the results to the referring parties for decision.
- Reviewing suspected policy violations with the reporting members of the Senior Management Team.
- Providing advice and direction regarding the legal rights of access to information and privacy protection contained in the *Acts*.

Senior Management Team is responsible for:

- Consultation with the ITMT, and authorizing exceptions to this policy for work related requirements.
- Reporting suspected policy violations to the CFO&CS, including the details of the basis for the reasonable belief.

Information & Technology Authorized Staff is responsible for:

- Supporting the day-to-day operations such as data transfer, data backup, and the installation and configuration of hardware and software.

Policy Name	Policy Type
Investigation Briefing Note Protocol Guidelines	Corporate
Original Date	Revision Date
December 8, 2020	December 12, 2024

Guideline Statement

The purpose of these guidelines is to provide information about the protocol and procedure to be followed when Senior Management need to be made aware or support is required in the handling of a major incident that has taken place, a significant complaint that was brought forward, and an issue raised that needs further investigation.

Application

Significant issues arise on occasion where staff may be required to escalate the matter to senior management for support or legal advice. These issues can have considerable consequences:

- political interference
- require legal consultation
- financial implications and risk
- bring harm to the reputation of Exhibition Place in the broader community or city

The Briefing Note is intended to assist staff in summarizing relevant information for senior management, human resources, or seek additional support.

Definitions

Issues

Summarize the subject/nature of the complaint, allegation, political matter, or accusation.

Background Information/Key Points

Provide the most pertinent details in sentence form (what, when, where, who, when, along with dates and times of the event).

Recommendations/Actions Required

Provide recommendations and required actions based on operational requirements.

Implementation

The Investigation Briefing Note Protocol Document will be completed by members of the Leadership Team and submitted to the Department Head.

Issue/Concern/Complaint:

Background Information/Key Points:

(List what, when, where, who and when, with dates and times)

Recommendations/Actions Required:

Follow Up:

Prepared by:
Circulated to:

Date:

Policy Name	Policy Type
Job Sharing Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides an opportunity for employees in the same job classification to job share as an option for the employees to have a more flexible work schedule, or as an option leading to retirement provided the job sharing does not negatively affect Exhibition Place operations.

Application

This policy applies only to non-union Permanent Employees.

Definitions

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

All Permanent Employees will be eligible for consideration under this job sharing policy provided that both employees occupy the same job classification, with the same job duties, and together both employees have the skills and abilities to meet the operational needs of the organization.

Implementation

- Participation for job sharing will only be considered if there are two (2) interested employees with the same job classification, job description, and job skills and abilities.
- Employees must together indicate their interest in writing and address this to their Department/Division Head or designate, and the Department/Division Head or designate will consider the request in consultation with Human Resources.
- The Department/Division Head or designate must send written approval, deferral, or denial of the request to the employee. If the request is deferred or denied, the Department/Division Head or designate must explain the reasons to the employee.
- Participating employee's status under the *OMERS Act* will be changed from full time to other than continuous full time (OTCFT), and employees will be moved from the bi-weekly payroll to a weekly payroll processing with a requirement to submit a weekly time sheet.
- Participating employees will be paid a percentage vacation pay on each payroll based on earnings, and therefore will not be eligible to accumulate vacation time. Any vacation time earned prior to the commencement of the job share arrangement will be available to the employee for their use.

- Employees who job share must, prior to commencement of the job sharing assignment, elect or not elect to participate in the Exhibition Place benefit plans. If they elect to participate then the employee is required to pay pro-rated costs for the Extended Health Care, Dental, Group Life, Accidental Death and Dismemberment, and Long-Term Disability Insurance premiums based on the hours worked in the preceding eight (8) pay periods. Outlined in the chart below is an example of how the proration of benefit costs will be applied depending on hours worked by an employee. Cost details will be calculated when a job sharing plan is developed for specific employees. Exhibition Place will initially pay for 100% of the cost of benefits and invoice the employee its pro-rata shares of the cost on a monthly basis in arrears which will be recovered through payroll deductions.

Hours Worked	Premiums paid by Exhibition Place
0 – 111 hours	0%
112 – 167 hours	20%
168 – 223 hours	40%
224 – 335 hours	55%
336 – 447 hours	75%
448+ hours	100%

- Employees will be eligible for one Float Day annually.
- Employees will be eligible for Statutory Holidays depending on the number of hours worked in the preceding 4-week period.
- Employees who are sharing one job must ensure coverage of all work assignments to meet the operational needs of Exhibition Place, and in accordance with the required approvals under the time and attendance management program.
- The terms of the job share plan must be documented and agreed to by all parties which terms can only be changed by mutual consent.
- If either employee decides to terminate the job sharing assignment for any reason, then both employees must resume their full-time positions. Other than an emergency situation, employees in a job sharing assignment must commit to providing six (6) months notice of their decision to terminate.
- Participating employees will share one office workstation.
- Participating employees will receive an Annual Performance Review and be eligible for payments of Performance Financial Rewards on a pro-rata basis to the hours worked in any year ending December 31st.
- Participating employees will not be eligible for Lieu Time or Overtime.

Policy Name	Policy Type
Jury Duty / Witness Service Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides paid leave of absence for employees who are called to serve as jurors or witnesses in civil or criminal cases.

Application

This policy applies to Permanent Employees on date of hire, and Full-Time Renewable Contract Employees after six (6) months of consecutive employment.

Definitions

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

Employees must provide the summons or subpoena to their Department/Division Head or designate before attending court, and a certificate showing the period of jury/witness service.

Implementation

Salary and Benefits

Employees are paid their regular pay provided they submit any compensation received for jury or witness service to their Department/Division Head or designate, unless this compensation is paid for days they are not scheduled to work.

Compensation received by the employee for travelling expenses and meal allowance does not have to be returned to the Exhibition Place.

All benefits continue during the leave.

An employee's service is not affected by the leave, and an employee's vacation entitlement and pension credit do not change.

Exhibition Place

Policy Name	Policy Type
Land Acknowledgement and African Ancestral Acknowledgement Guidelines	Employee
Original Date	Revision Date
December 18, 2023	December 12, 2024

Guideline Statement

The Land Acknowledgement and African Ancestral Acknowledgement are used to open meetings, gatherings, and events at Exhibition Place, and gives time for reflection and demonstrates recognition of Indigenous lands, treaties, and peoples.

A territorial or land acknowledgement involves making a statement recognizing the traditional territory of the Indigenous people(s) who called the land home before the arrival of settlers dating back over 10,000 years, and in many cases still do call it home. Indigenous peoples have been acknowledging the land at the start of gatherings, ceremonies, and events for centuries. With the release of the Truth and Reconciliation Commission, more non-Indigenous people are becoming aware of the importance.

This African Ancestral Acknowledgement is a voluntary recognition offered to support Black staff wishing to use it to acknowledge their ancestors of African descent who have been present and actively contributing to life on Treaty lands and traditional Indigenous territories since the early 1600s.

Application

These guidelines apply to Full-Time Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees.

Definitions

The Land Acknowledgement and African Ancestral Acknowledgement are delivered to open specific meetings, gatherings, and events at Exhibition Place.

Land Acknowledgement	Board of Governors Meetings Community Liaison Consultation Meetings All Staff Sessions Training Sessions for fifty (50) or more persons DEI Meetings
African Ancestral Acknowledgement	Community Liaison Consultation Meetings All Staff Sessions Training Sessions for fifty (50) or more persons DEI Meetings

Conditions

Delivering the acknowledgements involves thinking about what happened in the past and what changes can be made going forward in order to further the reconciliation process.

Land Acknowledgement

The Land Acknowledgement mark a small and important step in the process of reconciliation and building a positive relationship with Indigenous peoples. It involves thinking about what happened in the past and what changes can be made going forward in order to further the reconciliation process. By making a land acknowledgement you are taking part in an act of reconciliation, honouring the land and Indigenous presence which dates back over 10,000 years.

Using and participating in a land acknowledgement is a way to recognize the enduring presence and resilience of Indigenous peoples in this area for time immemorial. They are also a reminder that we are all accountable to these relationships.

African Ancestral Acknowledgement

The aim, spirit, and intention of the African Ancestral Acknowledgement is solemn recognition and reflection, an expression of gratitude, and request for guidance and wisdom that has helped people of African descent survive and thrive through the ages, including through some of modern history's most traumatic generational injustices that have been faced by members of the human family. The African Ancestral Acknowledgement offer a point of reflection on the past, provide context for the present challenges faced by Black communities, and support a desire for a hopeful future for people of African descent.

The African Ancestral Acknowledgement is intended to be delivered by a person of African descent who connects their historical lineage, heritage, and ancestry to the victims and survivors of the Transatlantic Slave Trade and Slavery. While the African Ancestral Acknowledgement is a voluntary recognition offered and intended to be delivered by Black staff wishing to use it to acknowledge their ancestors of African descent, staff who do not identify as people of African descent are welcome to adapt the language and spirit of the acknowledgement.

Implementation

Land Acknowledgement for Toronto

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Pronunciation

- Anishnabeg (ah-nish-naw-bek)
- Haudenosaunee (hoodt-en-oh-show-nee)
- Métis (may-tee)

African Ancestral Acknowledgement

When delivered by a person of African descent

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

Adaption - When delivered by a non-Black member of staff

Though I am not a person of African descent, we are committed to continually acting in support of and in solidarity with Black communities seeking freedom and reparative justice in light of the history and ongoing legacy of slavery that continues to impact Black communities in Canada. As part of this commitment, we would also like to acknowledge that not all people came to these lands as migrants and settlers. Specifically, we wish to acknowledge those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

Policy Name	Policy Type
Leave Without Pay Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place allows employees to take an extended period of leave for personal reasons, provided it does not negatively affect Exhibition Place operations.

Application

This policy applies to non-union employees who have completed their probationary period and are eligible for leave without pay.

Definitions

Leave without Pay

An authorized leave for up to one (1) year without pay or benefits.

Conditions

Employees may apply for a leave period of up to one (1) year.

An employee must request leave to their Department/Division Head or designate and provide lead time to plan for the employee's extended absence. The minimum time should be one (1) month in advance of the proposed start date for the leave.

Employees may apply for a leave without pay at any time of the year.

The leave of absence must be approved by their Department/Division Head or designate.

When the employee submits a request, the Department/Division Head or designate may:

- approve the request
- approve the request, but defer the leave time
- deny the request

The Department/Division Head or designate must send written approval, deferral, or denial of the leave request to the employee. If the request is deferred or denied, the Department/Division Head or designate must explain the reasons to the employee and indicate whether the employee's request can be granted at a future date.

The Department/Division Head or designate should evaluate applications using consistent criteria to ensure employees are treated equitably and fairly. If a number of employees within the same Department/Division or section apply for leave at the same time, the Department/Division Head or designate may need more information to prioritize requests and should consult with Human Resources.

When a leave is approved, the terms of the planned leave are documented and agreed to by both parties, and they can only be changed by mutual consent.

Return From Leave

An employee returning from leave without pay will return to their former position or a suitable alternate position, if available. While an employee is on leave, a position may be filled with acting staff, temporary staff, or left vacant.

Implementation

Guidelines for Assessing Competing Requests for Leaves

On some occasions, two (2) or more employees may request leave at the same time. If it is not possible to accommodate all applicants, an attempt should be made to negotiate some satisfactory alternative schedule with the parties involved. If no satisfactory resolution can be obtained, the following criteria may be considered when making the decision.

Priority should be given to employees requesting a leave under the following circumstances:

- an employee plans to use the leave as a means of easing the transition to full retirement
- a leave is being requested on compassionate grounds (e.g. to provide care to an ill family member)
- an employee has been appointed to a leadership position with a professional or volunteer organization and requires a leave in order to take the position
- a leave has been requested for a specific time-dated activity that cannot easily be postponed (e.g. attendance at a course of studies)

The Department/Division Head or designate may also wish to take the following factors into account when determining priority among competing requests. A leave has been requested:

- to coordinate with other family members
- to provide for a specifically seasonal activity

If these factors do not allow for resolving the situation, it is recommended that an objective criterion, such as the date of application, be used to determine priority.

Benefits

A leave without pay is no cost to Exhibition Place. An employee has the option of discontinuing benefits or maintaining all benefits coverage at their own expense. An election form must be completed prior to the commencement of the leave, and the employee must pay the benefit premiums before the leave begins by providing post-dated cheques for the duration.

Canada Pension Plan & Employment Insurance

On a leave without pay, an employee does not contribute to the Canada Pension Plan or Employment Insurance, and the leave period is not counted as insurable employment. If this is of concern to an employee, they should check the implications of their particular situation by contacting their local Employment Insurance Commission Office.

Pension

Leave without pay is a break in service. If an employee wants to maintain pension service credits, they must pay both the employee's and Exhibition Place's pension contributions for

the duration of the leave. Following the completion of the leave, an election form will be forwarded to the employee.

Sick Pay

No sick pay is accrued during the leave.

Vacation

Vacation is reduced on a pro-rated basis for the period of leave taken. If an employee is on leave for six (6) months, they do not earn any vacation credits during that period but earn vacation for the balance of that year. The period of leave is not counted towards service requirements for calculating increases in vacation entitlements.

Policy Name	Policy Type
Lieu Time / Overtime Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place recognizes the time employees work in excess of their typical workday or week.

Application

This policy applies to eligible employees.

Definitions

Employer Holidays

As designated by the Exhibition Place Board.

Public Holidays

As designated under the Employment Standards Act, 2000.

Conditions

Approval Requirements

Lieu time/overtime pay cannot be claimed for any period of less than 30 minutes in a workday.

All lieu time/overtime hours must be authorized by the Department/Division Head or designate before being worked. The time must be reported through the time and attendance program.

Public or Employer Holidays must be authorized by the Department/Division Head or designate prior to being worked. The time must be reported through the time and attendance program.

Maximum Allowances

The maximum lieu time that may be earned or taken in time-off in any one (1) calendar year (January 1st to December 31st) is 105 hours for a 35-hour week, 112.5 hours for a 37.5-hour week, 120 hours for a 40-hour week, and 126 hours for a 42-hour week.

There is no maximum on the time earned and/or overtime hours paid for Public and Employer Holidays.

Scheduling Lieu Time

Lieu time may be taken in time off when it is mutually agreeable by the employee and their Department/Division Head or designate.

Lieu time and time earned for working Public or Employer Holidays in the previous calendar year must be scheduled and used by April 30th of the next calendar year. The Chief Executive Officer (CEO) must approve carry-over provisions of lieu time beyond April 30th of the next calendar year.

Termination or Retirements

Department/Division Head or designate should encourage staff to use lieu time entitlements. If lieu time or time earned for working Public or Employer Holidays cannot be used prior to termination or retirement, Exhibition Place will be responsible for paying the balance of lieu time and time earned for Public or Employer Holidays upon termination or retirement of an employee.

Implementation

Lieu time may be taken in time off when it is mutually agreeable by the employee and their Department/Division Head or designate and is scheduled and used by April 30th of the next calendar year. Any lieu time carryover beyond April 30th of the next calendar year must be approved by the CEO.

Employees will enter all lieu time/overtime into the ADP Time and Attendance Program.

Employees in Exhibition Place Grades 1 to 7

Are eligible for overtime pay or lieu time at the rate of time and one-half. In the event an employee in this category works a Public or Employer Holiday, they will receive their regular day's pay and lieu time or overtime at time and a half.

Employees in Exhibition Place Grades 8 to 16

Are not eligible for overtime pay; however, employees are eligible for lieu time on a straight time basis. If an employee in this category works on a Public or Employer Holiday, they will receive their regular day's pay and lieu time at time and a half.

Employees in Exhibition Place Grade 17

These employees are not eligible for overtime pay or lieu time.

In the event an employee in this salary grade works a Public or Employer Holiday, they will receive their regular days' pay and an alternate day off.

Policy Name	Policy Type
Long-Term Disability Policy	Employee
Original Date	Revision Date
December 8, 2020	December 12, 2024

Policy Statement

Exhibition Place provides employees that are off on sick leave for more than six (6) months with a Long-Term Disability (LTD) benefit plan. This plan provides for long-term protection against financial loss for employees who are absent from work due to a long-term illness, or non-compensable injuries that may prevent an employee from returning to work at the end of their Short-Term Disability (STD).

Application

This policy applies to non union hourly, Permanent and Full-time Renewable Contract Employees.

Definitions

Benefit Eligibility Date

The employee would be eligible to apply and participate in LTD benefits once they have exhausted their STD bank. It is critical to understand there is a qualifying and waiting period for LTD benefits, so the employee would need to notify Human Resources with a minimum of four (4) to six (6) weeks of their intention to apply for LTD.

Full-time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Pre-disability Earnings

The employee's monthly earnings immediately prior to the date total disability commenced.

Proof

Written evidence which is sufficient to verify the circumstances of an event, establish a fact which is pertinent to a person's coverage, or a claim for benefits under this plan. The evidence must be acceptable to the Benefit Provider, received at the office designated by the Benefit Provider, and on forms approved for such purpose by the Benefit Provider.

Qualifying Period

Considered twenty-six (26) weeks from the date of the illness or injury.

An initial period of total disability, starting with the first day of disability, before benefits become payable, as specified in the Benefit Plan Summary. If an employee ceases to be totally disabled during this period and then becomes totally disabled again within three (3) weeks due to the same cause, the qualifying period will be extended by the number of days during which total disability ceased.

Rehabilitation Income

Income which the employee receives for work performed under a rehabilitation program, including self-employed activity.

Rehabilitation Program

A plan of training or work-related activity, recommended or approved by the benefit provider, which is designed to help a disabled employee to re-enter the work force.

Totally Disabled Employee

During the Qualifying Period and the succeeding twenty-four (24) months, an employee is totally disabled when the employee is wholly and continuously disabled due to illness or bodily injury, and as a result is not physically or mentally fit to perform the essential duties of their normal occupation.

Thereafter, an employee is totally disabled provided the employee is wholly and continuously disabled due to illness or bodily injury, and as a result is not physically or mentally fit to perform the essential duties of:

- their normal occupation
- any other occupation, job, or work
- becomes qualified by their education, training, or experience, considered collectively or separately
- current monthly earnings are 75% or more of the current monthly earnings for the employee's normal occupation
- availability of such occupations, jobs, or work will not be considered in assessing the employee's disability.

Waiting period

A period of continuous active employment, the waiting period is specified in the Benefit Plan Summary.

Conditions

Eligibility

An employee will be eligible for the coverage specified in the Benefit Plan Summary provided the employee meets the following requirements:

- actively employed
- completes the waiting period specified in the Benefit Plan Summary, where applicable

- under age 65 less the qualifying period
- was covered under this plan, had coverage terminated, wishes to be covered again under this plan, and must satisfy the above eligibility requirements.
 - if coverage ceased due to termination of employment, the employee will not have to satisfy the waiting period provided the employee is re-employed within six (6) months of the date coverage was ceased

Application for and Commencement of Coverage

- An employee can apply for LTD benefits once the employee has exhausted the STD bank.
- All eligible employees must apply for coverage.
- Employees must coordinate the application process by informing Human Resources of their intention to apply for LTD benefits coverage at least four (4) to six (6) weeks prior to their tentative Return to Work date.
- If an employee does not inform Human Resources until they have exhausted their STD, there will be no continuation of benefits as there is a qualifying and waiting period for LTD Benefits.

Proof of Claim

- Proof of claim includes the initial claim forms and all medical, psychiatric, psychological, educational, vocational, and other information the Benefit Provider considers necessary to assess the claim.
- The initial claim forms must be received by the Benefit Provider within six (6) months after the date of completion of the qualifying period. Whenever the Benefit Provider requests further information, it must be received within six (6) months. Benefits will not be paid if proof is not received within the required timeframe.
- If a totally disabled employee is also entitled to receive benefits from Workers' Compensation or any other source, the time period during which a claim is required to be filed under this plan shall be determined on the same basis as if such employee was not entitled to such benefits.
- The initial claim forms and all information requested by the Benefit Provider must be approved by the Benefit Provider before benefit determination is made. The Benefit Provider may, at any time whether before or after the claim is approved, request from the employee further medical, psychiatric, psychological, educational, vocational, or other information Manulife Financial considers necessary for the assessment or re-assessment of the claim. Such information will be obtained from an examiner or person approved by Manulife Financial. It must include, if requested:
 - a complete description of any physical and/or mental disability
 - a complete description of any physical and/or mental limitations
 - a specific diagnosis
 - a specific prognosis
 - a complete description of the employee's education, training, and experience,
 - a complete assessment of the employee's potential for employment

- a listing of the occupations, jobs, or work for which the employee is qualified by their education, training, or experience.
- The Benefit Provider has the right to require the employee to submit to medical, psychiatric, psychological, educational, and/or vocational examinations, and evaluations by examiners selected by the Benefit Provider.

Rehabilitation

- A rehabilitation program considered beneficial to a totally disabled employee will be recommended or approved by the Benefit Provider, at the discretion of the Benefit Provider, based on the nature and expected duration of the employee's disability, education, training or experience, and the level of activity required to become actively employed again.
- When recommended by the Benefits Provider, the rehabilitation program will be developed by the Benefit Provider's rehabilitation counsellors, with the co-operation of the employee, the assistance of their physician, the employer, and a specialist on the subject of rehabilitation. A rehabilitation program which is not developed by the Benefit Provider must be approved by the Benefits Provider in order for the provisions of this clause to apply.
- A rehabilitation program may include work for the employer as defined in the plan, or any other employer that is acceptable to the Benefit Provider.
- Monthly benefit payments will not cease for an employee who is able to work under a rehabilitation program and receives rehabilitation income, but will continue as follows:
 - The amount of monthly benefit, as specified under Benefit Determination, will be reduced by 50% of the employee's rehabilitation income. Furthermore, if total income from all sources exceeds 100% of the employee's pre-disability earnings, their benefit will be reduced by such excess amount.
 - Benefits will cease when the employee's rehabilitation income equals 75% or more of the current monthly earnings for the employee's normal occupation.
 - Benefits will be paid for a maximum period of twenty-four (24) months unless payments cease earlier in accordance with the above.
 - If the employee cannot continue in a rehabilitation program due to their disability, he will again be subject to the regular provisions for benefit payments.
- No payment will be made when any of the following situations occur:
 - The employee is not under continuing medical supervision and treatment considered satisfactory by the Benefit Provider.
 - Disability is due to intentional self-inflicted injuries or illness while sane or self-inflicted injuries or illness while insane.
 - Disability is due to bodily injury resulting directly or indirectly from insurrection, war, service in the armed forces of any country, or participation in a riot.
 - Disability results directly or indirectly and wholly or partially from the commission of a criminal offense.
 - Disability is the result of alcoholism, drug addiction, or the use of any hallucinogen, unless the employee is participating in a therapeutic program,

recognized as such by the Benefit Provider, and is under continuous medical supervision by a specialist in this field.

- An employee who must hold a government permit or license to perform their duties will not be considered totally disabled solely because such permit or license has been withdrawn or not renewed.
- The employee is on maternity leave of absence or could be placed on such leave by the employer according to any maternity leave provisions in the relevant government legislation.
- An employee who becomes disabled due to any cause prior to such leave of absence is eligible for benefits. However, once such disability extends into the leave of absence, benefits are suspended for the duration of the maternity leave.
- Any portion of the maternity leave of absence subsequent to the onset of total disability will be applied towards completing the qualifying period.

Termination of Coverage

An employee's coverage will automatically terminate on the date on which the earliest of the following events occurs:

- The employee no longer satisfies the definition of employee.
- The employee ceases to be actively employed (except as permitted under Continuation of Coverage).
- The employer terminates the employee's coverage.
- The employee enters the armed forces of any country on a full-time basis.
- Coverage on the group, division, or class to which the employee belongs, terminates.
- The employee dies.
- The employee attains age 65 less the qualifying period. However, coverage will cease at the end of the month coincident with the date of such event.
- The employee retires.
- If on the date of termination an employee is totally disabled, benefits will be extended beyond the date of termination as specified in the Benefit Summary.

Cessation of Benefit Payments

The last payment covers the period beginning on the first day of the month in which one of the following events occurs up to but not including the date of such event:

- The employee is no longer totally disabled.
- The employee attains age 65. However, if benefit payments commence during the twelve (12) months immediately preceding the employee's 65th birthday, benefit payments will continue during the disability up to a maximum of twelve (12) months.
- The employee does not comply or ceases to comply with the Proof of Claim provision.
- When requested by Manulife Financial, the employee refuses or fails to undergo medical, psychiatric, psychological, educational, and/or vocational examinations, and evaluations by examiners selected by Manulife Financial.

- When requested by the Benefit Provider as it is considered beneficial to the employee, the employee refuses or fails to undergo medical, psychiatric, or psychological treatment, or participate in a rehabilitation program, alcoholism, drug addiction or substance abuse treatment program.
- The employee is incarcerated in a prison or mental institution by authority of a criminal court.
- In accordance with provisions under Third Party Liability, the employee refuses to complete and return a Reimbursement Agreement/Direction form or comply with the terms of a signed Reimbursement Agreement/Direction form.
- The date the employee elects to receive early retirement benefits under a benefit plan related to the employee's retirement.
- The employee dies, in such event the last payment will include the date of death.

Implementation

When an employee advises Human Resources they want to apply for LTD benefits, Human Resources will provide the employee with the LTD package and discuss the process. The employee will be provided with a package that will include a consent to release personal information form, a Plan Sponsor Statement, Plan Member Statement, and an Attending Physicians Statement. The employee will be required to submit to the Benefit Provider, the Member Statement, all requested proof, and the Attending Physicians Statement. The employer will provide the completed Plan Sponsor statement, and all information requested by the Benefit Provider.

The application is assessed and approved by the Benefit Provider. Coverage commences on the first day the employee satisfies the requirements as outlined in the Benefits Coverage Plan.

No legal action for the recovery of any claim may be brought against the Benefit Provider or the Plan Sponsor.

Once Human Resources have submitted all pertinent information, the Benefits Provider will communicate directly with the employee.

If an employee is approved for CPP disability benefits, the CPP contributions are waived and will not be deducted from your monthly LTD benefit.

LTD payments are directly offset by all other sources of income which includes any WSIB benefits or pension payments (e.g. OMERS).

The employee will be required to contact OMERS and advise them that they have been approved for Long-Term Disability. There will be no contributions made on behalf of an employee while the employee is on Long-Term Disability.

Human Resources will work with the Benefit Provider to facilitate the reintegration of the employee into the workplace when a return to work is medically recommended.

If an employee received payments from WSIB or any other source while receiving LTD benefits, an employee is required to inform the Benefit Provider and pay back additional payments received for this period.

Employees will remain inactive for the period they are on Long-Term Disability.

An employee will receive 75% of their pre-disability earnings on a monthly basis. The Long-Term Disability benefits payable under this plan are taxable since the employer is paying all or part of the contributions for this benefit on behalf of the employees.

Claim payments are made payable to the employee. The initial and final claim payments may be sent to the employer for delivery to the employee. All other claim payments will ordinarily be sent directly to the employee or deposited directly to the employee's bank account, at the employee's option.

If the employee dies before all benefits have been paid, the remaining benefits to which the employee was entitled prior to their death will be paid to the employee's estate.

Benefits

Employees will continue to receive Health & Dental coverage.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

If you are a member of the OMERS Pension Plan, and under age 60, you will be given the option of a Disability Waiver of Premium. Any payments received from OMERS will be reduced from your LTD benefit.

Vacation / Float Days / Leaves

Employees will not accrue vacation credits, float days, or any other type of leave while on LTD.

Policy Name	Policy Type
Military Leave for Reservist Employees Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place supports employees who are reservists and allows them to take a leave of absence to fulfill their reservist duties.

This leave will be administered in accordance with the *Employment Standards Act, 2000 (ESA 2000)*.

Application

This policy applies to all employees.

Conditions

Employees who are reservists and who are deployed to an international operation, an operation within Canada that is or will be providing assistance in dealing with an emergency, its aftermath including search and rescue operations, and recovery from national disasters (e.g. flood relief, military aid following ice storms, and aircraft crash recovery) are entitled to unpaid leave for the time necessary to engage in that operation. In the case of an operation outside Canada, the leave would include pre-deployment and post-deployment activities that are required by the Canadian Forces in connection with that operation.

In order to be eligible for reservist leave, you must have been employed by Exhibition Place for at least six (6) consecutive months.

Implementation

Employees applying for leave must provide their Department/Division Head or designate with reasonable written notice of the day on which the leave will begin and end.

Employees on reservist leave are entitled to be reinstated to the same position or a comparable position.

Lengths of service or seniority credits, where applicable, continue to accumulate during the leave.

The employer is not required to continue any benefit plans during a Reservist Leave.



Exhibition Place is committed to maintaining a safe and healthy work environment which incorporates an early and safe return to work for all its employees. All employees who have sustained an illness and/or injury and require accommodation shall complete a Non-Occupational Functional Abilities Form (FAF) by a Qualified Health Care Provider at their own expense and provide this form to the direct supervisor.

This form, when completed, is used to enable an employer to accommodate an ill and/or injured employee to remain at work or, if the absence is unavoidable, to return to work as soon as they are safely able to do so. Employees must participate in the early and safe return to work program, providing meaningful duties within their medically identified restrictions and encouraging rehabilitation to their illness / pre-injury condition.

If the return-to-work date is to be extended from the original date by the Health Care Provider, the employee will need to be reassessed, and a new FAF will need to be provided to the direct supervisor.

PART A (to be completed by Employee)

Employee Name		Employee #	
Position		Phone #	
Job at time of Illness / Injury		Date of Illness / Injury (mmm-dd-yyyy)	
Supervisor Name		Supervisor Phone Number (xxx-xxx-xxxx)	
Supervisor Signature			

I,		hereby authorize	
Employee Name		Name of Attending Physician or Health Care Provider	

to provide this completed form and information about my restrictions and relevant health information affecting my fitness for modified / transitional / regular duties to the employee, and the employer (The Board of Governors of Exhibition Place). This information can be shared for the purpose of clarifying functional abilities, accommodation, and/or return-to-work planning. I understand; in writing that I may cancel or change this authorization at any time except for such action as has already been taken.

People, Equity and Corporate Services collect personal information on this form under the legal authority of the City of Toronto Act, 2006, section 136(c). Questions about this collection can be directed to the Director, Human Resources, 100 Princes' Boulevard, Toronto, Ontario M6K 3C3 or by telephone at 416-263-3605.

Date (mmm-dd-yyyy)		Employee Signature	

PART B (to be completed by Attending Physician or Health Care Provider)

For Physicians: Under the terms of the Canadian Medical Association Policy titled The Physician's Role in Helping Patients Return to Work after an Illness or Injury (Update 2000), we require this form to be completed to assist us with the above employee's absence to determine return to work capabilities.

HEALTH CARE PROVIDER'S INFORMATION (please print or stamp and provide the completed form to the employee)

Please check one	Initial Form		Follow-Up Form	
Name				
Address		Business Phone # (xxx-xxx-xxxx)		
Signature		Date (mmm-dd-yyyy)		



The Attending Physician or Health Care Provider will complete the following information to identify the patient's overall abilities, limitations, and restrictions.

Date of Assessment (mmm-dd-yyyy)	

SECTION 1 – ABILITIES (please check the appropriate box for strength demands and abilities)

Strength Demands		Abilities					
Lifting floor to knuckle		No loads > 20 kg		No loads > 10 kg		Occasional lifting only	
Lifting knuckle to chest		No loads > 20 kg		No loads > 10 kg		Occasional lifting only	
Lifting above chest		No loads > 20 kg		No loads > 10 kg		Occasional lifting only	
Carrying		No loads > 20 kg		No loads > 10 kg		Occasional carrying only	
Pushing / Pulling		No heavy pushing/pulling		Occasional pushing/pulling		Avoid pushing/pulling	
Hand Function		Avoid repetitive hand motion.		No strong gripping		Avoid gripping	
Reaching		No prolonged overhead reaching.		No overhead reaching		Avoid any reaching	
Sitting		No prolonged sitting					
Standing		No prolonged standing		Avoid standing			
Walking		No prolonged walking		Avoid uneven ground		Avoid walking	
Climbing Stairs / Ladders		Occasional climbing only		No ladder climbing			
Stooping / Bending		No prolonged stooping		Occasional stooping/bending only		Avoid stooping/bending	
Crouching / Kneeling		No prolonged crouching/bending		Occasional crouching/bending only		Avoid crouching/kneeling	
Other (specify)							

Additional Information (specify relevant details)

Limitations / Restrictions (please describe any additional related precautions or medical restrictions pertaining to the effects of medications, driving vehicles or operating equipment, physical exertion, vibration, work environment, and work hours)

Note: Exhibition Place has a duty to accommodate and ensure that persons who can work are not unfairly excluded, where working conditions can be adjusted without undue hardship.



SECTION 2 – NON-PHYSICAL WORK-RELATED CAPACITIES (please check the appropriate box if limitations or restrictions are required, in cases where 'yes' is checked, please provide details in the text box below)

Schedule Demands					
Following a schedule, maintaining attendance and punctuality	Yes	No	Prolonged workdays, overtime	Yes	No
Shift work, rotating.	Yes	No	On call	Yes	No
Deadlines	Yes	No	Repetitive, short-cycle work	Yes	No
Maintaining stamina / place of work	Yes	No	Variety of tasks	Yes	No
Repetition / Monotony	Yes	No	First responder in emergency situations	Yes	No
Social / Emotional Demands					
Working in isolation	Yes	No	Teamwork	Yes	No
Relationship / network building	Yes	No	Supervising others	Yes	No
Influencing others	Yes	No	Seeking / responding to feedback / constructive criticism	Yes	No
Conflict resolution (negotiating / mediating)	Yes	No	Exposure to emotional or confrontational situations	Yes	No
Working with crisis or emergency situations	Yes	No	Working closely with the public, clients, or others (e.g., colleagues, supervisor)	Yes	No
Cognitive / Mental Demands					
Attention to detail	Yes	No	Continuous alertness, sustained concentration / focus	Yes	No
Working under specific instructions	Yes	No	Self-supervision / autonomy	Yes	No
Attaining precise limits / standards	Yes	No	Retention of information	Yes	No
Multitasking	Yes	No	Organizational ability, time management	Yes	No
Problem-solving, decision making	Yes	No	Initiative	Yes	No
Adaptability	Yes	No	Analytical thinking	Yes	No
Sound judgement	Yes	No	Effective written communication	Yes	No
Handling firearms	Yes	No	Handling heavy machinery or equipment	Yes	No

Specify additional details on limitations / restrictions on non-physical work-related capacities.

**SECTION 3 – ASSESSMENT SUMMARY**

The employee is required to obtain and submit a FAF for absences from 10-20 days. The employee's doctor may charge a fee for preparing this information, and the fee for the preparation of the FAF is the responsibility of the employee.

Each doctor's note and FAF will cover a maximum of 4 weeks and must be received 48 hours in advance of the period for which the document was written. If a follow-up assessment FAF is completed the document must be received 48 hours in advance of the previous assessment expiry date to qualify for benefit continuation.

In some cases, the employer may request additional information from the employee's Attending Physician or Health Care Provider; the employer will then be responsible for paying the fee for the preparation of additional documentation up to a maximum of \$60.

1. Have you discussed a return-to-work plan with your patient?				Yes	No
Please check one					
The patient can return to work with no restrictions.		The patient can return to work with restrictions, complete Sections 1 and 2.		The patient is physically unable to return to work at this time; complete Section 3.	
2. The employee may begin duties per the limitations and restrictions outlined on this date and noted below.			Date (mmm-dd-yyyy)		
Provide specific limitation / restriction details					
3. From the date of this assessment, the limitations / restrictions will apply for the specified period.			1 – 2 days		3 – 7 days
					8 – 14 days
					14+ days



4. Recommendations for work hours	regular full-time hours		modified hours		graduated hours	
Follow Up Appointment						
Date of follow up appointment to review Abilities, Limitations and/or Restrictions			Date (mmm-dd-yyyy)			
I have completed and provided the FAF to			Employee			Employer
Signature of Attending Physician or Health Care Provider						
Print Name			Title			
Signature			Date (mmm-dd-yyyy)			

Policy Name	Policy Type
Occupational Health and Safety Policy	Employee
Original Date	Revision Date
December 12, 2024	

Policy Statement

Exhibition Place will provide and maintain safe and healthy working conditions for all employees in keeping with the legislative requirements of the *Occupational Health and Safety Act*. To fulfil this commitment, Exhibition Place will:

- comply with the *Occupational Health and Safety Act* (OHSA) and all associated regulations and agreements
- meet or exceed health, safety, and ergonomics standards; applying the precautionary principle, as needed
- recognize the importance of supporting the Joint Health and Safety Committee (JHSC) in meeting their legislative obligations and of consulting and cooperating with JHSC when developing and implementing health and safety programs, training, and procedures
- acknowledge that the vehicle for maintaining its ongoing commitment, communication, and cooperation is the Internal Responsibility System
- ensure all employees have training and education specific to job requirements
- ensure supervisory staff are competent, as defined by the *OHSA*
- ensure that all tenants and contractors comply with the *OHSA*

Application

This policy applies to all Exhibition Place employees. Contractors hired to perform work for the Exhibition Place and the Tenants must also comply with the *Occupational Health and Safety Act* and all associated regulations.

Principles

The following principles will guide the development and implementation of all health and safety programs and procedures.

- Protecting the health and safety of all employees is a commitment of the highest priority.
- The Internal Responsibility System will function through mutual collaborative efforts between all parties.
- Due diligence will be demonstrated in the implementation of health and safety standards.
- Management will take an active leadership role in promoting a safe and healthy work environment.
- Supervisors will ensure that safe and healthy work conditions are maintained in accordance with legislative requirements, in their assigned work areas.

- Employees will work safely, in accordance with legislative requirements and Exhibition Place safe work procedures and practices.
- Management will allocate appropriate resources to promote and support health and safety program initiatives.
- Management, employees, tenants, contractors, and unions share the responsibility for reducing work-related injuries and illnesses by ensuring jobs are performed safely.
- Health and safety procedures will focus on preventing injuries and illnesses and will be based on scientific principles, best practices, and recognized industry standards.
- Information about health and safety programs will be made accessible to employees.
- Employees will be advised of all known health, safety, and ergonomic hazards in their work and of appropriate measures to address these hazards.
- Programs and policies will be monitored to ensure they are in keeping with legislative and corporate requirements.

Implementation

This policy is intended to provide direction for the development of all health and safety programs and procedures.

Policy Name	Policy Type
Optional Life Insurance Guidelines	Employee
Original Date	Revision Date
January 17, 2022	December 12, 2024

Guidelines Statement

In addition to basic life insurance, accidental death and dismemberment (AD&D), and long-term disability (LTD), Exhibition Place offers employees optional life coverage which is 100% employee paid. An employee can purchase optional life coverage in addition to the coverage offered to the employee and their immediate family members.

Application

This policy applies to Permanent Employees, Full-Time Renewable Contract Employees, and Full-Time Non-Union Hourly Employees.

Definitions

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Dependent Child

A person who is unmarried, is a natural child, stepchild, legally adopted child, or foster child of an employee or such employee's spouse and is less than 21 years old, or, if he/she relies upon the employee for support and is in regular full-time attendance at an accredited institute of learning and is less than 25 years old.

Evidence of Insurability

Any statement made on forms approved for such purpose by Manulife Financial concerning medical evidence of a person's physical condition and/or other factual information which affects acceptability for coverage.

Spouse

The employee's married, common-law, or same-sex partner.

Conditions

Employees must apply to Manulife Financial by completing an "Application and Evidence of Insurability for Optional Life Insurance" to qualify for this plan.

The cost to an employee will depend on the amount of coverage purchased and the terms and conditions outlined in the Application and Evidence of Insurability for Optional Life Insurance form.

The coverage is available to an employee in multiples of \$10,000 to a maximum of \$500,000. Coverage is available to a spouse in multiples of \$10,000 to a maximum of \$200,000. For a dependent child, coverage is offered at a flat rate of \$20,000 per child.

Manulife determines the cost of coverage and an increase in premiums.

Employees can apply at any time by contacting Human Resources to obtain a copy of the Application and Evidence of Insurability for Optional Life Insurance form and the cost of premiums.

The completed Application and Evidence of Insurability for Optional Life Insurance form can be either mailed, faxed, or emailed to EOI_Intake_Shared_Services@manulife.ca directly.

Manulife will notify the employee directly if the application has been approved, denied or if further information is required.

Payroll deductions for premiums will begin on the first day of the following month when Manulife has notified payroll. Monthly premiums are deducted in each payroll cycle.

An employee may elect to convert optional life insurance within 31 days to an individual policy upon termination.

Policy Name	Policy Type
Organ Donor Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place supports employees who are organ donors and allows them to take up to thirteen (13) weeks of unpaid leave.

This leave shall be administered in accordance with the *Employment Standards Act, 2000* (ESA, 2000).

Application

This policy applies to all employees.

Definitions

Qualified Health Practitioner

A person who is qualified to practise as a physician, registered nurse, or psychologist under the laws of the jurisdiction, a member prescribed class of health practitioners.

Week

Defined for Family Medical Leave purposes as a period of seven (7) consecutive days beginning on a Sunday and ending on a Saturday. Week is defined in this way to correspond with the beginning and end of the week set for Employment Insurance (EI) entitlement purposes.

Conditions

The employee must have been employed by Exhibition Place for at least thirteen (13) weeks and must be donating all or part of one of the following organs to another person.

- Kidney
- Liver
- Lung
- Pancreas
- Small Bowel

The employee must give notice of their intent to take an organ donor leave with as much advance notice as possible.

Implementation

Generally, organ donor leave begins on the date of the surgery. It may begin earlier as specified by a legally qualified health practitioner. The employee may also extend the leave if a legally qualified health practitioner issues a certificate stating that the employee is not able to perform the duties of their position due to the organ donation. The total maximum amount of time allowed for organ donor leave is twenty-six (26) weeks.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave, and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan will be eligible to purchase pension service credits for the leave period upon their return to work from the leave, and Exhibition Place will match these contributions.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Parental Leave Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides employees with an unpaid job-protected leave of absence of up to sixty-one (61) weeks of parental leave.

This leave shall be administered in accordance with the *Employment Standards Act, 2000* (ESA, 2000).

Application

This policy applies to all employees after thirteen (13) consecutive weeks of employment.

Definitions

Parent

A natural parent, adoptive parent, or person who is in a relationship of some permanence with the natural or adoptive mother or father of the child and intends to treat the child as their own.

Conditions

A birth mother who has taken a pregnancy leave is entitled to up to 61 weeks of parental leave.

A father or any non-birth parent is entitled to up to 63 weeks of parental leave. The leave is provided to care for a child who has come into the care, custody, or control of a parent for the first time.

A birth mother must begin her parental leave when her pregnancy leave ends.

A father or any other non-birth parent must begin their parental leave no later than 78 weeks after the birth or after the child first comes into their custody, care, or control.

Implementation

Employees must provide as much notice as possible before taking parental leave. They must give at least two weeks before the start of the leave.

Employees must give written notice when they plan to end the leave and if they wish to change the return date to an earlier or later time.

If employees wish to extend the period of their parental leave, they must apply for childcare leave before the end of their parental leave.

Employees returning from parental leave will return to their former or comparable positions.

Any employee who decides not to return to work after parental leave must give Exhibition Place at least four weeks' notice of their intention to resign their employment.

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this unpaid leave, and Human Resources will notify Payroll Services.

ESA, 2000 allows for the possibility of both parents taking parental leave, and this may result in a situation where a natural father or an adoptive parent continues their leave fifty-three (53) weeks after the child is born or is placed for the purpose of adoption. However, the Government of Canada employment insurance parental benefits are available only within fifty-two (52) weeks following the child's birth or within fifty-two (52) weeks of the child being placed with adoptive parents.

Salary

Salary increases will be applied in accordance with the Annual Performance Review and Salary Grade Range Progression Policy.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave, and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who participate in the OMERS plan can opt to purchase pension service credits for the leave period, and Exhibition Place will match these contributions.

Top-up Policy

For information on Exhibition Place's Top-Up benefits during Parental Leave, review to the Pregnancy and Parental Leave Top-up Policy.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Police Reference Check Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place supports a high performing, skilled, diverse, and engaged workforce to serve the grounds, its tenants, events, and visitors. In order to select the best candidates for employment with Exhibition Place, a number of screening tools including employment reference checks are required as part of the hiring process. Police Reference Checks may also be necessary for some employment or volunteer positions in Exhibition Place.

Application

This policy applies to all employees, volunteers, and job applicants applying to positions, which have been designated as having a police reference check requirement as a condition of employment or volunteer placement. The requirement for a Police Reference Check does not apply to existing employees in a designated position or in a position which becomes designated at a later date, unless there is a legislative requirement to conduct a criminal record check on employees in that position.

Definitions

Criminal Record Check

A summary of an individual's criminal charges and their dispositions, including convictions and discharges, as stored in the RCMP National Repository of Criminal Records.

Designated Positions

Employment positions or volunteer placements which have been identified and advertised as requiring a police reference check at the time of hire or placement.

Police Reference Check

A process which verifies whether an individual has a criminal record in Canada and provides relevant details from police service databases. A Policy Reference Check is either a Criminal Record Check or a Vulnerable Sector Police Reference Check.

Vulnerable Persons

Persons who, because of their age, disability, or other circumstance, either temporarily or permanently, are in a position of dependence on others, or are at a greater risk than the general population of being harmed by persons in a position of authority or trust.

Conditions

The Chief Executive Officer or designate shall determine which positions at Exhibition Place shall be designated as having a requirement for a Police Reference Check.

No individual shall commence employment or volunteer duties in a designated position until an original copy of their Police Reference Check has been reviewed and approved by the Department/Division Head or designate.

A Police Reference Check shall be deemed acceptable for the purpose of this policy if it was issued within six (6) months of being presented for review. Any candidate who is unable to provide a current original copy of their Police Reference Check at the time of hiring shall be given a conditional offer of employment pending the receipt and review of their Police Reference Check. Failure to provide the Police Reference Check in a timely manner shall automatically rescind the conditional offer of employment.

If a candidate for employment provides a copy of a Police Reference Check with criminal record findings, a review of the specifics of the situation will take place. The Department/Division Head or designate shall consult with Human Resources, and when necessary, with City Legal Services, to determine if the specific content of the criminal record is relevant to the designated position and if the conditional offer of employment should be revoked.

This confidential review shall take place in accordance with the *Ontario Human Rights Code* and the *Municipal Freedom of Information and Protection of Privacy Act*. Employees who were initially hired with a requirement for a Police Reference Check shall immediately notify their Department/Division Head or designate of any change that would negatively affect their original criminal record. Failure to do so shall be considered grounds for disciplinary action, up to and including dismissal. An existing employee being hired or moved into a designated position may be required to provide a copy of a current Police Reference Check for review. This requirement shall be identified on the job posting.

Implementation

The original copy of the Police Reference Check must be returned to the applicant and a copy will be securely filed by Human Resources. The Department/Division Head in conjunction with Human Resources that require a Police Reference Check as a condition of employment or volunteer placement are responsible for developing a standard and consistent process for reviewing these documents. This process shall be documented and approved in advance by the Chief Executive Officer.

Policy Name	Policy Type
Political Activity Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

The City recognizes the right of City and Agency employees to participate in political activity balanced against the City's legitimate interest in having a public service that both is and appears to be impartial. All public servants have the fundamental right to vote and attend all-candidates meetings.

The political activity By-law provisions set out restrictions on the use of City or Agency resources while engaging in political activity and while at work; and establish requirements for City and Agency employees when they seek appointment or election to public office. These provisions also set out limitations for some public servants.

The political activity provisions address the need for a balance between an employees' right to engage in political activity and the requirement for the public service to be politically impartial.

All City and Agency employees are entitled to vote and attend all-candidate meetings and engage in political activity subject to the political activity provisions.

Application

This policy applies to all employees.

Definitions

Political Activity

Political activity is applicable to municipal, school board, provincial, and federal elections and Toronto municipal referendum questions. This includes:

- supporting or opposing a political party and/or candidate before or during an election
- seeking nomination or being a candidate in an election
- seeking appointment to a municipal council or school board
- canvassing or campaigning on a Toronto municipal referendum question

Conditions

Prohibited Political Activities

A City or Agency employee will not:

- Use City or Agency resources, including facilities, equipment, or supplies while engaging in political activity.
- Engage in political activity during working hours.
- Engage in political activity while wearing a City or Agency uniform.
- Wear clothing or buttons that advertise any candidate, political party, or referendum issue while at work or while wearing a City or Agency uniform.

- Use his or her title or position within the City or Agency in a way that would lead a member of the public to infer that the City or Agency is endorsing a candidate, political party, or a particular response to a referendum question.

Implementation

1. Designated Positions

The following City and Agency positions are 'Designated Employees' and have limitations on the political activity they may engage in:

- City Manager
- City Solicitor
- Deputy City Managers
- City Clerk and staff that support the City Clerk to administer a Toronto election
- Division Heads
- Agency Heads of Large and Small Agencies
- Designated Directors and Similar Positions
- Employees who routinely provide governance and procedural advice directly to City Council, Agency Boards, their Committees, or in the operation of the Office of the Mayor and Members' Offices
- Employees responsible to enforce Article II, Election Signs of Toronto Municipal Code Chapter 693, Signs
- Employees who prosecute City by-laws or Provincial statutes
- City and Agency employees that support the City Clerk in the administration of a Toronto election or referendum question

The City Manager, Deputy City Managers, City Solicitor, City Clerk, and Elections staff may not engage in political activity in any election.

Division Heads and Heads of Large Agencies are permitted to run for elected office, seek appointment to a municipal council, or school board, be a member of a political party, and contribute to a candidate, except in a Toronto municipal election. These positions are restricted from campaigning or canvassing for a political party or candidate before or during municipal, provincial, and federal elections, or related to a Toronto referendum question.

Heads of Small Agencies, Designated Directors and Similar Positions, employees who routinely provide governance and procedural advice directly to City Council, Agency Boards and their Committees, the operation of the Office of the Mayor and Members' Offices, employees responsible for enforcing Article II, Election Signs of Toronto Municipal Code Chapter 693, Signs, and employees who prosecute City by-laws or Provincial statutes, are restricted from campaigning or canvassing to support or oppose a candidate before or during a Toronto municipal election, or campaigning or canvassing on a Toronto referendum question.

City and Agency employees that support the City Clerk in the administration of a Toronto election or referendum question may not engage in political activity in the Toronto election in which they are working.

2. Employees Not Designated

Where City and Agency employees not identified as 'Designated Employees' in Section 5 are uncertain of whether intended political activity may impair or be perceived to impair their ability to perform their duties in a politically impartial manner, they are required to disclose such political activity, and seek guidance from their immediate supervisor, manager, or the Human Resources Manager.

Seeking Election or Appointment to Political Office

City or Agency employees may seek election or appointment to political office, subject to the requirements set out below.

- a. City or Agency Employees Seeking Election to Toronto City Council
 - A City or Agency employee is eligible to be a candidate for and to be elected as a member of Toronto City Council. In accordance with the Municipal Elections Act, 1996, a City or Agency employee:
 - Must take an unpaid leave of absence to become a candidate for Toronto City Council. The leave will begin on the day the employee files his or her nomination papers and will end on voting day.
 - Must provide written notice, in advance, of his or her intentions to take unpaid leave pursuant to City or Agency procedures.
 - Is entitled to be paid out any vacation pay or overtime pay owing during the period of the unpaid leave of absence.
 - If the City or Agency employee who takes a leave of absence is not elected, the leave will not be counted in determining the length of his or her service for any purpose and the service before and after the leave shall be deemed to be continuous for all purposes.
- b. City or Agency Employees Seeking Appointment to Toronto City Council
 - A City or Agency employee is eligible to seek appointment to and be appointed as a member of Toronto City Council. Any City or Agency employee seeking appointment must:
 - Take an unpaid leave of absence. The leave will begin on the day the employee files his or her declaration of qualification and consent papers with the City Clerk and will end when City Council determines who will be appointed.
 - Provide written notice, as soon as reasonably possible, of his or her intentions to take unpaid leave to seek appointment pursuant to City or Agency procedures.
 - If the City or Agency employee is elected or appointed to Toronto City Council, he or she will be deemed to have resigned from employment with the City or Agency immediately before making the declaration of office referred to in section 186 of the *City of Toronto Act, 2006*.
- c. City or Agency Employees Seeking Election or Appointment to Other Municipal Councils or School Boards

- A City or Agency employee is eligible to be a candidate for and to be elected as a member of any municipal council or school board or seek appointment to and be appointed as a member of any municipal council or school board.
 - To become a candidate or seek appointment, a City or Agency employee may take an unpaid leave of absence. If the employee intends to take unpaid leave, he or she must provide written notice to request an unpaid leave pursuant to City or Agency procedures.
 - If a City or Agency employee is elected or appointed to another municipal council or school board, the employee is not required to resign, but is subject to the Conflict of Interest Policy, and other applicable employment policies and performance expectations.
- d. City or Agency Employees Seeking Election to Provincial and Federal Office
- A City or Agency employee is eligible to be a candidate for and be elected as a member of Provincial legislature or Federal parliament. To become a candidate, a City or Agency employee must take an unpaid leave of absence and provide written notice to request an unpaid leave pursuant to City or Agency procedures.
 - If a City or Agency employee is elected to provincial or federal office, they shall be deemed to have resigned from employment with the City or Agency.

3. Use of Corporate Resources

A City or Agency employee on a leave of absence while seeking election or appointment to any elected office, cannot use any City or Agency resources during that time, or act in a manner that could reasonably give rise to a presumption that they are using City or Agency resources during the leave period. All access to City or Agency resources, including security, parking, voicemail, and computer access will be temporarily disabled during the employee's leave.

4. Employee Time to Vote

The City and its Agencies will ensure that every employee who is qualified to vote will have three consecutive hours available to vote while the polls are open on Election Day.

5. Seeking Guidance and Advice

If a City or Agency employee is unsure about the appropriateness of his or her participation in political activity, they should consult with their immediate supervisor/manager or the Human Resources Manager.

6. Failure to Comply with the Policy

A City or Agency employee who fails to comply with the political activity provisions may be subject to disciplinary action up to and including dismissal.

7. Related Policy

The City of Toronto Policy on Use of City Agency and Corporation Resources During an Election, was adopted by City Council February 20, 2013.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.EX28.1>

Policy Name	Policy Type
Pregnancy and Parental Leave Top-up Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides top-up payments to eligible employees while on Pregnancy and Parental leave.

Application

This policy applies to Permanent Employees on date of hire, and Full-Time Renewable Contract Employees after six (6) months of consecutive employment.

Definitions

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

Employees must provide proof of EI benefits payment to Payroll Services.

Implementation

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this leave, and Human Resources will notify Payroll Services.

Payment during Pregnancy Leave

Employees who are eligible for pregnancy leave benefits may collect EI benefits for up to a maximum of fifteen (15) weeks of the seventeen (17) weeks of pregnancy leave. The fifteen (15) weeks can start as early as twelve (12) weeks before the expected date of birth and can end as late as seventeen (17) weeks after the actual date of birth.

Exhibition Place will pay to eligible employees a top-up to 85% of the employee's wages less EI benefits and other earnings, for up to twelve (12) months or the employee can elect to spread it over a period of up to eighteen (18) months. This will provide all employees with the same total amount of top-up entitlement.

EI benefits are paid to one parent or the other or can be split between both parents.

Payment Options

Employees who are eligible for parental benefits may collect EI benefits who are caring for a newborn or newly adopted child or children. There are two options available for receiving

parental benefits as noted below. The employee will select their preferred option, provide a written directive to Human Resources who will inform Payroll Services.

Standard Option

Under the standard option, eligible employees may collect EI benefits for up to thirty-five (35) weeks of parental leave within a 52-week period after the week the child was born or placed for the purpose of adoption. Two parents can share these thirty (35) weeks of standard parental leave.

Exhibition Place will pay to eligible employees a top-up to 85% of the employee's wages less EI benefits and other earnings, for up to twelve (12) months or the employee can elect to spread it over a period of up to eighteen (18) months. This will provide all employees with the same total amount of top-up entitlement.

EI benefits are paid to one parent or the other or can be split between both parents.

Extended Option

Under the extended option, eligible employees may collect EI benefits for up to sixty-one (61) weeks of parental leave within a 78-week period after the week the child was born or placed for the purpose of adoption. Two parents can share these thirty (35) weeks of standard parental leave.

Exhibition Place will pay to eligible employees a top-up to 85% of the employee's wages less EI benefits and other earnings, for up to twelve (12) months or the employee can elect to spread it over a period of up to eighteen (18) months. This will provide all employees with the same total amount of top-up entitlement.

Employment insurance is paid to one parent or the other or can be split between both parents.

Salary

Salary increases will be applied in accordance with the Annual Performance Review Guidelines.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave and Exhibition Place will continue to pay the premiums.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Pension

Employees who participate in the OMERS plan can opt to maintain pension service credits. However, employees are responsible to pay their portion of pension contributions and Exhibition Place will match these contributions

Policy Name	Policy Type
Pregnancy Leave and Accommodation Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place provides employees with an unpaid job-protected leave of absence of up to seventeen (17) weeks for pregnancy leave.

This leave shall be administered in accordance with the Employment Standards Act, 2000 (ESA, 2000).

Application

This policy applies to all employees after thirteen (13) consecutive weeks of employment.

Definitions

Parent

- a natural or adoptive parent
- a person who is in a relationship of some permanence with the natural or adoptive mother or father of the child and intends to treat the child as his or her own

Conditions

Before you start receiving benefits, there is one (1) week for which you will not be paid. This is called the waiting period for Employment Insurance (EI) benefit eligibility.

In accordance with the *Employment Insurance Act*, a mother intending to take a combined pregnancy and parental leave will make a selection for the length of parental leave at the start of the pregnancy leave for EI purposes. This selection will be shared by and be applicable to both eligible parents.

Employees who are eligible for pregnancy benefits under the *Employment Insurance Act* may collect benefits for up to fifteen (15) of the seventeen (17) weeks of pregnancy leave. For fifteen (15) weeks, Exhibition Place pays a top-up equal to the difference between the employment insurance benefit, plus any other earnings, up to 85% of the employee's regular pay. Employees must provide proof of the employment insurance payment to payroll. For children born prior to January 1, 2021, the top-up rate is 75% of the employee's regular pay.

An eligible employee is entitled to seventeen (17) weeks of pregnancy leave.

The leave may start up to seventeen (17) weeks before an employee's expected date of delivery.

An employee must provide at least two weeks' written notice before the start of the leave. The notice period is waived in the event of pregnancy complications or premature birth; however, written notice is still required.

Implementation

The employee will notify their Department/Division Head or designate or Human Resources in writing of their request for this unpaid leave, and Human Resources will notify Payroll Services.

An employee must provide at least four (4) weeks' notice before returning to work from pregnancy leave.

Employees returning from pregnancy leave will return to their former or comparable positions.

Exhibition Place accommodates the needs of pregnant employees who are unable to perform all their duties because of pregnancy. This accommodation may include adjusting employees' job responsibilities or finding alternate work. Each employee's needs are assessed on an individual basis.

If an employee asks to be reassigned to alternate work because they are unable to perform their duties as a result of pregnancy, or if an employee's doctor recommends reassignment because there may be a risk in continuing to perform a particular type of work, every effort will be made to reassign the employee to a position of similar responsibility. An employee who is reassigned continues to be paid at their current rate.

Employees who are absent from work because of pregnancy-related complications may use their short-term disability plan to cover the period of absence upon receipt of substantiating medical documentation.

Salary

Salary increases will be applied in accordance with the Annual Performance Review and Salary Grade Range Progression Policy.

Benefits

Basic benefits coverage (health, dental, group life insurance, STD, and LTD) will continue for eligible employees during this leave, and Exhibition Place will continue to pay the premiums.

The period of leave does not count towards completion of the probationary period.

Employees are responsible for any premiums that they would normally pay for benefits that are not covered by the basic plan (e.g. optional life insurance).

Pension

Employees who want to maintain pension service credits must pay their pension contributions for the duration of the leave. Exhibition Place will match these contributions.

Employees who participate in the OMERS plan can opt to purchase pension service credits for the leave period, and Exhibition Place will match these contributions.

Top-up Policy

For information on Exhibition Place's Top-Up benefits during a Leave, review the Pregnancy and Parental Leave Top-up Policy.

Vacation

Where applicable, employees will continue to earn vacation credits for the duration of the leave.

Policy Name	Policy Type
Professional Development Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place is a work environment committed to ensuring and encouraging continuous learning as a means of maintaining a competent workforce, which provides a high standard of service to the public and provides opportunities to upgrade knowledge and skills to perform jobs effectively.

Exhibition Place provides various types of assistance to employees who wish to improve their competencies. All requests must be work related and consistent with the employee's career plans as discussed with their Department/Division Head or designate. Prior to participation in any of the following, authorization must be obtained from the employee's Department/Division Head or designate.

Application

This policy applies to Permanent Employees and Full-Time Renewable Contract Employees.

Definitions

Course/Programs

Courses offered by provincially recognized institutions are generally greater than five (5) days in duration, and the costs are referred to as 'tuition'. Employees must attend and/or participate in courses on non-work time.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Tuition

A sum of money charged for teaching or instruction by a post-secondary institution.

Conditions

The request for reimbursement of courses/programs fees must be initiated by the employee. Employees must attend tuition-based programs outside of normal working hours unless the employee has requested a leave of absence, and that request has been approved.

The course(s) requested must be work-related and consistent with the employee's career plans as discussed with their Department/Division Head or designate.

Courses must be delivered by a bona fide educational institution, agency, or proprietor of continuous learning services. Courses that are eligible include, but are not limited to, postsecondary education through community colleges and universities (undergraduate and graduate level programs), accreditations related to trades and vocations, and professional designations and certifications.

Classroom and e-learning programs through distance learning and correspondence courses are acceptable.

Tuition reimbursement is limited to 80% of the total cost of tuition, student fees, course materials, books, and examination fees. Parking fees and other incidentals will not be reimbursed.

Tuition assistance reimbursement is limited to a maximum of \$1,500 (Canadian) per employee per calendar year (January 1st – December 31st). The actual amount any one individual may receive will be based on the available budget, business priorities, the principle of equitable access to available funds, and anticipated demand.

Requests for tuition reimbursement must be approved by the Department/Division Head or designate and presented to the Chief Executive Officer for approval.

Implementation

Standard application forms must be completed and submitted for approval to the Department/Division Head or designate. The form requires employees to include a description of how the professional development contributes to their knowledge, competence, and/or career development plans. The form must be signed by the Department/Division Head or designate to ensure that:

- Funds are available; and
- The request reflects the employee's performance development goals.

Employees must receive approval before pursuing any course/program registration. To receive tuition reimbursement employees are required to prepare and submit a Request for Authorization form, attach proof of attendance, receipt for tuition payment, student fees, course materials, books, examination fees, and the transcript from the institution of successful completion depicting the grade. The institution/agency/proprietor determines the passing grade.

Tuition reimbursement is limited to a maximum of \$1,500 per employee per calendar year. Tuition will be disbursed to the employee at the conclusion of the course, when all the necessary paperwork has been submitted and approved by the Department/Division Head or designate.

Exceptions

Under special circumstances, requests can be made for exceptions to one or more of the conditions outlined in order to participate in corporate programs or based on a bona fide occupational or corporate requirement.

Requests for exceptions with full justification will be endorsed by each respective Department/Division Head or designate, the Senior Management Member, and presented to the Chief Executive Officer for approval.

Policy Name	Policy Type
Protection of Privacy Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

This policy establishes clear accountability statements including roles and responsibilities, for the protection of personal information collected, used, disclosed, and disposed of by Exhibition Place.

Application

This policy applies to all employees and contract staff hired by Exhibition Place. This policy applies to all personal information managed by Exhibition Place and is not limited by the scope of any individual statute or regulation.

Definitions

Collection

The collection of personal information from or about the individual to whom the information relates including unintended or unprompted receipt.

Compliance

All staff, volunteers, and contract staff hired by Exhibition Place are responsible for complying with this Policy.

Disclosure

The release of personal information by any method (e.g. verbally, e-mail, posting online) to any person.

Disposition

The action taken with regards to personal information including destruction, transfer to another entity, or permanent preservation.

Personal Information

Personal information is recorded information about an identifiable individual. For additional information refer to Section 2 (1) of *MFIPPA*.

Privacy Breach

The improper or unauthorized creation, collection, use, disclosure, retention, or disposition of personal information.

Privacy Impact Assessment (PIA)

The PIA is a process for identifying, assessing, and mitigating privacy risks. Exhibition Place will develop and maintain privacy impact assessments for all new or modified programs and activities that involve the use of personal information for an administrative or operational purpose.

Use

The purpose(s) for which the information was obtained or compiled.

Conditions

Exhibition Place will:

- Ensure all employees share responsibility for the protection of personal information privacy and compliance with the roles and responsibilities identified in this policy.
- Establish and communicate a set of privacy standards and guidelines to improve the protection of personal information by identifying, investigating, assessing, monitoring, and mitigating personal information privacy risks involving the collection, use, disclosure and disposal of personal information at Exhibition Place.
- Apply this policy and related policies and practices in the collection, use, disclosure, and disposal of personal information.
- Clearly communicate to the public how personal information is collected, used, disclosed, and disposed.
- Make privacy training mandatory, commensurate with their job responsibilities, for all employees and contract staff hired by Exhibition Place.
- Establish a learning plan to improve employee privacy awareness commensurate with the complexity and sensitivity of the information to which they have access.

Organizational Outcomes

It is expected that by complying with this policy Employees will:

- Increase trust and confidence in Exhibition Place.
- Ensure statutory and regulatory compliance with and effective application of privacy legislation.
- Establish rules and procedures for managing privacy investigations and other privacy matters.
- Communicate and identify roles and responsibilities for employees, volunteers, and contracted staff related to the management of personal information.

Implementation

Roles and Responsibilities

- The Chief Financial Officer & Corporate Secretary will provide oversight of and compliance with this Policy and will administer and communicate this policy broadly to all staff.
- Promote a culture and business practices that ensure Exhibition Place information is shared and accessible to the greatest extent possible, while respecting security and privacy requirements of personal information and other confidentiality obligations.
- In consultation with the City of Toronto, investigate reports of privacy breaches and communicate findings to complainant including receiving formal privacy investigation reports, and making final decisions about the disposition of a complaint.
- Coordinate the response to complaints regarding the misuse of personal information.
- In consultation with the City of Toronto, organize as necessary, a review and assessment of policies and procedures.
- Execute recommendations identified in assessment or investigation reports.

1. The Director of IT/Telecom, Records and Archives will:

- Develop and implement policies, programs, and services for management and protection of personal information.
- Review Exhibition Place practices for the collection, use, disclosure, and disposition of personal information.
- Consult with the Exhibition Place Interdepartmental Protection of Privacy team to meet privacy requirements as identified in this policy, applicable legislation, privacy standards and procedures.
- Establish privacy standards, guidelines, and procedures to support this policy and framework.
- Develop and implement processes whereby individuals can view information held about them and learn what Exhibition Place uses it for. These processes will also facilitate individuals to either add or update their personal information.

2. The Director, IT/Telecom, Records and Archives, the Director of Human Resources Manager, and the Records and Archives Supervisor will:

- Build privacy and data protection into the design specifications and architecture of information and communications systems and technologies at the beginning in order to facilitate compliance with privacy and data protection principles.
- Create personal information privacy and security standards for technologies that will ensure adequate safeguards and compliance for those technologies or technological processes that collect, use, disclose, or retain personal information.
- Conduct Privacy Risk Assessments and Privacy Impact Assessments on all technological systems involving the collection or use of personal information prior to implementation or deployment.
- Execute recommendations identified in assessment reports.

3. The Director of Human Resources will:

- Develop an employee training and education plan with e-learning modules, to improve privacy awareness at Exhibition Place.
- Build privacy awareness and training into all new staff orientation programs.

4. All Employees will:

- Manage personal information that is part of a business record in accordance with the Board's Records Management Policy and requirements identified in this policy.
- Take privacy awareness training for the appropriate handling of personal information to understand their responsibilities to protect privacy in executing their operational duties.
- Be responsible for the privacy of Exhibition Place business information regardless of whether the technology used to manage the information is personally owned or Board owned.
- Be aware of the privacy responsibilities noted in the Board's Information and Technology Acceptable Use Policy.
- Be aware of their privacy responsibilities noted in the Board's Security Surveillance Policy.

- Follow specific procedures established for disclosing personal information to a law enforcement agency in Canada
- Comply with applicable legislation that governs the collection, use, disclosure, and disposition of personal information under their control.

Policy Name	Policy Type
Recognition for Service Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place recognizes employees achieving ‘milestone’ years of service with Exhibition Place.

Application

This policy applies to all employees.

Definitions

N/A

Conditions

For the purpose of calculating service, an employee must work a minimum of 900 regular work hours in one (1) calendar year, in order to qualify for one (1) year of service.

Implementation

Employees upon achieving ‘milestone’ years of service will be recognized as follows.

- 10 years of service – \$100.00 (net of taxes)
- 15 years of service – \$150.00 (net of taxes)
- 20 years of service – \$200.00 (net of taxes)
- 25 years of service – \$250.00 (net of taxes)
- 30 years of service – \$300.00 (net of taxes)
- 35 years of service – \$350.00 (net of taxes)
- 40 years of service – \$400.00 (net of taxes)
- 45 years of service – \$450.00 (net of taxes)

Policy Name	Policy Type
Re-employment of Former Employees	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

From time-to-time Exhibition Place may implement special programs to meet downsizing and reorganizing objectives. The intent of these programs is to permanently reduce or reorganize the workforce. Exhibition Place, therefore, restricts the rehiring of former employees who have taken advantage of these programs.

Application

This policy applies to all former employees who left under a voluntary or position termination separation program or with any form of retirement incentive.

Definitions

Former Employees

All employees who leave Exhibition Place voluntarily or involuntarily.

Separation Program

A special program offering financial incentives that is introduced to meet downsizing or reorganizing objectives.

Retirement Incentive

Any financial incentive that facilitates early retirement.

Conditions

Former employees who took part in a separation program cannot be rehired by Exhibition Place.

Former employees who voluntarily left or received a retirement incentive cannot be re-hired for a period of two years starting from an employee's separation date.

Any employee who is rehired after the two-year period is considered a "new" employee in terms of salary, benefits, and seniority.

Former employees who took part in a separation program or received a retirement package and subsequently work as consultants are also prohibited from participating in projects directly or indirectly related to Exhibition Place for a period of two years. For example, the former employee may not work in the following consulting roles:

- an individual working as an independent consultant
- an individual working for a consulting firm, i.e. the firm may bid on contracts but may not involve a former employee on the project
- an individual working for a firm that has been subcontracted by another consulting firm to perform a specific component of a contract.

An individual may be rehired under extenuating circumstances before the two-year period expires, for example, when a former employee with specialized skills and/or experience is required to work on a special project. The individual would be hired on a short-term basis for not more than six months.

Any rehiring must be recommended and requires the approval of the Chief Executive Officer.

Implementation

When former employees apply for positions at Exhibition Place, Human Resources will check employment records to determine reason for separation packages or retirement incentives.

A standard clause should be inserted in all consulting contracts awarded by Exhibition Place and its special purpose bodies to ensure compliance with the rehiring policy.

This clause would prohibit any consulting company utilizing former employees who received a separation package from working on any project related to Exhibition Place within two years of their termination. Requests for proposals should include this information so that consulting companies are informed of this condition before submitting their proposals.

In exceptional circumstances, when a manager wishes to rehire a former employee, they must submit a Business Case for approval. This Business case should include the following information:

- an outline of the work to be done;
- the duration of the project;
- the particulars of the individual's separation; and
- the rationale for rehiring the individual before the end of the two-year period.

Any former employee who is rehired within two years is employed under the following terms:

- on a contract basis if in a management or excluded position
- on a temporary or casual status

Section 1: Summary Information	
This Agreement is between the General Manager/ Director/ Manager of the Department on behalf of the Board of Governors of Exhibition Place “employer” and the “employee”.	
Employee Name:	Division:
Isheoma Yahaya- Joe	PEC
General Manager/Director/Manager Name:	Date: 1/04/23
Jackie Kerner	

Section 2: The Employer and the Employee agree to the following:**1. Work Duties and Responsibilities**

The employee’s work duties and responsibilities while working remotely will include:

HR Correspondence and communication

Maintain ADP Workforce Now, Attendance Management System,

2. Remote Work Location

Employee will perform remote work during agreed upon hours from the following address.

3. Date/Duration of Agreement

The employee’s remote work schedule will be implemented starting on (mm/dd/yy).

The arrangement may be terminated by either the employee or the employer provided written notice is given within 30 or fewer days. Reasonable notice of the

change may be influenced by employee performance, client and needs of the business or hazards to the employee.

4. Schedule

The employee's remote work schedule and hours will be as follows:

The employee will make necessary adjustments or changes to their remote work schedule if required to attend the worksite based on operational requirements as determined by the supervisor. Work schedules may be subject to weekly approvals. The regular schedule set out in this agreement is subject to change with mutual agreement of employee and supervisor.

5. Employee Status, Benefits, and Entitlements

Employee status, benefits and leave entitlements eligibility for authorized overtime and employee salary are not altered by this agreement and will be arranged/dealt with through existing policies, guidelines and procedures.

6. Conditions of Employment

Remote work is a voluntary privilege, not an entitlement, and not a term of employment.

Remote work results only in a change to the work location of an employee. Other aspects of the employment relationship including employee benefits, entitlements, responsibilities, salary administration, performance management, and the application of terms and conditions of employment, collective agreements, and workplace policies remain unchanged.

In order to work remotely an employee must be available by phone, via Zoom, Teams, WebEx, and other social platforms to attend meetings, or to be reached by phone uninterrupted.

Employee's home office must be within commuting distance of Exhibition Place.

7. Occupational Safety and Health – Complete Appendix A

The employee agrees to maintain a designated and dedicated workspace that meets occupational safety standards for the home office and office ergonomics. The employee understands the additional responsibilities in each of the following areas that are assumed when working from a home office: Ergonomic Considerations, Working Alone Call-In Procedures, and Emergency Preparedness.

WSIB liability for work related accidents will continue to apply to the remote work schedule as defined in this agreement.

The Employer will not be responsible for any non-work-related injuries that may occur at home. Compensation will be limited to the approved remote work times only and will be limited to designated remote work workspace.

The employee agrees to follow safe work practices and to promptly report any work-related accident that occurs at the telework (home) office to their supervisor and/or appropriate employer representative.

8. On-Site Visits

The employee agrees that the joint on-site safety and suitability visits by the employer and an Occupational Health and Safety Committee Representatives may be performed prior to the commencement of the remote work schedule and then on a regular basis, with advance notice. These visits will ensure that the home office meets basic safety standards, and the designated home office is suitable for the tasks performed by the employee. Other on-site visits may also be made for retrieving equipment and other employer property in the event of the employee's illness, termination, or any other extraordinary circumstances.

9. Technology, Equipment, Materials, and Supports

The employee and employer have consulted the information about the technology useful for supporting each work style and have agreed on what equipment will be used to support the remote work arrangement.

All software used by the employee on employer computers must be legally acquired and licensed by the employer and installed by appropriate employer (IT) personnel.

All the equipment provided for remote working shall remain the property of the employer and must be returned should employment or the remote work agreement terminate.

Equipment and supplies provided by the employer are to be used only for the purpose of carrying out the Employer's work, employer owned equipment shall not be used for personal use.

The employee will be responsible for all assets belonging to the employer and will be responsible for the replacement value of those assets that cannot be accounted for.

10. Costs

Flexible work arrangements should not generate additional net costs for the employer. Flexible work arrangements are voluntary, and expenses related to

setting up and maintaining an employee's home office are the responsibility of the employee.

The employer will typically provide a laptop computer and basic office supplies including pens, paper, notebooks, etc.

The employee will typically be responsible for costs related to: office furniture (desk, chair, etc.), home renovations, home internet service, local phone calls, and cellphone, and other utility costs such as heat/hydro. The employee is also expected to maintain the remote workplace and ensure appropriate homeowner or tenant insurance is in place.

Note: The Board of Governors of Exhibition Place is responsible for providing appropriate tools and equipment for employees to use when they are in their regular workplace on a "one device per person" basis. Employees are responsible for the maintenance of their own equipment.

11. Insurance

The employee will ensure that remote working (i.e. operating a home office) does not breach the terms of their household insurance policies

12. Confidentiality/Security Standards

Employee will be responsible to secure and protect the property, documents, and information belonging to the employer. The employee has read and implemented the precautions outlined on the IT Policies. Information must be managed and disposed of in accordance with the policies and guidelines of Exhibition Place.

Employee will promptly report to their supervisor any circumstances or incidents which may compromise the confidentiality of any property, documents, or information in connection with their employment.

13. Childcare/Family Care

The employee must ensure that dependant care arrangements are in place and that personal responsibilities are managed in a way which allows them to successfully meet their job responsibilities. Remote work arrangements are not a substitute for dependant care.

14. Tax Implications

Working from home and/or having a home office may have tax implications for the employee. The employee is responsible for working with the Canada Revenue Agency to get the information they need.

15. Termination of Agreement

Either the Remote Work Agreement may be terminated by the employer or employee provided written notice is given within 30 days.

Section 3: Employee Acknowledgement	
I have reviewed, acknowledge, and understand the above criteria as they apply to this Remote Work Agreement.	
Employee Signature	Print Name
Position/Title	Date

Policy Name	Policy Type
Remote Work Policy and Procedure	Employee
Original Date	Revision Date
December 3, 2021	December 12, 2024

Policy Statement

Exhibition Place is committed to providing a framework to manage remote work opportunities in order to balance the diverse needs of our work, employees, clients, stakeholders, and Exhibition Place in general. Exhibition Place recognizes the positive outcomes that alternative work arrangements can have on the organization and its employees. In implementing a Remote Work Program, the intent is to provide alternative work arrangements, maintain flexibility, support a viable workforce, enhance employee morale, and ensure an inclusive service and a safe and healthy work environment while continuing to meet and exceed our organizational needs.

This policy outlines key requirements for the establishment of remote work arrangements at Exhibition Place. The policy must ensure that we implement a comprehensive and relevant arrangement that takes into consideration our unique business operation, legal requirements that govern employer/employee relationships, employee health and safety, information technology infrastructure, and Exhibition Places privacy policies. Further, this policy outlines both the feasibility of allowing short and longer-term remote work arrangements to support Exhibition Place operational needs.

Application

Considering that participation in a remote work arrangement is voluntary and is subject to management approval, this policy applies to:

- All Fulltime Permanent and Renewable contract employees who have requested and subsequently have been approved for a remote work arrangement based on the Remote Working Job Function Criteria and Evaluation, and capability to perform the job function in a setting other than the designated workplace.
- All employees who require a remote work arrangement as part of an Accommodation Plan or due to accessibility concern.
- All employees who have been approved for remote work due to an emergency at the workplace, an unexpected event, and/or business continuity measures.

This policy does not apply to incidental or brief informal absences from the designated workplace that are best managed using a leave entitlement or other less formal arrangement. Further, the policy does not apply, when employees voluntarily work from home following the completion of their regular work schedule.

Exceptions to eligibility during an emergency or as a business continuity measure, remote work arrangements and conditions are subject to change, including the provision of remote work arrangements for those employees who would normally not be eligible to participate in remote work. Following an emergency, all staff will revert to their previous work agreements or as directed by the Chief Executive Officer.

Principles

Departments and Division management using the 'Remote Working Job Function Criteria and Evaluation' will determine remote work availability and eligibility. On-site presence is required periodically to report to their manager, collaborate with their colleagues, engage with clients and tenants, and attendance at team meetings.

1. Fairness - Positions will be evaluated against the set HR criteria to establish if job functions can be performed remotely.
2. Participation in Remote work is voluntary.
3. Supports Exhibition Place's commercial competitiveness.
4. Continuous Improvement - Performance of job functions can be measured while working remotely.
5. Accountability and Safety - Employees and managers will sign off on a Remote Working Plan that ensures performance targets and Health & Safety assurances. The plan will be reviewed monthly.
6. Technology is available to support the employee and manager with remote working activities.
7. Fiscal Accountability - Remote working arrangements will be at the very least cost-neutral for Exhibition Place.
8. Accountability - All positions will be treated equally for performance management, monitoring, and manager approvals of time management.
9. Staff undergoing a performance improvement review are ineligible.
10. Consistency - The CEO will sign off on all Remote Agreement Plans.
11. Managers have a right to amend, suspend, or terminate the remote work arrangement with a minimum of two weeks notice.

Definitions

Accommodation

A special arrangement made, or assistance provided so that individuals with accommodation requirements (e.g. disabilities, illness, and certain family/personal obligations) can participate in the work experiences available to individuals without these challenges. Accommodation will vary depending on the individual's unique needs.

Alternative Work Arrangements

Encompasses a variety of flexible working arrangements offered by the employer that meet organizational objectives, while respecting work-life balance for employees.

Designated Workplace

The employee's business address where the employee would normally work if there were no remote work arrangement.

Remote Work

An alternative work arrangement where an employee successfully performs and completes their work duties and responsibilities, and other authorized activities, from an offsite location other than the employee's designated workplace. It involves the use of technology to effectively complete work, communicate with colleagues and to ensure that the employee and supervisor are accessible to each during the agreed to work schedule.

Remote Working Job Function Criteria and Evaluation Form

A mandatory assessment form that determines if job functions and meeting work objectives can be performed remotely.

Remote Agreement

A mandatory document that outlines the terms and conditions of the remote work arrangement, which are agreed upon between the employee's direct reporting manager and the employee.

Remote Work Location

The alternate location where the employee is permitted to carry out the work otherwise performed at or from their designated workplace. The location must be within commuter distance, generally within two hours to Exhibition Place, and must be within Ontario.

Conditions

Given the nature of our business remote work will be considered and offered subject to job function, scope of responsibilities, the feasibility of successfully performing the job functions in a setting other than the designated workplace, satisfactory job performance, meeting all job expectations, and ensuring that neither productivity nor costs are negatively impacted.

All employees, regardless of their work arrangement, will be treated equally for purposes of performance management, learning and development, monitoring, work assignments, compensation, group insurance benefits, leave provisions, overtime, inter-office communications, recruitment and retention, and accommodations for employees with disabilities.

Participation in a remote work arrangement is voluntary, and requires commitment and collaboration among employees, their managers, and the Department Head.

A request to participate in a remote work arrangement is subject to management approval.

Remote work arrangements are subject to review, amendments, suspension, and may be terminated by either party at any time, with a minimum of two weeks notice.

Remote work requirements will be approved for a period of 4 months and may be renewed if it continues to meet organizational and employee needs and expectations.

Requests for remote work arrangements must be made in writing to the employee's Manager. Such requests will be reviewed and approved by the Manager and will be approved on a case-by-case basis in consultation with the Director/Department Head/CEO.

Remote work arrangements will be cost-neutral to Exhibition Place, and Exhibition Place will provide the proper tools (e.g., laptop, software or Virtual Private Network (VPN)) to allow the

employee to successfully perform the required job functions but will not increase overall operating costs by virtue of the provision of the arrangement.

Exhibition Place ensures that procedures governing the selection and assignment of employees to temporarily perform the duties of a position are corporately consistent and cost effective.

In the situation where an Acting Assignment is expected to last for several months and an employee development opportunity also exists, the goal is to balance operational considerations with employee development needs and employment equity practices.

Implementation

Request and Approval of Remote Work Arrangement

Remote work arrangements are a discretionary privilege granted by Exhibition Place, and not a condition of employment, entitlement, or a benefit of employment. Employees must independently assess their eligibility prior to requesting consideration for remote work. Request must be submitted to their direct reporting manager in writing.

This policy does not supersede arrangements that may be requested as part of employment accommodation and return to work processes. Employees with accommodation requirements are to refer to the Accommodation Policies and Procedures.

An employee's remote work location is expected to be within commuting distance, within two hours of Exhibition Place, and must be within Ontario.

Approving of remote work arrangements requires management approval and will only be approved where operationally feasible. Prior to approving requests from employees, managers are required to complete the Remote Working Job Function Criteria and Evaluation Form.

The details of the remote work arrangement request comply with this policy, including the voluntary nature of the arrangement, the duration of the arrangement (if applicable), the specific days the employee will work remotely, hours of work, availability of required resources (e.g. an appropriate remote workspace), and other relevant information.

Roles that are most suitable for remote work could include functions that require:

- Research, report writing, preparation of presentations and analysis, and telecommunications with clients and other staff.
- Minimal face-to-face contact with clients, colleagues, staff, or contractors.
- Minimal need to access equipment and paper documentation at the office.
- Minimal need to have a physical presence at the work location.
- Assigned duties can be performed with technology provided by Exhibition Place and internet access from the remote work location.

Remote Work Agreement and Policies

The employee's direct reporting manager and employee must discuss the work objectives and productivity expectations prior to signing the Remote Work Agreement. In addition to the obligations of the employee and Exhibition Place, the Agreement must include complete details of the employee's work arrangements (e.g. hours of work, contact information, remote days and days required onsite). Unless specified in the Agreement, the terms and conditions of employment and all corporate policies and directives continue to apply.

Employees must continue to be available during the work hours and ensure they continue to meet performance objectives. Failure to adhere to applicable work policies and/or development of performance concerns may result in termination of the remote work arrangement.

Remote Work Arrangement and Performance Management

Employees must maintain a normal workload and perform Exhibition Place duties only during remote work hours. They must be accountable for their daily work and are required to provide a report to their manager outlining their daily tasks and accomplishments.

Employee's must participate in meetings and must be available during their regular hours of work.

As part of the annual performance review, the employee's eligibility to continue with the remote work arrangement will be assessed and evaluated by their manager. The manager's recommendation will be provided to the employee and documented in the performance review. Management maintains the unilateral authority and right to approve remote work arrangements without dispute.

Information Technology Infrastructure

Employees will be provided with a laptop, printer, mobile phone (when applicable based on the Cellular Phone Policy November 2020), supporting software and cables, and Virtual Private Network (VPN) if required for job functions. Exhibition Place will not be responsible for any additional costs associated with the remote work arrangement.

Additionally, the following technology and equipment can be provided to employees working remotely. This added request must be approved by the Department Head and CEO and then communicated to the IT/Telecom/Records & Archives Division. One monitor, mouse and keyboard can be provided for each employee and should be maintained at the location in which the employee is performing the majority of their work.

Exhibition Place IT/Telecom/Records & Archives Division is responsible for providing ongoing IT support to the employee and replacing and/or repairing all issued technology and equipment, the employee is responsible for the normal maintenance.

The employee is responsible for setting up their workspace with key equipment (i.e. computer table and chair) and providing a reliable internet connection at the employee's own expense.

Occupational Health & Safety

All employees entering into a remote work arrangement will ensure that their work area is safe and meets with all health and safety, including ergonomic requirements.

Managers/Supervisors and employees must ensure that the remote work location is adequately equipped to provide a safe and healthy workplace that complies with applicable occupational health and safety standards as outlined in the Remote Work Agreement.

All Exhibition Place policies and *Workplace Safety and Insurance Act (WSIA)* requirements regarding the reporting of injuries for employees injured while at work must be followed.

If an injury occurs at the remote work location, the employee must immediately report the injury to their manager/supervisor. Reasonable access to information about the remote work location (e.g. photos, video) may be required to support investigations of work-related incidents.

Managers/Supervisors are advised to follow existing processes and procedures, working with the People, Equity and Corporate Services and/or the Occupational Health and Safety Consultant to address any individual accommodation requirements, and allow for the needs of employees with approved accommodations.

Remote work and remote work locations must conform to all Ontario employment laws including the *Employment Standards Act, 2000*, the *Workplace Safety and Insurance Act, 1997*, and the *Occupational Health & Safety Act*.

Privacy and Security

The employee is responsible for ensuring that safety and security measures are in place at the remote work location to protect all issued Exhibition Place technology, equipment, and Exhibition Place information.

The employee must adhere to Exhibition Place's policy and access to information, Protection of Privacy Policy - November 2020, and must exercise reasonable care to protect information (either electronic or hard copy), and assets against unauthorized access, loss, theft, fire, destruction, damage, or modification. The employee will use only the technology and software provided by Exhibition Place.

Employees must properly secure sensitive documents and properly dispose of work-related information in printed format, by using a shredder or by bringing it to the workplace for secure destruction. Employees are encouraged to work electronically and minimize the use of hard copy documents and printing.

Employees must immediately notify Exhibition Place of any suspected or confirmed breach of privacy or security, pursuant to Exhibition Places Privacy and Security Breach Management Protocol.

Dependent Care and Personal Responsibilities

Remote work scheduled days cannot be used to fulfill personal commitments (e.g. dependent care, personal illness, appointments, and/or errands). Employees must plan to ensure personal disruptions are kept to a minimum. If personal circumstances arise during working hours, the employee must use appropriate leave entitlements to cover the absence.

Amendment, Suspension, or Termination of Remote Work Arrangement

Exhibition Place reserves the right to amend, suspend, or terminate any remote work arrangement at any time, normally with two (2) weeks written notice. Some of the reasons, which may give rise to a change in a remote work agreement, may include, but are not limited to changing work priorities, event scheduling, performance concerns, and prolonged absences from the workplace (e.g. due to illness), and failure to comply with the Remote Work Policy and Remote Work Agreement.

Subject to managerial approval, employees may amend, suspend, or terminate their remote work arrangement at any time, and return to on-site work.

Employees participating in remote work arrangements are expected to conduct themselves in the same manner as they would in the workplace when working remotely. This includes being reachable by phone or email during regular work hours, being on time for any virtual meetings and proper dress code when participating on meetings. Failure to adhere to this policy and the Remote Work Agreement is sufficient reason for a manager to terminate the remote work arrangement immediately.

This arrangement automatically terminates if the employee leaves the position that is subject to this agreement.

Accountability

Chief Executive Officer (CEO)

Provides directives and communications on remote work arrangements that guide the obligations of Exhibition Place and its employees.

Approve and support the implementation of the policy that govern remote work practice, providing implementation support (i.e. advice and guidance) to employees, and ensuring the adherence to this policy, Remote Work Agreements, and applicable Exhibition Place Policies and Procedures.

General Managers, Chief Financial Officer & Corporate Secretary (CFO&CS) & Directors

Providing implementation support (i.e. advice and guidance) to employees and ensuring the adherence to this policy, Remote Work Agreements, and applicable Exhibition Place Policies and Procedures. Approve all remote work arrangement requests from their direct reports, in accordance with this policy and applicable documents; provide all completed and signed Remote Work Agreement and Remote Working Job Function Criteria and Evaluation for each employee to Human Resources for filing; and review employee performance to ensure that the arrangement is effective, and the employee's work objectives are being met.

Any issues with the employee's performance identified by the review, are required to be documented and retained in the employee's file, ensuring that their direct reports are adhering to this policy and all Remote Work Agreements, and ensuring that there is adequate coverage within their division.

Ensuring their managers/supervisors are providing adequate support, oversight and management for remote work employees, managing performance, addressing any

performance issues, ensuring work objectives are achieved, training requirements are met, and regular supervisory contact.

Director, IT/Telecom / Records & Archives

Procure, deploy, and track standard technology and equipment for employees. Review and respond to employees' pre-approved requests for additional technology, provide ongoing IT support to employees for remote work arrangements, maintain records of technology and equipment issued, and support systems upgrade and maintenance of equipment.

Managers

Provide implementation support (i.e. advice and guidance) to employees and ensuring the adherence of this policy, Remote Work Agreements, Remote Working Job Function Criteria and Evaluation, and applicable Exhibition Place Policies and Procedures. Approving all remote work arrangement requests from their direct reports, in accordance with this policy and applicable documents, providing all completed and approved Remote Work Agreements and the Remote Working Job Function Criteria and Evaluation for each employee to Human Resources for filing.

Review employee performance to ensure that the remote work arrangement is effective, and the employees work objectives are being met. Any issues with the employee's performance, identified by the review, are required to be documented and reported to the Division Director and/or Department Head, ensuring that their direct reports are adhering to this policy and the Remote Work Agreement, and reviewing their employee work schedules, and ensuring that there is adequate coverage within their divisions and departments.

Director, Human Resources, Payroll & Benefits

Provide implementation support (i.e. advice and guidance) to employees and managers/directors, and ensuring the adherence to this policy, Remote Work Agreements, Remote Working Job Function Criteria and Evaluation, and applicable Exhibition Place Policies and Procedures, maintaining records such as Remote Work Agreements, the Remote Working Job Function Criteria and Evaluation for each employee, and performance evaluations/information in the employee corporate personnel file.

Occupational Health & Safety Consultant

In conjunction with the Joint Health and Safety Committee, receive and respond to reported work-related accidents and/or injuries occurring at the remote work location, and conduct investigations as required. Maintain and file all necessary documents with pertinent agencies (MOL, WSIB etc.).

Exhibition Place

Policy Name	Policy Type
Respect Policy & Conflict Resolution Process	Employee
Original Date	Revision Date
December 4, 2023	December 12, 2024

RESPECT POLICY & CONFLICT RESOLUTION PROCESS

Exhibition Place's Approach to Respect, Incivility, Harassment, and Discrimination

The following documents resulted from a collaborative process undertaken in 2023, where many voices were solicited to help shape, draft, and refine our approach. Why? Because this is about you and your experiences here at Exhibition Place. And you matter.

One of our most potent features as staff members is the power to contribute.

Thank you to all those involved in this collaboration. Shaping a culture of inclusivity and respect relies upon all of us.

PART A | POLICY

1. PURPOSE (<i>Why this matters</i>).....	4
2. APPLICATION (<i>Who this includes</i>)	4
3. COMMITMENT TO CONFLICT RESOLUTION (<i>How it will help</i>)	4
4. KEY PRINCIPLES (<i>What's important to say upfront</i>).....	4
I. Organizational Values.....	4
II. Legislative Obligations and Additional Protected Grounds.....	5
III. Intent vs. Impact	5
5. ROLES & RESPONSIBILITIES (<i>Our shared accountabilities</i>)	5
I. All Stakeholders (including Board, all employees, visitors, contractors, tenants, clients, etc.)6	
II. Board of Governors.....	6
III. CEO/Executive Level/Directors	6
IV. People, Equity, and Corporate Services (PEC) - Human Resources	7
V. All roles with supervisory authority	7
6. GLOSSARY OF TERMS (<i>Shared language to help us</i>)	8
7. EDUCATION & TRAINING (<i>How we build knowledge and skills</i>).....	15
8. ADDITIONAL RESOURCES (<i>A chance to learn more</i>)	15

PART B | CONFLICT RESOLUTION PROCESS

1. PURPOSE	17
2. JURISDICTION.....	17
3. PRINCIPLES.....	17
I. Confidentiality	18
II. Protection Against Reprisal.....	18
III. Reporting Options and Ongoing Support	18
4. OPTIONS TO RESOLVE CONFLICT	19
I. Informal Options	19
a) Consider seeking support and addressing concerns directly	19
b) Intervention by Supervisory Authority/Human Resources	20
II. Formal Options	20
a) Mediation	20
b) Investigation.....	20
III. Addition Information Related to Resolving Conflicts.....	22
a) Refusal to Investigate.....	22

b) Complaints/incidents Involving the Board	23
c) Complaints/incidents Involving the CEO	23
d) Complaints/incidents Involving PEC and /or Human Resources	23
e) Complaints/incidents Involving Clients and Tenants	23
5. OUTCOMES OF POLICY BREACHES	23
6. TIME LIMITS	24
7. ADDITIONAL RESOURCES	24

1. PURPOSE (*Why this matters*)

Exhibition Place is committed to a culture of respect, dignity, and civility in the workplace that is free of harassment and discrimination. Diversity in our workplace means accepting and including all employees, which will acknowledge the individual strengths and benefits they bring.

Incivility and disrespect are barriers to creating an environment where people can be and become their best selves. Specifically, it impacts effective communication, teamwork, coaching, performance, and professional growth. The impacts are real, measurable, and affect individuals, teams and our organization with reduced morale, increased absenteeism, and diminished productivity. When left unaddressed, it can escalate to harassment and/or discrimination, and those impacts are magnified.

Through this Policy and companion Conflict Resolution Process, Exhibition Place leverages the expectations of the *Ontario Human Rights Code* and the *Ontario Occupational Health and Safety Act* to support and nurture an environment that ensures our values are the lived experiences of our people and our stakeholders.

2. APPLICATION (*Who this includes*)

This Policy applies to all our stakeholders (board members, all employees, suppliers, contractors, vendors, tenants, clients, and others who interact with Exhibition Place).

The Scope of this Policy covers activities that are both work-related and can also extend to non-work-related activities (that impacts the reputation and/or professional relationships of stakeholders). See the “Definitions” section for details on “the workplace”. Further, it is important to understand that activities on corporate and/or personal social media can invoke the [Social Media Policy and Procedure – March 2023.pdf](#).

3. COMMITMENT TO CONFLICT RESOLUTION (*How it will help*)

We consider a conflict, once identified, to be an opportunity to listen intently and lead with compassion. Through breaking down barriers, we empower our people to speak up promptly and respectfully so we can find solutions together.

The accompanying Process (Part B) establishes the processes to address and resolve conflict quickly. Early conflict resolution requires stakeholders not only to understand but also to feel supported and empowered to speak up without fear of retaliation or other barriers that impede people from seeking support.

Through our conflict resolution process, we aim to show why and how to align our collective practices and behaviours to our values.

4. KEY PRINCIPLES (*What’s important to say upfront*)

I. Organizational Values

Our values drive how we do business and the experiences we want to give all those working or interacting with Exhibition Place. This Policy is a resource and tool to help us achieve our goals and standards for collaboration, inclusivity, innovation, accountability, and integrity.

II. Legislative Obligations and Additional Protected Grounds

The *Ontario Human Rights Code (OHRC)* and the *Occupational Health and Safety Act (OHSA)* are laws that aim to address systemic mistreatment and set an expectation of the employer's responsibilities. Reference to these laws is found throughout the Policy and Process as they create the legislative expectations of a workplace being free from discrimination and harassment.

Specifically, the *Ontario Human Rights Code* addresses the demographics that have been historically marginalized in the categories of:

- 1) employment (including job applications),
- 2) services and facilities,
- 3) accommodations, and
- 4) contracts.

Further, the *OHRC* specifically protects individuals or groups based on a number of prohibited grounds (i.e., race, sex, disability). The *OHRC* has primacy over all other Ontario laws and contracts.

The *OHSA* applies only to workplaces. It establishes that "harassment," "sexual harassment," and "violence" are hazards and create expectations of employer engagement and oversight.

Both laws protect against reprisal.

In addition, as an agency of the City of Toronto, Exhibition Place also provides protection in the categories of:

- 1) level of literacy,
- 2) political affiliation; and
- 3) membership in a union or staff association (as applicable to employment).

III. Intent vs. Impact

When assessing an incident or pattern of conduct/behaviour that could be a breach of this Policy, it is necessary to determine what likely happened. However, the intent behind the conduct/behaviour is irrelevant in determining whether a breach occurred (i.e., the finding of incivility, harassment, or discrimination). The focus is whether the behaviour or conduct had an adverse impact on others.

It is important to note that unintentional behaviour where there is remorse can provide more non-punitive options for resolution as compared to intentional behaviour where harm was the motive.

5. ROLES & RESPONSIBILITIES (*Our shared accountabilities*)

Exhibition Place understands the importance of clarity in the roles and responsibilities of all stakeholders. Below is an outline of the essential expectations, provided in the following order:

- I. All Stakeholders (including Board, all employees, visitors, contractors, tenants, clients, etc.)

- II. Board of Governors
- III. CEO/Executive Level/Directors
- IV. People, Equity, and Corporate Services (PEC) / Human Resources Services
- V. All roles with supervisory authority

I. All Stakeholders (including Board, all employees, visitors, contractors, tenants, clients, etc.)

- a. be aware of the expectations of behaviour as created by this Policy;
- b. seek to understand if clarity of rights and responsibilities is required;
- c. model respectful behaviour and not engage in behaviour that would constitute a breach of this Policy;
- d. immediately seek assistance (management/human resources/union) if experiencing and/or witnessing behaviours that may be breaches of this Policy;
- e. fully participate in processes to resolve issues and action plans;
- f. maintain strict confidentiality related to incidents/complaints and resolution processes (i.e., investigations); and
- g. refrain from any acts of reprisal.

II. Board of Governors

- a. The conduct of the Board is governed by the Code of Conduct for Members of Local Boards (Restricted Definition) City of Toronto. This includes expectations that align with the following Policy, specifically sections:

XII. CONDUCT RESPECTING STAFF

Members shall be respectful of the role of staff of the local board and, if applicable, staff of the City, to provide advice based on political neutrality and objectivity, and without undue influence from any individual member or faction of the local board. Accordingly, no member shall maliciously or falsely injure the professional or ethical reputation, or the prospects or practice of staff, and all members shall show respect for the professional capacities of staff.

XIV. DISCREDITABLE CONDUCT

All members of local boards have a duty to treat members of the public, one another, and staff appropriately and without abuse, bullying or intimidation, and to ensure that their work environment is free from discrimination and harassment. The *OHRC* applies and if applicable, the City's Human Rights and Anti-harassment Policy and the Hate Activity Policy.

Further, members of the Board are asked to:

- a. provide leadership in creating and maintaining a culture of respect and civility through modelling positive behaviours and holding all other stakeholders accountable for their respective expectations;
- b. provide support to senior leaders with respect to their efforts to create and maintain a respect-based workplace culture; and
- c. carefully review and consider data provided by Human Resources regarding incidents/complaints of incivility, harassment, and discrimination, and accompanying recommendations, if/when provided.

III. CEO/Executive Level/Directors

- a. model respectful behaviour, set and enforce standards of appropriate workplace conduct;
- b. provide leadership in creating and maintaining a culture of respect and civility through modelling positive behaviours and holding all other stakeholders accountable for their respective expectations;

- c. actively promote and connect the expectations of this Policy with overall strategic priorities;
- d. ensure those with leadership responsibilities are provided with the tools, professional development, and skills development to fulfil their expectations; and
- e. ensure a consistent approach to conflict resolution through the implementation of established processes.

IV. People, Equity, and Corporate Services (PEC) - Human Resources

- a. model respectful behaviour, set and enforce standards of appropriate workplace conduct;
- b. create, oversee, implement, communicate, and advise on policies, processes, and related resources to help guide the organization with PEC, creating and maintaining a culture of respect and the prevention of incivility/harassment/discrimination;
- c. support education and professional development opportunities for all members to help ensure their respective roles and responsibilities can be fulfilled in a consistent and objective manner;
- d. provide unbiased advice and support to those with supervisory authority and staff;
- e. advise and assist those with supervisory authority to ensure approaches to addressing incivility/harassment/discrimination are consistent with this Policy and established processes;
- f. offer and provide mediation and/or coaching at appropriate stages;
- g. undertake investigations when necessary;
- h. retain and provide oversight to external consultants and/or investigators when deemed necessary and ensure consultants and/or investigators follow the expected investigation processes and practices;
- i. share appropriate details of investigation results with the parties to the complaint;
- j. work with those with supervisory staff to determine, where necessary, appropriate corrective actions to address policy breaches and ensure appropriate follow-through on remedial actions;
- k. review this Policy at least annually in consultation with the Joint Health and Safety Committee;
- l. ensure the current version of this Policy and Process is posted in all work locations; and
- m. prepare and provide periodic reports and statistics regarding the use of the Policy to be reviewed by senior leadership and/or the Board as requested or required by law.

V. All Roles with Supervisory Authority

- a. model respectful behaviour, set and enforce standards of appropriate workplace conduct;
- b. have a thorough knowledge of the Policy and Process;
- c. seek opportunities to regularly communicate and provide staff with education (informal and formal) regarding respect, civility, harassment, and discrimination;
- d. actively address incivility to help prevent escalation to incidents or complaints of harassment and discrimination;
- e. immediately seek guidance and/or assistance from Human Resources when assessing the application of this Policy to incidents/complaints to determine a course of action and ensure a consistent approach;
- f. address complaints/incidents of harassment/discrimination/reprisal involving anyone who is required to abide by this Policy;
- g. if assuming an investigation role, follow protocols as established in the Conflict Resolution Process (Part B);
- h. cooperate with investigations being conducted by Human Resources or external investigators;

- i. where the Policy has been breached, actively oversee action plan to ensure inappropriate behaviours have ceased and resolution achieved and maintained; and
- j. contact Human Resources if the Ministry of Labour is onsite for an inspection relating to allegations of workplace harassment.

6. GLOSSARY OF TERMS (*Shared language to help us*)

A shared understanding of the language used in the Policy or related terms is essential. Below are the key definitions related to our legislative obligations and policy commitments.

We have intentionally expanded the offerings of definitions to include key terminology related to broader language regarding human rights, equity, diversity, and inclusion. Please also see the link to the Ontario Human Rights Commission Glossary of Terms in the Additional Resource section.

Term	Definition
Allegation	An allegation is an unproven assertion or statement based on a person's perspective that the policy has been violated.
Applicant	An individual who has applied to job openings at Exhibition Place through the established and expected application process.
Complaint	A written or verbal report by an individual (complainant) alleging that they have experienced or witnessed conduct that would be a violation of this Policy. Depending on the nature of the complaint, management will determine the appropriate approach (i.e., coaching, mediation, staff meetings, investigation).
Complainant	The person alleging that discrimination or harassment occurred. There can be more than one complainant making the same or similar allegations.
Conflict	In the context of human interaction, it is the experience between two or more people where the interactions create, or result in, a difficult or challenging experience where at least one individual feel negatively (disrespected, not heard, undervalued, frustrated). Conflict is normal and to be expected, especially as it can be caused unintentionally. However, it is the skills and commitment to resolve that will ensure it does not escalate and cause greater harm.
Discrimination	Discrimination is any practice or behaviour, whether intentional or not, which has a negative impact on an individual or group protected in the <i>Ontario Human Rights Code</i> (e.g., disability, sex, race, sexual orientation, etc.) by excluding, denying benefits, or imposing burdens upon them. Discrimination may arise as a result of direct differential treatment, or it may result from the unequal effect of treating individuals and groups in the same way. Either way, if the effect on the individual is to withhold or limit full, equal, and meaningful access to goods, services, facilities, employment, housing accommodation or contracts available to other members of society and their membership in a prohibited ground was a factor, it is discrimination.

Term	Definition
Duty to Accommodate	The legal obligation to take steps to eliminate disadvantage caused by systemic, attitudinal, or physical barriers that unfairly exclude individuals or groups protected under the <i>Ontario Human Rights Code</i> . Failure to accommodate a person short of the objective standard of undue hardship is a form of discrimination. Please refer to the Exhibition Place – Accommodation Policy – November 1 2023.pdf .
Employee	For the purpose of this policy, the term employee includes all employees (non-union and union) at Exhibition Place.
Equal Treatment	Equal treatment is the treatment that brings about an equality of results, and that may, in some instances, require different treatment. For example, to give all employees equal treatment in entering a building, it may be necessary to provide a ramp for an employee who requires the use of a wheelchair.
Equity	Fairness, impartiality, even-handedness. A distinct process of recognizing differences within groups of individuals and using this understanding to achieve substantive equality in all aspects of a person's life. (Source: Ontario Human Rights Commission, Glossary of Terms.)
Gender Identity & Gender Expression	Gender Identity - is each person's internal and individual experiences of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender may be the same as or different from their birth-assigned sex. Gender Expression - is how a person publicly presents their gender. This can include behaviour and outward appearance such as dress, hair, make-up, body language, and voice. A person's chosen name and pronoun are also common ways of expressing gender. Examples of harassment related to the grounds of sex, sexual orientation, gender expression, and/or gender identity include but are not limited to: • sexually suggestive or obscene remarks or gestures • use of homophobic or transphobic epithets, slurs, or jokes • insults, comments that ridicule, humiliate, or demean people because of their sex, sexual orientation, gender identity or expression • behaviour that polices and/or reinforces traditional heterosexual gender norms • intrusive comments, questions, or insults about a person's body, physical characteristics, gender-related medical processes, clothing, mannerisms, or other forms of gender expression • negative stereotypical comments about an individual's physical characteristics, mannerisms, and/or behaviours that reinforce traditional heterosexual gender norms

Term	Definition
	• circulation or posting of homophobic, transphobic, sexist, derogatory or offensive signs, caricatures, graffiti, pictures, jokes or cartoons, display of pin-up calendars, objectifying images, or other materials • leering (suggestive staring) at a person's body • unwelcome physical contact • having to work in a sexualized environment (bragging about sexual prowess or discussions about sexual activities) • exercising power over another person, making them feel unwelcome or putting them 'in their place' – regardless of whether the behaviour is motivated by sexual interest • spreading rumours about "outing" or threatening to "out" someone • refusing to refer to a person by their self-identified name and personal proper pronoun • other threats, unwelcome touching, violence, and physical assault
Incident	Incident is not legally defined, however, crucial to the obligations under the <i>Occupational Health and Safety Act</i>. Exhibition Place adopts the City of Toronto's definition: An incident is an event or occurrence in which discriminatory and/or harassing behaviour is exhibited in the workplace. An incident includes situations where an individual knows or ought to have reasonably known that the behaviour is contrary to this policy. An incident may not have to be raised to management directly by a complainant (e.g., an employee vents to a manager about being mistreated by another employee. Although the employee is not formally "complaining", there may be sufficient information to create an obligation on the manager to inquire and address the situation.)
Incivility	Incivility is not harassment and is not defined by law. However, it is the first level of conduct that impacts a respectful environment. It is subtle or overt deviant behaviour where intent can be ambiguous. It is characterized by rude, discourteous interactions that display a lack of regard for others. Examples of incivility include: • eye-rolling • skipping basic greetings • interrupting • dismissiveness • disrespectful sounds • interrupting • use of negative language • arriving late • taking credit for other people's work • belittling of opinions, experience, skills
Mediation	A confidential dispute resolution process, during which a neutral third party assists two or more parties to resolve conflict. It is a voluntary process where parties in dispute consent to meet with a trained mediator to determine

Term	Definition
	whether the dispute can be resolved in a mutually satisfactory manner. Mediation discussions between parties are treated as private and confidential to the full extent permitted by law.
Poisoned Work Environment	This is a form of indirect Code-based harassment/discrimination. It occurs when comments or actions ridicule or demean a person or group, creating real or perceived inequalities in the workplace. Pornography, pin-ups, offensive cartoons, insulting slurs or jokes, and malicious gossip (even when they are not directed towards a specific employee or group of employees) creating intolerable work conditions that have been found to “poison the work environment” for employees.
Prohibited Grounds	Refers to the list of grounds for which a person or group is protected under the <i>Ontario Human Rights Code</i>. The grounds include: • Race • Colour • Creed • Gender identity • Age • Marital status • Ancestry • Ethnic origin • Sex (including pregnancy) • Gender expression • Record of offences • Place of origin • Citizenship • Sexual orientation • Disability • Family status Under the legislation, case law and this Policy, there are protections where there is a perception that one of the prohibited grounds applies or where someone is treated differently because of an association or relationship with a person identified by one of the above grounds. Exhibition Place also provides protection on the grounds of: • Level of literacy • Political affiliation • Membership in a union or staff association (for employment)
Racial Discrimination	Harassment on the ground of race. It may also be associated on the grounds of colour, ancestry, where a person was born, a person’s religious belief, ethnic background, citizenship or even a person’s language. Racial harassment/discrimination can include: • racial slurs or jokes • ridicule, insults, or different treatment because of your racial identity • posting/e-mailing cartoons or pictures that degrade persons of a particular racial group • name-calling because of a person’s race, colour, citizenship, place of origin, ancestry, ethnicity, or creed

Term	Definition
Reasonable Person Test	This is an objective standard to measure whether a comment or conduct is discrimination or harassment. It considers what a reasonable person's reaction would have been under similar circumstances and in a similar environment. It considers the recipient's perspective and not stereotyped notions of acceptable behaviour. This standard is used to assess human rights complaints under this policy.
Respect	Respect is a word often used and rarely explored. There is no one objective term that will satisfy the depth of this concept. Exhibition Place utilizes the Respect Loop© as a tool to explore what respect means for each of us and evoke curiosity to know about our own needs and the needs of others in order for us to both give and receive respect in our environments with those we work and interact with.
Reprisal	Reprisal is illegal under both the <i>Ontario Human Rights Code</i> and the <i>Ontario Occupational Health and Safety Act</i>. As such, Exhibition Place strictly prohibits any retaliation, either direct or indirect, against an individual for: exercising their rights under this Policy, initiating a complaint in good faith, investigating a complaint, being a decision maker in a complaint, participating as a witness in an investigation, being a respondent to a complaint, having been associated with, or representing a complainant, witness, or respondent. If reprisal is substantiated, disciplinary action will be taken against the individual(s) who engaged in the reprisal. Appropriate discipline for a policy violation is not considered reprisal.
Respondent	The person who is alleged to be responsible for the discrimination or harassment. There can be more than one respondent in a human rights complaint.
Sexual Harassment	Sexual harassment is a form of discrimination based on the prohibited ground of sex under the Code. It is also prohibited under the <i>Occupational Health and Safety Act</i>. Workplace sexual harassment means engaging in a course of vexatious comment or conduct against a worker in the workplace because of sex/sexual orientation/gender identity/gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. It also includes making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Examples of harassment related to the ground of sex, sexual orientation, gender expression and/or gender identity include but are not limited to: • sexually suggestive or obscene remarks or gestures • use of homophobic or transphobic epithets, slurs, or jokes

Term	Definition
	• insults, comments that ridicule, humiliate or demean people because of their sex, sexual orientation, gender identity or expression • behaviour that polices and/or reinforces traditional heterosexual gender norms • intrusive comments, questions or insults about a person's body, physical characteristics, gender-related medical procedures, clothing, mannerisms, or other forms of gender expression • negative stereotypical comments about an individual's physical characteristics or mannerisms and/or behaviours that reinforce traditional heterosexual gender norms • circulation or posting of homophobic, transphobic, sexist, derogatory, or offensive signs, caricatures, graffiti, pictures, jokes or cartoons, display of pin-up calendars, objectifying images or other materials • leering (suggestive staring) at a person's body • unwelcome physical contact • having to work in a sexualized environment (bragging about sexual prowess, or discussions about sexual activities) • exercising power over another person, making them feel unwelcome or putting them 'in their place' – regardless of whether the behaviour is motivated by sexual interest • spreading rumours about, "outing", or threatening to "out" someone • refusing to refer to a person by their self-identified name and personal proper pronoun • other threats, unwelcome touching, violence, and physical assault, and may also invoke the Workplace Violence Policy (formerly adopted as the Workplace Harassment and Workplace Violence Policy and renamed Workplace Violence Policy).
Sexual Orientation	Refers to the sex/gender of those to whom one is sexually and romantically attracted. Categories of sexual orientation typically have included attraction to members of one's own sex/gender, attraction to members of another sex/gender, and attraction to people of more than one sex/gender.
Witness	An individual who may be able to provide information about workplace comments/conduct that are alleged to have violated this policy. Witnesses are not entitled to investigation results or complaint details unless the disclosure is necessary for the purpose of investigating allegations.
Workplace	Includes all locations where business or social activities of Exhibition Place are conducted, including when employees are working from home and on the premise of other locations. This Policy may apply to incidents that happen away from work (e.g., inappropriate social media posts, phone calls, e-mails, or visits to an employee's home, incidents at luncheons, and after-work socials). Please refer to the Exhibition Place Social Media Policy and Procedure – March 2023.pdf .

Term	Definition
Workplace Harassment	Defined by the <i>Occupational Health and Safety Act</i> as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Under this definition there is no requirement for a prohibited ground to be identified as required by the <i>Ontario Human Rights Code</i> (see: Key Principles and Code-Based Harassment for more information). Examples of workplace harassment include a pattern of: • frequent angry shouting/yelling or blow-ups • regular use of profanity and abusive language • verbal or e-mail threats (not including threats to exercise physical force, which are covered by the Workplace Violence Policy (formerly adopted as the Workplace Harassment and Workplace Violence Policy and renamed Workplace Violence Policy) • intimidating behaviours - slamming doors, throwing objects • targeting individual(s) in humiliating practical jokes • excluding, shunning, impeding work performance • spreading gossip, rumours, negative blogging, cyber-bullying • retaliation, bullying, sabotaging • unsubstantiated criticism, unreasonable demands • frequent insults and/or name-calling • public humiliation • communication that is demeaning, insulting, humiliating, mocking • intent to harm • a single, serious incident that has a lasting, harmful impact. Workplace harassment does not include: • incivility • legitimate performance/probation management • appropriate exercise and delegation of managerial authority • operational directives/direction of workers or the workplace • other reasonable action(s) taken by management • a disagreement or misunderstanding • conflict between co-workers • work-related change of location, co-workers, job assignment • appropriate discipline • rudeness unless it is extreme and repetitive • conditions in the workplace that generates stress (technological change, impending layoff, a new boss, friction with other employees, workload, etc.)

Term	Definition
	Key: This policy is not intended to interfere with constructive feedback regarding the performance or operational directives provided to employees with supervisory authority.
Workplace Violence	The <i>Ontario Occupational Health and Safety Act</i> defines workplace violence as: 1. the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker, 2. an attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker, 3. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker. Please review Exhibition Place's Workplace Violence Policy for information regarding rights and responsibilities (formerly adopted as the Workplace Harassment and Workplace Violence Policy and renamed Workplace Violence Policy).

7. EDUCATION & TRAINING (*How we build knowledge and skills*)

We will undertake the responsibility of ensuring this Policy and accompanying Process is known, understood, and respected.

A variety of training and education opportunities will be provided through various means and will evolve to meet the expectations of legislation and our identified learning and growth needs.

8. ADDITIONAL RESOURCES (*A chance to learn more*)

In addition to the education and training provided by Exhibition Place, our community of stakeholders are encouraged to seek additional information to build knowledge around everyone's rights and responsibilities. The following are a selection of available resources:

- Ontario Human Rights Commission (<http://www.ohrc.on.ca/en>)
- Ontario Human Rights Commission, Glossary of Terms (<http://www.ohrc.on.ca/en/teaching-human-rights-ontario-guide-ontario-schools/appendix-1-glossary-human-rights-terms>)
- Ontario Human Rights Tribunal (<http://www.sjto.gov.on.ca/hrto>)
- Ontario Human Rights Legal Resource Center (<http://www.hrlsc.on.ca/en/welcome>)
- Ministry of Labour: Understanding Workplace Harassment (www.labour.gov.on.ca)
- Ministry of Labour: Code of Practice (www.labour.gov.on.ca)

PART B | CONFLICT RESOLUTION PROCESS

1. PURPOSE	17
2. JURISDICTION.....	17
3. PRINCIPLES.....	17
I. Confidentiality.....	18
II. Protection Against Reprisal.....	18
III. Reporting Options and Ongoing Support.....	18
4. OPTIONS TO RESOLVE CONFLICT	19
I. Informal Options	19
a) Consider seeking support and addressing concerns directly.	19
b) Intervention by Supervisory Authority/Human Resources	20
II. Formal Options	20
a) Mediation	20
b) Investigation	20
III. Addition Information Related to Resolving Conflicts	22
a) Refusal to Investigate.....	22
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e) Complaints/incidents Involving Clients and Tenants	23
5. OUTCOMES OF POLICY BREACHES	23
6. TIME LIMITS.....	24
7. ADDITIONAL RESOURCES	24

1. PURPOSE

When experiences are less than respectful, it can be difficult to know what to do or where to receive support.

The following Conflict Resolution Process (“Process”) provides an outline of the options to address and resolve conflicts that fall within the range of incivility, harassment, and discrimination. These options start with how to engage in conflict early and informally, and then the escalation of steps that are available, if necessary.

Exhibition Place understands people are worried about issues not being taken seriously, fear of not being believed, and potential reprisal. These are barriers to coming forward. The approach, process, and resources available aim to help break those barriers down as it is in the best interests of everyone to resolve conflicts as early as possible.



At anytime if you need information, advice, or consultation, please reach out to People, Equity, and Corporate Services (PEC) and/or someone with supervisory authority.

2. JURISDICTION

This Process can be triggered by incidents and/or complaints brought by those covered by this Policy. Disclosure may be written and/or verbal through the person(s) who have experienced and/or witnessed the situation(s) giving rise to concern.

Exhibition Place has a legal obligation to maintain a harassment and discrimination free workplace and will address complaints that are brought to the attention of anyone with supervisory authority, or when those with supervisory authority have sufficient information, **regardless of whether a complaint has been made.**

A complaint of discrimination or harassment under this Process does not limit or interfere with an individual’s ability to access other complaint avenues, including:

- application to the Human Rights Tribunal of Ontario,
- a complaint to the Ministry of Labour,
- an application to the Ontario Labour Relations Board,
- a civil suit or a criminal complaint, or
- a grievance pursuant to the terms of an applicable collective agreement.

Incivility is **not** considered workplace harassment nor covered by legislation. However, under this Policy, Exhibition Place has established a similar responsibility to address and resolve issues of incivility.

3. PRINCIPLES

The following key principles outline Exhibition Place’s commitment to creating a fair and credible process to encourage our staff and other stakeholders to come forward as early as possible.

I. Confidentiality

Confidentiality is central to creating a safe environment for individuals to come forward with their concerns. As such, suspected breaches of confidentiality may be investigated and, if substantiated, will result in disciplinary actions.

Therefore, all persons involved with an incivility/harassment/discrimination incident and/or complaint, including complainants, respondents, support persons, witnesses, those with supervisory authority, union/association representatives and investigators are expected to treat the matter as confidential.

This includes communicating with others within, or associated with, Exhibition Place or external sources that could intentionally or inadvertently share details. This expectation extends to any time before, during or after an investigation or resolution of a harassment/discrimination complaint. The expectations of confidentiality do not impede the ability for an involved party to speak to their union, health care providers, family or consult with legal representation (at their own expense).

Confidentiality is particularly key in formal investigations, and additional information is provided below under “Formal Options (Investigations).”

Under the *Ontario Occupational Health and Safety Act (OHSA)*, complaint details, investigations, and results/reports produced under this Policy are not considered to be occupational health and safety reports that are shared with joint health and safety committee. Therefore, to protect confidentiality, these documents are not to be shared with the joint health and safety committee.

Exhibition Place may need to disclose information where required by law.

II. Protection Against Reprisal

Fear of reprisal can be one of the greatest barriers to coming forward.

Reprisal is illegal under both the *Ontario Human Rights Code* and the *Ontario Occupational Health and Safety Act*. As such, Exhibition Place strictly prohibits any retaliation, either direct or indirect, against an individual for: exercising their rights under this Policy, initiating a complaint in good faith, investigating a complaint, being a decision maker in a complaint, participating as a witness in an investigation, being a respondent to a complaint, having been associated with, or representing a complainant, witness, or respondent. If reprisal is substantiated, disciplinary action will be taken against the individual(s) who engaged in the reprisal.

Appropriate discipline for a policy violation is not considered reprisal.

III. Reporting Options and Ongoing Support

If an employee feels they are experiencing behaviours that amount to incivility, harassment, or discrimination, they are encouraged to consult with anyone with supervisory authority and/or human resources. These staff all have a responsibility to assist in assessing and triaging concerns to utilize the appropriate process in the aim of resolution.

It can be difficult to make a complaint and to have a complaint made against you. For eligible employees (non-union), additional support/counselling is available through Family Services and Employee Assistance Program (FSEAP) / <https://www.fseap.ca> / Tel: 613-549-5561 / 1-888-409-4499.

If you are not eligible for FSEAP, please reach out to Employee and Labour Relations Consultant to consider potential options.

4. OPTIONS TO RESOLVE CONFLICT

Several options to resolve concerns of incivility, harassment, and discrimination are available to individuals protected under this Policy/Process. Informal approaches can foster early resolution and prevent escalation, particularly when concerns are raised promptly. However, formal approaches may be required where the allegations are of a serious nature and/or involve someone with supervisory authority.



Please use Exhibition Place's Disclosure Form to help navigate options or organize information.

I. Informal Options

a) Consider seeking support and addressing concerns directly.

If an employee/stakeholder is experiencing conduct that may amount to incivility/harassment or discrimination, they are empowered to consider ways to intervene early and seek resolution. Exhibition Place acknowledges that doing so requires a level of knowledge and confidence in our organization's commitments. **As such, seeking support when considering the options to engage to help facilitate resolution is encouraged.**

The triaging at this stage includes:

- if the employee feels equipped enough and if they can professionally, and in good faith, address the conduct or comments which have negatively impacted them directly with the person(s), involved and ask them to stop;
- employees (including those with supervisory authority) who are advised that their comments or conduct are unwanted and harmful are expected to cease such behaviour immediately and consider ways to repair the relationship (i.e., seek to understand, apologize);
- if the conduct does not stop, seek assistance from those with supervisory authority and/or human resources, and keep a written record of the date, times, and details of the conduct and your efforts to stop it.

There are occasions where addressing the person responsible for the conduct may not be appropriate, and individuals should seek the intervention of someone with supervisory authority and/or human resources (i.e., allegations against someone in a more senior position). Unionized employees may also consult with their representatives for additional support/guidance.



The *Ontario Health and Safety Act (OHSA)* requires an investigation be conducted into all employee complaints/incidents of non-Code workplace harassment, sexual harassment, gender identity harassment, gender expression harassment, and sexual orientation harassment. As such, informal options of resolution will not be deemed appropriate..

b) Intervention by Supervisory Authority/Human Resources

If an individual is unable to resolve the issue themselves or inappropriate behaviour continues after an informal intervention, the individual is encouraged to seek assistance from anyone with supervisory authority and/or human resources to intervene and help determine the appropriate process. Depending on the issues, the following informal processes may be available to assist in addressing the concerns and facilitating resolution:

- One-on-one meetings
- Facilitated meetings with involved individuals
- Team-based coaching
- Training/education



Where disclosure of alleged harassment and/or discrimination takes place with a employee/stakeholder with supervisory authority, they shall consult with Human Resources.

II. Formal Options

a) Mediation

Mediation may be appropriate in some circumstances, specifically where the alleged conduct would not amount to workplace harassment/workplace sexual harassment.

If mediation is recommended by Human Resources, participation in mediation is voluntary and each party to the mediation is entitled to have a “support person” (as defined in Step 5 below) attend the mediation. Where the mediator is of the opinion that the presence of the support person selected is inappropriate or may hinder the mediation process, the mediator will advise the relevant party who shall be entitled to select another support person provided that doing so does not hinder or unduly delay the mediation.

All mediation discussions will be held on a confidential, without prejudice basis and involve the use of breakout rooms, where necessary. Any settlement would have to be satisfactory to both parties and approved by Human Resources, where appropriate. Parties may be required to sign confidential Minutes of Settlement.

Mediation cannot be used as a substitute for an investigation into workplace harassment/sexual harassment incidents, and/or complaints. However, it may be a valuable tool as part of post-investigation resolution efforts.

b) Investigation

A formal workplace investigation may be required in the following circumstances:

- a. It is required by provincial legislation, specifically:
 - Allegations that could amount to workplace harassment (including sexual harassment) must be investigated as per the *Ontario Occupational Health and Safety Act*.
- b. Other options of informal resolution have been attempted and were unsuccessful.
- c. The issues are of a serious or/and systemic nature.

If someone with supervisory authority receives a complaint or becomes aware of circumstances that ought to be investigated, they are expected to **immediately consult** with Human Resources to determine the appropriate process and allocation of responsibility (i.e., designated “investigator”).

To determine whether the allegations require or warrant an investigation, details may be obtained through the submission of the written complaint and/or as documented by the person to whom disclosure is being made by the person(s) coming forward. Follow-up may be required to obtain sufficient details to make this assessment.

Where possible, internal Human Resources personnel will fulfil the investigation roles. However, there may be occasions where it is appropriate for an external consultant/investigator to be retained. All those responsible for investigations are expected to be unbiased, objective, and ensure the expected process is followed in a consistent manner.

Confidentiality is crucial in investigations, which includes:

- During an investigation, identifying information about any individual should not be disclosed unless the disclosure is necessary for the purpose of investigating, taking corrective action, or is otherwise required by law.
- All those involved in the investigation are not to advise anyone in the workplace or otherwise connected to the workplace, and/or service provision about the investigation, or have any involvement in the investigation and/or the contents of an investigation interview and/or report.
- All those involved in the investigation are not to ask individuals if they have participated in an investigation process or discuss any details about any investigation interviews.

Once it is determined a workplace investigation is required/warranted, it will follow a series of steps as generally outlined below.

Step	Details
Step 1	Obtain full details of the incident/complaint from the person(s) bringing the allegations forward (“complainant(s)”) and who those allegations are against (“respondent(s)”).
Step 2	Determine the scope of the investigation based on the applicable laws (specifically <i>the Ontario Human Rights Code</i> and the <i>Ontario Occupational Health and Safety Act</i>) and Policy.
Step 3	Communicate to the parties (complainant(s) and respondent(s)) the scope of the investigation and share the general investigation process and their rights/responsibilities during an investigation.

Step 4	Determine/implement any interim measure, such as a leave of absence or temporary transfer). Human Resources will make such determinations.
Step 6	Based on the information collected, determine: • the likely facts, and • whether those facts amount to a breach of Policy expectations based on a balance of probabilities (i.e., if the allegations are substantiated, partially substantiated, not substantiated)
Step 8	Once the report has been accepted by the CEO and the People, Equity, and Corporate Services (PEC), Human Resources will share the outcome of the investigation and appropriate details of the corrective action verbally and in writing to the parties within 10 days of completing the investigation.
Step 10	Ensure all investigation documents are stored electronically/centrally. Only the results letter will become part of an employee's file. Close investigation file.



The Ministry of Labour's Code of Practice indicated investigations should be completed within 90 days. This is applicable to investigations related to workplace harassment/workplace sexual harassment.

III. Addition Information Related to Resolving Conflicts

a) Refusal to Investigate

Exhibition Place may refuse to investigate where the complaint is frivolous, vexatious, or an abuse of process has occurred. These terms are defined as:

Anonymous Complaints	Complaints with insufficient details may not trigger an investigation under this Policy. Please note this may be the case for submissions through our anonymous reporting hotline. However, other efforts may be available to address concerns where feasible.
Frivolous	A complaint that contains allegations that, even if true, are not a breach of this Policy.
Vexatious	When the complaint has been the subject of a decision by an alternate complaint process that considered the same allegations, a reasonable offer to remedy was rejected and/or the complaint was filed to annoy, embarrass, or harass the respondent.
Abuse of Process	When an adequate remedy already exists or the complaint is engaging in improper action (fraud, deception, intentional misrepresentation) or is motivated to file out of malice or vindictiveness.

In some circumstances of a finding of frivolous, vexatious, and/or abuse of process may result in disciplinary measures.

Further, allegations of incivility **will not** be investigated unless other informal options have been attempted and unsuccessful, and it is deemed the only remaining process that can assist.

b) Complaints/Incidents Involving the Board

Complaints or incidents involving the Board should be provided to the CEO. The CEO will seek advice/guidance from legal counsel to determine the best steps and will adhere to the expectations of Code of Conduct for Members of Local Boards (Restricted Definition) City of Toronto.

c) Complaints/Incidents Involving the CEO

Complaints or incidents involving the CEO will be directed to the Chair of the Board. The Chair of the Board may seek advice/guidance from legal counsel to determine the best steps.

d) Complaints/Incidents Involving PEC and/or Human Resources

Complaints or incidents involving PEC and/or Human Resources should be directed to the CEO. The CEO will seek advice/guidance from legal counsel to determine the best steps.

e) Complaints/Incidents Involving Clients and Tenants

Complaints or incidents involving Clients and Tenants should be directed to the Executive Leadership. The Executive Leadership will seek advice/guidance from legal counsel to determine the best steps.

5. OUTCOMES OF POLICY BREACHES

It is important that all stakeholders understand that both intentional and unintentional comments and/or conduct can lead to a breach of this Policy.

Thus, the objective of any resolution is to change behaviour, eliminate harassment, discrimination, or reprisal, and ensure a culture of respect. There are often opportunities for individuals to learn and grow from these experiences.

When there are no breaches of the Policy found, there are still opportunities to repair relationships and seek to understand the conditions that created the conflict which can include the individuals involved, or organizational systems or practices. As such, there is no disciplinary action taken when individuals come forward in good faith.

For breaches by employees, resolution can be non-punitive, such as apologies, educational initiatives, coaching and counseling, or resolution may result in disciplinary action, including suspensions or terminations. It is the responsibility of the Human Resources to determine the appropriate resolution.

For breaches by non-employees (i.e., contractors/vendors/tenants/customers, etc.) remedial actions can include restrictions on accessing premises, or impact to current or future business opportunities or ending a contractual relationship.

6. TIME LIMITS

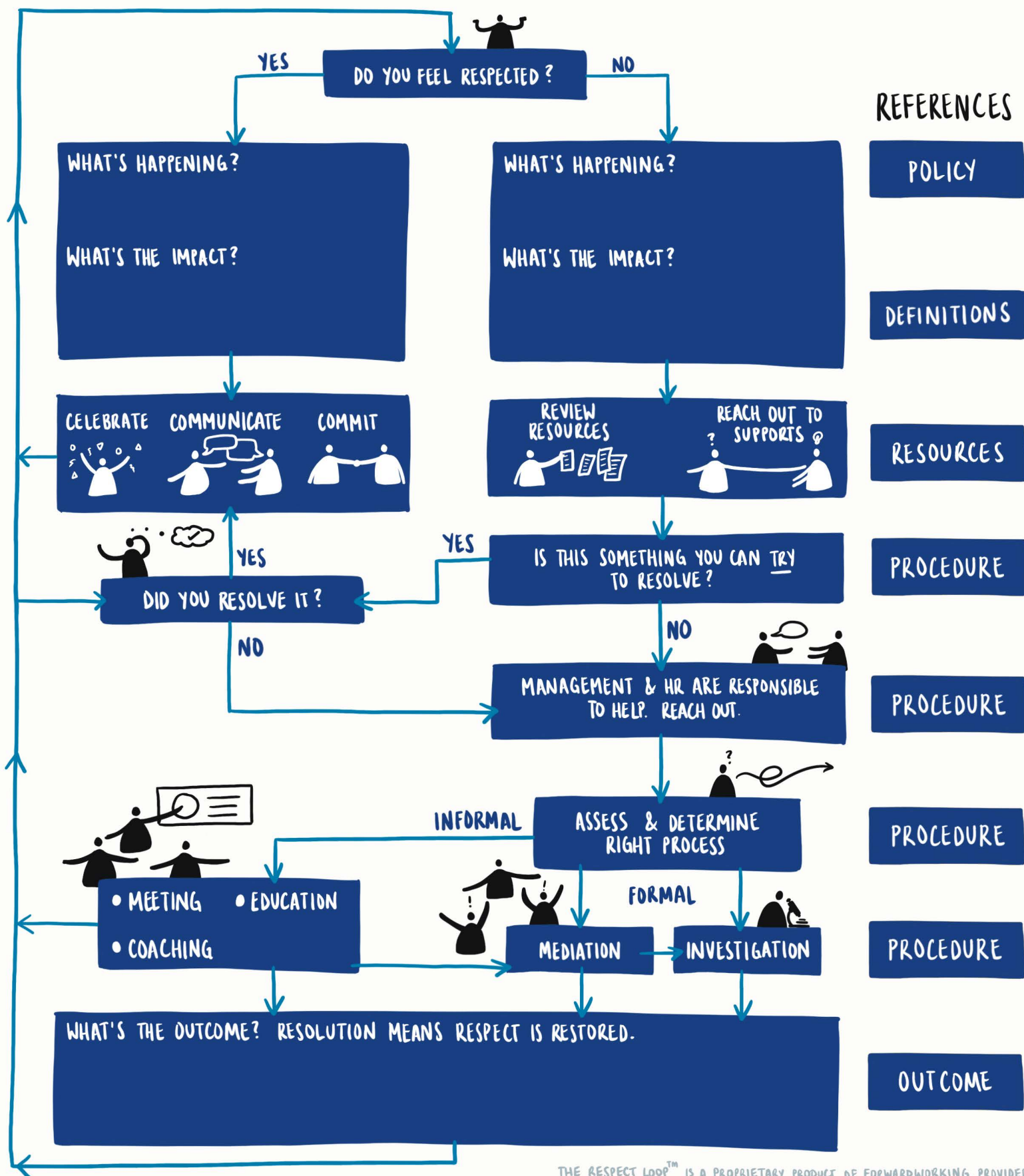
Exhibition Place strongly encourages and supports stakeholders coming forward as soon as possible. However, the time limit for the bringing a complaint under this Policy is one year from the date of the last incident of alleged incivility, discrimination, or harassment. There can be extenuating circumstances where this timeline is extended. This approach is consistent with the time limits for filing applications with the Ontario Human Rights Tribunal.

7. ADDITIONAL RESOURCES

Exhibition Place actively utilizes the “**Respect Loop®**”. This resource helps guide discussions on maintaining respect, navigates the options for resolving conflict, and acknowledges our shared responsibilities to ensure our values are the lived experiences for our employees and all other stakeholders.

RESPECT IS...

RESPECT LOOP™



Policy Name	Policy Type
Right to Disconnect from Work Policy	Employee
Original Date	Revision Date
June 1, 2022	December 12, 2024

Policy Statement

The health and well-being of staff are of paramount importance to Exhibition Place. This Policy establishes guidelines for employee wellness and encourages employees to disconnect from their work outside their regularly scheduled hours, subject to operational requirements.

Application

This policy applies to all non-union and unionized employees.

Definitions

Disconnecting from work: Under this Policy and the Ontario Employment Standards Act, 2000, is defined as “not engaging in work-related communications, including emails, telephone calls, video calls, or the sending or reviewing of other messages, so as to be free from the performance of work”.

Supervisors refers to any management staff in a supervisory role which includes Executives, Directors, Managers, Supervisors, and Coordinators.

Conditions

- Disconnecting from work outside of working hours is vital to a person’s well-being, as well as sustaining a work-life balance. Exhibition Place acknowledges the importance of staff being able to disconnect from work outside of working hours unless there is an emergency, unforeseen circumstance, or an established on-call arrangement in place.
- Exhibition Place supports efforts to maintain the health and well-being of staff by providing relevant information and policy concerning disconnecting from work, wellness, and work-life balance.
- Exhibition Place recognizes that there are situations when supervisors and staff must perform work or communicate with another staff member outside of regular working hours due to urgent or pressing matters. Exhibition Place management will work to minimize such situations whenever possible.
- Disconnecting from work is a shared goal and can best be achieved by working collaboratively to ensure that we all respect each other’s work schedule and need to disconnect after hours.
- Employees are encouraged to set clear boundaries between work and their personal lives. Employees should set clear expectations for email response time; logging off for the day, setting online status to “away”, “out of office”, “do not disturb”, or “offline” when not working; scheduling any breaks or time off in their calendar; and avoiding

using work email for unrelated communication, such as newsletters, internet searches, or personal correspondence.

- Due to the nature of our business and the operational needs, supervisors may contact staff that are off duty to offer an available shift or make necessary schedule changes that are required. This does not fall within the scope of this policy.
- This policy does not proscribe or limit an employee's choice to send, receive, or reply to electronic or other communications after normal working hours if they wish to do so.
- Employees will not be disciplined for performing work, including sending or receiving emails or phone calls outside of normal working hours.
- However, the policy does confirm that an employee may choose not to respond to such communications outside normal working hours, if the employee so chooses, subject to the needs of the operations. Employees should be respectful of each other's work schedules and outside of an emergency, unforeseen circumstance, or on-call arrangement, should not expect a response to communications outside of normal working hours.
- When a supervisor sends communications to staff outside regular working hours, unless it is urgent and operational needs dictate that an immediate response is required, employees should not feel the need to respond to communications until they return to work.
- This policy complies with the provincial Employment Standards Act, 2000, and the Working for Workers Act, 2021.

Accountability

Supervisors are responsible for encouraging their staff to disconnect from work outside of normal working hours. If supervisors elect to communicate with staff outside of normal working hours, they should ensure and establish a clear expectation that staff are not required or expected to respond to such communication outside of working hours unless there is an emergency, unforeseen circumstance, or established on-call arrangement in place.

Staff should ensure that they understand the policy, and respect others and their need to disconnect outside of working hours. If staff are consistently unable to disconnect from work outside of regular working hours, they should raise their concerns with their supervisor.

Supervisors are expected to address situations where staff are consistently unable to disconnect from work outside of working hours unless there is an emergency or on-call arrangement.

Delivery of Essential/Critical Services

To a reasonably practicable extent, all employees must know and conduct their assigned work within their established working hours, including approved flex schedules. Standard work hours vary by operational area and job function; therefore, an employee's ability to disconnect from work will be within the context of an individual's work schedule, including flex schedules as set out by their supervisor.

Despite establishing regular working hours, all employees recognize that there may be busier periods or other circumstances where work must be completed outside of normal working hours. Furthermore, in the ordinary course of business, there will be situations when it is necessary to contact employees outside of established work hours, including but not limited to:

- Stand-by/on-call requirements;
- Critical staffing shortages due to illness and checking availability for scheduling;
- Response to emergencies and/or ongoing emergency response services, including determining overtime availability;
- When unforeseen circumstances arise leading to emerging operational needs;
- Where employees voluntarily wish to communicate with one another for work-related purposes outside of established working hours; and
- Other business or operational requirements that require contact outside of established working hours.

For further information, contact the Manager, Human Resources, Payroll & Benefits.

Policy Name	Policy Type
Security Roles Assignment Policy	Employee
Original Date	Revision Date
December 8, 2020	December 12, 2024

Policy Statement

Exhibition Place recognizes that with the implementation of the Time & Attendance Management System there requires a process and protocol for assigning authority in ADP Workforce Now for those staff members authorized to view, edit, update, approve timecards, assign, and delete user security roles.

Application

This policy applies to all employees.

Definitions

USER SECURITY ROLES

Product User – User requires administrator access, and in this role can administer ADP services (e.g. approve, deny time off requests, view timecards, create or edit schedules). User cannot perform security administrative functions (e.g. reset passwords).

Security Admin – User can create user masters, user administrators, and product users. User can reset passwords, issue administrator access, and assign profiles to administer ADP services.

User Admin – User can perform limited security tasks to reset passwords, issue administrator access for product users, and can suspend/activate self-service users.

User Master – User can assign the User Admin role and perform all the tasks of the user administrator. User can issue personal registration codes and modify self-service user information.

CUSTOM PRACTITIONER PROFILES

Administrative Assistant – View only access to relevant menus and people

Consultant – View only access to all menus and people

Facility Services – View and edit access to relevant menus and people

Human Resources – View and edit access to all menus and people except Payroll Services

Payroll Services – View and edit access to all menus and people

Security Services – View only access to Emergency Contact Information of all people

Training – View and edit access to Talent Profile of relevant people

Conditions

Employees that require a user security role to be assigned will be granted permissions relevant to job function and department needs.

Changes to existing service profile roles and security roles will be assigned and access permission granted if relevant to the job function and department needs.

In order for access to be granted and or any changes to be made the following must be done.

Department/Division completes a Security Roles Assignment Request Form and sends the complete form to Human Resources.

The request will be approved by the Director of Human Resources and facilitate the required access.

Human Resources will assign the user security roles and service profiles to users.

If at any time users need to be removed, Human Resources will coordinate that through the IT/Telecom Division.

Payroll will assign new user and send email for the new user to set up ADP for the purpose of requesting time, checking available leave balances, pay stubs and T4's

Payroll will remove users from ADP workforce now when termination is processed.

User security roles will be audited, and a report will be submitted to the Director of Accounting Services.

TO BE COMPLETED BY EMPLOYEE'S MANAGER			
EMPLOYEE INFORMATION			
EMPLOYEE NAME		EMPLOYEE #	
POSITION TITLE		DEPT/ DIVISION	
MANAGER NAME			
POSITION TITLE			
Type of Role requested: ☐ Product User: User requires administrator access. User in this role can administer ADP services e.g., approve and deny time off requests, input or edit schedules User cannot perform security administrative functions e.g., reset passwords. Change an approved requests once processed. ☐ User Admin: User can perform limited security tasks to reset passwords and issue administrator access for product users. User can suspend/activate self-service users. ☐ User Master: User can assign the User Admin role and perform all the tasks of the user administrator. User can issue personal registration codes and modify self-service user information. ☐ Security Admin: User can create user masters, user administrators, and product users. User can reset passwords, issue administrator access, and assign profiles to administer ADP services.			
JUSTIFICATION (PLEASE DESCRIBE PURPOSE OF THIS REQUEST)			
MENU & PEOPLE ACCESS CHECKLIST			
Employment Menu ○ Position ○ Status ○ Edit Privileges ○ Employee Information ○ Edit Privileges ○ Pay Rates Personal Information Menu ○ Addresses ○ Edit Privileges ○ Contact ○ Edit Privileges ○ Emergency Contact ○ Edit Privileges ○ Personal ○ Edit Privileges ○ Demographic ○ Edit Privileges ○ Work Visa Tracking ○ Edit Privileges ○ Illness/Injury Claims ○ Edit Privileges	Talent Profile Menu ○ Education ○ Edit Privileges ○ Licenses/Certifications ○ Edit Privileges ○ Memberships ○ Edit Privileges ○ Awards ○ Edit Privileges ○ Training ○ Edit Privileges ○ Pay Menu ○ Pension ○ Edit Privileges Pay Menu ○ Pension ○ Edit Privileges ○ Pay & Adjustments ○ Edit Privileges ○ Employee Options ○ Edit Privileges ○ Tax Frequency Override ○ Edit Privileges ○ Tax Forms ○ Edit Privileges ○ Direct Deposit ○ Edit Privileges ○ Tax Withholdings ○ Edit Privileges ○ Pay Statements ○ Edit Privileges	Time & Attendance ○ Time Manager ○ Time Employee Standard Reports Menu ○ Personal & Employment ○ Talent Profile ○ Time Off People Access (Divisions needed access to) 1. 2. 3. 4. 5.	
EMPLOYEE SIGNATURE	MANAGER SIGNATURE	DIRECTOR SIGNATURE	
DATE	DATE	DATE	
HUMAN RESOURCES SIGNATURE		DATE	

Policy Name	Policy Type
Short-Term Disability Plan and Benefit Payments Policy	Employee
Original Date	Revision Date
December 8, 2020	December 24, 2024

Policy Statement

Exhibition Place provides eligible employees with a Short-Term Disability Plan (STD), which provides protection against financial loss to employees who are absent from work due to short-term illnesses or non-compensable injuries for up to six (6) months.

The STD Plan is a supplemental plan to the long-term disability plan, which provides protection against long-term disability claims.

The STD Plan applies to short-term illnesses or injuries that are not related to the workplace and are thus otherwise not compensable pursuant to the *Workplace Safety and Insurance Act*.

Employees are not permitted to use this STD Plan for annual or routine doctor's appointments or appointments for tests.

Frequent absences are subject to the terms and conditions of the Attendance Management Policy and the requirements by the employee to provide medical information from their medical practitioner. Exhibition Place has the practice and goal to provide accommodation for employees while not causing undue hardship for the operation.

Application

This policy applies to Full-time Permanent and Full-time Renewable Contract Employees.

Definitions

Full-Time Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Full-time Renewable Contract Employee

An employee hired to work full-time hours in a position not part of the permanent staff complement for Exhibition Place.

STD Benefit Payment Eligibility Date

A Full-Time Permanent Employee who has completed six (6) months of service will be entitled to receive STD Benefits Payments.

A Full-time Renewable Contract Employee who has completed twelve (12) months of service will be entitled to receive STD Benefits Payments.

In-Patient

When there is admission to the hospital, including short-term admissions (e.g., full day or partial day) for medical procedures, but does not include attendance at an emergency department.

Occurrence

When an employee has multiple absences, each new absence is called an occurrence. For example: an employee takes six (6) days of sick time in the following pattern, two (2) days, three (3) days, and one (1) day; this pattern is registered as three (3) occurrences.

An absence of less than a one-half ($\frac{1}{2}$) day does not count as an occurrence. Should the employee remain off for medical reasons on the next day, it will be counted as an occurrence. An absence of a one-half ($\frac{1}{2}$) day or more but less than a full day will count as an occurrence.

When an employee returns to work on an agreed-upon modified work schedule for a graduated return to work program, time lost due to the graduated return to work program will not count as an occurrence provided the employee works in accordance with the agreed-upon accommodation work schedule. Should the eligible employee be off work for a medical reason during the graduated return to work schedule, this absence will be counted as an occurrence, provided it is an absence of one-half ($\frac{1}{2}$) day or more.

If an employee is hospitalized as an in-patient, it shall not count as an occurrence, and the employee will be paid from the first day of absence.

When an employee is absent for a medically supported regular course of treatment as a result of a serious chronic illness, the absence days for the treatment are counted as one occurrence. If the employee is required for follow-up, which correlates with the original course of treatment, the treatment(s) are counted under the original occurrence.

Conditions

All Full-Time Permanent Employees will be eligible to participate in the STD Plan from their first day of permanent employment. However, employees must be in the STD Plan for a period of six (6) months before being eligible to claim STD Benefit Payments.

All Full-Time Renewable Contract Employees will be eligible to participate in the STD Plan after the completion of six (6) months of continuous service. However, employees must be in the STD Plan for a period of twelve (12) months before being eligible to claim STD Benefit Payments.

Implementation

Usage

Employees must post their absence(s) due to short-term illnesses or injuries that are not work-related in the ADP database immediately upon their return to work.

STD Benefit Payment Bank

On January 1st of each calendar year, active employees who work seven (7) or eight (8) hours per day are credited with an annual STD Benefit Payment Bank of one hundred and thirty (130) days, and active employees who work twelve (12) hours per day are credited with an annual STD Benefit Payment Bank of 86.66 days.

If an employee is absent on January 1st due to a short-term illness, then an employee must return to work on a full-time basis for a two (2) week period before the employee is credited with the annual STD Benefit Payment Bank.

Charges against the STD Benefit Payment Bank are restricted to working intervals of one-half (½) day or one (1) full day.

Medical Notes

Employees are responsible for substantiating that their absence is due to medical illness or injury. Employees are not permitted to use the STD Benefit Payment Bank for annual or routine doctor's appointments or appointments for tests.

Absences of 1 to 3 consecutive days (Medical Note)

Generally, for absences of one (1) to three (3) consecutive days, a medical note is not required; however, there may be circumstances under the Attendance Management Policy where Exhibition Place may ask for a medical note outside of this guideline.

Absences of 4 to 20 consecutive days (Medical Note)

For absences of four (4) to twenty (20) consecutive days, a medical note is required to qualify for STD Benefit Payment. Each note can only cover a maximum period of four (4) weeks, must be received within 48 hours of the expiration of the previous assessment, and must include the nature of the disability (without the diagnosis), along with a list of restrictions or limitations and prognosis.

Employees are also required to provide a non-occupational functional abilities form, completed by their health care practitioner after two weeks or ten working days, when on the STD plan.

If the employee is being reassessed, an updated medical note must be provided within forty-eight (48) hours of being reassessed.

Return-to-Work Accommodation Plan

Exhibition Place has a practice and goal to provide a Return-To-Work Accommodation Plan for the employee while not causing undue hardship for the operation.

In instances where the employee is off work because of the employee's specific limitations and Exhibition Place's inability to accommodate to the point of undue hardship, a medical note regarding return to work must be provided either forty-eight (48) hours in advance of the return-to-work date or on the date of return to work if that date has been mutually agreed to.

If an employee is returning to work with restrictions, a list of restrictions must be included in the medical note, along with the anticipated period the restrictions are expected to last. The employee must provide Exhibition Place with updates as the restrictions improve.

Medical notes must be supplied by the employee's doctor, who may charge a fee for preparing the information. The employee is responsible for fees and payments, and Exhibition Place is not responsible for these payments.

In some cases, Exhibition Place may request that the employee have their doctor complete the Exhibition Place Non-Occupational Functional Abilities Form (FAF) or other information. In such cases, if a doctor charges for the completion of the FAF or a response for further information, Exhibition Place will pay up to \$60.00, provided proof of payment is provided.

As part of the Attendance Management Policy, Exhibition Place may require the employee to be assessed by an independent medical doctor or health-care practitioner chosen by Exhibition Place. In such cases, the employee shall consent, and Exhibition Place will pay for the medical assessment.

A medical note, FAFs, and other information must be provided to Human Resources. Failure to provide satisfactory medical documentation in a timely manner during the pay period for which STD Benefit Payments are being applied may jeopardize payment.

STD Benefit Payments

Eligible Full-Time Permanent Employees and Full-Time Renewable Contract Employees who work seven (7) or eight (8) hours per day using sick days will be paid 100% of their regular earnings for the first twenty (20) days of consecutive absences, and 75% of their regular earnings for an additional one hundred and ten (110) days per calendar year (January-December).

Eligible Full-Time Permanent Employees and Full-Time Renewable Contract Employees who work twelve (12) hours per day using sick days will be paid 100% of their regular earnings for the first 13.33 days of consecutive absences, and 75% of their regular earnings for an additional 73.33 days per calendar year (January-December).

Upon reaching the threshold of four (4) occurrences, until the end of the calendar year, each time an employee calls in sick, the first day of an illness will not be paid. However, the employee will be eligible to receive STD Benefit Payments from the second day of absence. The employee will not be permitted to use other entitlements, such as ill-dependent days, vacation, float days, lieu-time, or frozen sick bank to offset the unpaid first day of absence.

Exhibition Place recognizes that employees may need time off to care for ill dependents; therefore, employees may use up to six (6) days of their allotted STD Benefit Payment Bank per calendar year to care for ill dependents ("Ill Dependent Days"). Such Ill Dependent Days will not count as an occurrence and will not be subject to the "no pay provision". Please refer to the Care for Ill Dependents Policy for further information.

If an employee has exhausted their STD Benefit Payment Bank, the employee may qualify for Long-Term Disability benefits in accordance with the applicable plan, if any. Otherwise, the employee may use vacation, lieu time, or take leave without pay upon approval.

Banked STD Benefit Payments or Top-Up Credits

If an eligible employee uses less than the twenty (20) day STD Benefit Payments, which are paid at 100% in the STD Benefit Payment Bank in the year in which they are provided, the employee can bank up to a maximum of fifteen (15) of the unused days at 100% coverage to the following year as top-up credits ("Top-Up Credits").

Top-Up Credits will be converted at a two (2) to one (1) ratio. For example, fifteen (15) days of STD Benefit Payments, which are paid at 100%, is equivalent to thirty (30) top-up credits, which equates to thirty (30) days paid at 100%. Credits are deducted based on the employee's shift hours.

For Full-Time Permanent Employees and Full-Time Renewable Contract Employees working a seven (7) or eight (8) hour shift, one (1) top-up credit will be deducted per STD Day.

For Full-Time Permanent Employees and Full-Time Renewable Contract Employees working a twelve (12) hour shift, one and one-half (1.5) top-up credits will be deducted per STD Day.

If an employee has banked sick top-up credits, they may use it to top up their salary from 75% to 100% of earnings for the sick time claimed.

Additional Notes

Upon resignation, including retirement or termination, there is no payout for any Banked STD Benefits Payments or Top-Up Credits.

Human Resources will notify the employee promptly should there be any limitations that apply to the employee's request for STD Benefit Payments. All active benefits and pension shall continue provided that the employee is on authorized paid sick leave (STD).

Other Related Policies

Refer to the Attendance Management Policy, Care for Ill Dependents Policy, Disability Management Policy and Procedure, and Accommodation Policy.

Policy Name	Policy Type
Social Media Policy and Procedure	Employee
Original Date	Revision Date
March 1, 2023	December 12, 2024

Policy Statement

Exhibition Place recognizes that social media networks are important tools for communicating and engaging our customers, vendors, tenants, staff, and other stakeholders. It can bring significant benefits particularly for building relationships. However, it is important that staff who use social media within the company do so in a manner that is professional and not disparaging to the reputation of Exhibition Place.

Users should be aware that, unless otherwise stated, all posts or comments by the public on an Exhibition Place social media site are considered to be part of a public record as defined by section 27 of the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*. This includes any information attached or included in a post (e.g., information linked to a username). Please be advised that the privacy provisions of Part 2 of that *Act* would not apply to any information you post.

By contacting or contributing to an Exhibition Place social media account, you agree to:

- Be respectful of other users of this site.
- Stay on topic and not upload content or post a comment that is unrelated to the purpose of the site.
- Not engage in harassment, personal attacks, or abuse toward individuals or organizations.
- Not use language that is discriminatory, hateful, or violent towards identifiable groups or that incites others to discriminate, practice hate or violence.
- Not break the law or encourage others to do so (this includes defamation, breaching privacy, breaching another person's intellectual property rights such as copyright, condoning illegal activity, and contempt of court).
- Not post personal information – addresses, phone numbers, email addresses or other online contact details – relating either to you or other individuals.
- Not register more than one user account per person.
- Not impersonate or falsely claim to represent a person or an organization. You will not attempt to log on using another user's account.
- Not make any commercial endorsement or promotion of any product, service, or publication.
- Abide by the Terms of Use for the company hosting the site.

Application

This policy applies to all staff of Exhibition Place.

Definitions

Social Media

Includes the use of blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner. Examples include Facebook, Twitter, Instagram, LinkedIn, Tik Tok, and more.

Conditions

The following principles apply to professional use of social media on behalf of Exhibition Place, as well as personal use of social media when reference is made or implied to Exhibition Place, its staff, customers, and stakeholders.

- Staff need to know and adhere to the standard operating procedures, policy resolutions, collective agreements, *MFIPPA*, *Personal Information Protection and Electronic Documents Act (PIPEDA)*, and any other related legislation.
- Staff should be aware of the effect their actions may have on their image, as well as Exhibition Place's image. The information that staff post or publish will remain in the public for an extremely long time.

Staff are not to publish, post, or release any information that is considered restricted, confidential, or protected. Staff should consult with People, Equity & Corporate Services and/or management for clarification.

Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.

Social media networks, blogs, and other types of online content sometimes generate press and media attention or legal questions. Staff should refer these inquiries to authorized spokespersons of Exhibition Place.

If staff encounter a situation while using social media that threatens or becomes antagonistic, staff should disengage from the dialogue in a polite manner and seek the advice of management.

Staff should obtain appropriate permission before referring to or posting images of current or former staff members, vendors, or suppliers. Additionally, staff should obtain appropriate permission to use a third party's copyright, copyrighted material, trademarks, service marks, or other intellectual property.

Social media use should not interfere with staff responsibilities at Exhibition Place. The computer systems are to be used in accordance with Exhibition Place's Information and Technology Acceptable Use Policy. Failure to do so may subject an employee to disciplinary action or termination.

Refrain from using social media while on work time or on equipment provided by Exhibition Place unless it is work-related as authorized by your manager or department head. If staff publish content after-hours that involves work or subjects associated with Exhibition Place, a disclaimer should be used, such as, "The postings on this site are my own and may not represent Exhibition Place's positions, strategies, or opinions".

You may not share information that is confidential and proprietary about Exhibition Place. This includes information about trademarks, trade secrets, business prospects, clients upcoming product releases, sales, acquisitions, finances, number of staff, company strategy, and any other information that has not been publicly released.

The Exhibition Place logo, trademarks, uniforms, equipment, or workplace/parking facilities or images of these may not be used without explicit permission in writing from Exhibition Place. This is to prevent the appearance that you speak for or officially represent Exhibition Place.

Recognize that you are legally liable for anything you write or present online. Employees can be disciplined by Exhibition Place for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.

You can also be sued by the company employees, competitors, suppliers, or any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous, or creating a hostile work environment.

Policy Name	Policy Type
Taxable Parking Benefits Policy	Employee
Original Date	Revision Date
March 1, 2018	December 12, 2024

Policy Statement

The purpose of this policy is to outline the procedures and processes to implement the inclusion of Taxable Parking Benefit at Fair Market Value for eligible employees at Exhibition Place who accept the offer by Exhibition Place for parking privileges on the grounds.

This policy reflects the requirements of assessing Taxable Parking Benefits in accordance with Canada Revenue Agency (CRA) guidelines and the Income Tax Act.

Application

This policy applies to all eligible employees, union and non-union, who accept the offer by Exhibition Place to park on the grounds as evidenced by the usage of an Exhibition Place Parking Sticker and who are not specifically exempt under the Income Tax Act.

Implementation

When an employee, union or non-union, accepts the offer from Exhibition Place to park on the grounds, this acceptance evidenced by and commencing on the date the Parking Pass is given to the employee for use shall constitute the assessment of Taxable Parking Benefit. The benefit is added at Fair Market Value to the employee's taxable income on the T4 Slip for the start period to year end.

Fair Market Value as determined by CRA is the comparable benefit charged by an independent entity for the same service within close proximity. For Exhibition Place, immediate north of Liberty Village is the closest location that offers monthly parking at \$100 per month or \$1200 per year. The market rates will be adjusted annually to reflect current market conditions and or inflationary factors.

If, at any time, the employee no longer wishes to accept the offer by Exhibition Place for parking access on the grounds as a benefit-in-kind, the employee will communicate their withdrawal in writing to the Parking Division and copy the Payroll Division, and at the same time surrender the Parking Pass to the Parking Division. The Parking Division will inform the Payroll Division when the Parking Pass is surrendered so that the appropriate payroll adjustment can be made.

Any employee who is not included as an eligible employee for assessed Taxable Parking Benefit may still pay to park on the grounds using the "pay-and-display" units.

If there are significant/special events occurring on the grounds, such as the Pan Am games where the available parking areas become restricted, there may be no ability for employees to park on the grounds. In this situation of special "black out" days and if it is required to be implemented, there would be no Taxable Parking Benefit assessed based on the number of days that parking entitlement becomes unavailable.

Assessed Taxable Parking Benefit is considered part of the employee 'Contributory Earnings' under the OMERS Act and this will increase the employee pensionable earnings and will require both OMERS and CPP contributions by the employee with a matching required contribution amount by the employer.

An employee with a disability is generally exempt from the taxable parking benefit. A disability would include being legally blind or having a severe and prolonged mobility, mental, or physical impairment.

Policy Name	Policy Type
The Workplace Internship Program Guidelines	Employee
Original Date	Revision Date
December 12, 2024	

Guideline Statement

The Workplace Internship Program at Exhibition Place is designed to offer college and university students hands-on experience in event management, marketing, accounting, operations, and other related fields within Exhibition Place.

Application

The Workplace Internship Program aims to bridge the gap between academic theory and practical application, providing interns with the skills and knowledge necessary to excel in their future careers. As an employer, we strive to provide career opportunities and develop professionals within the industry. Interns will work closely with experienced professionals, gaining valuable skills and insights into the industry. By offering an internship, Exhibition Place may potentially find candidates suitable for short-term and long-term career opportunities.

Definitions

Intern

An intern or student intern is a person who is not an employee but who performs functions for an employer to gain knowledge or experience that fulfills educational program requirements. An intern must be enrolled in a valid secondary school or postgraduate educational institute program.

Internship

An internship is a training period during which a student learns by doing. Internships or experiential education allow students to learn by doing. Although the duration of an internship can be customized, it most often coincides with the school semester schedule.

Conditions

Eligibility

- Currently enrolled in a college graduate program from an accredited college or university.
- Pursuing or completing a degree/diploma in a relevant field.
- Demonstrated interest in a relevant Industry/Field.
- Legally authorized to work in Canada.

Learning Outcomes

- Gain practical and hands-on experience

- Develop professional skills such as communication, teamwork, and problem-solving.
- Understand the inner workings of the industry.
- Build a network of industry contacts and professionals.
- Be job-ready should there be career opportunities at Exhibition Place

Program Duration

The duration of the program may vary depending on the internship requirements of the colleges or universities. Typically, it lasts 6 weeks to a maximum of 6 months.

If an intern is not meeting performance expectations, the internship agreement may be terminated at any time during the internship period.

Compensation

Exhibition Place commits to hiring up to 2-3 interns per semester. Interns will receive a stipend or honorarium during their internship.

Worker's Compensation

Paid interns will be covered under workers' compensation. If offered an internship at Exhibition Place, an intern must follow all health and safety policies and procedures.

Exhibition Place Policies and Procedures / Confidentiality

Interns must follow all policies and procedures and sign Exhibition Places' confidentiality agreement.

Standard Hours of Work

As a student intern, your [standard work hours](#) will be similar to employees in the division or section you are working in. However, because student interns are not compensated with overtime pay, they cannot exceed the standard work hours when performing activities for an employer.

Modified Work Schedule

Exhibition Place may establish a work schedule that is different than the standard work hours with the intern's approval. The modified work schedule shall not exceed 40 hours per week.

Breaks and Rest Periods

As a student intern, you are entitled to:

- an unpaid 30-minute break during every five consecutive hours of work
- rest periods of at least 8 hours between shifts

Shift Changes and Notice of Work Schedules

The employer shall inform the intern and provide as much notice as possible.

General Holidays

Interns are eligible to take off on public holidays, but they do not qualify for statutory pay. Exhibition Place may substitute these holidays with consent and replace a general holiday with another day.

Exit Interview

An exit interview will be conducted at the end of the internship to receive valuable feedback and future program planning.

Program Structure

Orientation

The intern will receive a comprehensive introduction to Exhibition Place's mission, vision, values, strategic plans, culture, and operations. They will also receive a job description, training, and work expectations.

Mentorship

Each intern will be paired with a mentor for guidance and support throughout the program. Regular check-ins and feedback sessions will ensure interns are meeting their learning objectives.

Implementation

Request for Intern Managers interested in having an intern shall make a request through Human Resources. Exhibition Place will provide:

- Hands-on training sessions, attending conferences, attending subject-specific meetings, and shadowing managers/leadership to develop industry-specific skills.
- Opportunity to work on projects contributing to satisfying strategic or operational goals.
- Regular feedback sessions to track progress and development.
- **Networking** events and workshops to connect with professionals within the company and industry.

Application Process

- Exhibition Place will work with the various colleges and universities to post available internship positions on the college and university job boards and coordinate and communicate with intern coordinators.
- Students will submit their resume highlighting relevant education, skills, and experience.
- A cover letter should include an expression of interest and what they hope to gain from the program, as well as the contribution they intend to make to Exhibition Place.
- Shortlisted candidates will be invited for an interview to discuss their qualifications and fit for the program.
- The skills or knowledge learned must be transferable to their education and the internships available; interns must also meet all legal requirements, adhere to all policies and procedures of Exhibition Place, and they must be able to fulfil the expectations of the program (e.g. working days, evening, holidays, and making a valued contribution)
- Interns will receive a letter of offer and an internship agreement.

Policy Name	Policy Type
Uniform and Dress Code Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place is committed to Delivering Great Experiences Every Day for our external and internal clients. All employees are expected to portray a professional, well-groomed appearance at work each day, and when wearing a uniform treat their uniforms with respect. All employees should be clothed and groomed in a manner that contributes to a positive impression, while maintaining the safety standards as outlined in the Occupational Health and Safety Manual.

Application

This policy applies to all employees.

Definitions

N/A

Conditions

N/A

Implementation

The Department/Division Head or designate will discuss the uniform and dress code policy with new employees at the time of hire. Department/Division Head or designate, Managers, Supervisors, Coordinators, and Forepersons are responsible for monitoring and reinforcing the Uniform and Dress Code Policy.

Uniform & Dress Code Procedure

1. General Dress Code

- Exhibition Place photo identification badges are to be worn by all employees at all times in a visible location either on a lanyard or attached with a clasp. Employees who have been issued metal Exhibition Place name badges can wear these in place of the photo ID when appropriate.
- Personal hygiene must be maintained.
- Clothing of all employees should be clean and presentable at all times.
- Employees are responsible for laundering and maintaining their uniforms.
- Employees issued a uniform and/or protective clothing or equipment, shall maintain them in a clean and presentable condition. Substitution of uniform items is not permitted.
- All employees must conform to the uniform regulations of their department/division and wear their designated uniforms.
- Uniforms must be worn while on duty and may be worn when travelling between an employee's residence and the workplace.

- CSA/ANSI approved hardhat and CSA/ANSI approved 'Green Patch' safety footwear must be worn in specific locations identified on the project (e.g. Personnel Protective Equipment - hard hats and safety footwear are mandatory for all show move ins and show move outs). Exhibition Place will reimburse employees for the purchase of Green Patch footwear only. The reimbursement of an initial footwear purchase or replacement for staff will be processed as follows:
 - Non-Union Staff – Department Head approval
 - Union Staff – Based on Collective Bargaining Agreement
- Business/Casual apparel (i.e. is permitted at the discretion of management by building, by date); however, a professional image should always be maintained. In determining the guidelines for business casual, the following are examples of items that are not acceptable at any time – jeans, sweatpants, t-shirts, halter tops, tank tops, low cut tops either front or back, shorts, pants with very low rise, tights, leggings, sweatshirts, hoodies, work-out apparel, crocs, flip flops, and running shoes. In addition, clothing or accessories that demonstrate a personal point of view or that have illicit, profane, suggestive, biased, sexually related, alcohol related, or tobacco related text graphics or logos are not permitted.
- If Departments approve of a specified casual day of the week, jeans are approved to be worn, as long as they are clean and in good repair.
- Exhibition Place reserves the right to ask any improperly dressed employee to go home, change clothing and return to work with loss of pay for time absent from work, if applicable.

2. Special Events

Management have the right to determine from time-to-time special uniform procedures to be in place for corporate events such as galas, conferences, award ceremonies, opening events, or similar events. At these times, in addition to the General Dress Code set out above, Management may require special uniforms to be worn and greater attention to personal appearance.

Scented Products

Use of scented products in an indoor environment can have a serious impact on health. Scented products such as cosmetics, fragrances, hair sprays, deodorants, shampoos, lotions, body gels, laundry detergents, and fabric softeners have become increasingly prevalent in modern life. These products can contain, in various concentrations, up to several hundred different types of chemicals, which trigger sensitivities or aggravate asthma and other allergies in certain individuals. Scent awareness posters have been affixed to the entrance doors of areas where employees work with scent sensitivities.

Exhibition Place is required to take every precaution reasonable in the circumstances for the protection of worker health and safety. Similarly, employees are obligated to take measures to protect themselves and their co-workers. While it is not the intent of these policies to impose obligations on members of the public with respect to scented products usage, these policies are expected to lead to greater awareness of this issue, where we all need to be mindful of our environment and aware of scented product-related concerns in our work spaces.

Policy Name	Policy Type
Use of Exhibition Place Resources during an Election Period Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

This policy sets out provisions for use of Exhibition Place facilities, resources, and infrastructure during an election period, in order to preserve the public trust and integrity in the elections process, and to comply with the *Municipal Elections Act, 1996 (Act)*. This policy balances the need for freedom of expression and assembly of candidates, and the City's legal responsibility to ensure that no candidate, registered third party advertiser, or political party is provided with an unfair advantage.

This policy recognizes that Members of Council are holders of their office until the end of the term and supports them in continuing to fulfill their responsibilities as Members of Council. Nothing in this policy shall preclude a Member of Council from performing their duty as an elected official, nor inhibit them from representing the interests of their constituents.

This policy also recognizes that as an active commercial operation, Exhibition Place licences its facilities for use by third party event organizers.

Application

This policy applies to municipal including school boards, provincial, and federal elections or by-elections, and to questions on the ballot. References in the policy with respect to political parties refers to provincial and federal elections or by-elections, and do not apply to the City's municipal elections or by-elections.

Definitions

Campaign Materials

Any materials used to solicit votes for a candidate or question on the ballot in an election period including but not limited to: literature, banners, posters, pictures, buttons, clothing, or other paraphernalia. Campaign materials include but are not limited to: materials in all media, such as print, displays, electronic, radio, television, and online sources including websites or social media.

Campaigning

Any person who has filed and not withdrawn a nomination for an elected office at the municipal including school board, provincial, or federal level in an election or by-election.

Contribution

As defined in the *Act*:

- For a candidate means money and goods and services given to and accepted by a person for their election campaign or give to and accepted by another person who is acting under the person's direction.

- For a registered third party means money and goods and services given to and accepted by an individual, corporation, or trade union in relation to third party advertisements, or given to and accepted by another person who is acting under the direction of the individual, corporation, or trade union.

Elected Official

An individual elected to the House of Commons, the Legislative Assembly of Ontario, Toronto Exhibition Place Council, or a school board.

Election

An election or by-election at the municipal including school board, provincial and federal level of government, or the submission of a question or by-law to the electors.

Election means the official campaign period of an election:

- For a municipal including school board election, the election period commences on May 1 of an election year and ends on voting day.
- For a provincial or federal election, the election period commences the day the writ for the election is issued and ends on voting day.
- For a question on the ballot, the period commences the day City Council passes a by-law to put a question to the electorate and ends on voting day.
- For a by-election, the period commences when the by-election is called and ends on voting day.

Exhibition Place Resources

Defined as:

- All non-union and union employees working for Exhibition Place.
- Events funded or organized by the City, Board, or Members of Council, including events that may be jointly organized with community organizations or external sponsors, but does not include events organized by third parties who have entered into a legally binding agreement with Exhibition Place to use its facilities.
- Facilities directly managed by Exhibition Place.
- Funding support through the Exhibition Place annual operating budget, capital budget, or provided by way of a discount to a licence fee or services rate as approved by the Board and City Council.
- Any information in the custody and control of Exhibition Place, including databases that may be the repository of names, contact information, business records, financial information, or other identifiers compiled and used by Exhibition Place employees to conduct Exhibition Place business.
- Any physical or technology systems that support the operation of Exhibition Place programs and services, including but not limited to fleet vehicles, computer network, telecommunications and email system, wireless equipment, computer hardware, software and peripherals, internet and intranet.

Media Event

A press conference or photo opportunity to which the media is invited, and the purpose is to promote, support or oppose a candidate, registered third party advertiser, a political party, or a position on a question on a ballot. Features of a Media Event can include, but are not limited to: the issuing of a media advisory stating date, time, location of briefing or press conference, use of backdrops, podium or public address systems, the distribution of media releases, media kits, display of signage or other materials to promote, support or oppose a candidate, registered third party advertiser, or a position on a question on a ballot.

Media Scrum

An unplanned encounter between a candidate, a registered third-party advertiser, their staff, or with media.

Member of Council

The Mayor and Members of Council, except where the Mayor acts as the Chief Executive Officer of the City.

Political Party

Political parties for provincial and federal elections that are registered under the *Ontario Election Finances Act* or in the registry of parties referred to in Section 374 of the *Canada Elections Act*. Under the current legislative framework, political parties cannot participate in the City's municipal elections or by-elections.

Question on a Ballot

Any question or by-law submitted to the electors by Council, a school board, an elected local board, or the Minister of Municipal Affairs under the *Act*.

Registered Third Party Advertiser

In relation to a municipal election, an individual, corporation, or trade union that is registered with the City Clerk, as per Section 88.6 of the *Act*, whose purpose is to promote, support or oppose a candidate for office, or an issue on a question on a ballot, and is not under the direction of a candidate.

Third Party Advertisement

An advertisement in any broadcast, print, electronic, or other medium that has the purpose of promoting, supporting, or opposing a candidate for office, or an issue on a question on a ballot, and is not under the direction of a candidate.

Voting Day

The day the final vote is to be taken in an election.

Conditions

The *Act* requires municipalities to establish rules and procedures for the use of municipal resources during the election period (section 88.18). The *Act* also provides that the City cannot make a contribution, including money, goods, and services to any candidate, registered third party advertiser, or political party during an election (sections 88.8(4) and

88.12(4)). The *Election Finances Act* and the *Canada Elections Act* impose similar contribution restrictions for provincial and federal election campaigns, respectively.

Implementation

1. Access to Exhibition Place Facilities during an Election Period

- Exhibition Place will continue to licence its facilities or park as event space to a particular candidate, registered third party advertiser, or political party during an election provided that such licence will be at market rents as approved by the Board and City Council, without any discounts of any kind related to the event space or services delivered by Exhibition Place.
- Other than licence agreements, Exhibition Place facilities and infrastructure may not be used for any election-related purpose by a candidate, registered third party advertiser, or political party. In particular, signs may not be erected or displayed on Exhibition Place grounds or facilities that are visible to the general public.
- All candidate meetings may be held at Exhibition Place facilities for a nominal fee or other consideration provided that all candidates for an office are invited to attend such meetings.
- Candidates, registered third party advertisers, or political parties may not distribute campaign materials on or in Exhibition Place facilities if and when under the control of Exhibition Place. Candidates registered third party advertisers, or political parties may distribute campaign materials within space exclusively licensed to such candidates, registered third party advertisers, or political parties for its event.
- Exhibition Place may issue a licence for the use of an Exhibition Place facility for election related education purposes only, as long as no particular candidate, registered third party advertiser, or political party is promoted, supported, or opposed at the event. These events may include but are not limited to: informing Members of Council or the public on how to become a candidate, registered third party advertiser, political party, or informing them on how to organize an election campaign.

2. Access to Exhibition Place Resources during an Election Period

- The Exhibition Place logo, crest, slogans, etc. may not be printed, posted, or distributed on any election related campaign materials or included on any election related website.
- Candidates may not post photographs of themselves with Exhibition Place employees in uniform.
- Photographic or video materials which have been or may be created by Exhibition Place employees or with Exhibition Place resources may not be used for any election purpose or in campaign materials.
- Websites or domain names that are funded by Exhibition Place may not include any campaign materials, make reference to and identify any individual as a candidate, registered third party advertiser, political party, profile any slogan or symbol associated with a candidate, registered third party advertiser, or political party.

- Domain names, websites, and Exhibition Place email addresses that Exhibition Place funds may not include any election related campaign material and may not be designated for campaign purposes or provide a link to a campaign site.

3. Access to Exhibition Place Information during an Election Period

- Information provided about Exhibition Place to one candidate, registered third party advertiser, and political party that is of a general nature and may provide valuable guidance to all others, will be provided to all candidates, registered third party advertisers, and political parties. The Exhibition Place will post the information on the internet or through other mechanisms to ensure equal access to information.
- Requests by a candidate, registered third party advertiser, and political party for personal meetings with Exhibition Place employees, as well as requests for tours of Exhibition Place facilities may not always be accommodated due to resource and time constraints. If a meeting or a tour is organized, Exhibition Place must commit to organizing a similar meeting or tour for all other candidates, registered third party advertisers, and political parties.
- Exhibition Place databases may not be used by any candidate, registered third party advertiser, and political party, unless the database has already been released for public use.

4. Attending Exhibition Place Events during an Election Period

- Candidates, registered third party advertisers, and political parties are permitted to attend events directly managed and promoted by Exhibition Place, in either their capacity as elected representatives or as private citizens, but may not campaign while in attendance. No election signs may be posted, and no campaign materials may be disseminated at Exhibition Place events.
- Elected officials are permitted to attend City-organized events or events held on Exhibition Place facilities and act as ceremonial participants in their capacity as elected officials, including speaking at the event and partaking in ceremonial activities. In provincial or federal elections, once the writ is issued, MPPs and MPs, with the exception of the Ministers of the Crown, are no longer elected officials and therefore should not be invited to attend events that are directly managed and sponsored by Exhibition Place.

5. Restrictions to Services Provided to Members of Council beginning August 1 of an Election Year

- Members of Council may also be candidates in a municipal election. Accordingly, after August 1 in the municipal election year, Exhibition Place will discontinue the following activities for Members of Council, irrespective of whether they are seeking election in the new term or not.
- Signage for Exhibition Place events, including banners and posters, will not reference the name of a Member of Council.
- Exhibition Place media releases or materials will not reference the name of a Member of Council. Where Exhibition Place would typically name a specific Member of Council or the Mayor in its communications or media materials during an election

period, it will make reference to the generic term 'Councillor Ward XX' or 'Mayor of Toronto' without naming the specific Member of Council. With the exception of inter-governmental initiatives this practice will be used for all Exhibition Place programs, events, and announcements, and to ensure effective communications with residents and businesses with respect to operational requirements, impacts, and emergency situations.

- Ceremonial documents such as retirement scrolls for employees, scrolls in celebration of anniversaries, Letters of Greeting, and other celebratory documents normally signed and distributed by Members of Council will be signed by the Mayor as the Chief Executive Officer of the City. The Exhibition Place CFO & Corporate Secretary will mail documents directly to the recipient(s).

Policy Name	Policy Type
Vacation Entitlement and Carry-Over Policy	Employee
Original Date	Revision Date
June 1, 2018	December 12, 2024

Policy Statement

Exhibition Place believes employees need to balance work life with family life, rest, and recreation. Therefore, it requires staff to take their annual vacation entitlement in the year it is earned. However, recognizing the unique needs of staff from time to time, staff are entitled to carry over a maximum of up to two (2) weeks of vacation provided the employee has taken two (2) weeks of vacation in the current year.

Application

This policy applies to Permanent Employees on the date of hire, Full-Time Renewable Contract Employees after six (6) months of consecutive employment, and Full-Time Non-Union Hourly Employees after six (6) months of consecutive employment.

Definitions

Day

A day is defined as 7 hours for employees working a 35-hour work week, 7.5 hours for employees working a 37.5-hour work week, 8 hours for employees working a 40-hour work week, and 1.5 days for employees working twelve 12-hour shifts.

Full-Time Non-Union Hourly Employee

An hourly employee hired for a full-time hourly position within the approved permanent staff complement for Exhibition Place.

Full-Time Renewable Contract Employee

An employee hired to work full-time hours in a position that is not part of the permanent staff complement for Exhibition Place.

Permanent Employee

An employee hired for a full-time permanent position within the approved permanent staff complement for Exhibition Place.

Conditions

Vacation entitlement is as follows:

Employees in pay grades 1-13

- 3 weeks for employees who have completed 1 year of service
- 4 weeks for employees who have completed 9 years of service
- 5 weeks for employees who have completed 17 years of service
- 6 weeks for employees who have completed 22 years of service
- 7 weeks for employees who have completed 30 years of service

Employees in pay grades 14-17

- 4 weeks for employees who have completed 1 year of service
- 5 weeks for employees who have completed 17 years of service
- 6 weeks for employees who have completed 22 years of service
- 7 weeks for employees who have completed 30 years of service

Implementation

Vacation entitlement commences January 1st in the calendar year and must be taken by December 31st of the same calendar year. Vacation may only be taken in half-day or full-day increments. However, recognizing the unique needs of staff from time to time, staff are entitled to carry over a maximum of up to two (2) weeks of vacation provided the employee has taken two (2) weeks of vacation in the current year.

The current year's entitlement is based on service from the previous year. Vacation entitlement is not reduced for the duration of an employee's pregnancy and/or parental leave.

When an employee is on no-pay status because of sickness or injury for more than twenty-six (26) consecutive full pay periods, the employee's vacation entitlement shall be reduced by 1/26th for each consecutive pay period.

Vacation Entitlement for a Change in Status from Casual to Permanent

For the purpose of determining future vacation entitlement, the original start date as a temporary will be used, provided that the employee had continuous service between the original start date as a temporary and the date permanent status was granted. Where there was no continuous employment, future vacation entitlement will be calculated on the start date of the permanent position.

Employees First Year of Employment at Exhibition Place

Vacation credits accrue based on an employee's annual entitlement. The month of hire will be counted towards vacation credit, provided an employee commences full-time employment prior to the 15th of the month. Employees will be credited 1.25 days per month on the 15th of each month, and vacation credits may not be used before being earned.

In their first year of benefit eligibility, an employee is entitled to take vacation days equivalent to the number accrued at the time of the requested absence.

For example, an employee hired on June 10th and eligible for three (3) weeks of vacation per year would accrue 1.25 days per month for that year, a total of 8.75 days (1.25 x 7 months) for the calendar year.

Employees Second and Subsequent Employment Years at Exhibition Place

On January 1st, employee vacation banks will be credited with their full vacation entitlement. If an employee's vacation allotment is subject to change based on service milestones, such changes will be pro-rated and added to the employee's vacation bank on January 1st.

Employees must submit vacation requests through ADP Workforce Now, the time and attendance program. All vacation requests must be approved by the employee's Department/Division Head or designate prior to taking any vacation time.

Employees are expected to schedule their vacations as far in advance as possible.

Vacation schedules and any subsequent changes are subject to the approval of the employee's Department/Division Head or designate, who is responsible for the preparation of service area vacation schedules and may specify periods when vacations may not be scheduled because of business and operational requirements.

Postponement of Vacation

Employees who are on scheduled vacations may postpone those vacations in the following circumstances:

- They become ill or are injured and require treatment in hospital (either in-patient or outpatient procedures); or
- They are required to appear in court for jury duty or witness service.

If a family member dies during an employee's vacation, the employee will be granted bereavement leave with pay, and the vacation credits will be restored.

Employees must submit reasonable proof to Human Resources to receive approval for postponing vacation or restoring vacation credits.

Carry-Over

An employee is entitled to carry-over up to a maximum of two (2) weeks of vacation, provided that the employee has taken two (2) weeks of vacation in the current year.

A carry-over of more than two (2) weeks of vacation is subject to the approval of the Department Head and Chief Executive Officer.

Any carry-over exceeding two (2) weeks will be automatically removed from an employee's bank on December 31st of each year.

In the event an employee is in receipt of short-term disability pay and applying for or waiting for approval of a long-term disability benefit or on maternity and/or parental leave, excess vacation will not be lost and will be carried over automatically; no further approval is required.

Termination

Upon termination of employment, employees will be paid out all vacation pay entitlements earned but not taken, accrued at their monthly rate for the year to date, in accordance with this policy or the minimum statutory requirements, whichever is greater.

Employees who have taken paid vacation time off that had been advanced but not yet accrued will have the value of the excess vacation deducted from their final pay.

Vacation at Time of Retirement, Resignation, Termination, or Death

An employee shall be entitled to a prorated value of the vacation earned for the period from January 1st to the date of retirement, resignation, termination, or death, less the amount of vacation already used in the calendar year, plus any carry-over vacation entitlement not

utilized which would be up to a maximum of two (2) weeks. Any amount of vacation that has been paid or utilized, over and above the pro-rated entitlement, must be repaid to Exhibition Place.

The last month worked is also counted, provided the termination, retirement, or resignation date falls after the 15th of the month.

If an employee has been in an Acting Assignment for more than one (1) year at the time of termination, retirement, resignation, or death, then the balance of unused accrued vacation days will be paid based on the alternate rate.

If an employee has been in an Acting Assignment for less than one (1) year at the time of termination, retirement, resignation, or death, any unused vacation time accrued prior to the Acting Assignment will be paid out at the employee's base rate, and unused vacation time earned while in the Acting Assignment will be paid at the alternate rate.

Policy Name	Policy Type
Workplace Rules and Conduct Policy	Employee
Original Date	Revision Date
January 1, 2019	December 12, 2024

Policy Statement

Exhibition Place ensures that all employees adhere to specified work rules regarding their conduct. Employees are expected to promote our core values and observe the highest possible standards of professionalism and service.

The purpose of this code of conduct is to identify the standards Exhibition Place expects from its employees when dealing with visitors, tenants, co-workers, contractors, suppliers, vendors (and potential contractors, suppliers, and vendors), and other members of the public.

This code shall be interpreted in a manner consistent with governing legislation, including but not limited to the *Ontario Human Rights Code*.

Application

This policy applies to all employees.

Definitions

N/A

Conditions

N/A

Implementation

While carrying out job duties, employees of Exhibition Place are expected to:

- Promote the best interests of Exhibition Place;
- Become familiar with and abide by all policies, procedures, and directives;
- Follow any legislation that applies to their work;
- Be accountable if an issue comes your way, take ownership of the problem, try to deal with it as best as you can, and ask for help when needed;
- Follow lawful directions of management;
- Refrain from condoning acts which are against the law or contrary to Exhibition Places' policies, procedures, or directives;
- Be at work (unless on vacation or an authorized leave);
- Strive for customer service excellence;
- Use a professional tone of voice when interacting with others;
- Show care, diligence, and attention to detail in their work;
- Treat everyone with whom they have dealings with respect
- Be as helpful, professional, and courteous as possible; and
- Must comply with fire and safety regulations.

This list is not exhaustive of the standards expected by Exhibition Place. Employees should also be mindful that Exhibition Place is a public sector employer, and their actions, both during working hours and in their off-duty time, can affect the reputation of Exhibition Place within the community.

Interactions with Members of the Public

Members of the public, visitors, contractors, vendors, and tenants can form impressions of Exhibition Place based on their interactions with its employees. An employee's individual actions reflect on Exhibition Place as an organization. Employees of Exhibition Place must work together to build and maintain relationships within the organization and in the community.

Members of the public, tenants, and all others who contact Exhibition Place may depend on us for information and the services we provide. Members of the public, visitors, contractors, vendors, and tenants deserve to be treated with dignity and respect. Employees are expected to be as professional, helpful, and courteous as possible. The issues faced by the public are important, and we must demonstrate through our words and actions that we take these issues seriously.

Exhibition Place is committed to providing a safe work environment for employees and will not tolerate violence or harassment in accordance with the *Occupational Health and Safety Act* and the Respect Policy Conflict Resolution Process. This includes when employees are interacting with the public or tenants on behalf of the company during their working hours.

Interactions with Colleagues

Exhibition Place is committed to fostering a workplace in which employees treat each other with courtesy, sensitivity, respect, and dignity. At Exhibition Place, we must maintain professionalism in the workplace and try to be as helpful as possible when dealing with each other.

Employees are expected to work collegially and resolve conflicts with each other in a constructive and professional manner during their working hours. Harassment, discrimination, or bullying under the *Human Rights Code*, *Occupational Health and Safety Act*, or company policy are strictly prohibited.

Employees are also expected to avoid behaviours that a reasonable person finds inappropriate in a professional and productive workplace. This includes, but is not limited to the following:

- profane language;
- name calling;
- behaviour which is unnecessarily disruptive or intimidating; threats, jokes, gestures, and statements which could be offensive to another person;
- statements or other actions designed to be harmful, hurtful, or demeaning to another person (or which could be reasonably perceived that way by another person);
- insulting or derogatory comments;
- unnecessary shouting;

- withdrawal of work, favoritism, or the unnecessary exclusion of others for an improper reason (i.e. a non-work-related reason or a reason that is not justified by law); and
- making up or circulating rumours which could be harmful or hurtful to another person.

Please note that Exhibition Place generally does not consider legitimate management direction and performance reviews improper conduct. However, employees should seek assistance if they believe they are a victim of harassment, discrimination, or bullying under company policy or the law.

Exhibition Place Property

Exhibition Place owns, controls, leases, or operates facilities, materials, resources, and assets, which include but are not limited to, buildings, land, money, vehicles, phones, phone systems, records, files, documentation, office equipment, cell phones, pass cards, computers, computer tools and network, supplies, fleet, cheques, and equipment (Exhibition Place property). Employees are not permitted to remove or use for personal reasons any piece of Exhibition Place property or equipment without the express written consent of the General Manager, Director, or the Chief Executive Officer. The preceding includes any items or material left in Exhibition Place buildings or on the premises by a show or event. Contravention of this rule may be considered as an act of theft and will be dealt with accordingly.

Employees are expected to use Exhibition Place reasonably and responsibly and take all possible steps to protect such property from misuse, loss, or damage. This includes safeguarding property that has been entrusted to their care, such as cell phones, money, or company files. Deliberately causing damage to such property (or deliberately allowing someone else to cause damage) is prohibited.

Employees are also expected to use Exhibition Place property lawfully and only for a purpose directly associated with their job at Exhibition Place; for example, employees should not circulate any e-mail messages which could be offensive on the basis of a prohibited ground under the *Human Rights Code* or use a fob/pass card to access areas for personal reasons which are not related to their work.

Permitted use of company computers, networks, internet, e-mail, and phones is outlined in the Acceptable Use of Information Technology Policy (Please note communications over Exhibition Place IT platforms and equipment are not private and may be monitored). For further information, please see the applicable policy and procedures.

Fraud and Theft

Employees are strictly prohibited from engaging in any type of fraud or any action by an employee intended to conceal or avoid detection of activity. Employees are expected to immediately report to their supervisor or in writing as per the policy, instances of suspected fraud and any knowledge of activity prohibited by this clause. All confirmed incidents may be viewed as acts of a criminal nature and may be treated accordingly.

Property of Others

Employees are expected to respect and treat with care the property of other employees, tenants, members of the public, co-workers, visitors, vendors, volunteers, contractors, and suppliers.

Employees cannot ask to borrow or use the property of a tenant, a contractor, or a visitor to Exhibition Place. Employees cannot borrow, use, or take the property of a visitor or guests after they move out or dispose of the property unless the employee is authorized as part of their job to do so. If the property of a visitor, guest, or member of the public to the Exhibition Place building is left behind, the employee must tell their manager/supervisor and return the property immediately.

Licenses and Professional Designations

When an employee is required to have a license or professional designation for their job, the employee must immediately report any loss or potential loss of that license or professional designation to their Manager/Supervisor. For example, employees who drive company vehicles as part of their job must immediately report any suspensions of that license to their Manager/Supervisor.

Alcohol and Drugs

It is strictly prohibited for an employee to be under the influence of alcohol or drugs during working hours. The exception is over the counter or physician-prescribed medication and drugs unless the use will risk the health and safety of the employee or any other person. An employee must disclose to their Manager/Supervisor if they are under the influence of any alcohol or drugs during working hours or expect to be under the influence during working hours in the case of over-the-counter or physician-prescribed medication and drugs where there could be any risk to the health and safety of the employee or any other person.

If a situation covered by this clause is brought to the attention of an employee's Manager/Supervisor, the employee's Manager/Supervisor or other management will review the circumstances and take the appropriate action. The appropriate action shall include reasonable accommodation as required by the *Ontario Human Rights Code*. Exhibition Place has the right to request reasonable information or documentation to support an accommodation under this clause.

Information about Exhibition Place

It is an expectation for all employees that in performing their duties and responsibilities, employees will learn information about Exhibition Place and its operations. This includes information in verbal conversations and in writing, formal documents, files, e-mails, computers, data records, etc. In most cases, this information is not known to the public. Examples include information related to our financials, marketing plans, tenants, clients, resources, contractors, proposed initiatives, Strategic Plan, members of the public, employees, etc.

This information is confidential and the property of Exhibition Place. Employees must take all reasonable steps to ensure it is not used or disclosed without proper authorization and in

accordance with company policy and the *Municipal Freedom of Information and Protection of Privacy Act*.

This includes securing and safeguarding information entrusted to the employee's care, such as locking cabinets and securing documents when not in use. Employees must also be mindful of what information can be overheard in conversations or seen on their phones, both during working hours and when they are in public during their private time. Employees must not deliberately try to access such information when the information is not associated with their work. Employees are also expected not to use or disclose such information for personal gain or for any purpose not associated with their work, unless authorized by their Department/Division head or when required by law. Please see the Information and Technology Acceptable Use Policy, Records Management Policy, and Conflict of Interest and Confidentiality Policy for more information.

These rules concerning using or disclosing information do not apply when the employee reports wrongdoing under the policy or participates in an internal investigation. Employees should use proper internal channels rather than a public setting to address any concerns they have about Exhibition Place

Media Inquiries

Communications with the media must be conducted so that all information originates from a qualified, informed, and approved spokesperson of Exhibition Place. All media requests for interviews or information must be referred to the Chief Executive Officer.

Relationships with Tenants

Employees may not enter the buildings of tenants, unless authorized by law and/or without authorization from Exhibition Place. Visits must take place during an employee's working hours. Employees must also comply with the Conflict-of-Interest Policy.

Workplace Injuries and Incidents

All workplace injuries and incidents must be reported by an employee to their Manager/Supervisor immediately. Employees must provide all relevant information and complete any necessary forms or documentation on a timely basis after the accident.

Operating Vehicles and Powered Equipment

All employees operating an Exhibition Place-owned vehicle must have a valid driver's license. Exhibition Place-owned vehicles are to be used for Exhibition Place business only. Conveyance of unauthorized passengers is prohibited. Only authorized personnel shall operate machinery and powered equipment and shall do so with regard to all safety precautions and procedures.

Employees shall take all reasonable precautions and conduct themselves in such a manner to ensure their own safety and the safety of fellow employees.

- Exhibition Place Property
- Every employee must take the necessary precautions to ensure that all Exhibition Place property is treated with safety and care. Damage to Exhibition Place property must be brought to a Manager/Supervisor attention immediately.

Smoking

Smoking is not permitted in any Exhibition Place building or vehicle.

Employee Attire

Any device or article of clothing issued to an employee by Exhibition Place must be used or worn in the performance of duties.

'Green Patch' safety footwear must be worn in designated areas.

An employee who is issued a uniform, protective clothing, and a piece of equipment, shall maintain it in a clean and presentable condition. Substitution of uniform items is not permitted. Uniforms must be worn while on duty and may be worn when travelling between an employee's residence and workplace.

Personal Cell Phone Use

Employees are expected to exercise discretion when using personal cell phones while at work. Excessive personal calls and cell phone usage can interfere with an employee's productivity and be distracting to others. Employees should make personal calls during non-work hours. Cell phones should never be used while driving or operating equipment. Cell phones should not be used to play games, record conversations, or take pictures without consent.

All employees are expected to disclose to their Manager/Supervisor any business, commercial, and financial interests which might conceivably be construed as an actual or potential conflict of interest with their official duties.

Reporting and Recording

Employees are solely responsible for recording their own time record by punching in at the start of their shift and punching out at the end of their shift using the designated time clocks.

Falsification of time records, the recording of another employee's time or similar alteration, and tampering with records is prohibited and will result in discipline up to and including dismissal.

Employees must report for duty regularly, and all absences must be reported to the immediate Manager/Supervisor before the commencement of duty or within one-half hour after the scheduled starting time. Employees are also required to report the reason and length of absence and submit all required forms promptly.

Employees are expected to always be at their work location. Should an employee desire to leave the work area, permission must be obtained from their immediate Manager/Supervisor.

Policy Name	Policy Type
Workplace Violence Policy	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

Exhibition Place is committed to working with its employees to provide a safe work environment. Exhibition Place will not tolerate any acts of violence and will take all reasonable and practical measures to prevent and protect employees from such acts. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

This policy is supported by the Guidelines for Implementing the Workplace Violence Policy, Workplace Violence Risk Assessment Form, and Workplace Violence/Threat Report Form. The policy and its supporting guidelines are intended to:

1. Maintain a work environment free from workplace violence.
2. Provide a definition of workplace violence.
3. Identify the responsibilities of the workplace parties to maintain a workplace free of actual, attempted, or threatened violence.
4. Establish measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur.
5. Establish measures and procedures for workers to report incidents of workplace violence and for Exhibition Place to investigate and deal with incidents or complaints immediately.
6. Provide guidance on establishing Workplace Violence programs.

Application

The Workplace Violence Policy applies under any circumstances in which Exhibition Place employees experience workplace violence, as defined below. It applies to all employees, volunteers, contractors, clients, any person engaged in business with Exhibition Place, along with visitors to Exhibition Place.

Exhibition Place's Respect Policy & Conflict Resolution Process should be consulted regarding issues of personal harassment and harassment related to discrimination and inequitable work practices.

The authorities used in the preparation of this policy:

1. *Occupational Health and Safety Act of Ontario* (current)
2. *Criminal Code of Canada* (current)
3. Exhibition Place Occupational Health and Safety Policy (reviewed annually)

Definitions

For the purpose of this policy violence includes

- the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker.
- an attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker.
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker.

Divisions should consult with Human Resources, Labour Relations, or Health & Safety on a case-by-case basis if there are questions pertaining to the workplace violence definitions.

Exhibition Place's Respect Policy & Conflict Resolution Process addresses harassment or intimidation (e.g. behaviours that demean, embarrass, or humiliate and are known or would be expected to be unwelcome).

Conditions

Reprisal

This policy prohibits reprisals against individuals acting in good faith who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Responsibilities

All employees are responsible for preventing and reporting acts of violence that threaten or are perceived to threaten a safe work environment.

CEO / Executive Level / Directors will ensure that

- reasonable preventative measures are undertaken to protect employees and others in Exhibition Place workplaces from workplace violence, including if reasonably foreseeable threats or imminent dangers exist or may take place.
- reasonable preventative measures to protect employees and others in Exhibition Place workplaces from workplace violence.
- a process for centralized tracking and review of workplace violence incidents is established and implemented.
- workplace violence risk assessments are completed, reviewed, revised when needed and reported.
- the policy is posted in a conspicuous location in each workplace,
- we establish and maintain a process for reporting and responding to incidents of violence.
- the process for reporting and responding to incidents of violence is communicated, maintained, and followed.

All Roles with Supervisory Authority will

- understand and uphold the principles of this policy.
- communicate this policy and its guidelines to all employees.

- conduct workplace violence risk assessments to determine whether the nature of the workplace, type of work or conditions of work may place employees at risk of violence.
- consult with Joint Health & Safety Committee (JHSC), Health & Safety Consultant, and Human Resources staff, and where appropriate, Security, in conducting risk assessments, and develop practical measures and procedures to control identified risks.
- take all reasonable and practical measures to minimize or eliminate risks identified through the risk assessment process, workplace inspections, or the occurrence of a workplace violence incident
- review risk assessments at least annually, as well as when there are changes to the nature of the workplace, the type of work or the conditions of work, and revise the assessment, as needed.
- conduct further risk assessments when an increase in the number or severity of workplace violence incidents is noted to ensure that appropriate measures are in place to minimize or eliminate risks.
- communicate the results of workplace violence risk assessments and measures to minimize or eliminate risks to staff.
- provide results of risk assessments to JHSC, Health & Safety Consultant, and Security.
- maintain and follow the process in Exhibition Place's Investigation and Injury/Illness Reporting Procedure for reporting, investigating, documenting, and debriefing incidents of violence.
- respond promptly when an employee reports being subjected to, witnessing, having knowledge of workplace violence, or having reason to believe that workplace violence may occur and take appropriate action.
- address all incidents of workplace violence immediately and not condone or permit any behaviour contrary to this policy.
- Ensure that all known incidents of workplace violence are investigated and
 - consult with other parties (e.g., Security, Health & Safety Consultant, Human Resources, and/or Labour Relations staff, JHSC Representative, Toronto Police Services).
 - take all reasonable and practical measures to minimize or address risks identified by the incident.
 - document the incident, its investigation, and corrective action taken.
 - promptly share the results of the investigation and corrective actions taken with the Health & Safety Consultant, JHSC, and the workers involved in the incident.
- Ensure workers are made aware of their rights to
 - have workplace violence incidents investigated when they are reported.
 - report incidents of physical assault or threats of physical assault to the police.
 - support from management when reporting incidents of physical assault or threats of physical assault to the police (e.g., time for interactions with the police and

making accessible to the police information in the employer's possession with respect to the incident).

- Take all reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence.
- Take every precaution reasonable in the circumstances for worker protection if they become aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace.
- Review annually, in conjunction with review of risk assessments, the effectiveness of actions taken to minimize or eliminate workplace violence, and make improvements to procedures, as required.
- Provide information to workers, including appropriate personal information, related to a risk of workplace violence from a person with a history of violent behaviour.
- Provide workers with information and instruction appropriate for the worker on Exhibition Places' Workplace Violence Policy and program.

Human Resources, Labour Relations and Health & Safety staff will

- assist management to implement this policy and initiate the annual review of the policy and guidelines.
- ensure that this policy is reviewed at least annually.

Joint Health and Safety Committee will

- review the Workplace Violence Risk Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- respond to employee concerns related to workplace violence and communicate these to management.
- participate in the review of the policy and guidelines for continuous improvement.

All employees will

- maintain a safe work environment whenever possible.
- not engage in or ignore violent, threatening, intimidating, or disruptive behaviours.
- report promptly and provide details to their supervisor of any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence or has reason to believe that workplace violence may occur.

Implementation

For more details on the workplace violence policy, guidelines, and forms, contact Human Resources, Health and Safety, or Labour Relations.

Policy Name	Policy Type
Workplace Violence Policy Guidelines	Employee
Original Date	Revision Date
January 1, 2017	December 12, 2024

Guideline Statement

The purpose of these guidelines is to provide information about the Workplace Violence Policy, and to provide some important information about the process.

Application

These guidelines are intended to assist departments and divisions in meeting *Occupational Health and Safety Act* obligations. The Workplace Violence Policy Guidelines works in conjunction with the Workplace Violence Policy to workplace violence, set out the roles and responsibilities of management and employees in preventing workplace violence, as well as for reporting, investigating, and following up on incidents of workplace violence.

The potential for workplace violence and the nature of the workplace violence risk experienced within departments and divisions is expected to vary based on the nature of the workplace and work performed.

Implementation

The nature and extent of the program will be based on the risk factors, hazards and potential hazards identified by the risk assessment and should include the following elements.

1. Workplace Violence Risk Assessment

Conduct an initial evaluation to determine whether a risk of violence exists due to the nature of the workplace, and the type of work or the conditions of work. A Workplace Violence Risk Assessment Form is provided as Appendix A. Questions may be added to this form. The risk assessment process includes a review of:

- past incident(s), injury, and other reports (e.g., Security, Ministry of Labour orders) regarding incidents of violence and identifying the potential for violence, the circumstances contributing to the cause of the incident(s) and any recommendations made.
- past employee complaints or concerns regarding workplace violence and actions that were taken to address these concerns.
- past Joint Health & Safety Committee (JHSC) or Health & Safety (H&S) reviews and recommendations regarding workplace violence
- discussions with staff to ascertain their experiences of workplace violence and to learn whether workplace violence controls are in place.
- current work situations that may place employees at risk of workplace violence and identifying risk factors.

- f. the physical premises of the workplace to identify risk factors that may result in workplace violence.

At the end of the Workplace Violence Risk Assessment, workplace violence risk factors will be identified that require controls.

Risk assessments are to be reviewed at least annually, as well as when there are changes to the nature of the workplace or the conditions of work. Further risk assessments are also to be completed when an increase in the number and/or severity of workplace violence incidents is noted. The results of workplace violence risk assessment reviews and the measures in place to minimize or eliminate risks should be communicated to all employees to whom the assessment and protective measures apply.

2. Develop and Implement appropriate Violence Prevention Procedures

Where the need is identified through a risk assessment, procedures will be implemented to:

- a. establish a communication/warning system to alert employees of potentially violent or disruptive clients in the work environment, potentially dangerous work locations, or job duties based on the findings from the risk assessment.
- b. describe the organizational and security controls to prevent incidents of violence
- c. establish well defined limits of employee responsibility in carrying out their duties
 - provide direction to employees on safe response methods to potentially violent individuals
 - describe how incidents are to be responded to, reported, documented, investigated, and addressed
 - describe the definition of violence including unacceptable behaviours within the work environment
 - define and document the appropriate remedial or disciplinary/legal action to be taken against a perpetrator of violence or reprisal against an employee
 - post the policy and procedure at locations where a violence hazard or the potential for violence has been identified.

3. Develop and Implement a process for Responding To, Investigating, and Reporting Incidents

Where a potential risk factor/hazard is identified through the risk assessment, a procedure for responding to emergencies and other incidents of violence is required.

All workplace violence incidents must be reported, investigated, and acted upon as appropriate.

All Roles with Supervisory Authority Response, Investigation and Reporting:

- In the event of an emergency, contact Police and Paramedic Services (911)
- Follow the requirements of the Exhibition Place's Critical Injury Investigation & Reporting Procedure if the workplace violence incident results in a critical injury
- Follow the requirements of the Exhibition Place's Workplace Injury/Illness Reporting Procedure for workplace violence incidents (i.e., lost time, medical aid, first aid, and near miss/incident only)

- The Workplace Violence/Threat Report (Appendix A) will assist with the investigation and reporting process. The form is to be completed whenever a workplace violence incident (critical injury, lost time, medical aid, first aid, near miss/incident).
- A copy of completed forms must be submitted to the Health & Safety Consultant
- In accordance with the Criminal Code, physical violence or threats of physical violence must be reported to the Toronto Police Service. Management or the assaulted/threatened employee will file this report depending on the circumstances. [Note: Toronto Police Services may prefer or expect that the report be made by the person directly involved].
- Ensure all security-related incidents are reported promptly to the Manager of Exhibition Place Security Services.
- Other actions that may be taken in investigating and responding to a workplace violence incident are:
 - consult Human Resources, Health & Safety Consultant and/or JHSC regarding investigating and identifying causation and corrective measures.
 - consult Human Resources and/or Health & Safety Consultant to discuss an appropriate response plan for critical incidents and ensure that support services are offered to victims and witnesses of violence.
 - debrief staff on the incident, actions taken, and further steps that can be taken to prevent a recurrence.
 - consult Human Resources regarding harassment issues, Labour Relations regarding disciplinary action for unionized employees, and the Toronto Police Services regarding criminal charges.

Departments and divisions must establish an internal communication process to inform workers of the potential for violent behaviour. The Health & Safety Consultant will notify other divisions whose staff may be at risk of encountering members of the public or clients with a history of violent behaviour.

4. Provide information and instruction to staff as appropriate to the extent of the hazards identified

Departments and divisional management are to advise their employees of the results of workplace violence risks assessment and the violence-related risks associated with their jobs.

Departments and divisions are responsible for conducting a safety talk at least annually or after a workplace violence incident. This safety talk must be supplemented with information about measures and procedures in place to protect employees from workplace violence and expectations of employees.

5. Program Review

After the policy is implemented, it is required to be reviewed annually to identify trends and focus H&S efforts for improvement.

Management staff, with the assistance of the Health & Safety Consultant will annually review the Exhibition Place policy and guidelines and make improvements as required. The JHSC will review Exhibition Place's policy and guidelines annually. Health and Safety Consultant will distribute each year an updated Workplace Violence Policy for posting in workplaces.

Appendix A

Workplace Violence Risk Assessment Form

Appendix B

Workplace Violence/Threat Form

Policy Name	Policy Type
Accessible Information, Communications, and Technology Guidelines	Corporate
Original Date	Revision Date
January 1, 2019	December 12, 2024

Guideline Statement

Exhibition Place recognizes that as part of its Information and Communication Standard of the *AODA*, there is an obligation to provide or arrange for the provision of accessible formats, communication supports for persons with disabilities, and web accessibility is essential to meeting this obligation.

Application

The Information and Communication Standard applies in part to all website and web content including text, images, forms, and sounds, published after January 1, 2014.

Implementation

Exhibition Place is actively working to ensure its website and web content meets the requirements of the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA in accordance with the *AODA's* Integrated Accessibility Standards Regulation.

Creating Accessible Documents

Under the Information and Communication Standard, Exhibition Place is required to provide information and communication, which is accessible to users with disabilities.

Characteristics of an accessible document:

- Larger fonts (12 pt), sans serifs (meaning without curls, such as Arial).
- Maintaining a high contrast between the background of the document and its text.
- Use of style sheets and templates.
- Tagging graphics or images with Alternative Text so screen reader software can access the information and read the description to the user. This includes tagging charts, maps, and graphs.
- Easily convertible to another format, such as Braille.
- Table headings and data cells are organized logically and have the header row assigned and checked.
- Columns feature is used for laying text out in multiple columns.
- The reading order of content and other visual objects is logical and makes sense.
- A good reference source for creating accessible documents is the CNIB Clear Print Accessibility Guidelines.

Essentials in Creating Accessible Documents Training

Training is available to provide the knowledge and skills required to create and convert documents to make them more accessible for people with disabilities. For more information contact Human Resources.

Alternative Formats

Large print – An alternative format for people who have low vision. Large print materials should be prepared with a font (print) size that is 16 to 20 points or larger. This can be created in-house by using word processing software and a standard printer or outsourced with other printing business.

Electronic text – Used with computer synthetic voice technology (screen reading software such as JAWS) that enables people who are blind, partially sighted, or who have learning disabilities to hear a spoken translation of what others see in printed text on a computer monitor, disk, CD, memory stick, store a .doc or .txt, and format files of the documents that can be uploaded to an individuals laptop computer, and these documents can then be used with computerized text reading software. This enables an individual to follow along when documents are being referred to during a meeting. PDF files are to be avoided as they are often inaccessible to JAWS and other software. Also make these files available to meeting and event participants in advance. When an electronic form of a document is placed on a CD, it should be labeled in large, high-contrast print, and Braille.

Braille – Braille is a tactile system of raised dots representing letters or a combination of letters of the alphabet. Braille is produced using Braille transcription software, and a Braille embosser (printer) on paper specifically designed for this type of use.

Audio format – Audio transmissions, cassette tapes, and CDs containing the content of documents being read aloud, including descriptions of images, graphs, charts, or any other visual material. Ensure there are personal listening devices (cassette players or CD players with headphones) so people can hear the content of the material as it is being presented. Labels should be prepared in large, high-contrast print, and Braille.

Policy Name	Policy Type
Carbon Credit Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy implements a carbon credit policy in order to work with the City of Toronto to help safeguard public ownership of carbon credits and potentially realize a new revenue stream.

Application

This policy applies to Exhibition Place Operations.

Definitions

Carbon Credits, Carbon Offset Credits, Offset Credits, Offsets

Quantified and verified reductions of greenhouse gas emissions from a given facility, operation, or project that is additional to any existing voluntary or regulatory requirement, where such greenhouse gas reductions have been verified by an independent third-party verifier and may be serialized and listed through a greenhouse gas registry. Usually, one carbon credit represents all rights and benefits associated with one tonne of greenhouse gas emissions reductions. Carbon credits generally can be banked, retired, or transacted.

Banking a Carbon Credit

Holding a carbon credit or other environmental attribute in the context of a regulated trading system for future compliance use, perhaps in anticipation of using it to comply with future regulatory requirements.

Retiring a Carbon Credit

Permanently taking a carbon credit out of use and rendering it (and the underlying greenhouse gas reductions), or other environmental attributes of no further force and effect, thereby removing it from any and all voluntary or regulatory systems.

Transacting a Carbon Credit or Transaction

Encumbering, claiming, retiring for another party's benefit, or otherwise transferring legal and/or beneficial ownership of a carbon credit or other environmental attribute in consideration for value.

Environmental Attributes

A broad range of rights and benefits associated with greenhouse gas emissions reduction, renewable electricity and energy efficiency activities including, but not limited to the environmental rights and benefits that may take the form of carbon credits, renewable energy certificates, green tags, white tags, labelled/certified 'green' power, megawatts, water conservation credits, and related attributes.

Greenhouse Gas Emissions (GHG emissions)

The dissemination in the air of gases including carbon dioxide, methane, nitrous oxide, sulphur hexafluoride, hydrofluorocarbons, perfluorocarbons, and nitrogen trifluoride, and related gases or any other contaminant prescribed as a greenhouse gas by government regulation or international treaty, which contributes to the warming of the earth's atmosphere.

Cap-and-Trade

A market-based system for managing greenhouse gas emissions in which the government imposes a cap or limit on the quantity of emissions emitted from defined facilities and creates the ability to trade emission permits or quota in order to foster compliance.

Conditions

N/A

Implementation

1. Exhibition Place claims ownership of all environmental attributes, including carbon credits, as a general provision in its procurement processes. Staff will take all reasonable steps to safeguard Exhibition Place's ownership of environmental attributes in any contract, procurement document, or other arrangement.
2. Staff will review projects and activities that result in the reduction of greenhouse gas emissions, generation of renewable energy, conservation of electricity, natural gas, or water, or any other environmental attributes to determine whether such attributes are eligible for designation as carbon credits, renewable energy certificates, conservation credits, or other similar attributes and products, respectively.
3. Staff will keep current the Exhibition Place table of projects and activities for which carbon credits or other environmental attributes exist or potentially exist and that Exhibition Place owns or potentially owns, in whole or in part. This table will be sent on request to the City EEO.
4. Following consultation with the City EEO, Exhibition Place may sell carbon credits or other environmental attributes in order to realize cash value or sell such attributes in exchange for a reasonable commercial benefit (e.g. higher royalty rate or lease rate etc.) by considering points 5 and 6 below. In the case of a procurement process, such determination should take place prior to the issuance of the procurement call. If a procurement call is in process and if following consultation with the City EEO, Exhibition Place staff determine that such attributes should not be retained, Exhibition Place will take proper steps to ensure the offering of such attributes is made to all bidders/proponents in a fair and transparent manner.
5. Exhibition Place may take steps to realize value from carbon credits or other environmental attributes only following consultation with the City EEO and only if:
 - The transaction would result in a net benefit to Exhibition Place; and

- Realizing value from transactions will not compromise Exhibition Place's ability to meet its greenhouse gas emissions reduction targets, renewable energy targets, and other environmental targets.
6. Exhibition Place in consultation with the City EEO may determine that in order to enter into certain funding arrangements or other agreements with the city, province, or federal authorities, Exhibition Place may be required to cede its rights to carbon credits or other environmental attributes as a condition of entering into such an agreement (e.g. the Ontario Power Authority's Feed-in Tariff agreements).
 7. Any realization of value from transactions shall be guided by the following:
 - Contracts will only be entered into with organizations generating emissions from their operations in Ontario with the majority of emissions coming from sources within Exhibition Place;
 - Carbon credits or other environmental attributes may be banked for future use; and
 - Any organizations seeking to purchase Exhibition Place carbon credits or other environmental attributes for the purpose of meeting cap-and-trade regulatory obligations will not be considered as eligible parties for any transaction.
 8. Any sales agreements involving purchasers of Exhibition Place owned carbon credits or environmental attributes must include provisions to prevent a buyer from reselling offset credits to a third-party, and provisions to ensure the retirement of carbon offsets by the purchaser.
 9. Proceeds of sale will be allocated to the Operating Budget which will then be transferred to a City of Toronto Reserve Fund for allocation towards financing corporate initiatives which reduce Toronto's emission of climate change gases.

Policy Name	Policy Type
Cash and Gifts In-Kind Donation Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy addresses the donations of cash and 'gifts-in-kind' made to Exhibition Place and the issuance of tax receipts.

Application

This policy applies to third parties making donations to Exhibition Place.

Definitions

Gift

A gift includes cash and non-cash gifts referred to as 'gifts-in-kind'.

Conditions

- Under the *Income Tax Act* (Canada), individuals and corporations can claim an income tax credit for certain gifts made to Canadian municipalities and their local agencies, boards, and commissions. Cash and 'gifts-in-kind' donations provide an additional source of valuable assets and revenue for Exhibition Place.
- For the purpose of tax credits under the *Income Tax Act*, a gift is a voluntary transfer of property without valuable consideration and three (3) conditions must be satisfied – (i) some property, or cash, is transferred to Exhibition Place; (ii) the transfer is voluntary; and (iii) the transfer is made without expectation of financial or other return and or benefits (other than a tax receipt). No benefit of any kind may be provided to the donor or to anyone designated by the donor, except where the benefit is of nominal value. The benefit, an item or privilege but not cash, is considered nominal value when the fair market value does not exceed the lesser of \$50.00 or ten (10%) of the amount of the donation/gift.
- The *Income Tax Act* does not define 'Fair Market Value'. The generally accepted meaning is the highest price, expressed in a dollar amount, which the property would bring, in an open and unrestricted market, between a willing buyer and a willing seller who are both knowledgeable, informed, and prudent, and who are acting independently of each other. Valuation should be based on an arm's length sale and purchase transaction of a similar property. Similarly accounting and reporting standards define fair value as the amount for which an asset could be exchanged, or a liability settled between knowledgeable willing parties in an arm's length transaction.
- Exhibition Place shall consider the following factors in accepting gifts:
 - Applicable federal and provincial laws and regulations;
 - Economic and reputation consequences in accepting a gift;
 - Preservation of Exhibition Place tax status;

- Donor alignment with the mission of Exhibition Place and the ultimate benefit to the community
- Any restrictions or conditions on the gift and the implications
- Projected costs associated with accepting, administering, and eventually disposing of a gift so that it may be used by Exhibition Place.

Implementation

Cash Donations

1. Donations may be made by an individual or corporation for an Exhibition Place program area, State of Good Repair Capital project, or for specific purposes.
2. The donation may be in the form of cash, cheque, or where available, by debit or credit card and/or gifts in kind.

Upon receipt of the funds/gifts being donated, Exhibition Place shall issue evidence of payment to the donor in the amount of the donation.

The evidence of payment shall contain the following information:

- the full name and mailing address of the donor
- the date and amount of the donation, and whether it was by cash, cheque, debit, or credit card and/or in kind.
- if the donor so requests, the receipt shall indicate the appropriate program area cost centre, capital project, or specific purpose to which the donation is to be directed. A copy of the evidence of payment shall be sent to the City Finance Department.

Upon confirmation of the deposit and review for compliance with this policy, the City Treasurer shall issue an official income tax receipt pursuant to the *Income Tax Act*, and Exhibition Place Accounting Services shall recognize, measure, present, and disclose and report this transaction in its books accordance with Public Sector Accounting Standards.

‘Gifts-in-Kind’ Donations

When individuals or corporations provide a ‘gift-in-kind’ donation, Exhibition Place shall determine:

- whether the gift is an acceptable gift for Exhibition Place; and
- whether the gift may be eligible for an income tax receipt.

Where the gift is not an acceptable gift for Exhibition Place, the donor shall be advised in writing. Where the gift is acceptable to Exhibition Place but is not eligible as a ‘gift-in-kind’ for income tax purposes, the donor shall be advised that the gift is not eligible for an income tax receipt.

When the gift is eligible as a ‘gift-in-kind’ for income tax purposes, Records & Archives Services shall commission a current independent and official written appraisal of the fair market value of the gift. The written appraisal, along with the donor’s name, address and phone number shall be sent to the City Finance Department for review. If the appraisal is satisfactory to the City Treasurer in form and content, and that the appraised value represents the fair market of the gift, the City Finance Department shall notify the donor accordingly and also notify the Exhibition Place. Upon transfer of ownership of the

'gift-in-kind', appropriate staff shall obtain documentation and shall forward a copy of this documentation to the City Finance Department for issuance of an official income tax receipt pursuant to the *Income Tax Act*.

Gifts of Cultural Property

Special rules exist for gifts of cultural property as established by the Canadian Cultural Property Export Review Board.

The gift of cultural property must be certified as such by the Canadian Cultural Property Export Review Board.

The donor may be responsible for making application to the Canadian Cultural Property Export Review Board for Certification of Cultural Property for Income Tax Purposes.

The income tax receipts shall be in the amount of the fair market value determined by the Canadian Cultural Property Export Review Board on the date ownership is transferred to Exhibition Place. The Canadian Cultural Property Export Review Board issues its own tax receipts.

Donations with Limited Use of Monies

Exhibition Place shall not accept any donations given to support special purposes of an organization independent of the Exhibition Place Board.

Qualifying Gifts

Gifts by a third party that qualify for income tax credits generally include:

- cash
- capital property
- real property
- depreciable property
- personal use property (e.g. print, etching, drawing, painting, sculpture, or other similar work of art, jewelry, rare folio, rare manuscript, rare book personal papers, photographs, film, audiotapes, artifacts, stamp, or coin)
- a leasehold interest or a residual interest in real property
- the inventory of a business
- gifts of life insurance policies
- gifts under Will by the third party

Non-Qualifying Gifts

A gift that does not qualify for an income tax credit receipt under the *Income Tax Act* includes a gift of services, since a gift must involve property, and the payment of a basic fee for admission to an event or to a program. An exception to this rule is the purchase of a ticket to a fundraising dinner, ball, concert, show, or like event. In this case, the gift is considered as the difference between the fair market value of the food, entertainment, and the purchase price of the ticket, and gifts made in exchange for consideration of a right, privilege, material benefit, and advantage such as promotion or advertising for the donor's purposes.

Official Donation Receipts

Official receipts for income tax purposes shall be authorized by the City Treasurer for eligible gifts and 'gifts-in-kind'. Receipts shall be made in the name of the donor only. Income tax receipts shall be issued for donations of \$10.00 or more, unless specifically rejected by the donor.

1. For gifts of cash

- The receipt shall be in the amount of the cash donation and dated the day on which the donation was received. Gifts of cash intended for specific purposes of Exhibition Place shall only be accepted where Exhibition Place has authorized such specific purposes, and the necessary cost centre or capital project account has been established, or where appropriate, a reserve fund has been created and any necessary by-laws enacted.

2. For 'gifts-in-kind'

- A receipt shall be issued only after the following conditions are met:
 - the 'gift-in-kind' must be clearly within the interest of Exhibition Place; and
 - must provide a benefit within the context of Exhibition Place's program areas.

The appraisal commissioned by Exhibition Place, must be by a qualified dealer, appraiser, or other knowledgeable individual who is familiar with the market value for the object or property. The dealer, appraiser, or other knowledgeable individual shall not be associated with the donor.

The appraisal shall be in form and content acceptable to the City Treasurer. At the Treasurer's discretion, any appraisal not sufficient in form or content may be refused, and one or more additional independent appraisals satisfactory to the Treasurer may be required to be produced before any income tax receipt is issued.

The receipt shall be in the amount of the appraised value, or in the case of two or more appraisals, the lowest appraised value. The receipt shall also indicate a description of the object, the name and address of the appraiser, and shall be dated the day in which the Exhibition Place received the gift.

Canada Revenue Agency Rules for Gifts in Kind

For gifts in kind, the qualified donee can issue an official donation receipt after the property has been appraised. The receipt should show the FMV or deemed FMV of the gift. It will also show the eligible amount of the gift.

Policy Name	Policy Type
Climate Change Risk Management Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy establishes a process to systematically prioritize the identification, assessment, reduction, monitoring, and reporting on the risks to Exhibition Place's infrastructure, finances, operations, and liability due to a changing climate, including increased incidence of extreme weather events.

Application

This policy applies to all employees, contractors, and consultants engaged by Exhibition Place.

Definitions

GREENSmart Team

An employee-based committee, led by the General Manager, Operations Department, and staff from various departments across Exhibition Place, with a focus on the development of environmental stewardship initiatives for the grounds.

Risk

The total concept of the likelihood of occurrence of a risk event and the severity of possible consequences.

Resilience

The ability of a system, entity, community, or person to withstand shocks while still maintaining its essential functions and to recover quickly and effectively.

Extreme Weather

When a weather event is significantly different from the average or usual weather pattern.

Conditions

N/A

Implementation

Exhibition Place will:

- In conjunction with the City of Toronto, continue to monitor and research risks to operations caused by a changing climate, and when new information becomes available, provide this information to the Board and City.
- Mitigate risk to Exhibition Place's assets and services by integrating identified risk information into decision making and utilizing this information to inform priorities for investment.

- In conjunction with the City of Toronto, establish methods to evaluate initiatives undertaken by Exhibition Place through the lens of climate change resilience.
- Continue to reduce and manage risks to its employees, tenants, contractors, and the public resulting from a climate change.
- Build awareness and establish meaningful partnerships with the community, residents, the private sector, and the broader public sector.
- Share knowledge and information with external organizations to promote engagement in enhancing extreme weather resilience on a broader scale.

Policy Name	Policy Type
Community Partnership Policy	Corporate
Original Date	Revision Date
September 15, 2023	December 12, 2024

Policy Statement

This policy establishes conditions, eligibility, and procedures for the administration of local community-led partnerships and any support by Exhibition Place for local community activation.

Application

This policy applies to all staff of Exhibition Place and Community Activation Partners.

Equity Impact Statement

Community engagement plays a critical role in supporting ongoing site animation. This policy aligns with the goals of Community Focus Groups, ensuring active outreach to diverse communities. By providing in-kind services, Exhibition Place aims to reduce barriers prospective partners may face when programming events. The inclusion of a “pay what you can” option for fee-based events enhances equity by accommodating participants with varying financial means.

Definitions

Applicant

An organization that submits a written application seeking support from Exhibition Place to host a community event. Community groups or private organizations may apply if their proposed event is open for broad local community participation.

Local Community Group

A community-based volunteer organization within the following wards (Spadina-Fort York, Parkdale-High Park, Davenport, or Toronto Centre) that may be part of a not-for-profit, incorporated group/organization, a registered charity, an established community association, or a local Business Improvement Association.

Partnership

An agreement between Exhibition Place and the successful applicant (Community Partners), where Exhibition Place may provide in-kind support to run a community event.

Activation Partnerships

The collaborative action between Exhibition Place and the successful applicant to enhance site activation.

Conditions

1. Scope

- This policy applies only to local community activation partnerships. This includes events hosted on Exhibition Place grounds that support local community engagement and site activation.

- Applications for partnerships will be evaluated on a case-by-case basis.
- Any support Exhibition Place provides will apply against the cost of in-kind services. Additional costs, such as administrative time provided by community volunteers, are not within the scope of the policy.
- Excludes convention centre / exhibition space.

2. Exhibition Place is responsible for

- the approval for all proposals. Exhibition Place reserves the right to refuse any proposal, including, but not limited to, those submitted by applicants whose activities mirror activities already offered on the grounds or are perceived to be incompatible with this policy, and the goals, values, or mission of Exhibition Place.
- communicating clear instructions to Community Partners regarding their responsibilities, including maintenance standards, staffing requirements, and relevant policies.
- establishing evaluation criteria to ensure activities align with Exhibition Place's policies, strategic plan, values, and business operations.

3. Community Partners are responsible for

- Submitting an application for the event proposal that includes an overview of the event, dates, booking requirements, costs, and other resources from Exhibition Place.
- Complying with all guidelines and procedures outlined in Exhibition Place's Event Guide and submitting all required documentation (For example, Emergency Preparedness Plan, Insurance, and loading plans).
- Planning, programming, and leading the event, including, but not limited to, providing necessary supplies and equipment, coordinating event logistics, travel, staffing, storage, and set-up/tear down.
- Completion of the post-event survey provided by Exhibition Place.
- Abide by all relevant City by-laws, Exhibition Place policies, collective agreements, and legislation affecting the Board.

4. Eligibility and Restrictions

- Partnerships are not developed in perpetuity. A one-time partnership does not indicate an ongoing relationship with Exhibition Place. Local community partners can apply for more than one activation.
- Community Partners may not financially profit from the event, and any fees are only intended to offset costs to provide the event.
- If a fee is charged to cover costs, there must be a "pay what you can" option.

Implementation

1. Issues regarding the interpretation or application of this policy are to be referred to the Chief Executive Officer or designate.

2. Applications will be sent to the Tenant and Community Relations Coordinator for review and to the Chief People and Strategy Officer for approval.
3. If an application is approved, in-kind support will be negotiated between Exhibition Place and the Community Partner. Exhibition Place may provide:
 - in-kind support (e.g. labour for set-up and take-down).
 - additional services in-kind may include event space, social media promotion, marketing support, and event coordination assistance.
4. Exhibition Place staff will approve applications and ensure compliance with this policy. Applications will be evaluated on the following criteria:
 - the proposal aligns with Exhibition Place's policies, strategic plan, values, and business operations.
 - the proposal demonstrates the potential for broad community participation.
 - the proposal demonstrates that the applicant has the necessary resources to implement the event.
 - the applicant will not financially benefit from the partnership.
5. All approved partnerships will be in the form of a Partnership Agreement contract and may include the following provisions:
 - Terms of the Agreement
 - Criteria Evaluation Form
 - The value of in-kind contributions by Exhibition Place to the applicant
 - Release, indemnification, and early termination clauses as appropriate
 - Proof of Insurance
 - A statement acknowledging that the agreement may be subject to provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.
 - A statement that all parties are aware of, agree to, and comply with the provisions of this policy.
 - Copies of all Partnership Agreement contracts are to be retained for audit purposes in accordance with the standard retention policy.

Application Checklist

Applicant Information	✓ / ✕	Notes
The applicant indicates the organization's name, event lead, and contact information.		
If applicable, records of past events and/or community engagement activations.		
Demonstrates how the event is compatible with Exhibition Place's Strategic Plan, values, and operations		
Event Details	✓ / ✕	Notes
An event overview contains:		
• Date		
• Event Summary		
• Location		
• Program/Agenda		
• Event Logistics Plan		
• Budget		
• Audience/expected attendance		
The event is open for broad community participation.		
The event has a fee to attend (amount in the comments).		
Proof of any necessary documents (for example, insurance, permits, or licences).		
A request for in-kind support provided by Exhibition Place is clearly defined:		
• Event Space		
• Labour		
• Marketing or Social Media Support		
• Event Coordination Support		

Policy Name	Policy Type
Corporate Suites Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

The purpose of this policy is to provide for the protocol and administration for use of the Suites in BMO Field and the Coca-Cola Coliseum.

Application

This policy applies to persons and organizations using the Suites including Members of the Exhibition Place Board, Exhibition Place staff, non-profit charitable community groups, community groups, business, protocol, and marketing organizations.

Definitions

BMO Suite

The Suite in BMO Field provided pursuant to the Management Agreement between the Exhibition Place Board and Maple Leaf Sports & Entertainment (MLSE). Exhibition Place receives one (1) suite and sixteen (16) suite tickets at no cost.

Honda Indy Suite

The Suite provided pursuant to the Agreement between the Exhibition Place Board and Toronto Honda Indy.

Member

A member of the Exhibition Place Board.

Coca-Cola Suite

The Suite provided pursuant to the Lease between the Exhibition Place Board and the Tenant, Coliseum Renovation Corporation (CRC) and its Subtenant, MLSE, Exhibition Place receives one (1) suite and twelve (12) suite tickets at no cost.

Suite Hostess

The person assigned through MLSE to oversee the facility protocols and rules in the BMO Suite and Coca-Cola Suite on event days.

Suite User

The person who has been allocated the Suite on behalf of Exhibition Place, and includes Members, Exhibition Place staff, and any other named external organizations using the Suite.

Corporate

The provision of the Suite and tickets recognizes the benefits of use of the Suites by Members, non-profit, charitable, and community organizations, all in support of the business and community purposes of Exhibition Place.

Implementation

Ticket Allocation to Members

- The Coca-Cola Suite and twelve (12) suite tickets for four (4) exhibition or regular season Toronto Marlies games will be allocated to the Chair of the Board on a 'first come first served' basis.
- The Coca-Cola Suite and twelve (12) suite tickets for one (1) exhibition or regular season Toronto Marlies game will be allocated to the eight (8) Members of the Board on a 'first come first served' basis.
- A Member may purchase additional Toronto Marlies game suite tickets over and above the twelve (12) suite tickets provided; however, the maximum number in attendance in the Coca-Cola Suite shall not exceed eighteen (18) persons, excluding the Suite Hostess. The purchase of additional tickets will be the responsibility of the Member to provide credit card information in advance of ordering additional tickets.
- If the Toronto Marlies qualify for the AHL Playoffs, twelve (12) tickets for the playoffs will be allocated to Members on a 'first come first served' basis. Members will be advised when the playoff dates are published, and they can respond via email if interested.
- The BMO Suite and sixteen (16) suite tickets for four (4) exhibition or regular season game for either Toronto FC or Toronto Argos will be allocated to the Chair of the Board on a 'first come first served' basis.
- The BMO Suite and sixteen (16) suite tickets for one (1) exhibition or regular season game for either Toronto FC or Toronto Argos will be allocated to the eight (8) Members of the Board on a 'first come first served' basis.
- A Member may purchase additional Toronto FC or Toronto Argos game suite tickets over and above the sixteen (16) tickets provided; however, the maximum number in attendance in the BMO Suite shall not exceed twenty (20) persons, excluding the Suite Hostess. The purchase of additional tickets will be the responsibility of the Member to provide credit card information in advance of ordering additional tickets.
- The Coca-Cola Suite and twelve (12) tickets become available from time to time for events other than Toronto Marlies games. Members will be advised by email in advance of all non-game events, who can reply by email of their interest.
- The BMO Field Suite and sixteen (16) tickets become available from time to time for events other than Toronto FC or Toronto ARGOS games. Members will be advised by email in advance of all non-game events, who can reply by email of their interest.
- Whenever a Member utilizes the Coca-Cola Suite or BMO Suite, Exhibition Place will supply soft drinks and snacks to the Suites. No alcohol or food will be provided. If a Member wants additional food, alcohol, or other services, it will be at the cost and responsibility of the Member. Additional food, alcohol, or other services can be ordered in advance or on the event day provided the Member presents full credit card information prior to the order, purchase of additional food, alcohol, or other services.

Ticket Allocation for the Purpose of Business / Protocol Events

- The Coca-Cola Suite and twelve (12) tickets will be allocated for Exhibition Place business/protocol events for eight (8) exhibition and/or regular season Toronto Marlies games through the Office of the Chief Executive Officer.
- The BMO Suite and sixteen (16) tickets will be allocated for Exhibition Place business/protocol events for eight (8) exhibition and/or regular season games for either Toronto FC or Toronto Argos through the Office of the Chief Executive Officer.
- Whenever the Coca-Cola Suite or BMO Suite is used by Exhibition Place Staff, a member of the Exhibition Place Leadership Team must be in attendance. Exhibition Place may supply food and alcohol (wine and beer only) as determined by the nature of the event and attendees, provided there are funds available within the appropriate Exhibition Place Operating Budget.

Ticket Allocation for the Honda Indy Suite

- Four (4) tickets (suite and parking) will be allocated to the Chair of the Board for each day of the three (3) day event (Friday, Saturday, and Sunday).
- Two (2) tickets (suite and parking) will be allocated to the Members of the Board for each day of the three (3) day event (Friday, Saturday, and Sunday).
- Thirty (30) tickets (suite and parking) will be allocated for business, protocol, and marketing opportunities through the Office of the Chief Executive Officer.
- Two (2) tickets allocated for the suite hostess as required by the Toronto Honda Indy to be supplied by Exhibition Place.
- No additional tickets will be available for purchase.

Ticket Allocation for Non-Profit, Charitable, or Community Organizations

- Any suites or tickets not distributed will be allocated for non-profit, charitable, or community purposes through the Office of the Chief Executive Officer.
- When the BMO Suite or Coca-Cola Suite is allocated to non-profit, charitable, or community organizations solely for their use, the cost of any hospitality associated with the use of the Suite will be the responsibility of the recipient organization and must be paid in advance of any costs being incurred.

General Suite Administration

- The Suites, administration of this policy, and operating budget will be managed through the Office of the Chief Executive Officer.
- A Suite Hostess is required and provided in the suites, and the Suite Hostess will ensure that rules and policies put in place by the respective facilities are followed with respect to ticket requirements for entry to the suite, suite capacities, and the processing of food and beverage purchases.
- The Suite Hostess does not have any authority to charge costs to the Exhibition Place corporate credit card without the approval of the Office of the Chief Executive Officer. Therefore, any food or beverage orders made through the Suite Hostess on the day of the event must be paid via credit card by the Suite User.
- Suite Tickets may be used for fundraising purposes.

Policy Name	Policy Type
Councillor Use of Exhibition Place Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy establishes a protocol for use of Exhibition Place facilities by City Councillors and provides the parameters, fee structure, and booking process for such use by Councillors for occasional constituency, community events, and meetings. This policy is not for the purposes of conducting any election related campaigns.

Application

This policy applies to Councillors for the City of Toronto.

Definitions

Exhibition Place Managed Facilities - Non-tenanted Buildings/Spaces

These areas include:

- Bandshell Park
- Better Living Centre
- Conference and Convention Centre/Exhibition Facility Buildings
- Outside Parkland (not included in existing Tenant Leases)
- Queen Elizabeth Exhibit Hall

Meeting Rooms

Rooms and salons within the conference and exhibition facilities.

Conditions

1. Councillors need to communicate with their constituents concerning the meetings and activities of City Council and its Committees, as well as the business and services of the City.
2. City space should be made available for Councillor occasional use for special events and for occasional Councillor meetings with constituents.
3. The health and safety of Exhibition Place employees working the facility or the safety and security of public users of the facility should not be adversely affected by the Councillor's usage of the space.
4. The ability of Exhibition Place and its functional programs to deliver their programs and services at the facility should not be adversely affected by the Councillor's usage of the space.

Implementation

Availability

1. Meeting rooms within the conference/exhibition facilities are available to Councillors for occasional use for community events and for occasional meetings with constituents, subject to availability and Exhibition Place Booking Guidelines.
2. Bandshell Park, Better Living Centre, Outside Parklands (not included in existing Tenant Leases), and Queen Elizabeth Exhibit Hall are available to Councillors for occasional use for community events.
3. Councillors should be considered third priority users of facilities within Exhibition Place, where the space is not already booked. Councillor bookings cannot bump or challenge other previously booked Exhibition Place conferences, events, meetings, or exhibitions.
4. The fee charged for the use of space shall be in accordance with the fee structure and booking limits described in 'Fees & Booking Limits'.
5. Councillors must abide by the Board's policies and procedures that are in place related to the use of Exhibition Place facilities.
6. To reserve space, Councillors are required to enquire to the Sales & Marketing Division at 416-263-3600 or sales@explace.on.ca. A proposal will be prepared with the date, availability, and applicable pricing.
7. A License Agreement must be mutually executed by the Councillor hosting the event/meeting and Exhibition Place.

Fees & Booking Limits

1. One-time constituency and community events and meetings:
 - Meeting Room Rental rates will be waived for at least one (1) meeting and event per Councillor each calendar year, and then regular rental rates will apply after the one (1) rent free meeting or event
 - Regular exhibit hall rental rates apply for all uses

The fee structure will be communicated to Councillors as the need arises.

Additional costs related to a constituency or community meeting and event, including but not limited to overtime for staff, security, set-up, clean-up, equipment costs, food & beverage, parking, and labour will be charged at the regular rate, and are applicable to all events and meetings, including any rent-free event.

Conditions of Use

1. All meetings and events must be related solely to City business and be hosted directly by a Councillor.
2. All meetings and events must be booked per normal timelines, and in accordance with the Exhibition Place Booking Guidelines.
3. No games of chance including bingo and lotteries are permitted.
4. Charitable fundraising is not permitted.

5. Sales of goods are not permitted.
6. Councillors cannot book facilities on behalf of third parties.
7. Councillors must remove all files, photographs, posters, and any other materials at the end of their meetings or events.
8. Councillors must comply with the health and safety requirements of the facility.
9. No permanent signage or display board will be permitted.
10. Councillors should plan to bring their own equipment required for the meeting (e.g. computers and cell phones).
11. Basic furniture (e.g. tables and chairs) that would be part of the regular set-up of space will be provided. Special set-up requirements or room re-sets if needed, may incur an additional fee. Cleaning, AV, labour, parking, security, utilities, equipment, and food & beverage will all incur additional fees.

Denial of Use

Should a Councillor contravene the use of this policy, the Chief Executive Officer will discuss the correct use of the policy with the affected Councillor.

Resolution of Issue

Councillors who encounter difficulties or issues with the use of space under this policy should resolve these issues first with the Director of Sales & Marketing, and if no satisfactory solution is found, with the General Manager.

Policy Name	Policy Type
Environmental Favourable Procurement Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

In order to meet the expectations of the Exhibition Place Environmental Plan, this policy encourages bidders to offer products and services which are Environmentally Preferred.

Application

This policy applies in the evaluation of all third-party bids and proposals.

Definitions

Environmentally Preferred Products and Services

Refers to products that are durable, reusable, energy efficient, low pollution, products including those used in services containing maximum levels of post consumer waste and recyclable content, and products which provide minimal impact to the environment.

Conditions

An Environmentally Preferred product or service is one that is less harmful to the environment than the next best alternative with characteristics including, but not limited to, the following:

- Reduce waste and make efficient use of resources - a product or service that is more energy, fuel, or water efficient, or that uses fewer resources.
- Are reusable or contain reusable parts - products which are rechargeable batteries, reusable building partitions, and laser printers with refillable toner cartridges.
- Are recyclable - a product that can be recycled at the end of its useful life by local facilities exist capable of recycling the product.
- Contain recycled materials - a product that contains post consumer recycled content.
- Produce fewer polluting by-products and safety hazards during manufacture, use, or disposal – a product that is non-hazardous or replaces a hazardous product.
- Have a long service-life and/or can be economically and effectively repaired or upgraded.

Environmentally Preferred Products and Services must be competitive in cost as defined in this policy, conform to specifications, performance requirements, and be suitable for the intended application as determined by Exhibition Place.

In order to meet the expectations of the Exhibition Place Environmental Plan, Exhibition Place reserves the right not to award to the lowest bidder, and in particular may, at its option, choose to accept an otherwise qualified bid which includes Environmentally Preferred Products and Services with environmental benefits (outside of any specifications), that can be substantiated and verified to the satisfaction of Exhibition Place, provided that

the bid price does not exceed the lowest qualified bid by greater than 15% of the lowest qualified bid price.

Implementation

Evaluation Process

- Bidders shall if requested, provide written verification of any environmental claims made in their bid/proposal satisfactory to the Environmental Benefit Review Committee Procurements (EBRC-P) within five (5) working days of request, at no cost to Exhibition Place.
- Verification may include, but not be limited to, certification to recognize environmental programs, independent laboratory tests, and manufacturer's certified tests.
- Submissions in response to environmental claims will be evaluated by the EBRC-P, composed of one management member from each of the Finance, Facility Services, Operations, Purchasing, and the end user department. Other staff with relevant experience and external advisors or City of Toronto staff may be called upon to assist the EBRC-P with its review.
- Aside from providing written verification of any environmental claims, bidders may also be called for an interview with the EBRC-P to answer questions and make a presentation.
- Environmental claims will be evaluated by the EBRC-P on the basis the criteria set forth in the Environmental Favourable Procurement Clause, all of which may be subject to a weighting, if more than one bidder is under consideration.
- The following is intended to set out an overview of the evaluation criteria that may be applied by the EBRC-P in its review of environmental claims made.

Evaluation Criteria

- Reduces waste and makes more efficient use of resources
- Reusable or contains reusable parts
- Recyclable
- Contains recycled materials
- Produces fewer polluting by-products
- Longer service-life

The evaluation results are the property of Exhibition Place. Exhibition Place intends not to disclose results, under any circumstances either before, during, or after the evaluation process. By responding to an RFQ or RFP, bidders agree to accept the recommendations of the EBRC-P as final and binding.

Policy Name	Policy Type
Lobbying Disclosure for Requests, Proposals, and Tenders Quotation Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy addresses the lobbying disclosure processes followed by Exhibition Place for certain requests for proposals, tender and quotation calls.

Application

Lobbying disclosure shall apply to all competitive Requests or Calls of any dollar value excluding Sole Source Purchases or Departmental Purchase Orders.

Definitions

Bid

A formal response submitted to a Request for Quotation or Tender, or Request for Proposal.

Bidder

Any legal entity submitting a competitive Bid in response to a Tender, Request for Quotation, or Request for Proposal.

Call

A Solicitation to external suppliers or providers to submit a Proposal.

City PMMD

The City of Toronto Purchasing and Materials Management Division.

Lobbying

Oral or written communications by Bidders/Proponents and/or representatives employed or retained by them, with members of the Board of Governors, Council, City and Board officials, and staff, in order to promote or oppose any Bidder or Proponents, as the case may be, responding to a Call or Request from PMMD or Exhibition Place.

Proponent

Any legal entity submitting a Proposal in response to a Request Proposal - An offer to furnish goods, services, or construction, including professional or consulting services, as a basis for negotiations for entering into a contract.

Purchasing Agent

The Director of PMMD or the Purchasing Manager for Exhibition Place.

Quotation

An offer to buy or supply specified goods or services at a price fixed as to the total amount or on a unit basis.

Request

A Solicitation from the City or Exhibition Place to external suppliers or providers to submit a Bid or Proposal.

Sole Source

Purchases made to one vendor for proprietary/patent/copyright reasons, or the Chief Executive Officer has determined an emergency exists.

Solicitation

The process of notifying prospective bidders or proponents that the City or Exhibition Place wishes to receive offers through a Bid or Proposal.

Conditions

To enhance transparency in competitive procurement awards through a lobbying disclosure process for certain competitive Requests for Proposals, and Tender and Quotation Calls issued by Exhibition Place or by City PMMD on behalf of Exhibition Place.

Implementation

1. Process to Apply Criteria

- All Requests or Calls issued by City PMMD on behalf of Exhibition Place or directly by Exhibition Place shall include a statement which advises Proponents or Bidders that they are required to ensure that no communication is made by the bidder/proponent or its representatives, including a third party representative employed or retained by it to promote or oppose any bid/proposal unless such communication, relating to all meetings, written correspondence, and telephone discussions that the representative has had with any Member of the Exhibition Place Board, Member of City Council, City or employee, appointed member of any City boards, agency, commission, task force, or related organizations, is disclosed by the filing of a disclosure form in accordance with this policy, and that any false or misleading disclosure or non-disclosure may affect the award of future contracts. Proponents or Bidders shall also be informed that failure to file a completed non-disclosure form shall be assumed to mean that no lobbying has been conducted by the Proponent or Bidder, its employees, or representatives.
- For Requests for Calls through City PMMD or by Exhibition Place, disclosures of Lobbying are to be submitted on a form to be approved by the City Clerk from time to time. Forms must be up-to-date, and filed with the City Clerk at the same time as its Submission Disclosures are to contain the following information:
 - the name, address, and telephone number of the Proponent or Bidder
 - the name, address, and telephone number of each person retained, employed, or designated by such Proponent or Bidder who has engaged in Lobbying in relation to the Proposal or Bid
 - the Request or Call document number in respect of which each person retained, employed, or designated by such Proponent or Bidder has engaged in Lobbying
 - a description of the general nature of communications that each person retained, employed, or designated by such Proponent or Bidder has made in Lobbying

- the name of the person and department before whom such Proponent or Bidder has engaged in Lobbying

2. Availability of Disclosure Information

The City Clerk will provide the disclosure information upon request to any members of the Exhibition Place Board, Council, City staff, or the public.

The City Clerk shall post disclosure information on the City's Website.

3. Insufficient Disclosure

- Where a Proponent or Bidder has not fully disclosed Lobbying in accordance with this policy, or made false or misleading statements in any disclosure form filed with the City Clerk, any Proposal or Bid received from the Proponent or Bidder, as the case may be, shall not be considered for award in any further Request or Call for a period of one (1) year from the time of such non-disclosure or false disclosure coming to the attention of the Purchasing Agent, unless such Proposal or Bid is approved by Council pursuant to a report from the Board setting out the extent and nature of any non-disclosure or false or misleading disclosure.
- Where a Proponent or Bidder is alleged not to have fully disclosed Lobbying or to have made false or misleading disclosure in respect of a Proposal or Bid, the Purchasing Agent shall investigate at the request of Exhibition Place, the allegation and make a determination whether in fact such has occurred.

4. Lobbying Prohibition

Despite the contents of this policy, Exhibition Place reserves the right to invoke a 'prohibition' requirement in any competitive Call or Request, namely, a 'no lobbying' provision to the effect that a Bidder or Proponent, and representatives employed or retained by it, can only make presentations and present their arguments advancing or opposing a Call / Request in a public deputation to the Exhibition Place Board, and any contract party identified in the competitive Call or Request.

Policy Name	Policy Type
Naming Rights Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy establishes a process to use in the consideration of Naming Rights for Exhibition Place facilities.

Application

This policy applies only to external Naming Rights.

Definitions

Broker/Consultant

An external independent party engaged and responsible for assessing the Naming Rights value of Exhibition Place buildings and facilities and negotiating with the potential Naming Rights Sponsor on Exhibition Place's behalf.

Buildings/Facilities

Exhibition Place's managed assets.

Naming Rights

A mutually beneficial business arrangement wherein an organization provides goods, services, or financial support to Exhibition Place in return for access to the commercial and/or marketing potential associated with the public display of the organization's name on a building or facility for a finite period.

Naming Rights Holder/Sponsor

The party which has been awarded the Naming Rights opportunity.

Conditions

Exhibition Place welcomes proposals for Naming Rights by external parties. Granting the right to name an Exhibition Place building or facility to an external party provides a means of partnering with the private sector to meet the strategic directions of both Exhibition Place and the Naming Rights Holder/Sponsor, and also providing a means of generating new revenues and alternative resources to assist in the construction, support, and/or provision of Exhibition Place buildings, facilities, and its programs.

In applying this policy consideration will be given to:

- creating a systematic approach to soliciting, managing, and reporting on Naming Rights
- providing guidance to those who have an interest in the Naming of a building or infrastructure at Exhibition Place
- protecting the reputation, integrity, and aesthetic standards of Exhibition Place and its assets

- ensuring alignment with Exhibition Place's programs and services, and the advancement of Exhibition Place priorities and services.

Implementation

Scope

- This policy applies only to Naming Rights, which represent but one class of activity.
- Only external Naming Rights are covered by this policy.
- Naming Rights arrangements that pre-date this policy are not subject to its terms.
- Naming Rights Proposals will be reviewed on a case-by-case basis.
- Any Naming Rights Proposal which varies from the requirements of this policy shall be approved by the Exhibition Place Board / City Council.

Principles

General

- The Exhibition Place Board / City Council shall retain ownership and control over any building or facility to which Naming Rights apply.
- Subject to the agreement, the Naming Rights must not impair in any way the Exhibition Place's ability to manage the site.
- Exhibition Place will consider all Naming Rights Proposals but does not have an obligation to accept any. Exhibition Place reserves the right to refuse any proposal, including, but not limited to, those submitted by third parties whose activities are perceived to be incompatible with Exhibition Place's goals, values, or mission.
- All Naming Rights agreements shall be confirmed by written contract containing terms and conditions satisfactory to Exhibition Place, in consultation with City Legal.
- All Naming Rights agreements shall be reported and are subject to the Exhibition Place Board and, if required, City Council approval.
- All funds generated by Naming Rights agreements shall be allocated to Exhibition Place.
- Every Naming Rights agreement shall conform to all applicable federal and provincial statutes, and to all applicable City of Toronto bylaws, policies, contracts, and practices, including the Lobbyist Register.
- While the physical display of the Naming Rights signage shall be negotiated, such recognition must not unduly detract from the character, integrity, aesthetic quality, safety of Exhibition Place, or unreasonably interfere with its enjoyment or use.
- The Naming Rights opportunity must not confer a personal benefit to any particular member of the Exhibition Place Board, or any employee of Exhibition Place.
- Exhibition Place does not endorse the products, services, or ideas of any Naming Rights Holder/Sponsor.
- The sale of a naming right must not result in incremental net costs to Exhibition Place.

Naming Rights

- Parties that are disqualified from doing business with Exhibition Place are not eligible for Naming Rights opportunities.
- The benefits to the Naming Rights Holder/Sponsor are limited to those terms and conditions expressly stated in the Naming Rights agreement.
- No form of indemnification will be provided to any Naming Rights Holder without the express approval of the City Legal Services.
- Naming Rights may only be transferred or assigned by a Naming Rights Holder/Sponsor with the consent of the Exhibition Place. Where a company changes its name, the Naming Rights may, with the consent of Exhibition Place and at the sole expense of the Naming Rights Holder/Sponsor, be modified to reflect the new name.
- All Naming Rights agreements must be for a fixed term, not exceeding the useful life of the building or facility. Every agreement shall have a sunset clause specifying the duration of the Naming Rights opportunity. Such agreements cannot be extended or automatically renewed without Exhibition Place and, if required, City Council approval.
- Naming Rights Holders are prohibited from implying that their products, services, or ideas are sanctioned by Exhibition Place.
- The Naming Rights agreements must not result in, or be perceived to result in, any competitive advantage, benefit, or preferential treatment for the Naming Rights Holder/Sponsor, outside of the terms and conditions of the agreement.
- There shall be no actual or implied obligation for Exhibition Place to purchase the product or services of the Naming Rights Holder/Sponsor, except as provided in the terms and conditions of the agreement.

Procedure

General

- Issues regarding the interpretation or application of this policy are to be referred to the Chief Executive Officer.
- In accordance with the principles and criteria contained in this policy, the solicitation, negotiation, and administration of Naming Rights are to be conducted by Exhibition Place's authorized staff only.
- All Naming Rights agreements will be in the form of a legal contract. For such agreements, the Chief Executive Officer shall consult with City Legal Services regarding appropriate terms and conditions and consider inclusion of the following provisions:
 - A description of the contractual relationship, specifying the exact nature of the agreement
 - The term of the agreement
 - Renewal options, if permitted
 - The value of the consideration
 - The payment schedule

- Rights and benefits
- Release, indemnification, and early termination clauses as appropriate
- Insurance clauses
- Confidentiality terms
- A statement acknowledging that the agreement may be subject to provisions of the *Municipal Freedom of Information and Protection of Privacy Act*
- A statement that all parties are aware of, and agree to comply with, the provisions of this policy. Copies of all Naming Rights agreements are to be retained for audit purposes in accordance with the normal retention policy of Exhibition Place.
- The terms and conditions contained within a Naming Rights agreement are to be approved by the Exhibition Place Board, and if required, City Council.
- As part of the negotiations with the Naming Rights Holder/Sponsor, Exhibition Place will seek to reserve the right to terminate the Naming Rights prior to the scheduled termination/expiry date, without refund of consideration, should the Exhibition Place feel it is necessary to do so to avoid Exhibition Place being brought into disrepute.

Soliciting Naming Rights

General

- Subject to this policy, Exhibition Place is free to solicit and negotiate Naming Rights.
- For commercial Naming Rights opportunities it is generally recommended that Exhibition Place secure a broker/consultant with the requisite experience and expertise to identify, evaluate, and negotiate with corporations, and such broker/consultant be retained through a competitive bid process (i.e. Request for Proposals).

Policy Name	Policy Type
Not-For-Profit Booking Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

The purpose of this policy is to set out the terms related to use of Exhibition Place grounds and facilities for special community festivals.

Application

Exhibition Place is an ideal setting for special types of activities and as a 'public park' in the City, one of Board's mandates is to attract special community festivals especially as these types of events grow to a size that may negatively impact City operations if held in a local park.

Definitions

Community Grant

Exhibition Place budgets an annual grant fund of \$6,000 per year for community programs supporting in-need neighbourhoods. Applicants may request grant approval, which will apply up to a maximum of \$1,000 against the cost of their rentals and services per year.

Major Festival

Major Festivals may be eligible for funding under this policy.

Not-for-Profit Organization

A non-profit organization includes a club, society, or association organized and operated solely for the purpose of social welfare, civic improvement, education, pleasure, recreation, and for any other purpose except for profit. No part of the income and or proceeds of which is payable to or is otherwise available for personal benefit directly or indirectly of any proprietor, member, or shareholder. Not-for-Profit (NFP) organizations must be the Licensee (i.e. 3rd party meeting planner or individual organizing an event on behalf of the NFP is not applicable), and NFP categories are mutually exclusive (i.e. clients only qualify in one category).

Not-for-Profit Festival

An event normally staged by a local community, which centers on a unique aspect of that community. The function of a festival is to meet special social, cultural, and educational needs, as well as, providing entertainment. These times of celebration offer a sense of belonging for religious, social, or geographical groups, which are open to the general public.

Not-for-Profit Community Use

A community use by a group of people with some shared element (i.e. people who live in the same area). The substance of shared element varies widely, from a situation, to interest, to lives and values (e.g. group of students from a local school for a school graduation ceremony or annual dance recital).

Not-for-Profit Registered Charity

A registered charity is an organization established and operated for charitable purposes and must devote a significant amount of its resources to charitable activities. The charity must be a resident in Canada and cannot use its income to benefit its members. For income tax purposes, the charity must have a valid registration number issued by the Canada Customs and Revenue Agency and can issue official income tax receipts for donations.

Conditions

Not-for-Profit Organization, Not-for-Profit Festival, Not-for-Profit Community Use, and Not-for-Profit Registered Charity, may be eligible to receive certain benefits under this policy provided they receive a written endorsement from a Toronto City Councillor outlining the purpose of the Applicant's event, and the rationale for the request of financial aid through this program. In addition, Major Festivals are not eligible if they already receive funding through the City of Toronto grants.

Implementation

Elements	Festival	Community Use	Charitable	City of Toronto Meetings and Events
Primary use of grounds and parking lots to be charged at the standard Board approved rate (cents/square foot)	Applicable	Applicable	Applicable	Applicable
Venue Rental Fee discount applied to venue rental	Not applicable	10%	15%	Not applicable
Discount rental fee applied to Convention Centre Meeting Rooms/Ballrooms	Not applicable	10%	15%	Rack rate
Discount rental fee applied to Convention Centre Meeting Rooms	Not applicable	10%	15%	Waived
Discount rental fee applied to Convention Centre Exhibit Halls	Not applicable	10%	15%	Rack rate

Elements	Festival	Community Use	Charitable	City of Toronto Meetings and Events
Discount rental fee applied to Bandshell Park & Stage & Lot 5 (utility based on actual meter readings and cost recovery fees subject to annual increase)	Utility Fee, Cost Recovery of Facility & Event Staff, Onsite Electrician & Plumber for first 5 hours of each event day	10%	15%	Rack rate
Discount rental fee applied to Better Living Centre	Utility Fee, Cost Recovery of Facility & Event Staff	10%	15%	Daily utility rate
Discount rental fee applied to QE Exhibit Hall	Utility Fee, Cost Recovery of Facility & Event Staff	10%	15%	Daily utility rate
Pro rata rates apply to QE Exhibit Hall and the Better Living Centre	Not applicable	Applicable	Applicable	Not applicable
Venue rental fee payments are due	25% upon execution, 25% 90 days prior, 50% 45 days out	25% upon execution, 25% 90 days out	25% upon execution, 25% 90 days out	Post event
Free move in/out up to a maximum number of day(s)	3	1	1	Not applicable
Provide registered charity number	Applicable	Not applicable	Applicable	Not applicable
Food concession fee (subject to increase based on event size and duration)	\$5,000 plus taxes	Not applicable	Not applicable	Not applicable
Parking Facilities (Exhibition Place have the sole/exclusive rights to the operation and revenues from surface and underground parking)	Applicable	Applicable	Applicable	Applicable

Elements	Festival	Community Use	Charitable	City of Toronto Meetings and Events
Rentals & Services (will be charged at)	Services – T&M+12% IATSE – T&M	Services – rack rate IATSE – T&M	Services – rack rate IATSE – T&M	Services – T&M+12% – Convention Centre
Use of Board Equipment (discount applied to Board owned equipment)	28%	10%	15%	Not applicable
Payments due	10 days prior to event	10 days prior	10 days	Post event

Policy Name	Policy Type
Plaque Installation Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy sets out a process for the consideration of requests for the dedication and installation of Plaques at Exhibition Place.

Application

Individuals or groups (both internal and external) wishing to install a plaque at Exhibition Place.

Definitions

N/A

Conditions

All individuals or groups, both internal and external, wishing to install a plaque at Exhibition Place must provide a written proposal containing the following information.

1. Background paper on the purpose of plaque, a brief history of individual/building/event to be commemorated, and its significance to the grounds of Exhibition Place.
2. A list of sources used in the preparation of the background paper and where documentation can be found (e.g. particular library, archives, private collection).
3. Proposed text of plaque, wording must be as close to final form as possible.
4. Preferred location of plaque.
5. Approximate size of plaque, design, and colour. Plaques must not resemble provincial plaques, or use the blue and gold colour scheme of provincial plaques unless sponsored by the province.
6. Material from which the plaque is to be made - plastic, metal, wood.
7. Details on plaque installation, inside or outside wall of a building, free-standing, attached to a pole, pedestal, or stone base.
8. Identification of all individuals or organizations sponsoring the plaque.
9. Assurance that no costs will be incurred by Exhibition Place regarding the creation or installation of the plaque, unless otherwise agreed to by Exhibition Place.
10. Evidence that arrangements will be made for the continuing maintenance of the plaque.
11. Assurance of willingness to comply with all union agreements regarding installation.
12. Proposed unveiling date.
13. Brief overview of the components of the unveiling ceremony, a more detailed description of the unveiling ceremony to be forwarded to and approved by the Chief Executive Officer and City Protocol at least two months prior to the unveiling.

Implementation

All proposals for the installation of plaques at Exhibition Place shall be submitted to the IT/Telecom, Records and Archives Division who will coordinate and work in consultation with a Working Group comprised of representatives of the following areas: Capital Works, Operations, and Records and Archives. The Working Group will be chaired by the Records and Archives Supervisor and will review all plaque proposals prior to reporting to the Exhibition Place Board.

The following criteria is to be considered in determining the suitability of a proposed plaque installation.

1. Is the plaque relevant to Exhibition Place (e.g. does the plaque commemorate a specific event that occurred on the grounds, and a general or historical nature)?
2. To what extent does the plaque represent or meet the needs of a community. Is the project supported by letters from community members?
3. What contribution will the plaque make to the promotion and preservation of public awareness of its subject?
4. Does the plaque promote a private interest (e.g. commercial advantage, personal or family status) rather than public knowledge of Exhibition Place history?
5. What extent is the subject of the plaque a rare, unique or an important example of history?
6. Does the plaque commemorate a subject previously commemorated at or near the proposed location?
7. Is there research material available on the subject of the plaque to verify the contents of the plaque?
8. Is the wording of the plaque written in an accessible, clear style without jargon, or complications?
9. Does the plaque identify or commemorate a subject but not explain or interpret the subject?
10. Does the applicant have the resources to cover the cost of researching, developing, casting, installing, and maintaining the plaque?
11. Does the applicant have the resources to cover expenses incurred in preparing and/or staging a plaque unveiling ceremony?

The ability of an applicant to provide the full cost of their plaque project will not ensure an automatic approval. Individual donors are not to be acknowledged on the plaque itself.

Approval Process

The proposal must be submitted to the IT/Telecom, Records & Archives Division at least three months prior to the proposed plaque installation date. Following review of the submission, the IT/ Telecom, Records & Archives Division will prepare a report, with the proposal appended, for the Chief Executive Officer for submission to the Exhibition Place Board with a recommendation.

If approved by the Exhibition Place Board, a copy of the report should also be sent to Heritage Toronto.

Maintenance and Replacement

If a plaque is damaged or stolen, Exhibition Place is under no obligation to replace the damaged or stolen plaque. Repair and replacement are solely the responsibility of the applicant.

Exhibition Place	Policy Name	Policy Type
	Public Complaints Policy	Corporate
	Original Date	Revision Date
	January 1, 2017	December 12, 2024

Policy Statement

This policy provides for a mechanism to receive feedback and resolve issues relating to complaints about any of the Exhibition Place services and actions.

Application

This policy applies to Exhibition Place customers, attendees, visitors, partners, and Toronto residents that visit Exhibition Place.

Definitions

Complaint

An expression of dissatisfaction about the service, actions, or lack of action by a service area, staff member or any party representing Exhibition Place. Complaints may relate to the actions of an individual or to an Exhibition Place service or program area policy, process, or procedure. Examples include but are not limited to:

- a perceived failure to do something agreed to do
- a failure to observe policy or procedures
- an error made by staff
- unfair or discourteous actions or statements by staff
- an incident arising over which staff had no control, such as traffic.

Conditions

Exhibition Place receives, reviews, records, and makes every effort to promptly resolve complaints in accordance with defined guiding principles and an established complaints procedure. This policy is made accessible to the public on the websites for Exhibition Place and the City of Toronto. Exhibition Place staff are made aware of and receive instruction on this policy and will act in accordance with defined guiding principles as established in this policy. Exhibition Place regularly reviews the complaints database for issues and trends as a means of continually improving processes and services. A report with respect to all complaints will be submitted annually to the Board of Governors of Exhibition Place.

Implementation

1. Introduction

This policy applies to complaints directly related to services and processes within Exhibition Place program and service areas:

- Chief Financial Officer & Corporate Secretary (CS)
- Event Management (EM) *
- Facility Management including Grounds Keeping (FM)
- Financial (FIN)

- Human Resources (HR)
- Health and Safety (H&S)
- Community and Tenant Relations (CTR) *
- Operations (OP)
- Capital Projects and Construction (CP)
- Transportation (TRA)
- Records & Archives (RA)
- Sales & Marketing (SM)
- Security (SEC)

* For complaints related to the operation of tenants and client events, Exhibition Place will either facilitate a response or forward the complaint to the relevant third party.

2. Guiding Principles

In managing all complaints, the following principles will guide Exhibition Place and its Management Team:

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Staff will treat complaints as confidential and protect both the complainant's and staff's privacy as much as possible.
- Exhibition Place strives at all times to provide equal treatment and equitable benefit of Exhibition Place services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.
- All complaints are taken seriously and dealt with in a manner that meets or exceeds customer expectations.
- The review of complaints will be fair, impartial, and respectful to all parties involved.
- Complainants are advised of their options to escalate their complaint if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for how decisions related to the complaint were made.
- Updates are provided to complainants during the review process.
- Following an initial review of complaints, complainants are advised if alternate complaint procedures apply.
- Exhibition Place will ensure that all original copies of written complaints and complaint forms will be filed and locked in a secure area on the Exhibition Place grounds.

All electronic copies of written complaints will be made accessible only to staff in roles that directly support the complaints review process.

3. Ways to Make a Complaint

- Mail – IT/Telecom, Records & Archives Division, Attention: Complaints, 100 Princes' Boulevard, Exhibition Place, Toronto, Ontario, M6K 3C3
- Electronic (email directly or using online form) – feedback@explace.on.ca, Attention: Complaints, Telephone – 416-263-3000 Option #0 to be answered by a staff member

4. Handling of Complaints

- The handling of all complaints will be guided by the principles listed above.
- All complaints will be recorded, allocated a complaint number, and become part of Exhibition Place official records (see Logging of the Complaint).
- The complaint or an account of a complaint received verbally, will be delivered to the appropriate General Manager and Director to review.
- Following the receipt of a complaint, all details of the complaint will be reviewed, an investigation conducted, and a report produced.
- Written complaints receive a written notice of decision unless otherwise requested by the complainant.
- Verbal complaints receive written and/or verbal notice at the discretion of Exhibition Place or as requested by the complainant.
- If applicable, the complainant will be notified in writing of any corrective action taken or remedy proposed. Confidentiality will be maintained to protect the privacy of Exhibition Place staff or staff acting on behalf of Exhibition Place.

5. Logging of the Complaint

- To ensure a central record of all complaints, a complaint database is maintained by Exhibition Place.
- Each entry is given a complaint number beginning with the year followed by the letters indicating the respective service area (e.g. 2011-EX-CS-001).
- The Records and Archives Supervisor is responsible for ensuring the complaints database is up to date.
- All hard copies of documentation for all complaints will be stored in secure files.
- Regular monitoring and review of complaints will be conducted to identify issues, trends, areas of concern, and opportunities for improvement.

6. Response Times

The following standards for acknowledging receipt of a complaint apply unless the complainant requests a particular mode of contact:

- Complaints are acknowledged by telephone within one (1) working day of being received.
- Complaints are acknowledged by email within one (1) working day of being received.
- Complaints are acknowledged by mail within three (3) working days of being received.
- Where an expanded review is required, complainants are contacted within fourteen (14) days with either a final response or update. At that time, the complainant is advised of when the next contact will be, either for a proposed resolution or for the next progress update.
- Where a complaint has been forwarded to a tenant, contractor, client or other party for a direct response, the complainant will be notified within five (5) working days of being received.

7. Expanded Review Process

The Expanded Review Process may be pursued at the request of the complainant or at the discretion of Exhibition Place Management Staff. The Expanded Review Process may include:

- If it is a verbal complaint, a request may be made to the complainant to put their complaint in writing, especially if it involves a serious or complex matter. If the complainant declines, this should be noted in the complaint file.
- Discussion(s) with the complainant to clarify the complaint, confirm common understanding, clarify the outcome(s) sought, and explain complaint procedures.
- Discussion(s) with staff and other parties (e.g. contractors, tenants, etc.) involved to obtain their perspective, with union representative if applicable.
- Discussion(s) with witnesses related to the complaint, if applicable.
- Review of background information such as policies and procedures, previous written communications, and other documentation. Confidential information such as Human Rights, Labour Relations or proprietary files are not included.
- Obtain and review other expert opinions or perspectives.
- Complainants will be contacted with a resolution or update; refer to Response Times.
- Complainants are automatically contacted when their complaint is escalated.
- Extraordinary circumstances may arise in which Exhibition Place is not able to guarantee that these standards can be satisfied (e.g., during a labour disruption, emergency management situation, etc.).

8. Decision and Resolution – Unresolved or Dissatisfied

If a complaint is not addressed to the complainant's satisfaction, the complainant can contact the Office of the Ombudsman as an office of last resort. Visit the Ombudsman's secure and independent web site for more information:

www.toronto.ca/ombudstoronto, <http://www.toronto.ca/ombudstoronto/index.htm>

Telephone – 416-392-7062

E-mail – Ombuds@toronto.ca

Policy Name	Policy Type
Publication of Senior Staff Expenses Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy enhances the public accountability and transparency related to the publication of expenses of Senior Staff.

Application

This policy applies to senior staff.

Definitions

Senior Staff

Chief Executive Officer, Chief Financial Officer & Corporate Secretary, General Manager, General Manager-Operations, and Chief People and Strategy Officer.

Conditions

N/A

Implementation

Expenses to be Published

- Business Travel (include related kilometrage reimbursement)
- Conferences and Conventions (include accommodation, registration, and per diem allowance)
- Hospitality or protocol expenses (hosting Board events for non-employees at eating establishments, or other appropriate locations)

Ensuring Complete and Accurate Information

Senior Staff will be required to review and certify their expenditures. In addition to submitting a copy to the Finance Department, forward a copy to the Chief Financial Officer & Corporate Secretary who will review and confirm with the Finance Department that the corporate records confirm the accuracy of the certification.

Reports to the Board

The Exhibition Place Board will receive a report on a semi-annual basis of the Senior Staff Expenses at its meeting, and once adopted will be published to the Exhibition Place website.

Policy Name	Policy Type
Security Surveillance Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy governs video surveillance at Exhibition Place in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Application

This policy applies to all types of camera surveillance systems, surveillance monitors, and camera recording devices installed by Exhibition Place on the grounds of Exhibition Place, and those proposed to be installed by tenants and event providers which will survey areas outside of their exclusive tenanted or licensed areas. This policy does not apply to cameras used by the Toronto Police Service, or to video surveillance used for employment related or labour related information.

Definitions

N/A

Conditions

Exhibition Place recognizes the need to balance an individual's right to privacy, and the need to ensure the safety and security of employees, clients, visitors, and property. While video surveillance cameras are installed for safety and security reasons, the video surveillance systems must also be designed to minimize privacy intrusion. All Tenants shall provide documentation to verify placement of all exterior cameras which include a mapping document that highlights the coverage of all cameras. Event providers shall provide documentation identifying placement of all exterior/interior cameras including a mapping document that highlights the coverage of all cameras. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep the facilities and properties operating in a safe, secure, and privacy protective manner.

Implementation

Roles and Responsibilities

1. Director, Security and Transportation

The key responsibilities include:

- Ensuring grounds-wide compliance
- Undertaking yearly evaluations of video surveillance system installations to ensure compliance
- Reviewing the policy every two (2) years
- Approving installation of video cameras at specified locations
- Receiving status updates from the Manager, Security Services, every six (6) months, regarding staff adherence to the responsibilities

- Reporting to the CEO when video surveillance is being proposed for high profile locations (e.g. locations with a high number of members of the public), and on annual basis on all security video surveillance equipment installed

2. As designated by the Director, Security and Transportation, the Manager, Security Services shall:

- Conduct Security Threat Assessments to determine the requirement for a video surveillance system
- Prepare recommendations for the Director, Security and Transportation for review and installation approval of video surveillance systems
- Advise the Director, Security and Transportation on placement of video surveillance monitoring signs
- Delegate day-to-day operations of video surveillance systems to Security Supervisory staff
- Conduct periodic internal audits to ensure compliance
- Act as contact for all requests by law enforcement agencies for access to video records
- In consultation with the Director, Security and Transportation and if necessary, the Director, IT/Telecom / Records & Archives, and City of Toronto Privacy Services, will develop and update annually privacy training for all staff who have responsibilities under this policy
- In consultation with the Director, Security and Transportation and if necessary, the Director, IT/Telecom / Records & Archives and City of Toronto Privacy Services will provide training annually to all Security staff regarding obligations and compliance with *MFIPPA* and the policy
- Immediately report all alleged privacy breaches to the Director, Security and Transportation and the Director, IT/Telecom / Records & Archives for immediate action
- Consult with the Director, Security and Transportation and forward complaints to the Director, IT/Telecom / Records & Archives for appropriate action

3. The responsibilities of each of the Security Supervisors include:

- Oversee day-to-day operations of video surveillance cameras
- Ensuring Security Guard's compliance with all aspects of the policy
- Ensuring monitoring and recording devices are secured appropriately
- Recording all activities related to video devices and records are kept and maintained by operators
- Documenting all information regarding the use, maintenance, and storage of records in the applicable logbook, including all instances of access to, use of, and recorded material to enable a proper audit trail
- Ensuring that no copies of data and images in any format (hardcopy, electronic, etc.) are taken from the video surveillance system without approval from the Director, Security and Transportation and/or Manager, Security Services.

4. The responsibilities of the Security Guards include:

- Complying and adhering to all aspects of the policy
- Monitoring the video surveillance cameras regularly and confirming they are in good standing
- Ensuring all aspects of the video surveillance system are functioning properly
- Ensuring that no personal information is disclosed without the approval of the Manager, Security Services
- Ensuring that no copies of data and images in any format (hardcopy, electronic, etc.) are taken from the video surveillance system without approval from the Manager, Security Services
- Forwarding all requests for access to video records to the Security Supervisor and/or Manager, Security Services

All Staff must adhere to this policy and must not access or use information contained in the video surveillance system, its' components, files, or database for personal reasons, nor dispose, destroy, erase, or alter any record without proper authorization from the Director, Security and Transportation and/or Manager, Security Services, and without following the regulations contained in this policy.

Guidelines may be developed for the implementation of this policy.

Policy Name	Policy Type
Sole Source Procurement Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

In accordance with the Exhibition Place Financial By-law 2-18 and Toronto Municipal Code Chapter 195, Purchasing adopted October 7, 2016, goods and services should be purchased through a competitive process. While Sole Source procurement is discouraged, this policy permits sole sourcing under certain circumstances.

Application

This policy applies to all employees in the procurement of goods and services.

Definitions

Sole Source

Entering a commitment without following a competitive open process.

Purchase Orders

A manner of purchasing goods and services, including services of a professional nature, with a dollar value of less than \$100,000 in any one instance.

Conditions

1. Wherever possible, Purchase Orders shall be issued to firms that have existing contracts with the City of Toronto, provided that the goods and services offered meet the requirements of the Board and are offered under the same terms to Exhibition Place.
2. The Chief Financial Officer & Corporate Secretary and Purchasing Manager will impose controls for the awarding and management of consulting expenditures. The award of any contracts must be transparent, must uphold accountability, compliance of the Financial By-laws, and above all must be able to withstand public scrutiny. Non-compliance will be a breach of responsibility, and as such could be subject to performance management and as appropriate disciplinary action, up to and including dismissal.
3. In addition to any conflict-of-interest policy applicable to employees, as adopted from time to time, the code of purchasing ethics established by the National Institute of Governmental Purchasing Inc. and the Purchasing Management Association of Canada, shall apply to all Exhibition Place Departments, Divisions, and Service Areas, and all employees involved in the procurement and sole sourcing process.
4. Sole Source procurement may apply to the use of Purchase Orders only if one or more of the following conditions apply, and a process of negotiation and due diligence is still undertaken to obtain the best overall value in the circumstances for Exhibition Place:
 - The goods and services are only available from one source by reason of:
 - a statutory or market-based monopoly
 - scarcity of supply in the market

- existence of exclusive rights by patent, copyright, trademark, or license
- need for compatibility with goods or services previously acquired, and there are no reasonable alternatives, substitutes, or accommodations
- need to avoid violating supplier warranties and guarantees where proprietary service is required
- An attempt to purchase the required goods or services has been made in good faith using a competitive method and has failed to identify a successful supplier.
- The goods and services are required to satisfy the needs of a client of Exhibition Place and are paid for by the client; however, where time permits, the competitive open process should be used.
- The required goods and services are to be supplied by a particular vendor or supplier having special knowledge, skills, expertise, or experience which cannot be provided by another supplier.
- The nature of the requirement is such that it would not be in the public interest to solicit competitive bids as in the case of security or confidential matters.
- The goods and services are required because of an emergency, which would not permit the use and timing of other procurement methods.
- Bridging of an existing Purchase Order or Contract
- Health and Safety issues

5. Professional & Consulting Services

Consultant is as any firm or individual providing expert advice/opinion on a non-recurring basis to support/assist management decision making. The following key words/criteria that are typically associated with consulting contracts:

- Analysis, assessment, study, or review, to provide advice and/or recommendations
- Occurs on a non-recurring basis
- Support or assistance to management decisions in the following areas:
 - Professional Services being professional in nature that do not provide advice or recommendations to the Board. The following key words that typically differentiate between professional and consulting services are legal, audit, engineering, IT, architectural and advertising.

The following guidelines must be followed in the selection and contracting for professional and consulting services:

- Consultants and professional services should only be utilized when specific projects require certain technical capabilities, or unique and specialized advice is not available in-house. If available in-house, but staff are fully occupied with other tasks or assignments and the project requires very urgent completion, then such services can be considered.
- The advice or services sought, and the resulting expenditure can be justified as being necessary to satisfy program requirements.
- Independent expertise is required by legislation or regulation.
- Priority projects require more or greater staff resources than are available.

- Outside Legal Consultants will be determined in consultation with the City Legal Department.
- Exhibition Place/City has directed the use of external assistance.

Implementation

- For Purchase Orders in excess of \$10,000, the Chief Executive Officer or the Chief Financial Officer & Corporate Secretary shall only authorize a commitment where three (3) competitive quotes have been received. For PO's in excess of \$10,000, if three (3) competitive quotes are not received, then there must be justification through approval of a Sole Source Request Form that must be approved by the Department Head, the Purchasing Services Manager, and the Chief Executive Officer or Chief Financial Officer & Corporate Secretary, before any commitments are to be made.
- The Chief Executive Officer and Chief Financial Officer & Corporate Secretary will provide a report on a quarterly basis to the Exhibition Place Board on all sole source purchase of goods and services in excess of \$10,000 indicating the reason for such request and the dollar amount.
- The Chief Executive Officer will report on all sole source purchases on a quarterly basis by project category to the City of Toronto City Managers Office as required.
- For clarity, the \$10,000 threshold is measured over the immediate previous 12 month period, that is, while an initial \$5,000 commitment is below the \$10,000 limit for competitive purposes, once a second or subsequent purchase commitment is done with the same supplier and the \$10,000 limit is reached, then the policy requires three (3) competitive quotes per the Board's Financial By-law..
- The Chief Financial Officer & Corporate Secretary shall review with the Purchasing Manager the use of Exhibition Place Purchase Orders on an annual basis, and report to the Chief Executive Officer on compliance with this policy. The Chief Financial Officer & Corporate Secretary shall undertake a comprehensive review of all policies affecting the procurement and sole sourcing process every five (5) years.
- For the purposes of this policy, the corporate credit card managed by the Chief Financial Officer & Corporate Secretary or designate may be used as an alternative means for employees requiring to purchase goods in compliance with all purchasing policies. Personal expenses are not allowed to be charged to the corporate credit card.

Policy Name	Policy Type
Sponsorship Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy establishes a process to use in the consideration of Sponsorship Rights for Exhibition Place.

Application

In applying this policy consideration shall be given to:

- ensuring alignment with Exhibition Place's programs and services
- providing guidance to those who have an interest in opportunities for sponsorship
- creating a systematic approach to soliciting, managing, and reporting on sponsorship

Definitions

Advertising

The lease of advertising or signage space within Exhibition Place. Unlike naming rights, it involves the use of public advertising contracted at predetermined rates for a set period of time. Advertising does not imply any reciprocal partnership arrangement since the advertiser is not entitled to any additional benefits beyond access to the space.

Sponsorship

A mutually beneficial business arrangement wherein an external organization, whether for profit or otherwise, provides goods, services, or financial support to Exhibition Place in return for exclusivity supplier or sponsorship rights on an activity, program, or service for a finite period.

Sponsorship Holder

The party which has been awarded the sponsorship opportunity.

Conditions

Exhibition Place will seek out mutually beneficial sponsorships that enhance its activities and services. Granting the right to sponsor an activity or program of Exhibition Place to an external party provides a means of partnering with the private sector to meet the strategic directions of both Exhibition Place and the Sponsorship Holder, and also providing a means of generating new revenues.

1. Scope

- This policy applies only to Sponsorships, which represent but one class of activity.
- Only external Sponsorships are covered by this policy.
- Sponsorship arrangements that predate this policy are not subject to its terms.
- Sponsorship Proposals will be reviewed on a case-by-case basis.

- Any Sponsorship Proposal which varies from the requirements of this policy shall be approved by the Exhibition Place Board and City Council.

2. Principles

- Exhibition Place shall retain ownership and control over any program where sponsorship applies.
- Potential sponsors will not be canvassed in a manner that uses or implies coercion.
- Benefits to the sponsor are limited to those terms expressly stated in the sponsorship agreement.
- Exhibition Place does not endorse the products, services, or ideas of any Sponsorship Holder.
- All sponsorship agreements shall be confirmed by written contract containing terms and conditions satisfactory to Exhibition Place, in consultation with City Legal Services.
- In order to expedite partnership development, a formal competitive process is not required when soliciting sponsorship opportunities. While there is no obligation to test the market, in order to maximize the contribution, it is expected that several prospective sponsors will be approached when circumstances warrant.

3. Sponsorship Criteria

- Exhibition Place will consider all sponsorship proposals but does not have an obligation to accept any. Exhibition Place reserves the right to refuse any proposal, including, but not limited to, those submitted by third parties whose activities are perceived to be incompatible with the goals, values, or mission of Exhibition Place.
- All sponsorship agreements must be arranged for a fixed term and shall be reported and are subject to the Exhibition Place Board, and if required, City Council approval.
- Subject to the agreement, the Sponsorship must not impair in any way the Board's ability to manage the site.
- All funds generated by sponsorship agreements shall be allocated to the Board.
- The sponsorship opportunity must not confer a personal benefit to any particular member of the Exhibition Place Board or any employee of Exhibition Place.
- The Sponsorship must not create an ongoing financial obligation for Exhibition Place beyond the term of the agreement.
- Every sponsorship agreement shall conform to all applicable federal and provincial statutes, and to all applicable Exhibition Place Board, City of Toronto by-laws, policies, contracts, and practices, including the Lobbyist Register.
- The Sponsorship must not interfere with existing contractual obligations.
- While the physical display of the sponsorship signage shall be negotiated, such recognition must not unduly detract from the character, integrity, aesthetic quality, safety of Exhibition Place, or unreasonably interfere with its enjoyment or use.
- The Sponsorship must not result in or be perceived to result in any competitive advantage, benefit, or preferential treatment for the sponsor outside of the sponsorship agreement.

- Benefits to the sponsor are to be commensurate with the size and scope of the sponsorship return to the Board.

4. Sponsor Eligibility and Restrictions

- Parties that are disqualified from doing business with the Exhibition Place are not eligible for sponsorship opportunities.
- The sponsorship agreements must not result in, or be perceived to, result in any competitive advantage, benefit, or preferential treatment for the Sponsorship Holder outside of the terms and conditions of the agreement.
- The benefits to the Sponsorship Holder are limited to those terms expressly stated in the sponsorship agreement.
- No form of indemnification will be provided to any Sponsorship Holder without the express approval of the City Legal Services.
- Sponsorship Holders are prohibited from implying that their products, services, or ideas are sanctioned by the Board.
- There shall be no actual or implied obligation for Exhibition Place to purchase the product or services of the Sponsorship Holder except as provided in the terms and conditions of the agreement.
- Sponsorships may only be transferred or assigned by a Sponsorship Holder with the consent of the Exhibition Place Board. Where a company changes its name, the Sponsorship Holder may, with the consent of the Exhibition Place Board and at the sole expense of the Sponsorship Holder, be modified to reflect the new name.

Implementation

Procedure

1. Issues regarding the interpretation or application of this policy are to be referred to the Chief Executive Officer.
2. In accordance with the principles and criteria contained in this policy, the solicitation, negotiation, and administration of sponsorships are to be conducted by authorized Exhibition Place staff only.
3. All new sponsorships must be evaluated for compliance with this policy. Authorized staff are responsible for ensuring that all sponsors and executed agreements comply with this policy, and that authorized staff abides by its provisions.
4. All sponsorship agreements will be in the form of a legal contract. For such agreements, the Chief Executive Officer shall consult with City Legal Services regarding appropriate terms and conditions, and consider inclusion of the following provisions:
 - a description of the contractual relationship, specifying the exact nature of the agreement
 - the term of the agreement
 - renewal options, if permitted
 - the value of the consideration
 - the payment schedule

- rights and benefits
 - release, indemnification, and early termination clauses as appropriate
 - Insurance clauses
 - confidentiality terms
 - a statement acknowledging that the agreement may be subject to provisions of the *Municipal Freedom of Information and Protection of Privacy Act*
 - a statement that all parties are aware of, and agree to, and comply with, the provisions of this policy
 - copies of all Sponsorship Agreements are to be retained for audit purposes in accordance with the normal retention policy
5. The terms and conditions contained within a sponsorship agreement are to be approved by the Exhibition Place Board, and if required, City Council.
 6. As part of the negotiations with the Sponsorship Holder, Exhibition Place will seek to reserve the right to terminate the sponsorship prior to the scheduled termination date, without refund of consideration, should Exhibition Place feel it is necessary to do so to avoid Exhibition Place being brought into disrepute.
 7. It is the responsibility of authorized staff to review the effectiveness of the sponsorship, and to ensure that the respective parties are adhering to the terms of the written agreement.

Policy Name	Policy Type
Travel and Expense Reimbursement Policy	Corporate
Original Date	Revision Date
January 1, 2017	December 12, 2024

Policy Statement

This policy sets out the rules that apply on how transactions are to be conducted by Members of the Exhibition Place Board with respect to attendance at conferences, seminars, business trips, and claims for meterage for use of personal automobile, meal allowances, and business meetings.

Application

This policy applies to Members of the Exhibition Place Board.

Definitions

N/A

Conditions

Guiding Legislation Members of the Exhibition Place Board shall comply with the *Municipal Conflict of Interest Act, R.S.O. 1990*, and the Conflict of Interest Policy adopted by Council, and as amended from time to time. Further, it is understood that each Member has agreed, at the time of their appointment, to abide by the Code of Conduct for Members of Local Boards adopted by Council, as amended from time to time.

Implementation

1. Accounting Procedures

Claims for expenses must follow basic accounting and audit principles as noted below:

- Expenses must relate to the business of Exhibition Place.
- When providing supporting documentation for justifying business expenses related to kilometrage, parking, and taxi rides, Members need to provide the specific details/receipts about these expenses.
- Members must incur the expenses, expenses incurred by third parties cannot be claimed.
- Members cannot claim expenses of a personal nature, where an invoice contains expenses of a personal nature, Members must reimburse Exhibition Place for those personal expenses when they submit the request for reimbursement or payment of allowable expense to the Chief Financial Officer & Corporate Secretary.
- Members must provide proper documentation, including detailed original receipts, for all expense claims, and credit card receipts or statements alone are not sufficient and will not be accepted as proof of expenses.
- Members must sign off all receipts with original signatures.
- Expenses must be charged to the year in which they occurred, expenses cannot be carried forward to different or future years.

2. Review Process

- The Chief Financial Officer & Corporate Secretary has ultimate responsibility and authority for the administration of Members' expenses.
- The Chief Financial Officer & Corporate Secretary and Members may consult with the City's Integrity Commissioner for guidance with respect to individual Member expenses or any interpretation on the application of this policy given its consistent with the City's Policy.
- The Chief Financial Officer & Corporate Secretary shall file a travel summary for Members with the City of Toronto and retain a record for the official records.

3. Allowable Expenses

Listed below are the details of allowable expenses and documentation requirements.

Kilometrage Expense – Board Meetings

Eligible Expenses

- Members' expenses for use of personal vehicle travelling outside the City of Toronto boundaries to attend a Board meeting

Ineligible Expense

- Fuel expenses
- Personal expenses

Conditions

- Approval of such expenses is at the discretion of the Chief Executive Officer, in consultation with the Chair of the Board
- Members must submit a 'Driving Directions Map' indicating the address travelling from, to the Toronto address where the Board meeting is being held, and unless otherwise advised, the address to be used is Exhibition Place, 100 Princes' Boulevard, Suite 1, Toronto, Ontario, M6K 3C3
- Driving Directions Map must include the total one-way estimated kilometrage to the Toronto address

Business Hospitality Expenses – Related to Exhibition Place Business

Eligible Expense

- Members' expenses for food and beverages related to business meals or receptions with business contacts, representatives of other levels of government, international delegations or visitors
- Alcohol consumed or purchased for meals or receptions

Ineligible Expense

- Members' personal entertainment expenses.

Conditions

- Members must identify the business purpose of the expense.
- If a Member hosts a business meal for a visiting delegation, the name of the delegation, the date and purchase of the visit, the number of attendees, and the name of the delegation organizer must be included. The names of delegation members should be included, if available.

Other Information about Business Hospitality Expenses

Members must provide:

- Original itemized receipt showing items consumed
- Full name of all participants attending business meals, except for large delegations
- Date and purpose of the meeting

Travel – Conferences, Seminars, and Business Trips related to Exhibition Place Business

Eligible Expense

- Conference registration
- Transportation (air, train, or bus) or kilometrage (if driving)
- Ground transportation (between home and the terminal, and between the terminal and hotel or conference facility)
- Hotel
- Per Diem
- Taxi expenses related to conference, business related functions, and meetings
- Hospitality expenses
- Trip cancellation insurance
- Laundry and dry-cleaning expenses
- Business telephone calls
- Vehicle rental for business related purposes
- Parking expenses for personal vehicle or rented car

Ineligible Expense

- Personal expenses
- Sightseeing expenses
- Medical insurance
- Carbon Offset expenses

Conditions

- Must be related to the business of Exhibition Place.
- Lowest economy fare for airfare or train at time of booking.
- Hotel rate must be the lowest rate category of the selected hotel available at time of booking, and exceptions will be made where a Member can demonstrate health requirements for a room category other than the cheapest room rate available when booking.

- \$85 CAN per diem for travel within Canada; \$85 US for travel within the United States; and \$125 US for travel in countries of the European Union to cover meals, personal telephone calls, entertainment, and other personal expenses. For travel outside of Canada, the per diem will be in US dollars, and no receipts are required. The number of days claimed will be the same as the number associated with the conference, seminar, and business trip in question, including the day of departure and day of return.
- Car rental expenses must include details of the business requirements.
- A Member is entitled to claim additional hospitality expenses where a third party is hosted.
- Members can request cash advances for hotel and per diem costs no more than two weeks before their travel date.
- Members will be reimbursed for airfare, hotel reservations, and conference registration fees that are paid in advance of travel.
- Travel amounts exceeding \$7,000 for the Chair, and travel amounts exceeding \$3,500 for Members of the Board, must be approved by the Board.
- Travel amounts up to \$7,000 for the Chair, may be approved by the Chief Executive Officer, or his/her designate.
- Travel amounts up to \$3,500 for Members of the Board with the consent of the Chair, may be approved by the Chief Executive Officer or the CFO & Corporate Secretary.
- Claims by Members for travel shall be paid within ten (10) business days after submission of complete paperwork to the CFO & Corporate Secretary, and if not, Members shall be entitled to any interest charges to their credit cards that may result in late payment by Exhibition Place.

Other Information about conferences, seminars, and business trips

- Members must submit an itemized travel expense list to the Chair at least ten (10) days before travelling.
- Travel reimbursement must include an itinerary and confirming travel dates and airline booking.
- Reimbursement of conference registration fees must include a copy of the conference brochure confirming (conference name, dates, location, and costs).
- The reimbursement of hotel costs must include an original hotel invoice itemizing room costs, and other incidentals.
- Members must submit a summary document of all expenses to the CFO & Corporate Secretary within ten (10) days after returning from travel. Original receipts must accompany all claims.
- If Members incur expenses in a foreign currency, the CFO & Corporate Secretary will convert the cost into Canadian currency, based on the exchange rate on the date when the Member submits for reimbursement.
- Members are not required to submit a report on the outcome of their conference or business travel.