

The Strategic Ends of the Students' Union

The Organization exists to represent, advocate for, and support the primary stakeholders, the students of Wilfrid Laurier University, and to provide them with a holistic university experience and an enhanced student life. The costs of these benefits will be justified by the results.

In no specific order of priority, students will benefit from:

- An affordable, accessible, and high quality academic experience
- A safe, sustainable, and empowering environment
- Diverse inclusive social interaction
- Products and services that cater to the financial needs of students

Land Acknowledgement

We acknowledge the traditional territory of the Neutral, Anishnawbe and Haudenosaunee people

Start	Duration	Agenda Item	Type	Presenter	Policy Reference
7:15 PM	2 mins	Call to Order and Indigenous land acknowledgement	adm	Chair Russo	
7:17 PM	1 min	Regrets	adm	Chair Russo	GP #2c.8
7:18 PM	1 min	Conflicts of Interest	adm	Chair Russo	GP #2c.2
7:19 PM	2 mins	Adoption of Agenda MOTION that the Board of Directors adopt the agenda as presented.	D	Chair Russo	
7:21 PM	4 mins	Adoption of the Consent Agenda GP #2d Chair Job Description GP #2e Vice Chair Job description GP #2f Governance Financial Accountability EL #1 Global Executive Constraint EL #2a Treatment of Consumers EL #2b Treatment of Staff EL #2e Financial Planning & Budgeting EL #2f Asset Protection EL #2j Hiring Practices - Unpaid Staff EL #2n Hiring Practices - Paid Staff MOTION that the Board of Directors adopt the consent agenda as presented.	D	Chair Russo	
7:25 PM	45 mins	Special Constable Presentation			
8:10 PM	4 mins	Comments from the Chair of the Board & CGO	fi	Chair Russo	
8:14 PM	4 mins	Comments from the President & CEO	fi	President Jesseau	
8:18 PM	4 mins	Comments from the Executive Director & COO	fi	ED Champagne	
8:22 PM	5 mins	Ownership Linkage Committee update	fi	Chair Russo	GP #2g1
8:27 PM	5 mins	Finance Committee Election (Chair + 3 Directors)	D	Chair Russo	GP #2g2
8:32 PM	10 mins	Fall Semester Meeting Schedule	D	Chair Russo	GP #2c
8:42 PM	3 mins	Student Alumni Panel	D	Chair Russo	
8:45 PM	5 mins	Get Involved Fair	D	Chair Russo	
8:50 PM	31 mins	In-camera Session MOTION that the Board of Directors proceed to an in-camera session	D	Chair Russo	
9:21 PM	2 mins	Announcements	fi	Chair Russo	
9:23 PM	2 mins	Action Items Summary	adm	Chair Russo	
9:25 PM	1 min	Adjournment MOTION that the Board adjourn the August 12th, 2024 meeting	adm	Chair Russo	
Total 2 hours 10 mins					

LEGEND:

- fi, For Information
- fd, For Discussion
- D, Decision required
- adm, Administrative task

MONITORING REPORT

CHAIR OF THE BOARD & CHIEF GOVERNANCE OFFICER

Governance Process #2d – Chair of the Board & Chief Governance Officer

This interpretations-based monitoring report is presented in accordance with the monitoring schedule to provide the Board of Directors with an understanding of its adherence to the Governance Process policies. On behalf of the Board, I certify that the information is developed without prejudice or bias and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise

Signed,

A handwritten signature in black ink that reads "Gabrielle Krose". The signature is written in a cursive, flowing style.

Chair of the Board & Chief Governance Officer

Date completed: July 31, 2024

SECTION - GP #2d, 1

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I interpret “behaves consistently with its own rules” as the Board will be compliant with all Governance Processes, Board-Management Delegations, and Bylaws of the Wilfrid Laurier University Students’ Union, the sets of rules the Board created.

I interpret “those legitimately imposed upon it from outside the Organization” as any external set of rules pertaining to the Board of Directors to which they must follow. This includes but is not limited to government legislation set at the municipal, provincial, and federal levels, and university regulations, such as the Letters Patent, the Not-for-Profit Corporations Act, and the Operating Agreement with Wilfrid Laurier University.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board is provided an understanding on the Governance Processes, Board- Management Delegations, and the responsibilities of a Director under Ontario legislation.
- The Board has access to any essential regulations as provided in the interpretation.
- If the board does not have a copy of their own, they are able to request a copy from the Chair, or it is publicly available online.
- The Board is compliant with the rules, policies and laws outlined in the interpretation.

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

EVIDENCE

- The Board has received training on the Governance Processes, Board Management Delegations for the Organization, and the responsibilities of a Director under Ontario legislation.
- All Directors have been given electronic copies of the Students' Union Bylaws and the Letters Patent.
- The Board has the ability to request any of the previously stated documents from the Chair.
- The Board has received training from Ian Muller and Phil Champagne, on the responsibilities of a Director and the Board as a whole. In addition, each director received mentorship training from last year's directors.
- To date, the Board has not violated any of the previously mentioned agreements, policies, or binding documents.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 1a

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I interpret “**meeting discussion content**” to be all items on the agenda that are marked as ‘for discussion’ or ‘decision required’.

I interpret “**ordinarily**” as all usual instances of Board proceedings, excluding extenuating circumstances that cannot be foreseen by the Board. I define “Board policy” as all policies set by the Board of Directors, which can be found in the Students’ Union policy manual.

I interpret “**belong to the Board to decide or to monitor**” as being any items that fall within the responsibilities of the Board, including but not limited to monitoring reports, policy review, strategic planning, outreach, strategic discussion, Board administration, and election-related items.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- Any items that fall outside of the realm of the above definition can be explained by unforeseen or extenuating circumstances.

EVIDENCE

- Currently none of the meetings have included agenda items that are not clearly within the Board’s jurisdiction.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 1b

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I interpret “**deliberation will be fair, open, and thorough**” to mean that all Board members are treated equally in regards to speaking time, opinion, and that Robert’s Rules of Order are followed.

I interpret “**timely, orderly and kept to the point**” to mean that the time spent on agenda items should not greatly exceed the amount of time allotted unless absolutely necessary or greatly stray from its original purpose.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- Robert’s Rules of Order are followed in a professional manner.
- All board members feel treated fairly, as reported in the Board Meeting Evaluations
- Meetings only run over the allotted when further discussion is necessary.

EVIDENCE

- Robert’s Rules have been utilized at every meeting.
- No board member has indicated the belief of unfair treatment to the Chair or any other attendee at the meetings.
- Every board member is treated fairly and with respect.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 1c

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I interpret “**neither monitoring performance nor Board decisions**” to be items that do not fall directly within the responsibilities or jurisdiction of the Board.

I define “**avoided or minimized**” to mean that such items do not appear on the agenda unless it is an extenuating circumstance.

I define “**noted as such**” to mean that all items are indicated to the Board in advance to highlight the fact that these items are outside of the Board’s jurisdiction, as well as are accompanied by the reasoning for the discussion of the item.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- Items that are not Board material are either not put on the agenda or explained.

EVIDENCE

- There have not yet been any items on the agenda that do not classify as “Board material”.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 2

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. **Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:**
 - **Employment or termination of the President; and**
 - **Where the Board specifically delegates portions of this authority to others.**
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I define “**make decisions**” as exercising the authority especially empowered to the Chair & CGO as outlined in the Governance Processes. This includes the duty to interpret, enforce the monitoring of, and provide evidence for all Governance Processes and Board-Management Delegations.

I define “**employment or termination of the President**” as meaning that the Chair & CGO does not have the individual authority to hire the President & CEO or remove them from office.

I interpret “**the Board specifically delegates portions of this authority to others**” as instances when the Board decides to delegate another individual with the authority of the Chair & CGO, such as chairing portions of meetings or chairing committees.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Chair & CGO has followed the Monitoring Schedule as approved by the Board.
- The Chair & CGO makes recommendations where applicable to maintain compliance with Governance Process and Board-Management Delegation policies.
- The Chair & CGO has not terminated, or hired a new, President/CEO.
- The Chair & CGO has not abused their powers by rejecting any action that is enforced upon them.

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

EVIDENCE

- The monitoring schedule set out to be followed is currently being followed by the Chair & CGO.
- The Chair & CGO has not terminated, or hired a new, President & CEO.
- The Chair & CGO has remained compliant on binding Board decisions.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
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2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I define “**reasonable interpretation**” as using insight, expertise, and sound judgment when providing scope and clarity when defining any interpretation of policy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board deems all Chair & CGO interpretations to be reasonable.

EVIDENCE

- The Board has not rejected any interpretations by the Chair & CGO.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3a

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
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2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I interpret “commonly accepted power of that position” as being able to determine and enforce the speakers’ list as well as be responsible for the enforcement of Robert’s Rules of Order.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO has chaired every meeting without deviating from or abusing their power, save situations where the Board replaces the CGO with another Director to chair a portion of the meeting, or the CGO submits appropriate regrets.

EVIDENCE

- Currently there have been no reports of the Chair & CGO deviating from or abusing their power or Points of Personal Preference called regarding the Chairing of meetings.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3b

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I define “**make decisions about policies**” as modify, change, or limit Presidential interpretations without the Board’s approval for Ends and Executive Limitations policies.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO does not create, change, or implement Ends or Executive Limitations Policies without the changes being approved by the Board.
- The CGO does not influence the interpretation of the Ends or Executive Limitation policies.

EVIDENCE

- The CGO has not created, changed, or implemented Ends or Executive Limitation policies without Board approval.
- The CGO has not influenced the interpretation of the Ends or Executive Limitation policies as these duties are held by the President.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3c

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. **The CGO has no authority to supervise or direct the President.**
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I define “**no authority to supervise or direct**” to mean that the President & CEO does not report to the Chair & CGO, and the Chair & CGO does not have the authority to monitor the President, nor the power to provide instruction or direct the President’s activities unless otherwise instructed by the Board to do so.

OPERATIONAL DEFINITION

- All performance appraisals for the President are completed by the Board as a whole and are based solely off of monitoring information, and organizational accomplishment of the ends.
- The CGO does not task the President with official work without Board approval.

EVIDENCE

- The President has not yet received a formal performance appraisal from the CGO on behalf of the Board. The mid-year review is set for a meeting in September.
- The CGO has not formally tasked the President with work outside of Board approval.

I report this section as COMPLIANT.

SECTION - GP #2d, 3d

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I interpret “**represent the Board**” as being the official spokesperson for the Board of Directors.

I interpret “**outside parties**” to be external entities that are not affiliated with the Students’ Union.

I define “**Board-stated positions**” to be decisions passed by the Board of Directors.

I interpret “**areas delegated to the CGO**” to be powers and responsibilities of the CGO as outlined in Governance Process and Board-Management Delegation policies.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO does not make statements to the public or media that are not reflective of Board decisions.
- The CGO is allowed to define what constitutes a reasonable interpretation of GP and BMD policies.

EVIDENCE

- The CGO has not yet released any formal statements to the public or media on behalf of the Board.
- The CGO has the ability to reasonably interpret all GP and BMD policies.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3e

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I interpret “**ensure the provision of effective monitoring**” to mean that an annual monitoring schedule will be compiled and submitted to the Board of Directors for approval with the purpose of monitoring the Governance Process policies.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A schedule is created in which all GPs are monitored.

EVIDENCE

- There is a set monitoring schedule which is being followed diligently.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3f

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I define “**delegate this authority**” to mean that the CGO provides another individual with one of its functions as defined by this policy.

I define “**remain accountable for its use**” to mean that the CGO is responsible for any outcomes resulting from the delegation of their power.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO & Chair is held accountable by the Board for this policy and all products associated with the role of CGO & Chair.

EVIDENCE

- Currently there have been no monitoring reports delegated to other board members, although if there were tasks delegated the CGO is ultimately responsible to the Board for the quality of all GP and BMD monitoring reports regardless of the author.
- The CGO will ensure that the Vice Chair chairs part of at least one meeting per fall and winter term to ensure a degree of “reasonable proficiency”.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 3g

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I define “**coaching role**” to mean that the CGO is a mentor and guide to all Board members. This includes a focus on training prior to their first day in office, as well as being a resource for all Board members throughout their term.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO is willing to meet with, or speak to, directors regarding Board issues.
- All Board Training is organized by the CGO.
- The CGO assists Board members with any Board-related inquiries.

EVIDENCE

- The CGO has had multiple meetings with the Vice-Chair to introduce them to the board and provide chair training.
- There have been numerous inquiries from directors which the CGO has responded to in an effective and timely manner.
- The CGO organized board training during summer meetings with help from Ian Muller.
- The CGO has initiated conversations about professional development and guest presentation opportunities, and the board has scheduled guest presentations throughout the year, which trains the board on the operations of our partners, and other topics.
- The CGO has provided directors with multiple ways to contact them at any time.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4a

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval; |

CGO INTERPRETATION

I define “**establishing and implementing a training schedule**” as organizing, scheduling, and facilitating Board training throughout the year.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board receives notice no later than one week in advance for training.
- The Board receives training in all academic terms.

EVIDENCE

- Thus far, board training has been scheduled at the start of the summer meetings. The directors were informed of this training at the first meeting, thus they received notice at least one week in advance, with the first weeks' notice being delivered through the circulated agenda.
- Guest presentations have been tentatively scheduled for Board meetings throughout the academic year, which count as Board Training.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4b

Chair of the Board & Chief Governance Officer Role

GP #2d

The Chair of the Board and Chief Governance Officer (CGO), a specially empowered member of the Board, assures the integrity of all governance processes.

The Chair of the Board and CGO will:

1. Ensure that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Organization;
 - a. Meeting discussion content will ordinarily only be those issues, which, according to Board policy, clearly belong to the Board to decide or to monitor;
 - b. Deliberation will be fair, open, and thorough, but also timely, orderly and kept to the point; and
 - c. Information that is for neither monitoring performance nor Board decisions will be avoided or minimized and always noted as such.
2. Make decisions that fall within the topics covered by Board policies on Governance Process and Board-Management Delegation, with the exception of:
 - Employment or termination of the President; and
 - Where the Board specifically delegates portions of this authority to others.
3. Use any reasonable interpretation of the provisions in these policies;
 - a. The CGO is empowered to chair Board meetings with all the commonly accepted power of that position;
 - b. The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas.
 - c. The CGO has no authority to supervise or direct the President.
 - d. The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the areas delegated to the CGO;
 - e. The CGO will ensure the provision of effective monitoring of Governance Process Policies;
 - f. The CGO may delegate this authority, but will remain accountable for its use;
 - g. The CGO shall act in a coaching role for other directors.
4. Be authorized to exercise other duties that include, but are not limited to:
 - a. Ensuring that a training schedule for the Board is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator;
 - b. Ensuring that a schedule of Board meetings for the year is developed and implemented in collaboration with the Board and the Governance and Elections Coordinator and presented to the Board for approval;

CGO INTERPRETATION

I define this policy to mean that the Chair of the Board & CGO will organize, create, and submit for Board approval a schedule of Board meetings for the entire fiscal year prior to September 1st, 2022, with winter semester meetings being tentative week ranges pending the academic schedules of Board members.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board approves the specific fall dates of Board meetings for the year before September 1st.
- The Board approves a tentative range of dates for all meetings before September 1st.
- The Board approves the specific winter dates of Board meetings no later than the last meeting of the fall academic term.

EVIDENCE

- The Board approved the initial summer meeting schedule on May 6th, 2024.
- The Board will approve a schedule for fall meeting dates and times, at the August 12th, 2024 meeting.
- The Board will approve a winter schedule by the last meeting of the 2024 calendar year in December.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4c

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion | by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I define “**supervising the Chief Returning Officer**” to mean that the CGO has the authority to provide instructions to the Chief Returning Officer.

I interpret “**responsible for the hiring**” as being responsible for the creation of a hiring panel, and leading the hiring process for the position.

I define “**oversee the elections process**” as establishing and enforcing all elections policies and procedures, and remaining fair and unbiased towards any parties or candidates within the elections process.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO leads a hiring panel for the position of CRO, and any assistants hired underneath the CRO.
- The CRO, or designate, oversees the elections process.

EVIDENCE

- The Board of Directors hired a CRO in July 2024, and the CRO has completed training and is assisting the board with their required tasks.
- When the elections process begins the CRO will be overseeing this process.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4d

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting. |

CGO INTERPRETATION

I interpret “**facilitation of Board processes**” as meaning that the CGO supports and implements training, Board meetings, policy development, executive performance monitoring, committee work, strategic planning, and any other board-relevant tasks as part of the Governance capacity of the Students' Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO (or their designate) sits on all committees.
- The CGO (or their designate), attends all committee meetings.
- All policy development is done either by or with the CGO.
- The CGO has planned and executed Board training.
- The CGO has included strategic discussions in at least one Board Meeting a month during the academic year, excluding December and April, and where possible during the summer term.

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting. |

EVIDENCE

- The CGO has sat on all committees struck to date.
- The CGO has attended all committee meetings this year. Should the CGO be unable to attend the committee meeting, they will request the Vice Chair to attend in their absence. If the Vice Chair is unable to attend, the CGO will select a designate.
- There have not been any instances of policy development that have not included the CGO.
- The Board has undergone training planned by the CGO, and will undergo more training throughout the year.
- To date, strategic discussions have taken place in at least one Board Meeting per month.
- The CGO will schedule strategic discussion in at least one meeting a month in the fall and winter terms.

I report this section as **COMPLIANT**

SECTION - GP #2d, 4e

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I define “**compilation and distribution of all Board-relevant material and documents prior to meetings**” as meaning that the completed agenda and any relevant and necessary information for the meeting is provided to the Board at least 48 hours in advance.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- All agenda packages are provided to the Board no less than 48 hours prior to any regularly scheduled Board meeting.
- Information for emergency Board meetings is provided to the Board with at least 5 hours of notice.

EVIDENCE

- All agenda packages have been provided to the Board ahead of the 48 hour deadline.
- Currently there have been no emergency board meetings.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4f

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I define “**official liaison**” as the CGO being the sole individual with the authority to communicate any formal messages between the President and the Board of Directors.

I further interpret this policy to mean that the CGO is responsible for communication any expectations to the President, including but not limited to the dates of which Executive Limitations are to be monitored.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- All formal emails or announcements between the Board and the President are done by the CGO.
- The CGO provides the President with any relevant information that pertains to their duties as outlined or approved by the Board.

EVIDENCE

- There have been no formal announcements from the Board to the President to date.
- The CGO has emailed the President with information that pertains to their duties and regarding information from student concerns.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4g

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting. |

CGO INTERPRETATION

I interpret “**compilation and facilitation**” to mean that the CGO will collect feedback from the Board of Directors, and provide said feedback in an understandable and professional manner to the President.

I define “**evaluation of the President**” as meaning Board feedback surrounding all monitoring reports and the President's compliance status is used to determine Presidential performance.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO compiles and facilitates a midterm review of the president no later than November 30th, 2024.
- The CGO compiles and facilitates a year-end review of the president by no later than the second last scheduled meeting of the fiscal year.
- The reviews are based on monitoring performance in the Boardroom.

EVIDENCE

- The mid-year review will take place during one of the meetings in September.
- The year-end review will take place during one of the meetings in March.

I report this section as **COMPLIANT**

SECTION - GP #2d, 4h

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I define “**preparation and facilitation**” as meaning that the CGO is responsible for creating a transition plan to train their successor, the CGO-elect.

I interpret “**transition process**” as being the period of time from the election of the CGO- elect to their assumption of office on May 1st, 2017.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO facilitates the first Board-elect meeting.
- The CGO works with the CGO-elect to facilitate Board elect training.
- The CGO provides the CGO-elect with a transition report.
- The CGO ensures that the CGO-elect is sufficiently prepared to take office on May 1st, 2023

EVIDENCE

- The first Board-elect meeting will be scheduled between the time of the Annual General Meeting and the start of winter reading week based on the schedules of Directors-elect.
- Once the CGO-elect is elected the CGO will work with them to facilitate board elect training, and will provide them with a transition report.

I report this section as **COMPLIANT**.

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I interpret “**compilation and facilitation**” as meaning the CGO will write and ensure that the Board of Directors receives and completes feedback on their job performance as outlined in the Governance Processes.

I define “**self- evaluation**” as being a report of all monitoring reports and their compliance or non-compliance as a metric for Board performance.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board receives a midterm report of compliance and non-compliance in September 2024 and a final report in March 2025, which will serve as a basis for self-evaluation.

EVIDENCE

- The midterm report is scheduled for one of the meetings in September.
- The end-year report is scheduled for one of the meetings in March.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 4j

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
 6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I interpret “**facilitation of meeting evaluations**” as meaning that the CGO will ensure there is a process in place for periodically reviewing the Board's adherence to Governance Process policies and Robert's Rules during meetings.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board has been trained on Policy Governance and Robert's Rules
- The Chair leads, or has plans to lead, discussion with the Board about its adherence to meeting policies and protocols.

EVIDENCE

- The Board received training on Policy Governance and Robert's Rules.
- Board meeting protocol is scheduled to be discussed during the Board's first self-evaluation in September.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 5

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting.

CGO INTERPRETATION

I interpret “**at least one other Board member**” as being the Vice Chair of the Board.

I define “**sufficiently familiar with Board and CGO issues**” to mean that the individual is aware of the minimum job requirements and familiar with CGO and Board projects.

I define “**reasonable proficiency**” as meaning that the Board member will know how to act in a way that ensures the Bylaws and Policies are upheld, thereby allowing them to execute the duties of CGO if needed.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO updates the Vice Chair on all relevant Board functions and happenings no less than twice monthly.
- The Vice Chair is provided access to Board documents.

EVIDENCE

- The CGO meets with the Vice Chair no less than twice monthly to provide updates and answer questions.
- The CGO ensures that the Vice Chair chairs part of at least one meeting per fall and winter term to ensure a degree of “reasonable proficiency”.
- The Vice Chair has access to board documents through TEAMS.

I report this section as **COMPLIANT**.

SECTION - GP #2d, 6

Chair of the Board & Chief Governance Officer Role

GP #2d

- c. Overseeing the elections process for the General Meeting of the Organization;
 - d. The facilitation of Board processes;
 - e. The compilation and distribution of all Board-relevant material and documents prior to meetings of the Board in collaboration with the Governance and Elections Coordinator;
 - f. Acting as the official liaison between the Board of Directors and the President;
 - g. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the President;
 - h. The preparation and facilitation of transition process for the CGO-elect;
 - i. The compilation and facilitation of self-evaluations in mid-year and end-of-year reports for the Board;
 - j. The facilitation of meeting evaluations for Board performance.
5. Ensure that at least one (1) other Board member is sufficiently familiar with Board and CGO issues and procedures to enable them to take over with reasonable proficiency as an interim successor if there is a sudden loss of CGO services.
6. Allow Board members to recommend or request an item for Board discussion by submitting the item to the Chair through the Governance and Elections Coordinator no later than three (3) days before the meeting. |

CGO INTERPRETATION

I interpret “**recommend or request an item**” to mean that Directors are given the ability to influence the creation of the agenda for any Board meeting.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CRO sends a request for discussion items a week prior to the scheduled meeting with a deadline of when the items need to be submitted by. Then after the deadline the CRO will make an agenda and circulate it to the directors.

EVIDENCE

- The CGO has allowed for any requests from a Board member of board- relevant material to be placed on the agenda.
- The directors can send their request to the Chair or submit it to the CRO to ensure the item makes it on the agenda.
- The CRO has been assigned the task of making the agenda and distributing it to the directors.

I report this section as **COMPLIANT**.

MONITORING REPORT
VICE-CHAIR OF THE BOARD

Governance Process #2e – Vice Chair Job Description

This interpretations-based monitoring report is presented in accordance with the monitoring schedule to provide the Board of Directors with an understanding of its adherence to the Governance Process policies. On behalf of the Board, I certify that the information is developed without prejudice or bias and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise

Signed,

A handwritten signature in black ink that reads "Gabrielle Krose". The signature is written in a cursive, flowing style.

Vice-Chair of the Board

Date completed: August 1, 2024

SECTION – GP #2e

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair. |

CGO INTERPRETATION

I interpret “**officer of the Board**” as being a Board member with additional responsibilities in addition to the regular responsibilities of any other Board member.

I interpret “**protect**” as ensuring that the necessary precautions are taken to ensure that the Board is able to function in the case of a loss of the CGO.

I define “**CGO services**” as tasks and duties performed by the CGO in order to ensure that the Students' Union and Board are in compliance with Board policies, the constitution and the bylaws of the corporation.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Vice Chair sits as a normal board member at all meetings unless filling in as Chair, possessing both the right to vote and provide an opinion.
- The Vice Chair remains unbiased while acting as Chair of the Board.

EVIDENCE

- The Vice Chair has provided opinions on topics of discussion and has exercised her right to vote during all meetings.
- The Vice Chair has not chaired any meetings thus far.

I report this section as **COMPLIANT**.

SECTION – GP #2e, 1

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair. |

CGO INTERPRETATION

I define “**ensure**” as taking the initiative to eliminate any uncertainty.

I interpret “**sufficiently familiar**” as being informed of all issues and documents being presented before the board, while having the ability to resolve questions or concerns presented by Directors.

I define “**Board-relevant Material**” as any issue, document, discussion, presentation or other item that is presented to the board, for decision or discussion, as well as any other subjects that could affect the governance of the organization.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Vice Chair initiates meetings with the CGO to ensure they are updated on all material relevant to the Board.
- The Vice Chair asks questions of the CGO or any other relevant source to ensure that the Vice Chair has a complete understanding of board material.

EVIDENCE

- The Vice Chair has initiated meetings with the CGO, no less than twice a month, to stay up to date on all Board-relevant material.
- The Vice Chair contacts the CGO if she has any questions or needs further clarification on board material.

I report this section as **COMPLIANT**.

SECTION – GP #2e, 1a

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair.

CGO INTERPRETATION

I define “**kept abreast**” as being up-to-date on all Board-related issues.

I define “**Board-relevant Material**” as any issue, document, discussion, presentation or other item that’s presented to the board, for decision or discussion, as well as any other subjects that could affect the governance of the organization.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The CGO meets with the Vice Chair no less than once a month in the summer, December, and April, and no less than twice a month for the remainder of the year, to ensure they are kept up-to-date on happens of the organization.

EVIDENCE

- The CGO and the Vice Chair have been in contact no less than twice a month since in the beginning of the Board term on May 1st, 2024.

I report this section as **COMPLIANT**.

SECTION – GP #2e, 2

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair.

CGO INTERPRETATION

I define “**ensure**” as taking the initiative to eliminate any uncertainty.

I interpret “**Board documents and filings**” as meeting minutes, contracts, forms, presentations, attendance logs, policies, monitoring reports, agenda packages, and all other items that come before the Board.

I define “**accurate**” to mean that Board documents and filings are correct and consistent in all details.

I define “**current**” as being the most recent position in regards of board decisions and discussions.

I interpret “**timely**” as being produced or updated in an efficient enough timeframe after the decision was made by the Board to ensure relevancy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Vice Chair reviews all Board documents to ensure that they reflect the final decision of the Board.

EVIDENCE

- The Vice Chair reviews the agenda package before every meeting to ensure that the minutes and motions are accurate.
- The Vice Chair has asked to review the DIC and OL Committee reports.

I report this section as **COMPLIANT**

SECTION – GP #2e, 3

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. **Have access to Board documents.**
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair.

CGO INTERPRETATION

I interpret “**have access**” as being able to view all board relevant material.

I interpret “**Board documents**” as any issue, document, discussion, presentation or other item that's presented to the board, for decision or discussion, as well as any other subjects that could affect the governance of the organization

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Vice Chair has been given the necessary log in information to access their Microsoft Teams account, which contains all Board documents.

EVIDENCE

- The Vice Chair has access to her Teams account and knows how to navigate the file system.

I report this section as COMPLIANT.

SECTION – GP #2e, 4

Vice Chair's Role

GP #2e

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair.

CGO INTERPRETATION

I interpret “**compilation and facilitation**” as initiating the process of gathering feedback from the board in order to present to the Chair of the Board and CGO a review based on their performance.

I define “**evaluation of the Chair**” as meaning Board feedback regarding all Governance Process monitoring reports, excluding those not monitored by the Chair & CGO, as well as all other Board- specific duties that are outlined in GP#2d.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Vice Chair compiles and facilitates a midterm review of the Chair of the Board by November 2024.
- The Vice Chair compiles and facilitates an end-of-year review of the Chair of the Board by April 2025.
- The reviews are based on monitoring performance in the Boardroom, as well as all board-related responsibilities outlined in GP#2d.

The Vice Chair is an officer of the Board whose purpose is to protect the Board from the loss of CGO services.

The Vice Chair will:

1. Ensure that they are sufficiently familiar with all Board-relevant material;
 - a. The Vice Chair will be kept abreast of all Board relevant material by the CGO.
2. Ensure that all Board documents and filings are accurate, current and timely.
3. Have access to Board documents.
4. The compilation and facilitation of the Board's mid-year and end-of-year evaluation of the Chair.

EVIDENCE

- The Vice Chair of the Board will chair an in-camera session in November 2024, where the board will review the performance of the Chair of the Board. Following the meeting, the Vice Chair will communicate the feedback to the Chair.
- An end-of-year review will occur during a March 2025 meeting.

I report this section as **COMPLIANT**.

MONITORING REPORT

CHAIR OF THE BOARD & CHIEF GOVERNANCE OFFICER

Governance Process #2k – Governance Financial Accountability

This interpretations-based monitoring report is presented in accordance with the monitoring schedule to provide the Board of Directors with an understanding of its adherence to the Governance Process policies. On behalf of the Board, I certify that the information is developed without prejudice or bias and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise

Signed,

A handwritten signature in black ink that reads "Gabrielle Krose". The signature is written in a cursive, flowing style.

Chair of the Board & Chief Governance Officer

Date completed: August 1, 2024

SECTION – GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:
 - a. Current organizational debt load;
 - b. Organizational debt load after capital project initiation;
 - c. Organizational debt load after project completion;
 - d. Current cash-flow;
 - e. Cash-flow upon project initiation;
 - f. Cash-flow after project completion;
 - g. Organizational debt-to-equity ratios;
 - h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**major capital project**” as any project proposed to the Board of Directors costing over \$10,000 which are not a part of any regular maintenance/fiscal schedules.

I interpret “**financial condition and activities of the organization**” to mean any recurring costs which the Students’ Union is scheduled to pay, and which has been approved in the previous fiscal year.

I interpret “**approve of allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standard of financial health**” to mean that the Board of Directors will be vigilant and mindful of current debt expenditures, cash flow, organizational debt load and organizational debt-to-equity ratios when deliberating on major capital projects and the contemporary financial conditions of the Students’ Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The President does not approve of any expenditures of over \$10,000 without Board approval in accordance with EL #2d and EL #2e.
- The Finance Committee as per GP #2g2 presents a midterm report to the Board of Directors on or before October 31st of the 2024-2025 academic year.
- The Finance Committee presents its final report to the Board of Directors no later than March 31 of the academic year.
- The President will not be in violation of any policies prescribed by EL #2d and EL #2e.

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:
 - a. Current organizational debt load;
 - b. Organizational debt load after capital project initiation;
 - c. Organizational debt load after project completion;
 - d. Current cash-flow;
 - e. Cash-flow upon project initiation;
 - f. Cash-flow after project completion;
 - g. Organizational debt-to-equity ratios;
 - h. A full accounting of project overage funding in the amount of 15%.

EVIDENCE

- Currently, there have been no expenditures over \$10,000 to require approval from the Board.
- The Finance Committee will be struck at the August Board Meeting and will meet periodically throughout the academic year.
- There has been a schedule established to ensure the mid-year and end-year reports are presented before the deadline.
- At the time that this Monitoring Report has been published, the President has not violated any policies prescribed by EL #2d and EL #2e

I report this section as COMPLIANT

SECTION – GP #2k, 1a

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:
 - a. Current organizational debt load;
 - b. Organizational debt load after capital project initiation;
 - c. Organizational debt load after project completion;
 - d. Current cash-flow;
 - e. Cash-flow upon project initiation;
 - f. Cash-flow after project completion;
 - g. Organizational debt-to-equity ratios;
 - h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**current organizational debt load**” as the total amount of debt owed by the Students’ Union to the Royal Bank of Canada when adjusted for inflation.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- To ensure that the Students’ Union does not have a debt load that is too large, the Finance Committee will confirm debt-to-equity ratios.
- The findings of the Finance Committee will be reported back to the Board for approval.
- The Board is shown evidence of current debt load and payments.

EVIDENCE

- When the Finance Committee meets in the Fall 2024 academic term, they will ensure that the debt load is not too large. The committee will then report its findings to the Board.
- A current view of expenditures and debt payments is scheduled to be shown to the Board in the Fall academic term.

I report this section as **COMPLIANT**

SECTION – GP #2k. 1b

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**organizational debt load after capital project initiation**” as the total amount of debt owed by the Students’ Union after major capital projects have been approved by the Board.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- When capital expenditures over \$10,000 are presented to the Board of Directors, Directors are shown how the specific project will affect debt load.

EVIDENCE

- There have been no expenditure projects presented to the Board thus far.

I report this section as **COMPLIANT**

SECTION – GP #2k, 1c

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**organizational debt load after project completion**” as the total amount of debt owed by the Students’ Union after major capital projects have been completed, and all financial obligations for the project have been finalized.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- When projects costing over \$10,000 are completed, the Board will be shown evidence of how actual expenses do not create an overburdensome debt load.

EVIDENCE

- The Board will be shown evidence of organizational debt load after capital projects are completed.

I report this section as **COMPLIANT**

SECTION – GP #2k, 1d

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;**
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**Current cash flow**” as the net balance of funds moving in and out of the Students’ Union for each fiscal quarter.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board will be shown evidence of how real capital project expenditures will affect current and future cash flows.

EVIDENCE

- No capital projects approved by the current Board have been completed to date.

I report this section as COMPLIANT

SECTION – GP #2k, 1e

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;**
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**Cash-flow upon project initiation**” as the net balance of funds moving in and out of the Students’ Union once the project has begun.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board will be shown evidence of how capital project expenditures will affect current and future cash flows once the project has begun.

EVIDENCE

- The Board will be shown evidence of how capital project expenditures will affect current and future cash flows when project begin.

I report this section as COMPLIANT

SECTION – GP #2k, 1f

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**cash flow after project completion**” as the total amount of cash flow of the Students’ Union after major capital projects have been completed, and all financial obligations for the project have been finalized.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- When projects costing over \$10,000 are completed, the Board will be shown evidence of how actual expenses do not create an overburdensome expense with relation to cash- flow.

EVIDENCE

- The Board will be shown evidence of cash flow after capital projects are completed.

I report this section as **COMPLIANT**

SECTION – GP #2k, 1g

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;**
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**organizational debt-to-equity ratios**” as the liabilities of the Students’ Union compared to the equity it has at a given time.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- Before approving projects over \$10,000, the Board of Directors will be shown organizational debt-to-equity ratios to ensure that the project does not place the Students’ Union in a financially precarious position.

Evidence

- The Board of Directors will be shown organization debt-to-equity ratios on all capital expenditure projects when they are presented.

I report this section as COMPLIANT

SECTION – GP #2k, 1h

Governance Financial Accountability

GP #2k

With respect to major capital projects, and the ongoing financial condition and activities of the organization the Board shall not approve or allow any action that may cause fiscal jeopardy or allow the organization to deviate materially from commonly accepted standards of financial health

More specifically, the Board will:

1. Approve capital project only if the following information is provided in a timely manner:

- a. Current organizational debt load;
- b. Organizational debt load after capital project initiation;
- c. Organizational debt load after project completion;
- d. Current cash-flow;
- e. Cash-flow upon project initiation;
- f. Cash-flow after project completion;
- g. Organizational debt-to-equity ratios;
- h. A full accounting of project overage funding in the amount of 15%.

CGO INTERPRETATION

I interpret “**Project overage funding in the amount of 15%**” as the maximum amount of funds which may be required to complete a project, that maximum being capped at 15% of the overall expenditure.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- The Board of directors has been shown project overage as part of the budget proposal for capital expenditure projects.

EVIDENCE

- The Board of directors will be shown project overage as part of the budget proposal for capital expenditure projects when they are presented.

I report this section as **COMPLIANT**

August 6th, 2024

Overview:

As an organization, we are currently in the process of completing a fairly extensive review of our operations-level policies, these include both operational policies and employee policies that were out of date. As a result of this review, many policies are currently still under review and uncompleted. This has resulted in a considerable number of Executive Limitation Policies being listed as Non-Compliant in the Monitoring Reports being presented in this agenda (full list provided below). Our staff are working to get all of these policy documents up to date and approved as soon as possible, and this has been made a priority by the operations team. Once these policy documents are updated and approved, I anticipate that all of the Executive Limitations listed as non-compliant in these reports will be compliant.

Non-Compliant Executive Limitations

The following Executive Limitations are currently non-compliant per the submitted monitoring reports:

1. Executive Limitation #1
2. Executive Limitation #2b
 - a. Executive Limitation #2b1
 - b. Executive Limitation #2b2
 - c. Executive Limitation #2b3
 - d. Executive Limitation #2b4
3. Executive Limitation #2f
 - a. Executive Limitation #2f3
 - b. Executive Limitation #2f5
 - i. Executive Limitation #2f5a
4. Executive Limitation #2j
 - a. Executive Limitation #2j1a
 - b. Executive Limitation #2j1b
 - c. Executive Limitation #2j1c
 - d. Executive Limitation #2j1d
 - e. Executive Limitation #2j2
 - f. Executive Limitation #2j3
 - g. Executive Limitation #2j4
 - h. Executive Limitation #2j6
 - i. Executive Limitation #2j7
5. Executive Limitation #2n
 - a. Executive Limitation #2n1
 - b. Executive Limitation #2n3
 - c. Executive Limitation #2n6
 - d. Executive Limitation #2n7

Explanation & Next Steps

Our staff are in the process of reviewing and updating a number of our operations-level policy, many of which tie into the executive limitations listed above. These policy documents have historically been used as evidence of compliance for the executive limitations, and are our staff's way of building out clear expectations for compliance with our staff team. Some of the policy documents that tie into executive limitations that are currently under review are:

1. Paid Staff Hiring Procedures
2. Volunteer Hiring Procedures
3. Conflict of Interest Policy
4. Grievance & Whistleblower Policy
5. Staff Disciplinary Procedures
6. Volunteer Standards & Conduct Policy

Our staff are reviewing all of our policy documents, however these 6 have direct ties to the non-compliant executive limitations.

In the meantime, the President's Operations Group (the President, Executive Director, Vice Presidents, and Directors), in conjunction with Human Resources, are working with staff to fill in any gaps in knowledge to make processes clear to remain as compliant as possible with the Executive Limitations listed above. To the best of my knowledge, **no actions have been taken that contradict an Executive Limitation**; however due to the lack of approved policies and procedures, I still reported them as non-compliant.

I am happy to provide more information to context to the Board as needed/requested.



Ben Jesseau
President & Chief Executive Officer
Wilfrid Laurier University Students' Union

August 6th, 2024

Executive Limitation #1 “Global Executive Constraint”

This monitoring report for Executive Limitation Policy #1 “Global Executive Constraint” is presented in accordance with the monitoring schedule set forth by the Board of Directors. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau

President & Chief Executive Officer
Wilfrid Laurier University Students' Union
August 4th, 2024

(Board Policy is indicated in bold typeface throughout.)

Policy Wording EL#1: The President shall not: Cause or allow any organizational practice, activity, decision or circumstance, which is either:

- unlawful
- imprudent
- in violation of commonly accepted business and/or professional ethics

CEO INTERPRETATION

I Interpret “**unlawful**” as conducting an act that is prohibited by and in violation of federal and provincial legislation, municipal by-laws, and other rules and regulations which are established by Wilfrid Laurier University, WLU Students' Union including the Constitution, and any other agreement the Organization and/or institution is bound to follow.

I interpret “**imprudent**” as acting in a rash or impulsive manner, and not showing consideration for immediate, short-term and long-term consequences of actions which impact the membership and/or the operations of the organization.

I interpret “**commonly accepted business and/or professional ethics**” as standard strategic and operational practices followed by not-for-profit organizations and the leaders of not-for-profit organizations including but not limited to being cognizant of the use of funds appropriately and conflicts of interests otherwise known as best practices.

OPERATIONAL DEFINITION

- A. The external audit does not question the prudence, ethics or lawfulness or our financial practices.
- B. There are no substantiated claims by staff or consumers of human rights abuses, unethical actions or activities, violation of occupational health and safety regulations or any legislation.
- C. Volunteers and employees have an avenue to report unethical practices to their supervisors according to the organizational structure without fear or retaliation.
- D. There have been no fines or lawsuits for illegal activity.
- E. The Organization abides by common business practices.

EVIDENCE

- 1. The external audit will begin in late August, 2024, by KPMG. The final statements provided by KPMG should go to the board in October.
- 2. Since the start of this year, there has been no discovery of unethical practices by any staff members. However, if there was a discovery of an unethical practice made internally, we would separate ourselves from that employee immediately following our investigation and begin to work towards repairing harm in the community. At the Students' Union, we have zero tolerance for unethical behaviour and would address it immediately.
- 3. The avenue for volunteers or staff members to report unethical practices is outlined and available to staff in the organization's grievance & whistleblower policy (Appendix A)
- 4. Furthermore, the Students' Union has not been successfully sued nor fined for any illegal activities in the past year.

I report this section as **NON-COMPLIANT**

At this time, the organization does not have an up to date Grievance & Whistleblower Policy, which is needed to meet section C of the Operational Definition. I am currently working with various staff supports to get an updated policy developed and made available to staff. This is a part of the ongoing policy and procedure updates that we are doing as an organization that the Board has previously been made aware of.

Executive Limitation #2a “Treatment of Consumers”

This monitoring report for Executive Limitation Policy #2a “Treatment of Consumers” is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2024-2025 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau

President & Chief Executive Officer
Wilfrid Laurier University Students' Union
August 6th, 2024

(Board Policy is indicated in bold typeface throughout.)

Policy Wording EL#2a1: The President will not: Operate member focused facilities and member focused services that do not:

CEO INTERPRETATION

I interpret “**Operate**” as having stable control of the mechanisms, functions, employees and resources within the Students’ Union, its businesses, and its buildings. (Wilf’s, Turret, Golden Grounds, Belmont, Food Court, SU desk, etc.)

I interpret “**member focused facilities**” as all the physical spaces in which our businesses and offices exist, operate, and are available to our members for access.

I interpret “**member focused services**” as all services provided to our members including our businesses, benefits and experiential learning opportunities offered through volunteering or working with the Students’ Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, 2a6 are in compliance.

EVIDENCE

- 1. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, 2a6 are in compliance

I report this section as **COMPLIANT**.

Policy Wording EL#2a1a: The President will not: Operate member focused facilities and member focused services that do not: measure member satisfaction;

CEO INTERPRETATION

I interpret “**measure**” as the collection and interpretation of data and feedback through intentional and structured mechanisms, from avenues where we interact with members from a facilities and services perspective.

I interpret “**member satisfaction**” as the undergraduate student body being content with our programming, services and businesses and striving to exceed member expectations.

I interpret “**usage**” as members engaging with Students’ Union businesses, services, and/or spaces

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has a strategy to measure customer feedback about our business offerings and services: The Customer Service Policy (Appendix A), and actively seeks the procurement of feedback.
- B. This strategy is realized and executed at the discretion of the manager or coordinator in charge of the service, program offering and/or the business most applicable. This may include but not limited to: written surveys, customer feedback forms, anonymous feedback through sufeedback@wlu.ca, feedback from our website, social media accounts etc.

EVIDENCE

- A. The feedback form is open on the new website.
- B. The @campuslife pages on Instagram are indicative of effective communication strategies intended to focus on the needs of particular campuses, where direct messaging capabilities are open and encouraged for feedback.
- C. This year, the Students’ Union Executive Leadership team intends on boothing in the concourse and other high traffic areas on campus, on a regular basis throughout the fall and winter term to directly interact with students to measure member satisfaction and get real time feedback on our programming, services and other offerings.

I report this section as **COMPLIANT**.

Policy Wording EL#2a1b: The President will not: Operate member focused facilities and member focused services that do not: provide opportunity for member feedback.

CEO INTERPRETATION

I interpret “**provide opportunity**” as communicating the programming and services offered by the Students’ Union through different mediums, to the members and omitting hindrances in their ability to access such channels.

I interpret “**member feedback**” as the process for the student body to provide both positive and constructive reviews to our operational performances and other data, which allows us to enhance our facilities and services. Further, at the Students’ Union we need to act on this feedback and constantly innovate.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The programming and services provided by the Students’ Union is accessible to members to provide their feedback both in a formal and in an informal manner.
- B. The Students’ Union business operations provide the opportunity for customers to provide feedback, either positive or constructive in an easy accessible way.

EVIDENCE

- A. The Students’ Union maintains active Instagram pages (both a main account, and campus specific accounts) that students could reach out to via social media.
- B. Information for staff emails are located on the Students’ Union website for public access (for both continuing staff and executive leadership). Email contacts are also available for many of our committees.
- C. Open Door policies to all of our members, volunteers and employees allows for feedback to be given in person during office hours on both campuses with no fear of retaliation.

I report this section as **COMPLIANT**.

Policy Wording EL#2a2: The President will not: Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material.

CEO INTERPRETATION

I interpret “**collecting, reviewing, transmitting or storing client information**” as the data gathered, assessed, shared and housed by the Students’ Union through feedback mechanisms from our members.

I interpret “**fail to protect against improper access**” as instances where unauthorized personnel view or use such information, are provided access and/or can easily obtain access to customer feedback, confidential and/or personal information.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Only authorized personnel have access to client/customer information.
- B. Personal/individualized information is stored in a confidential manner either online or in a physically secure place.
- C. Authorized personnel are trained on their responsibility, limits on their confidentiality and are aware of consequences of such violations.

EVIDENCE

- A. All credit card, debit card, and one card information collected through payment for Hospitality Services is shredded by a secure, external shredding company.
- B. Only Directors of the organization have access to user profiles and their subsequent information, within our online ticketing portal. The Directors (Member Services, Student Experience, Marketing, Executive Director) are bound by contract for their position to keep student records confidential. The Student Experience Administrator (reporting to the Director, Student Experience) also has access to user profiles and their subsequent information.
- C. ERT keeps incident reports with client information in a locked cabinet that only approved ERT executives have access to (as well as their supervising Vice President).
 - a. Digital copies are now also maintained in a teams file that the ERT Coordinators, VP: Programming & Services, and Director, Student Experience have access to.
- D. Foot Patrol keeps student information stored in file on their computer, which only those working dispatch, as well as Vice President: Programming & Services (Waterloo and Brantford) have access to.
- E. Our Director, Student Experience has access to input information through the University ADVOCATE student conduct & care system to store member information from incident reports in a centralized, confidential manner.

I report this section as **COMPLIANT**

Policy Wording EL#2a3: The President will not: Operate facilities with insufficient accessibility.

CEO INTERPRETATION

I interpret “**Operate facilities**” as any Students’ Union function, business and/or space within the Fred Nichols Campus Centre, Brantford Student Centre or Golden Grounds.

I interpret “**insufficient accessibility**” as any of the operating facilities being non-compliant with government legislation such as but not limited to *Accessibility for Ontarians with Disabilities Act (AODA)*, which includes the *Integrated Accessibility Standards Regulation (IASR)*, *Ontario Human Rights Code* and the *Occupational Health and Safety Act (Ontario) [OHSA]*.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has not been issued any unmet criteria under the *Accessibility for Ontarians with Disabilities Act*, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- B. The Students’ Union has not been proven to infringe the rights of any person based on disability, as defined by Part 2, Section 17 of the Ontario Human Rights Code.
- C. The Students’ Union has not been issued any unmet criteria under the *Occupational Health and Safety Act (Ontario)*, as assessed by a recognized inspection officer as described in Part IV inspections (1) (2) (3) of the Act.
- D. Food options for intolerances, allergies or religious needs are available in the Students’ Union food operations.

EVIDENCE

- A. The Students’ Union abides by the WLU Accessible Service Policy.
- B. The Wilf’s & Belmont Menus provides Vegetarian, Vegan, Halal, and Gluten Free Options as well as other dietary needs.
- C. The Students’ Union has not been issued any unmet criteria under the accessibility for Ontarians with Disabilities Act or the Occupational Health and Safety Act.

I report this section as **COMPLIANT**.

Policy Wording EL#2a4: The President will not: Operate member focused

facilities and member focused services without a clear and well communicated customer service policy.

CEO INTERPRETATION

I interpret “**clear**” as being straightforward, and easily understood when read or explained by a reasonable person standard.

I interpret “**well communicated**” as in using our channels of communication and marketing to let members know how to provide customer service feedback, and providing a comprehensive understanding of customer service policies which is executed by staff and the student executive of the Students’ Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All member focused facilities and services of the Students’ Union have a Customer Service Policy
- B. All departments are aware of the Customer Service Policy and it’s implications and requirements of their respective departmental operations.
- C. All member focused facilities and services have a readily accessible and easy to read Customer Service Policy on our website or in accessible print should a member inquire.
- D. All member focused facilities and services have staff who are well trained on the Customer Service Policies.

EVIDENCE

- A. Our customer service policies are easily accessible at all of our service locations.
- B. Staff were made aware of the updated Customer Service Policy at the July staff meeting, and the policy is available for all salaried staff in the Policy & Procedures library.

I report this section as **COMPLIANT**

Policy Wording EL#2a5/6: The President will not: Allow consumers to be unaware of this policy or operate without a way for persons to be heard who believe that they have not been accorded a reasonable interpretation of their rights under this policy.

CEO INTERPRETATION

I interpret “**allow consumers to be unaware of this policy**” as to be content with the undergraduate students at Wilfrid Laurier University having a gap in communication or

knowledge of and accessibility towards the Customer Service Policy for the operations and services of the Students' Union. This policy is to be communicated through various mediums including but not limited to: physical and digital versions, web-based platforms and promoted through our marketing channels. The Students' Union strives to omit any hindrances towards accessing this policy for its members.

I interpret “**operate without a way for persons to be heard**” as providing mechanisms and opportunities for both formal and informal feedback from our members and consumers. All persons should be able to submit feedback without repression, fear of attribution or retaliation and have the option of remaining anonymous.

I interpret “**a reasonable interpretation of their rights under this policy**” as any person interpreting their rights towards this policy using the reasonable person standard.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The respective Customer Service Policy of the Students' Union operation and services are available and accessible online or readily available in print form.
- B. The process to obtain information concerning a Customer Service Policy becomes clear and advertised through its marketing.
- C. There are pluralities of identified channels through which members, customers and employees can provide feedback both formally and informally.

EVIDENCE

- A. Our customer service policies are easily accessible at all of our service locations.
- B. Customers can provide feedback during open office hours, social media, and through the website form. They are also able to provide feedback in person through the SU Desk.

I report this section as **COMPLIANT**.

Global Policy Statement Wording EL#2a: With respect to interactions with beneficiaries, the President shall not cause or allow conditions, procedures, or decisions which are unsafe, untimely, undignified or unnecessarily intrusive.

CEO INTERPRETATION

I interpret “**interactions with beneficiaries**” as any communication or form of contact through any channel between stakeholders and individuals who benefit from the operations and services of the Students' Union, including but not limited to: members,

customers, employees and/or the Students' Union full-time continuing staff and executive leadership team.

I interpret "**cause or allow**" as intentionally or unintentionally initiating or permitting.

I interpret "**conditions**" as the state of any and all services, operations, programs, which are part of the experience of the beneficiaries.

I interpret "**procedures**" as the steps and processes in which we operate programs, services, and businesses through our documented policies.

I interpret "**decisions**" as any operational choices rendered by employees, full-time continuing staff and/or the executive leadership.

I interpret "**unsafe**" as putting an individual, employee, staff, member or groups at risk of their personal safety.

I interpret "**untimely**" as an intentional disregard for deadlines and circumstances and/or causing delays which impact beneficiaries negatively.

I interpret "**undignified**" as unnecessarily putting an individual or the corporation's reputation at risk and causing public harm.

I interpret "**unnecessarily intrusive**" as violating an individual's privacy without a reasonable purpose and without their consent infringing upon their personal privacy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, and 2a6 are compliant.

EVIDENCE

- A. Sections 2a1a, 2a1b, 2a2, 2a3, 2a4, 2a5, and 2a6 are in compliance

I report this section as **COMPLIANT**.

Appendix A: Customer Service Policy



CUSTOMER SERVICE POLICY

Approving Authority: President and Chief Executive Officer; Executive Director

Administrative Responsibility: Director, Policy Research and Advocacy

Original Approval Date: June 21, 2024

Date of Most Recent Review/Revision:

Related Policies, Procedures, and Documents: *Wilfrid Laurier University Students' Union Policy on Accessible Customer Service Standards: Providing Goods and Services to People with Disabilities; Accessibility for Ontarians with Disabilities Act; Wilfrid Laurier University Accessible Service Policy for Persons with Disabilities (8.10)*

1. Purpose

- 1.1. This policy outlines the Students' Union's customer service priorities, our commitment to gathering feedback from our members, and our obligation to provide accessible customer service. We recognize the importance of providing the Wilfrid Laurier University campus community and especially undergraduate students with the opportunity to offer suggestions, lodge a complaint, critique our programming and services, or communicate a positive experience.

2. Jurisdiction/Scope

- 2.1. This policy applies to:
 - 2.1.1. All Students' Union staff and volunteers.
 - 2.1.2. All Students' Union communications, activities, and programming.

3. Policy

- 3.1. In all interactions with undergraduate student members, campus partners, and community members, Students' Union staff and volunteers will act with respect, inclusivity, and intentionality.
- 3.2. The Students' Union will comply with all relevant accessibility standards, including those required by the *Accessibility for Ontarians with Disabilities Act* and Wilfrid Laurier University's *Accessible Service Policy for Persons with Disabilities (8.10)*.
- 3.3. The Students' Union Hospitality Department will publicly display expanded customer service principles specific to each business operation.
- 3.4. The Students' Union commitment to customer service excellence includes proactive communication strategies and an imperative to collect a range of feedback, service reviews, and general suggestions for improvement from our members.



- 3.4.1. Customer service feedback will be actively sought through outreach to our members, and by providing for a variety of member response mechanisms and forums, including but not limited to:
 - 3.4.1.1. Individual submissions by telephone, email, in writing, or through an in-person meeting.
 - 3.4.1.2. A customer service feedback form available on the Students' Union website.
 - 3.4.1.3. A "Contact & Resources" tab on the Students' Union website.
 - 3.4.1.4. Solicited programming and events feedback.
 - 3.4.1.5. Solicited committee participation feedback.
 - 3.4.1.6. Interaction on social media platforms.
- 3.4.2. The following information should be requested in customer service feedback inquiries when possible:
 - 3.4.2.1. Date and time.
 - 3.4.2.2. Brief description of complaint, suggestion, or compliment.
 - 3.4.2.3. Opportunity for additional comments.
 - 3.4.2.4. Option to provide contact information for follow-up purposes.
- 3.4.3. The Students' Union will respond to all email communication from "@wlu.ca" and "@mylaurier" accounts.
 - 3.4.3.1. Email communication from email accounts other than "@wlu.ca" and "@mylaurier" will be assessed for their authenticity and responded to if appropriate.
- 3.4.4. When a response is requested or warranted, the Students' Union will provide an initial follow-up within two (2) business days or as otherwise directed.
 - 3.4.4.1. If the matter is not resolved during an initial follow-up, the relevant Students' Union representative will provide details on subsequent organizational responses.
 - 3.4.4.2. The recipient of customer service feedback must determine the appropriate Students' Union representative if the issue is outside of their portfolio and coordinate responses with the appropriate departments.
 - 3.4.4.3. Correspondence that originates from direct messages on social media platforms may be directed to other communications platforms (e.g. Customer Service Feedback Form).
- 3.4.5. Feedback pertinent to the operation and performance of the organization will be disclosed to the relevant department or individual for review in a timely fashion.
- 3.4.6. A record of all feedback will be maintained by the relevant department, including issue details and corresponding follow-up actions.

Executive Limitation #2b “Treatment of Staff”

This monitoring report for Executive Limitation Policy #2b “**Treatment of Staff**” is presented in accordance with the monitoring schedule set forth by the Board of Directors. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau
President & Chief Executive Officer
Wilfrid Laurier University Students’ Union
August 6th, 2024

(Board Policy is indicated in bold typeface throughout.)

The President will not:

1. Operate without up-to-date written personnel procedures that:
 - a. clarify rules, expectations, roles and responsibilities for staff;
 - b. provide for effective handling of grievances;
 - c. clarify disciplinary actions and procedures that are appropriate to the nature of the act; and
 - d. Protect against nepotism and other wrongful conditions.

CEO INTERPRETATION

I interpret “**up to date**” as having been reviewed in the past calendar year (12 months)

I interpret “**personnel procedures**” as written documents that clearly identify the purpose and common practices of each employee within the Students’ Union.

I interpret “**rules, expectations, roles and responsibilities**” as the general guidelines, which help formulate procedures for all staff and volunteers within the Students’ Union.

I interpret “**effective handling of grievances**” as the process in which all employees or volunteers can follow to submit grievances related to their position, hiring, or fellow employees/volunteers. This is to be done through the desk of the Human Resource Manager for formal discussion and records.

I interpret “**disciplinary actions**” as actions taken to address violations of contract or inappropriate behavior demonstrated by paid staff or volunteers in a respectful and professional manner.

I interpret “**procedures**” as the guidelines to adhere to when responding to the identified inappropriate behavior.

I interpret “**appropriate to the nature of the task**” as disciplinary actions that act as solutions to the problem and reflect the situation at hand when it comes to severity.

I interpret “**protect against**” as mechanisms in place to inhibit wrongful conditions.

I interpret “**nepotism**” as the conscious or subconscious influence or persuasion regarding a specific hiring or promotion opportunity.

I interpret “**wrongful conditions**” as any process, action or policy that does not provide fair and equitable opportunities and conditions to all involved.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Unpaid staff are given a Volunteer Contract, as well as access applicable operational policies that clearly outline rules, expectations and responsibilities.
- B. Paid employees are provided with job descriptions and access to employee policies and procedures that outline rules, expectations and responsibilities.
- C. Paid and Unpaid staff are familiar and comfortable with the grievance process.
- D. Policy outlines appropriate disciplinary actions, and the procedures that need to be taken to execute these actions.
- E. Employees have the ability to file a grievance as per Students’ Union’s grievance policy and are aware of the process to be followed when doing so.

EVIDENCE

- A. Volunteer Contract (Appendix A)
- B. Employee Policies outlining expectations, rules, and rights that the Student Executive and other staff are held accountable to and/or have access to. (Appendix B)

I report this section as **NON-COMPLIANT**.

We are in the process of updating a verity of employee policies for both paid staff and volunteers. This includes updates to disciplinary procedures (both paid staff and unpaid staff), grievance policies, and various other employee policies. These updates are underway, but are not yet completed; once done, this will be in compliance.

2. Promise or imply guaranteed employment.

CEO INTERPRETATION

I interpret “**promise**” as guaranteeing a position within the Students’ Union explicitly.

I interpret “**imply**” as strongly suggesting that an individual apply for a position within the Students’ Union with the impression that if they did, they would be rewarded said position.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All employees, paid or unpaid, are hired through an open, fair and equitable process.
- B. Employees are able to request accessibility requirements during their hiring process.

EVIDENCE

- A. Accessibility Statement on the Students’ Union Website (Appendix C) applicants are welcome to submit any accessibility requests and/or requirement during the hiring process.

I report this section as **NON-COMPLIANT**.

We are in the process of updating a verity of policies for both paid staff and volunteers. This includes updates to hiring policy and procedures (both paid staff and unpaid staff). These updates are underway, but are not yet completed; once done, this will be in compliance.

- 3. Retaliate against an employee for non-disruptive expression of dissent, or for reporting to management or to the Board of Directors acts or omissions by staff, management or the Board of Directors that the employee believes, in good faith and based on credible information, constitutes a violation of provincial or federal law or a governing policy of the Board.**

CEO INTERPRETATION

I interpret “**retaliate**” as reacting in a way that dismisses the ideas or claims of the individual.

I interpret “**non-disruptive expression of dissent**” as professionally communicating disagreement with a supervisor or other employee.

I interpret “**good faith**” as an act with no malicious intent or ulterior motive underlying the employees’ actions.

I interpret “**credible information**” as data that can be reasonably relied upon, including, but not limited to, first-hand accounts.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There is a clear grievance policy outlined in Students' Union Policy & Procedure Library.

I report this section as **NON-COMPLIANT**.

We are in the process of updating a verity of employee policies for both paid staff and volunteers. This includes updates to the grievance policy. These updates are underway, but are not yet completed; once done, this will be in compliance.

- 4. Allow staff to be unacquainted with the President's interpretations of their protections under this policy.**

CEO INTERPRETATION

I interpret "**unacquainted**" as unaware or not publicly available.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All sections of EL#2b are in compliance
- B. President & CEO interpretations are available through Board Meeting Minutes.

EVIDENCE

- A. This report will be posted in the Board Package, which will be made available to the Students' Union website through the Board Resources page.
- B. All staff have access to the organizations operating policy library, which provides instructions and guidance in line with the President's interpretations of the Executive Limitations.

I report this section as **NON-COMPLIANT**.

Not all sections of EL#2b are in compliance, therefore this policy cannot be – see comments above for relevant updates being made.

- 5. Allow staff to be unprepared to deal with emergency situations.**

CEO INTERPRETATION

I interpret "**unprepared**" as being without the skills and training necessary to deal with an emergency.

I interpret "**emergency situations**" as including but not limited to, natural disasters, fire escape plans, and harassment situations that put the employee's immediate wellness at harm.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All full-time employees and student executives are aware of fire safety procedures.
- B. The Students' Union follows university administration plans for emergency procedures and situations.

EVIDENCE

- A. Fire Safety Wardens (Appendix D)
- B. Emergency Escape Route (Appendix E)
- C. Fire Alarm Procedures (Appendix F)

I report this section as **COMPLIANT**.

Global Policy Statement:

With respect to treatment of paid and unpaid staff, the President shall not cause or allow conditions, which are unfair, undignified, disorganized or unclear.

CEO INTERPRETATION

I interpret “**unfair conditions**” as a working environment that is not up to reasonable working standards and/ or is potentially unsafe.

I interpret “**disorganized conditions**” as fostering an environment that can be confusing, cluttered and difficult for staff to function effectively within.

I interpret “**unclear conditions**” as ambiguous expectations of staff that set them up for failure.

I interpret “**undignified conditions**” as an unseemly environment that does not follow best practices and does not uphold the values of the institution.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) All sections of EL#2b are in compliance

EVIDENCE

- 1. Not all sections of the policy are in compliance

I report this section as **NON-COMPLIANT**.



In consideration of my participation as a volunteer with the Wilfrid Laurier University Students' Union I, the undersigned, endorse and will abide by the following volunteer agreement throughout the duration of May 1st, 2024, to April 30th, 2025.

The Role:

I acknowledge that:

1. In order to uphold this volunteer position, I must:
 1. Be an undergraduate member of the Students' Union in good standing with the Department of Residence, Special Constable Services, the Centre for Student Equity and Diversity, the Office of Human Rights and Conflict Management and the Dean of Students Office;
 2. Maintain a grade point average (GPA) above 5.0, out of 12.0; and
 3. Complete all mandatory volunteer training in a timely manner, including in-person sessions and online modules within 2 weeks upon signing this contract
2. As a volunteer for the Students' Union, I must represent and uphold the Students' Union mission, vision, and values at all times, abiding by the Laurier Academic and Non-Academic Student Code of Conduct:
 1. Failure to do so can lead to disciplinary action or termination at the discretion of the Vice President: Volunteer Operations
3. I am responsible for completing duties and responsibilities as outlined in the position overview for my volunteer role, as well as:
 1. Attending and actively engaging in all committee activities per term as outlined in the position description;
 2. Responding to all committee-related communication within a 48-hour time frame
4. The duties performed are on a volunteer basis, and therefore I understand that:
 1. There is no employment relationship with the Students' Union; and
 2. I am not entitled to receive remuneration or employment benefits of any kind
5. A volunteer position does not constitute a guarantee or promise of future volunteer opportunity and/or employment, nor does it entitle me to a greater consideration for any future volunteer opportunity and/or employment
6. I am responsible for informing my supervisor if I witness or become aware of any of the following:
 1. An incident which occurred while I was performing duties within the scope of my role;
 2. An illness or injury which occurred while I was performing duties within the scope of my role;
 3. A person who is not performing adequately within their role, or someone who has displayed a change in character which could be indicative of a wellness issue;
 4. An act of violence, harassment, or gendered/sexual violence which occurred, or was disclosed to me, while I was performing duties within the scope of my role;
 5. Any hazard present while performing duties within the scope of my role;
 6. I am required to abstain from consuming illegal substances or legal substances, such as alcohol or cannabis, while performing duties within the scope of my volunteer role, and/or while I am in uniform (as defined by the Students' Union), or I may be subject to the disciplinary action or termination at the discretion of the Vice President: Volunteer Operations; and
 7. I will not encourage or participate in any form of physical, verbal, or sexual violence/assault or harassment against any individual on campus. In the event I do, I may be subject to the disciplinary action or termination at the discretion of the Vice President: Volunteer Operations.

Position Demands

I understand that:

1. There may be mental and/or emotional demands within this role, including, but not limited to:
 1. Exposure to mental health crises;
 2. Personal disclosures of violence and/or harassment; and
 3. Exposure to intoxicated and/or disgruntled individuals.
2. There may be physical demands within this role, including, but not limited to:
 1. Walking and standing as a major job function;
 2. Carrying and transporting objects of various sizes up to a maximum of 50lbs;
 3. Pushing or pulling contents that weigh a maximum of 75lbs;
 4. Stretching, reaching, bending, stooping, crouching and/or kneeling for short periods of time; and
 5. Exposure to intoxicated and/or disgruntled individuals.

Position Restrictions:

Please note that students are limited to the number of positions they are allowed to hold at one time with the Students' Union. If you are being offered multiple positions or are already an active member on another committee, please ensure that you are not exceeding your maximums outlined below (positions with Orientation Week do NOT count towards this total unless otherwise specified):

1. One coordinator position, one general member position
2. One executive position, two general positions
3. Three general member positions

Confidentiality

I understand that being a Students' Union volunteer allows me to have access to confidential information. I sign this contract understanding that I am going to be held responsible for maintaining confidentiality within my volunteer role.

Unauthorized disclosure of confidential information can lead to disciplinary action or termination at the discretion of the Vice President: Volunteer Operations. Confidential information should be kept secure at all times and not left unattended. In addition, confidential information is not to be discussed in areas where it may be overheard, or with others who do not need the information to perform their volunteer role. If you suspect or know of a breach of confidentiality, you must immediately report it to your direct superior and/or the Vice President: Volunteer Operations.

Assumption of Risk Release and Waiver of Liability

I affirm that:

1. I understand there are inherent and unavoidable risks associated with, or related to, the duties described in the position overview;
2. There are certain inherent and unavoidable risks in all activities, and I will take reasonable steps at all times to avoid placing myself in dangerous and/or potentially hazardous situations;
3. The Students' Union is in no way responsible for lost or stolen property, bodily injury, or any other misfortune that might come to me while performing the duties within the scope of my role;

4. I will abide by all health and safety protocols as prescribed by the Students' Union and Wilfrid Laurier University;
5. I will notify my supervisor of any health conditions that may be associated with a medical emergency or prevent me from performing the duties of my role (ex. severe allergy, recent injury/illness, etc); and
6. If I am injured or ill, I will refrain from participating in any activity that could further my condition or put others at risk.

Insurance

I verify that:

1. I have adequate medical and/or health insurance covering me for the length of this agreement, and I am responsible for my own health, dental and medical coverage;
2. As a volunteer, I am not covered by the Students' Union Workers' Compensation Insurance through the Workplace Safety and Insurance Board; and
3. The Students' Union maintains general liability insurance that covers me while performing duties within the scope of my role.

Personal Information

I consent to:

1. The collection, use and disclosure of my personal information (as defined under the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31), including my name, contact information and volunteer performance history;
2. This information being used by the Students' Union before, during, or after my volunteer role;
3. The Students' Union capturing me in photographs, videos, and/or voice recordings to be used in marketing materials throughout the organization; and
4. Informing the Students' Union in writing if I do not permit my personal information, photographs, videos, and or voice recordings to be used.

Termination

I understand that:

1. Failure to abide by this volunteer agreement, or breach of any of its sections or subsections will be considered a serious violation and may result in immediate removal from all volunteer activities and/or this position, as well as impact future volunteer and/or employment hiring decisions with the Students' Union; and
2. If the Students' Union or the volunteer wish to terminate this agreement for any reason, outside of violation of the agreement, they must do so in writing, providing reasonable notice to the other party.

Approving Authority: President & CEO, and Executive Director & COO

Administrative Responsibility: Human Resources

Original Approval Date: Wednesday September 1st 2021

Date of Most Recent Review/Revision: Thursday September 1st 2022

Related Policies, Procedures, and Documents: Remote Work Agreement

1:0 Preamble

The Wilfrid Laurier University Students' Union (Students' Union) is committed to protecting the health and well-being of our employees. As part of this commitment, the Students' Union permits a flexible model of work that permits eligible employees, based on job requirements and operational needs, to request to work from a remote location or adjust their traditional working schedule to meet personal, family or customer needs. Flexible work arrangements must be approved by an employee's supervisor, on a schedule that prioritizes service needs and considers, where possible, the employee's personal preferences enabled by effective technology, space and work practices.

1:1 The goals of the flexible work policy are to:

1:1:1 Contribute to employee wellbeing and work-life balance;

1:1:2 Expand the Students' Union's ability to attract and retain employees; and

1:1:3 Enhance work productivity, accessibility and job satisfaction, while realizing opportunities for efficiencies and sustainability.

2:0 Definitions

2:1 *Employee:* A paid worker of the Students' Union.

2:2 *Supervisor:* The individual to whom an employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:3 *Human Resources:* The internal department responsible for coordinating this Policy.

2:4 *Senior Level Leadership:* The Executive Director & COO, and President & CEO of the Students' Union.

2:5 *University:* The Wilfrid Laurier University institution.

2:6 *Flexible Work Arrangement:* Work that has been approved to be performed outside of an employee's traditional arrangement as outlined in their individual contract and job description. This may include changes to the location where the work is performed and/or changes to the individuals normal work schedule.

2:7 *Remote:* Work that is conducted outside of a physical Students' Union office or location, including but not limited to work from an employees' home. However, the individual must remain in Ontario, Canada when completing work for the Students' Union, unless otherwise approved for work travel, and must be in an area where the individual has reliable access to internet services in order to perform their job duties.

2:8 *In-Person:* Work that is conducted in a physical Students' Union office or location.

3:0 Scope

Flexible work arrangements will be dependent upon the operational and service needs of the Students' Union, and departmental requirements. Operational effectiveness and service delivery standards will not be compromised as a result of a flexible work arrangement.

3:0:1 Flexible work arrangements are intended to facilitate work productivity and effectively. Approval will be dependent upon the nature of the work performed, and the ability for the work to be performed productively and effectively in a remote environment, or outside traditional working hours.

3:0:2 Regular presence on campus will continue to be an important part of the employment relationship. Flexible work arrangements will require employees to be available to work in-person on a regular basis to perform required in-person work, attend meetings or events, and/or participate in training.

3:0:3 Employees may be required to attend campus in the event of an emergency without advance notice.

3:0:4 Employee preferences will be considered when developing and approving a flexible work arrangement, where possible, as long as operational and service requirements can be met.

3:0:5 Flexible work arrangements will only be approved for a short-term basis, and will not exceed two (2) back to back working days in a row.

3:0:6 Flexible work arrangements can be terminated or changed by the employee's supervisor with appropriate notice of forty-eight (48) hours prior to the date the arrangement is for, or without notice in emergency situations only.

3:0:7 Employees with a flexible work arrangement continue to be subject to all existing terms and conditions of their employment with the Students' Union and must abide by those terms when working in-person, remotely or outside traditional working hours.

3:0:8 Employees with flexible work arrangements will continue to be governed by their Employee Manual, as well as by all other Students' Union and University policies and procedures, and all relevant legislative requirements.

3:0:9 Employees shall not conduct any in-person business or meetings with others from their home location, but can conduct in-person business or meetings in remote public spaces, such as a café or restaurant.

3:0:10 Employees shall have adequate and appropriate liability and property loss insurance covering the work activities and Students' Union property at the remote work locations.

3:1 Program Eligibility

3:1:1 Employees may request a flexible work arrangement in writing to their supervisor at least two (2) business days in advance of the desired date, where possible. Employees should discuss the desired format with their supervisor in advance of submitting the request in writing.

3:1:2 Flexible work arrangements are not a right or an entitlement, and will not be suitable for all jobs or circumstances. Approval of a flexible work arrangement is required by the employee's supervisor, or my Human Resources, the President or Executive Director if that individual's supervisor is away.

3:1:3 All requests will be assessed on an individual basis, in a fair and consistent manner, to ensure equitable application of this Policy.

3:1:4 Requests will be assessed based on the individual's job requirements, as well as on departmental needs in which student services delivery will be prioritized, considering the following criteria:

3:1:4:1 Operational and service needs can be effectively and efficiently maintained;

3:1:4:2 Job requirements can be productively and effectively performed remotely to the needed quality standards;

3:1:4:3 The work does not require close supervision and the duties can be performed with a degree of independence from the employee's supervisor and colleagues;

3:1:4:4 The flexible work arrangement will not have a negative impact on the work of other employees or on the delivery of services to students;

3:1:4:5 The employee has a suitable remote workspace (e.g. privacy, free from distractions, ergonomic work station set-up that promotes employee safety) and reliable internet access to allow for needed connectivity; and

3:1:4:6 The employee does not have any performance concerns or unresolved workplace issues that would inhibit the success of a flexible work arrangement.

3:1:5 The Students' Union will not approve a flexible work arrangement where work is performed outside of the Province of Ontario. Employees are expected to retain residency in Ontario, in a location that allows them to attend a Students' Union office/location in-person as required by the terms of their employment. Any exceptions to this requirement must be linked to a business imperative and will require approval by Human Resources in consultation with the employee's supervisor.

3:1:6 In order for an employee to be eligible to perform any work remotely, they must first read and sign off on the Remote Work Agreement form and submit to Human Resources.

3:1:6:1 The agreement will remain active and on file for the duration of one (1) year following the date it was signed. If the employee requests to perform remote work after this date, they must re-read and sign off on a new Remote Work Agreement form.

3:2 Health and Safety

3:2:1 Employees must comply with all health and safety standards and regulations while working remotely.

3:2:2 Employees are responsible to ensure their remote workspace and workstation setup is safe and ergonomically sound.

3:2:3 Employees must immediately report to their supervisor any safety concerns that occur in the course of their employment.

3:2:4 All work-related injuries or illnesses incurred by an employee in the course and scope of their employment must be reported immediately to their supervisor and Human Resources.

3:2:5 The Students' Union will not be responsible for injuries incurred by others in the employee's remote work location.

3:3 Workplace Leaves and Accommodation

3:3:1 Flexible work arrangements are not a substitute to address periods of leave that may be needed by the employee for illness, childcare, eldercare, dependent care, or other personal obligations during working hours.

3:3:2 Employees should refer to existing Students' Union policies and provisions in the Employee Manual, or discuss their leave entitlements with Human Resources, if there are personal circumstances that arise that prevent the employee from fulfilling their required job responsibilities.

3:3:3 The Students' Union will provide workplace accommodations on an as needed basis if there is a medical or legal need for such.

3:3:4 Regular reporting requirements for absences apply to days when the employee is working a flexible work arrangement.

3:4 Information Security and Privacy

3:4:1 Employees must take all reasonable steps to protect the confidentiality and privacy of Students' Union and University documents and information while working remotely.

3:4:2 Records and personal or confidential information must be protected in accordance with the Students' Union and University policies and processes to prevent unauthorized access, disclosure or destruction during transit to/from the in-person work location and at the remote work location. This includes ensuring computers, equipment, and documents are stored in a

safe and secure location with safeguards put in place to ensure privacy, confidentiality, and data security are maintained.

3:4:3 Records and information should be created, retained and disposed of in accordance with Students' Union retention schedules and records management protocols.

3:5 Property, Technology and Equipment

3:5:1 The Students' Union will provide the technology, equipment and work space necessary for the employee to perform their in-person work at the Students' Union office(s)/location(s).

3:5:2 Employees with an approved flexible work arrangement will be provided with access to a Students' Union owned computer to use when performing remote work, if necessary.

3:5:3 Any additional technology or equipment required to support the flexible work arrangement will be the responsibility of the employee. Requests for additional equipment or supplies to facilitate remote work must be made to the employee's supervisor, and will be assessed on a case-by-case basis, dependent upon the nature of the work.

3:5:4 The use of Students' Union property, technology and equipment while working remotely shall conform to all relevant Students' Union and University policies and procedures.

3:5:5 The Employee shall take all reasonable steps to ensure the safety and security of Students' Union property, technology, data and equipment while working remotely. Including ensuring all appropriate updates and security firewalls are maintained.

3:5:6 In general, the Students' Union will not be responsible for operating costs associated with an employee's remote workspace, including damages to personal property or space associated with remote work.

3:6 Expenses

3:6:1 Legitimate business-related expenses incurred by employees with a flexible work arrangement will follow the Students' Union business expense procedures.

3:6:2 Employees are responsible for covering the costs related to the flexible work arrangement and their remote workspace, including any additional costs for internet access, telephone access, property/liability insurance, or optional technology or equipment not provided by the Students' Union. If remote work is taking place on a First Nations reserve and reliable internet access is not available, the Students' Union will work with the employee to explore alternative internet options to support the flexible work arrangement.

4:0 Roles and Responsibilities

4:1 Employee

Employees must adhere to the agreed upon terms of the Remote Work Agreement, and the terms of this Policy, including the following:

4:1:1 Perform the full scope of their regular job duties to the expected quality and performance standards while working remotely;

4:1:2 Work their regularly scheduled amount of weekly hours as outlined within their individual employment contract, including taking their lunch and break periods;

4:1:3 Maintain contact with their colleagues, clients and supervisor(s) by ensuring a reasonable response time to immediate inquiries of no greater than one (1) hour during their working hours as prescribed in their flexible work arrangement by their supervisor; and

4:1:4 Maintain the regular standards of professionalism and dress code while performing remote Work.

4:2 Supervisor

Supervisors will submit requests for flexible work arrangements to Human Resources following a review with the employee and approval. Additionally, supervisors are responsible for ensuring the following is achieved:

- 4:2:1 Appropriate supervision is provided to their employee(s) while they are working a flexible work arrangement;
- 4:2:2 Maintain regular communication with employee(s) about their work expectations, to ensure tasks are being completed and deadlines are being met when working in-person and remotely;
- 4:2:3 Conduct team/departmental meetings and communications in a manner that allows for meaningful participation by employee(s) who are working in-person and employees who are working remotely as part of a flexible work arrangement; and
- 4:2:4 Maintain equitable treatment of employee(s) in regard to this Policy, as per their individual employment contract and job/department requirements.

4:3 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate this Policy with all involved workplace parties (employees, supervisors, and senior level leadership). Additionally, the Human Resources department responsibilities are as follows:

- 4:3:1 Work with Senior Level Leadership to develop and maintain the parameters contained in this Policy;
- 4:3:2 Assign roles and responsibilities for the individual(s) directly responsible for participating in and/or enforcing this Policy;
- 4:3:3 Ensure all individuals contained in this Policy are properly educated on its scope;
- 4:3:4 Review and monitor requests to ensure they are being approved in a fair and consistent manner, prioritizing operational and service needs and considering employee preferences where feasible;
- 4:3:5 Communicate regularly with any participating employee(s) and their supervisor(s) to ensure all parties are cooperating accordingly; and
- 4:3:6 Review and update this Policy, as required by organizational need, and update all parties accordingly.

4.4 Senior Level Leadership

The Students' Union and its Senior Level Leadership are committed to maintaining a safe and healthy workplace, and will take every reasonable precaution to keep its employees safe. As it pertains to this Policy, Senior Level Leadership is responsible for:

- 4:4:1 Reviewing and signing-off on this Policy and related documents annually, at minimum, or whenever there are changes, including determining and/or approving necessary control actions arising from the Policy;
- 4:4:2 Determining resources, including time and personnel, required for the implementation of the Policy;
- 4:4:3 Ensuring communication has been provided to all staff regarding this Policy; and
- 4:4:4 Ensuring requirements of this Policy are established, implemented, monitored, and maintained.

Approving Authority: President & CEO, and Executive Director & COO

Administrative Responsibility: Human Resources

Original Approval Date: Monday May 30th 2022

Date of Most Recent Review/Revision: Thursday July 28th 2022

Related Policies, Procedures, and Documents: Employee Onboarding Manuals in regard to time away

1:0 Preamble

The Wilfrid Laurier University Students' Union (Students' Union) is committed to providing a safe and healthy work environment for all its employees, volunteers and members. The purpose of this policy is to enable the Students' Union to meet its duty of care by creating a culture of healthy balance between employees' work and home life. The aim is to protect the health, safety and wellbeing of those working within our operations. This policy and associated procedures provide a framework for staff to follow to ensure our employees disconnect fully from their working responsibilities outside of their working hours. Through the creation and implementation of this policy, Students' Union is committed to implementing effective solutions to reduce work stress among its employees.

2:0 Definitions

2:1 *Employee:* A paid worker of the Students' Union.

2:2 *Supervisor:* The individual to whom the employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:3 *Human Resources:* The internal department responsible for coordinating legislative employment responsibilities.

2:4 *Senior Level Leadership:* The Executive Director & COO, and President & CEO of the Students' Union.

2:5 *Disconnecting From Work:* Not engaging in work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work.

2:6 *Emergency:* A serious, unexpected, and often dangerous situation requiring immediate action.

2:7 *Periods of On-Call:* A time in which activities are taking place outside of regular working hours and may require an employee to attend for risk management purposes.

3:0 Scope

The Disconnecting from Work process ensures that Students' Union staff are permitted to fully disconnect from work outside of their working hours, as outlined by the individuals contract and job description, during eating periods and breaks, vacation, holidays and off work hours.

3:1 Duties not to be performed outside of work hours:

3:1:1 Reading or responding to work e-mails or chat channels;

3:1:2 Listening to or responding to work voicemails or video calls; and

3:1:3 Completing work on tasks that can and should be accomplished during regular working hours.

3:2 Everyone at the workplace (or their representatives) will be:

3:2:1 Informed of this policy within 30 days of its completion;

3:2:2 Notified of any changes to this policy within 30 days of such; and

3:2:3 Provided with a copy of this policy within 30 days of being hired.

3:3 This policy does not apply:

- 3:3:1 To supervisors in the event of an emergency;
- 3:3:2 During periods of on-call expectations ex. Orientation Week; and
- 3:3:3 To staff when they have not completed a task or project that reasonably could have been accomplished during their regular working hours.

4:0 Procedure

4:1 Eating Periods and Breaks

An employee must not work for more than five hours in a row without getting a 30 minute eating period (meal break) free from work. However, if the employer and employee agree, the eating period can be split into two eating periods within every five consecutive hours. Together these must total at least 30 minutes. This agreement can be oral or in writing. Meal breaks are unpaid unless the employee's employment contract requires payment. Even if the employer pays for meal breaks, the employee must be free from the performance of work.

4:2 Vacation

The entitlement of vacation time is determined by the employee's contract agreement and period of employment upon completion of each vacation entitlement year. If an employee is provided with vacation time, they must be permitted to take their allotment while being free from the performance of work.

4:3 Holidays

The Students' Union observes fourteen holidays as outlined in the Wilfrid Laurier University calendar. Staff will be provided with these days off, unless otherwise agreed upon with their supervisor, and the time will be free from the performance of work.

4:4 Outside Work Hours

The Students' Union identifies regular hours of work within the employment contract and job description for each of its employees. The Disconnecting from Work policy applies to hours outside of those regularly prescribed for each individual.

5:0 Roles and Responsibilities

5:1 Employee

As per the Employment Standards Act, 2000, every employee is entitled to be free from work outside of their schedule hours, as indicated by their employment contract and job description.

As it pertains to the Disconnecting from Work policy, employees are responsible for:

- 5:1:1 Turning off notifications to work e-mails, chat channels, voice and video calls outside of their working hours;
- 5:1:2 Refraining from completing any work outside of their working hours, including sending e-mails, chat messages, voice and video calls; and
- 5:1:3 Notifying their supervisor, or Human Resources, if someone in the Students' Union has put pressure on them to complete work outside of their working hours.

5:2 Supervisor

As per the Employment Standards Act, 2000, every supervisor is responsible for maintaining the health and safety of staff and ensuring staff abide by the policies prescribed by the Students' Union. As it pertains to the Disconnecting from Work policy, supervisors are responsible for:

- 5:2:1 Ensuring all staff disconnect from work outside of their working hours;

5:2:2 Eliminating pressure on staff to complete work outside of their working hours by not sending work e-mails, chat messages, voice and video calls to their employee(s); and

5:2:3 Refraining from giving employees tasks and deadlines that cannot be reasonably accomplished during the employees' working hours.

5:3 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate the Disconnecting from Work policy with all involved workplace parties (employees, supervisors, and senior level leadership). Additionally, the Human Resources department responsibilities are as follows:

5:3:1 Participate in and contribute to the creation of the Disconnecting from Work policy, and subsequent updates as required;

5:3:2 Initiate an annual review of the policy, including obtaining feedback from employees;

5:3:3 Ensure all staff are provided with a copy of the policy; and

5:3:4 Provide support and guidance to employees and supervisors as needed to achieve the guidelines set out in this policy.

5.4 Senior Level Leadership

The Students' Union and its senior level management are committed to maintaining a safe and healthy workplace, and will take every reasonable precaution to keep its employees, volunteers and members safe. As it pertains to the Disconnecting from Work policy, senior level leadership responsibilities are as follows:

5:5:1 Review and sign-off on the policy annually, at minimum, or whenever there are changes;

5:5:2 Promote a work environment that enables a healthy work life balance for all its employees;

5:5:3 Ensure there are processes in place to train and maintain compliance of the policy.

OCCUPATIONAL INJURY/ILLNESS RETURN TO WORK PROGRAM POLICY

1:0 Preamble

The Wilfrid Laurier University Students' Union (Students' Union) is committed to protecting the health and well-being of our employees. The objective of the Occupational Injury/Illness Return to Work Program is to provide a caring and consistent process through which the Students' Union will support all employees who incur a work-related injury or illness in a successful, and timely, reintegration to their preinjury positions, in conjunction with their recovery to optimal functioning.

The Students' Union recognizes the value of each employee, and understands that employment is an important factor in contributing to an individual's overall well-being. Remaining involved in work and using residual capabilities is important to recovery. The Occupational Injury/Illness Return to Work program therefore provides for immediate provision of temporary modified duties and work assignments. Both temporary modified duties, and plans for reintegration into preinjury duties, are based on objective functional abilities information.

2:0 Definitions

2:1 *Employee*: A paid worker of the Wilfrid Laurier University Students' Union.

2:2 *Supervisor*: The individual to whom the employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:3 *Human Resources*: The internal department responsible for coordinating the Occupational Injury/Illness Return to Work program.

2:4 *Health Care Provider*: An external treatment provider who is regulated and licensed to practice healthcare in Ontario.

2:5 *Workplace Safety and Insurance Board (WSIB)*: The provincial agency responsible for administering work related claims.

2:6 *Temporary Accommodation*: A short-term accommodation that meets the capabilities and limitations of the employee such that they may safely perform the essential duties of the job without assistance. This occurs while the employee is healing, until they can return to their full preinjury duties.

2:7 *Permanent Accommodation*: An ongoing accommodation that meets the capabilities and limitations of the employee such that they may safely perform the essential duties of the job without assistance. This occurs when an employee is unable to return to their full preinjury duties.

3:0 Scope

The Occupational Injury/Illness Return to Work program allows the Students' Union to assist in an employee's rehabilitation and safe, timely return to work providing for positive employee relations and compliance with legal and legislated responsibilities.

3:1 The program works to establish a clear plan for work reintegration, appropriate management of, timelines, and the early and safe return to work for an employee.

3:2 The Occupational Injury/Illness Return to Work program may include the entire spectrum ranging from a transitional return to preinjury work, the provision of temporary alternate duties or role to allow for a safe recovery period, shortened hours or duties, work conditioning, and temporary to permanent accommodation.

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3:3 Work is selected based on the employee's capabilities compared to the physical and/or or cognitive job demands.

3:4 The program also allows the Students' Union to retain skilled workers, maintain productivity, decrease accidents, prevent lost time and reduce replacement worker costs.

3:5 Employees benefit from the Occupational Injury/Illness Return to Work program in retaining the benefits of work, assisting in goal-oriented and integrated rehabilitation, maintaining their existing physical condition, avoiding estrangement from the workplace, facilitating re-adaptation, maintaining their dignity and self-respect, and fulfilling their legal and legislated responsibilities.

4:0 Program Eligibility

All employees who have sustained an occupational injury or illness are eligible, and required to participate in the Occupational Injury/Illness Return to Work program, if any of the following criteria are true:

4:1 External medical treatment for the occupational injury/illness was required beyond on-site first aid;

4:2 The employee had to take time off work due to the occupational injury/illness;

4:3 The employee's pay was affected by the occupational injury/illness; and/or

4:4 The employee's job duties changed (even temporary) due to the occupational injury/illness.

5:0 Procedure

Human Resources will arrange a joint meeting with the employee and their supervisor following receipt of the employee's completed WSIB Form 8 and/or Functional Abilities form.

5:1 At this meeting, full functional abilities will be confirmed to determine whether the employee can return to their regular job.

5:2 If the employee is unable to immediately return to their preinjury role, accommodations will be discussed, and all participating parties will work together to analyze accommodation options and factors, and determine the best option(s) based on, but not limited to, the following:

5:2:1 The type(s) of accommodation(s) required in conjunction with the functional abilities identified;

5:2:2 Health and safety, and removal of barriers and hazards surrounding potential accommodation(s);

5:2:3 Complexity of accommodation(s), including whether equipment, installation(s) or a third-party assessment be required, how long it will take to put the accommodation in place, and if training for the employee and coworkers will be required;

5:2:4 Suitability of the accommodation(s) as to whether it renders the work safe for the employee, if it is sustainable, productive, consistent with the employee's functional abilities, and if it restores the employee's preinjury/illness earnings to the greatest extent possible; and

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5:2:5 Whether there are any required resources for the plan, including budget and equipment, to the point of undue hardship.

5:3 Parties will create a progressive plan for employee's return to work. The Human Resources representative will document the plan that is mutually agreed upon by all parties, and have all parties sign the Return to Work Plan form.

5:3:1 The plan must include the functional abilities and/or limitation(s) of the employee, accommodation(s) required, identification and description of suitable task(s), return to work progress goal(s)/milestone(s) with timeline and modifications to accommodations required throughout, including date of full return to preinjury/illness role, as well the specific responsibilities of each party member involved in the return to work plan.

5:3:2 The Human Resources representative will provide WSIB with a copy of the plan.

5:3:3 Plan progress will be monitored by Human Resources and any changes or modifications to capabilities or timelines will be sent to WSIB.

5:3:4 Human Resources will notify all parties upon closer of the claim.

5:4 If a Return to Work plan cannot be developed due to the employee's functional abilities, Human Resources will monitor the recovery and functional abilities by setting regular check-ins with the employee and their medical provider until the employee can safely participate in modified work.

5:5 If a meeting to discuss modified work cannot be scheduled with the employee for any reason, a Modified Work Offer Letter will be sent to the employee via registered mail, and the employee is then responsible for following up with Human Resources.

5:6 All electronic and/or paper documentation regarding each individual claim is kept together, and stored in a secure Human Resources folder. Only the Students' Union Human Resources department has direct access to the folder to ensure privacy and confidentiality is maintained.

5:6:1 Pertinent information relating to the Return to Work Plan, accommodations and safety will be shared with the employee's direct supervisor, WSIB and the employee's health care provider, where applicable.

5:6:2 The Students' Union will retain all WSIB claims files onsite for a minimum of 10 years, or as prescribed in the Workplace Safety Insurance Act.

5:7 Upon closure of a claim, Human Resources will prepare a report on the progress and effectiveness of the plan, and present findings to the Executive Director, President and Joint Health and Safety Committee for evaluation and improvements to the plan.

5:7:1 Evaluation will be based upon plan outcomes, duration of plan, cost of lost-time and accommodations, and program satisfaction survey results completed by the employee and supervisor.

5:8 The Human Resources department is responsible for training all new hires on the Return to Work Program during the onboarding stage, and will also train all levels of the organization anytime there are changes made to the program.

6:0 Program Conclusion

The program will be concluded when any of following conditions are met:

6:1:1 The employee returns to their full preinjury/illness duties;

6:2 The Functional Abilities Form supports a full return to preinjury/illness duties;

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6:3 The WSIB deems a job suitable;

6:4 Maximum Medical Recovery is met, so the employee is placed in a permanent alternate role deemed suitable by all parties;

6:5 The employee resigns from their employment with the Students' Union; or

6:6 The employee retires from employment with the Students' Union.

7:0 Dispute Resolution

Situation may arise in which the employee or supervisor does not agree with the Return to Work Plan due to factors surrounding suitability of assigned tasks, tools or equipment, the employees functional and cognitive abilities, lack of progression to recovery, and/or safety concerns related to modified work.

7:1 If a dispute arises, they will be addressed in the following manner:

7:1:1 The party must notify Human Resources of the concern or dispute in writing, via email or written letter. The individual is encouraged to identify potential solutions when identifying their concerns.

7:1:2 The Human Resources representative will document the concern/dispute in the Return to Work Plan Progress Report form, as well as any modifications that are made to the original Return to Work Plan milestones.

7:1:3 The supervisor will investigate the concern in conjunction with Human Resources, and discuss possible solutions with the worker. If all parties agree, the solution is implemented and the Return to Work Plan and Progress Report forms are updated by Human Resources.

7:2 The dispute resolution process may require Human Resources to:

7:2:1 Seek clarification or input from the employee's health care professional(s);

7:2:2 Seek clarification or input from WSIB, of the employee's Short- or Long-Term Disability case manager;

7:2:3 Refer the employee for an Independent Medical Examination, Functional Abilities Evaluation, Physical Demands Analysis, and/or a Cognitive Demands Analysis;

7:2:4 Request an ergonomic assessment; and/or

7:2:5 Request a referral to a WSIB Return to Work Specialist or Work Transition Specialist to facilitate a resolution.

7:3 If the concern or dispute cannot be resolved, the worker may pursue an appeal with the WSIB, the Short- or Long-Term Disability insurer, the Ontario Human Rights Commission, or third party mediator.

8:0 Roles and Responsibilities

8:1 Employee

As per the Workplace Safety and Insurance Act every employee is responsible for maintaining their personal health, wellness and conditioning, and in the event an occupational injury/illness, must participate and comply with the Return to Work program. If an employee is injured/becomes ill while working, their responsibilities are as follows:

8:1:1 Immediately report any work-related illness/incident to their supervisor;

8:1:1:1 If the supervisor is not available, they can report to the Manager on Duty or department Director;

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- 8:1:2 Obtain first aid or seek external medical treatment, if necessary;
 - 8:1:2:1 If external medical treatment was sought, the employee must tell the attending physician that the injury/illness occurred at work;
 - 8:1:2:2 Obtain a copy of page 2 of the completed WSIB Health Professionals Report (Form 8) from the attending physician; and
 - 8:1:2:3 Provide a copy of the Form 8 to Human Resources;
- 8:1:3 Assist in completion of a Students' Union Incident Report, if possible;
- 8:1:4 Complete the Worker's Report of Injury/Disease (Form 6) and submit to WSIB;
 - 8:1:4:1 Provide a copy of the Form 6 to Human Resources;
- 8:1:5 Cooperate and maintain regular communication with their supervisor, Human Resources and WSIB throughout the return to work process;
- 8:1:6 Participate in, and comply with, medical and rehabilitation treatment, arranging appointments during non-work hours, wherever possible;
- 8:1:7 Collaborate with their supervisor, Human Resources and WSIB to identify suitable and available work, consistent with functional abilities, and where possible restores preinjury earnings; and
- 8:1:8 Immediately advise their supervisor and Human Resources of any changes in circumstances, condition or abilities.
- 8:1:9 Upon closer of the plan, participate in completing a program satisfaction survey and return to Human Resources to aid in the continual improvement of the Return to Work Program.

8:2 Supervisor

Supervisors are responsible for notifying Human Resources immediately of any occupational injury/illness, and implementing and monitoring the return to work process with the assistance of Human Resources, as required. If an employee is injured/becomes ill while working, the supervisor's responsibilities are as follows:

- 8:2:1 Ensure the employee receives proper First Aid at the time of injury/illness, or external health care, if necessary;
 - 8:2:1:1 If external health care treatment is being sought, immediately provide the employee with the Students' Union Occupational Injury/Illness Package which includes instructions for the employee, a letter to the health care provider, and an Authorization for the Release of Information form; and
 - 8:2:1:2 Remind the employee to bring back the second page of the Form 8 after the initial medical treatment;
- 8:2:2 Complete a Students' Union Incident Report in coordination with the injured employee if they can participate, and submit to Human Resources immediately;
- 8:2:3 Make same day contact with the injured employee following health care to ensure employee wellbeing, and obtain Form 8;
- 8:2:4 Provide modified duties immediately that are safe, productive, within the employee's functional abilities and align with the employee's preinjury role as closely as possible;

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8:2:5 Participate in creating a Return to Work Plan, if applicable, attend any return to work meetings and address any concerns in transition towards preinjury duties;

8:2:5:1 Ensure coworkers are aware of the return to work specifications and encourage their support throughout the process;

8:2:6 Conduct a workplace investigation to figure out what lead to the employee injury/illness and report findings to Human Resources;

8:2:7 Maintain regular communication with the employee throughout the return to work process and document all contact with the employee to Human Resources;

8:2:8 In the event of a dispute, investigate any claims or disagreements and report findings to Human Resources;

8:2:9 If the employee returns to their preinjury duties, meet with them first day to review health and safety procedures; and

8:2:10 If the employee reaches Maximum Medical Recovery and is unable to return to their preinjury role, work with all parties to seek a suitable permanent alternate role for the employee based on their functional abilities.

8:2:11 Upon closer of the plan, participate in completing a program satisfaction survey and return to Human Resources to aid in the continual improvement of the Return to Work Program.

8:3 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate the return to work process with all involved workplace parties (employee, supervisors, health care professionals and insurance provider(s)). If an employee is injured/becomes ill while working, the Human Resources department responsibilities are as follows:

8:3:1 Complete and submit a Form 7 to the WSIB within 3 days if the injury/illness involves health care treatment OR time away from work OR lost wages;

8:3:2 Review the accident investigation report provided by the supervisor, and follow-up with any additional investigation procedures, if necessary, and report findings to the Joint Health & Safety Committee;

8:3:3 Contact the employee as soon as possible after the injury and maintain communication throughout the employee's recovery and return to work;

8:3:4 Facilitate provision of immediate transitional modified duties with the employee's supervisor, where appropriate;

8:3:5 When an employee can return to work, commence the return to work process by setting a meeting with the injured/ill employee and their supervisor;

8:3:5:1 Develop and document the Return to Work Plan with input from all parties, identifying work that is safe, within the employee's functional abilities and which aids in the restoration of the employee to their preinjury capabilities and wages as closely as possible, including date(s) of goals/milestones the employee is expected to meet;

8:3:5:2 Include preferred mode of regular communication and meeting/contact frequency in the plan; and

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- 8:3:5:3 Facilitate workplace support for the return to work process by offering education and resources;
- 8:3:6 Maintain regular contact with the employee and their supervisor to ensure a successful return to preinjury duties, documenting any changes to goals/milestones in the Return to Work Progress Report form;
- 8:3:7 Notify the WSIB of the Return to Work Plan, hours of work, anticipated return to preinjury duties, and any changes that occur throughout the process;
- 8:3:8 In the case of a difficult claim, refer the employee for an Independent Medical Examination, Functional Abilities Evaluation, Physical Demands Analysis, Cognitive Demands Analysis, ergonomic assessment, and/or request a referral to a WSIB Return to Work Specialist or Work Transition Specialist to facilitate a resolution, where applicable;
- 8:3:9 Notify all parties upon closure of the plan;
- 8:3:9:1 If the employee reaches Maximum Medical Recovery and is unable to return to their preinjury role, work with all parties to seek a suitable permanent alternate role for the employee based on their functional abilities; and
- 8:3:10 Upon closure of each Return to Work Plan, facilitate the completion of the satisfaction survey with the employee and their supervisor, and create a report evaluating the success of the program based on the survey results, final outcome, speed of return to preinjury duties, cost of lost-time and accommodations as well as time and cost(s) associated with managing the plan.
- 8:3:10:1 Present findings and any recommendations for improvement for the Return to Work Program to the Executive Director, President and Joint Health and Safety Committee.
- 8:3:11 The Human Resources department will train all new hires on the Return to Work Program during onboarding, as well as re-train all existing staff anytime a change is made to the program.

8:4 Workplace Safety Insurance Board (WSIB)

The WSIB is responsible for actively managing and monitoring case activities, progress and cooperation of the workplace parties by providing medical, rehabilitation, work reintegration and dispute resolution support. If an employee is injured/becomes ill while working, the WSIBs responsibilities are as follows:

- 8:4:1 Provide the employee with any information needed to navigate a successful return to work;
- 8:4:2 Adjudicate claims in a timely manner;
- 8:4:3 Monitor progress and cooperation by maintaining communication with the employer, the employee, and their treating health care provider throughout the return to work process;
- 8:4:4 Obtain and clarify information provided on the Functional Abilities form, determine suitability to employment and fitness to return to work;
- 8:4:5 Encourage and actively assist the employee in their successful return to work, and resolve any difficulties or disputes;
- 8:4:6 Determine compliance with re-employment and cooperation obligations;

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8:4:7 Provide return to work resources that the workplace parties may choose to access;

8:4:8 Make all claim-related decisions; and

8:4:9 Provide Work Reintegration services.

8:5 Health Care Provider

The health care provider(s) are responsible for providing appropriate, effective health care that facilitates recovery and expedites return to productive work. If an employee is injured/becomes ill while working, the health care provider(s) responsibilities are as follows:

8:5:1 Complete and submit the Form 8 to WSIB;

8:5:2 Provide information on the worker's functional abilities when requested by the company, the employee or the WSIB, being alert to job demands that might cause re-injury or aggravation of an existing condition;

8:5:2:1 Suggests ways in which tasks could be modified to place less strain on existing injuries or conditions.

8:5:3 Establish and maintain open communication with the workplace, having regard for patient confidentiality, where necessary; and

8:5:4 Provide timely information to the WSIB.

Policy Created: Monday December 7th 2020

Next Review Date: Monday December 6th 2021

1:0 Preamble

The Wilfrid Laurier University Students' Union (Students' Union) is committed to providing a safe and healthy work environment for all its employees, volunteers and members. The purpose of this policy is to enable the Students' Union to meet its duty of care by creating a culture of undertaking risk assessments to reduce the risks of all Students' Union business operations, as far as is reasonably practical. The aim is to protect the health, safety and wellbeing of those affected by our operations. This policy and associated procedures provides a framework for staff to follow in the completion of risk assessments as outlined in the Occupational Health and Safety Act. The Students' Union is committed to implementing effective solutions to reduce hazards identified through the Risk Assessment process.

2:0 Definitions

2:1 *Employee:* A paid worker of the Students' Union.

2:2 *Volunteer:* A person who willingly performs service(s) for the Students' Union without pay.

2:3 *Supervisor:* The individual to whom the employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:4 *Human Resources:* The internal department responsible for coordinating the Risk Assessment process.

2:5 *Joint Health and Safety Committee:* A group comprised of worker and management members within the Students' Union who are committed to improving health and safety standards of the organization.

2:6 *Health and Safety Representative:* A single elected member of the Joint Health & Safety Committee.

2:7 *Senior Level Leadership:* The Executive Director & COO, and President & CEO of the Students' Union

2:8 *Hazard:* Source of harm or anything that can cause injury or illness in people, or damage to property, including:

2:8:1 *Biological:* A substance such as a virus, bacteria, insect, or animal, that can cause adverse health impacts on humans;

2:8:2 *Chemical:* An ingredient or substance that can result in health impacts on/in the body;

2:8:3 *Physical:* An agent, factor or circumstance that can cause harm to the body with or without contact, including heights, noise, radiation and pressure; and

2:8:4 *Psychosocial:* An agent, factor or circumstance that can impact the psychological, mental or emotional wellbeing of a person.

2:9 *Hazard Registry:* Inventory of identified hazards applicable to the workplace and work functions;

2:10 *Risk:* The combination of the severity and probability of harm.

2:11 *Risk Matrix Tool*: A systematic process of evaluating the potential risks (based on severity and probability) that may be involved in a projected activity or undertaking.

2:12 *Risk Assessment*: A sequential process used to manage risk which includes identification of hazards, the assessment of the level of risk associated with the hazard and the required mechanism(s) to control the hazard by reducing the risk (reduce severity or reduce probability).

3:0 Scope

The Risk Assessment process allows the Students' Union to understand exactly what hazards are present in the workplace, how those hazards could result in injury or illness, and how to control the risks associated with these hazards. Risk Assessments are to take into consideration contributing factors that may cause a low-priority risk to become a high-priority risk (such as the people (job factors), environment, process, material and equipment), in order for the Students' Union to then take a proactive stand towards the health and safety of its employees, volunteers and members.

3:1 All risk assessment activities will:

3:1:1 Be documented;

3:1:2 Be reviewed on an annual basis by the Joint Health and Safety Committee;

3:1:3 Prioritize health and safety hazards (routine and non-routine work); and

3:1:4 Be made readily available to affected workplace parties.

3:2 Everyone at the workplace (or their representatives) will be:

3:2:1 Informed about a risk assessment taking place;

3:2:2 Consulted, if the risk assessment is taking place for their role, department, and/or location; and

3:2:3 Given the opportunity to participate in the risk assessment.

3:3 Risk Assessments are to be completed:

3:3:1 Proactively before performing any new task(s) related to the operations and/or activity;

3:3:1 Proactively before the introduction, start-up, or use of new equipment, material, substance or process;

3:3:2 When there is a change to existing equipment, material, chemical, or process;

3:3:3 When there is a change to the occupational health and safety management program/system that may affect workplace operations and/or activities;

3:3:4 When there is an incident/accident in the workplace in which an individual requires external medical care; and/or

3:3:5 There have been more than two minor incidents/accidents requiring first aid in the workplace of the same type in the same fiscal year.

4:0 Procedure

4:1 The Human Resources department will put together a cross-functional group of staff to complete the Risk Assessment process. They will ensure that all staff involved in the process are qualified to do so, with core competencies, knowledge, or training in the work area(s) and associated hazards, relative legislative requirements, risk assessment theory, hierarchy of controls; and any contributing factors analysis or incident

investigation theory. If the above qualifications are not met, the Human Resources department will ensure that training will be provided to obtain the qualifications. The cross-functional group will include, at minimum:

- 4:1:1 Human Resources department representative;
- 4:1:2 Management member(s) of the Joint Health and Safety Committee;
- 4:1:3 Worker(s) from the identified hazard area(s),
- 4:1:4 Worker member(s) of the Joint Health and Safety Committee;
- 4:1:5 An individual responsible for purchasing, maintaining, or installing controls in the hazard area(s) identified; and
- 4:1:6 Any other workers who request to participate.

4:2 The group must first create a Hazard Registry, listing all the biological, chemical, physical and psychosocial hazards within the work area(s).

4:3 Once hazard recognition is completed, the next step is to identify how those hazards could result in injury, illness or workplace loss, and determine the level of risk associated with the hazard. The group will use the Hazard Matrix Tool to determine the risk level for each item on the Hazard Registry, creating the Risk Assessment. The risk assessment process is complete only after the probability of harm (injury or illness occurring), and its severity has been considered.

4:4 The completed Risk Assessment will be shared with senior level leadership, who will then be required to sign-off on the assessment.

- 4:4:1 Sign-off will include an action plan for permanent controls to be created and implemented, identifying immediate actions taken for any high-risk hazards (should include temporary measures, if permanent measures cannot be made immediately).

4:5 The final signed Risk Assessment document will be shared with all staff at the next staff meeting following the completion of the Risk Assessment. If a staff meeting is not scheduled, the information will be made available on the Health and Safety Board in the work area.

5:0 Roles and Responsibilities

5:1 Employee

As per the Workplace Safety and Insurance Act every employee is responsible for following all health and safety standards in the work place, and participating in the identification and reporting of unsafe work. As it pertains to the Risk Assessment process, employees are responsible for:

- 5:1:1 Participating in, and contributing to, the risk assessment process and outputs, as required;
- 5:1:2 Following all procedures, processes, and instructions to ensure risk of injury remains low; and
- 5:1:3 Reporting any potential hazards or risks to their supervisor.

5:2 Supervisor

As per the Workplace Safety and Insurance Act every supervisor is responsible for ensuring all staff follow health and safety standards in the work place, as well as work to identify and eliminate any hazards. As it pertains to the Risk Assessment process, supervisors are responsible for:

- 5:2:1 Reviewing the Hazard Registry to ensure relevant work/tasks in area have been assessed for risk;
- 5:2:2 Communicating any risk assessment process and results to worker(s) to ensure awareness of process and outputs (including updated results);
- 5:2:3 Seeking input and feedback from direct reports regarding the risk assessment process;
- 5:2:4 Ensuring risk assessment procedures are proactively completed before performing any task(s) related to the operations and/or activity; and before the introduction, start-up or use of new equipment, material, substance, or process;
- 5:2:5 Ensuring risk assessments are completed when there is a change to existing equipment, material, substance, or process; and when there is a change to the occupational health and safety management system that may affect workplace operations and/or activities;
- 5:2:6 Ensuring results of the risk assessment process are considered, and hazard control recommendations are followed in all work; and
- 5:2:7 Promoting a risk-based approach with direct reports, and ensure workers are aware of the hazards and related risks present in their workplace.

5:3 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate the Risk Assessment process with all involved workplace parties (employee, supervisors, Joint Health and Safety Committee and senior level leadership). Additionally, the Human Resources department responsibilities are as follows:

- 5:3:1 Participating in and contributing to the risk assessment process and outputs, as required;
- 5:3:2 Developing a standardized format to be used for recording the findings of the Hazard Registry and Risk Assessment which will take into consideration contributing factors that may cause a low-priority risk to become a high priority risk;
- 5:3:3 Including a review of related job factors as well as personal factors which may contribute to risks;
- 5:3:4 Including a way to identify which hazards present the highest risk and prioritize what to work on firms;
- 5:3:5 Monitoring the Hazard Registry to ensure the risk assessment process is carried out proactively, and progress is being made;
- 5:3:6 Completing any corrective action plans assigned and or approved by senior level management, based on the review of the results of the risk assessment process;
- 5:3:7 Applying a risk-based approach to work, ensuring risk assessment procedures are proactively completed before performing any task(s) related to the operations and/or activity, and before the introduction, start-up or use of new equipment, material, substance or process;
- 5:3:8 Identification of core competencies and training required by the individual(s) directly responsible for conducting risk assessments;

- 5:3:9 Assigning roles and responsibilities for the individual(s) directly responsible for conducting the risk assessment;
- 5:3:10 Ensuring all members participating in a Risk Assessment are properly trained; and
- 5:3:11 Present all findings to senior level leadership and aid in implementation of corrective actions.

5:4 Joint Health and Safety Committee Members

As it pertains to the Risk Assessment process, the Joint Health and Safety Committee members are responsible for:

- 5:4:1 Participating in and contributing to the risk assessment process and outputs, as required;
- 5:4:2 Monitoring the Hazard Registry to ensure the risk assessment process is carried out proactively, and progress is being made; and
- 5:4:3 Identifying any risks and possible corrective actions.

5.5 Senior Level Leadership

The Students' Union and its senior level management are committed to maintaining a safe and healthy workplace, and will take every reasonable precaution to keep its employees, volunteers and members safe. As it pertains to the Risk Assessment process, senior level leadership are responsible for:

- 5:5:1 Reviewing and signing-off on the Risk Assessment(s) and related documents annually, at minimum, or whenever there are changes, including determining and/or approving necessary control actions arising from the risk assessment process;
- 5:5:2 Ensuring a standardized format is used for recording findings;
- 5:5:3 Determining resources, including time and personnel, required for the implementation of the risk assessment procedures of completion, adjustment, and review of Hazard Registry;
- 5:5:4 Ensuring communication to all staff regarding the results and review of the risk assessment process, as required
- 5:5:5 Ensuring requirements of this procedure are established, implemented, monitored, and maintained; and
- 5:5:6 Promote the use of the Risk Assessment process and risk-based thinking.

Approving Authority: President & CEO, and Executive Director & COO

Administrative Responsibility: Human Resources

Original Approval Date: Monday October 21st 2019

Date of Most Recent Review/Revision: Friday April 28th 2023

Related Policies, Procedures, and Documents: Full-time/Salaried and Executive Leadership Employee Onboarding Manuals

1:0 Preamble

The Wilfrid Laurier University Students' Union (Students' Union) recognizes that employee appearance reflects upon our Organization and its values. This Policy standardizes a Dress Code for all employees working within a Students' Union office to ensure we maintain a professional appearance that does not offend or deter our members and patrons, and which promotes an environment that is productive and inclusive.

2:0 Definitions

2:1 *Employee:* A paid worker of the Students' Union.

2:2 *Supervisor:* The individual to whom the employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:3 *Human Resources:* The internal department responsible for coordinating legislative employment responsibilities.

2:4 *Senior Level Leadership:* The Executive Director & COO, and President & CEO of the Students' Union

2:5 *Dress Code:* A set of rules for customary dress within the Students' Union.

2:6 *Business Casual:* A style of clothing that is less formal than traditional business wear, but is still intended to give a professional and businesslike impression.

2:7 *Casual:* Attire that is relaxed and suited for everyday use.

2:8 *Video Conference Meetings:* Meetings that occur when an employee is working off-site, or outside of a Students' Union office location, and the employee will be seen by other participants in the meeting over a video platform.

2:9 *Team Spirit Friday's:* Each Friday the Students' Union permits a more casual dress code which allows employees to wear items that are not usually allowed Monday through Thursday; some restrictions apply (see 3:3:1).

3:0 Scope

The Students' Union accepts a minimum Business Casual standard for all of its office employees. For employees working within a Students' Union establishment, please refer to its business specific Dress Code Policy.

3:1 Permitted

Clothing is expected to be clean, ironed, and free from visible rips, tears, holes or other heavy wear. The following items include what office employees are permitted to wear and are acceptable clothing items under this Dress Code Policy:

3:1:1 Shoes: Loafers, boots, flats, dress heels, leather deck-type shoes, conservative athletic or walking shoes, and office sneakers;

3:1:2 Bottoms: Slacks, dress pants, and casual pants;

3.1.2.1 Shorts are permitted so long as they rest no higher than six (6) inches

- above the top of the employee's knee;
- 3:1:2:2 Skirts and dresses are permitted so long as they rest no higher than six (6) inches above the top of the employee's knee;
- 3:1:2:3 Jeans are permitted as long as the wash is solid throughout the pant without visible fading, wear, rips and/or tears; and
- 3:1:3 Tops: Blouses, button-up shirts, collared shirts, or collarless polo shirts;
 - 3:1:3:1 Quarter zip shirts are permitted so long as there is a collared shirt underneath and the collar is displayed over the quarter zip;
 - 3:1:3:2 Bottom shirt hem must meet top of pant hem when standing naturally; and
- 3:1:4 Scents: Perfumes, colognes, and other scents are permitted with restraint, as others may be sensitive to these items.

3:2 Not Permitted

The following items identify what is unacceptable Business Casual attire and should not be worn by employees:

- 3:2:1 Clothing that is visibly dirty or exudes an offensive odor;
- 3:2:2 Items that have rips, tears, holes or other heavy wear;
- 3:2:3 Items bearing controversial or offensive graphics or slogans;
- 3:2:4 Overalls;
- 3:2:5 Sweats, workout clothes or jogging clothes;
- 3:2:6 Form fitting or revealing clothes, unless covered with an appropriate top or bottom;
- 3:2:7 Pajamas and other bedroom attire;
- 3:2:8 Hats;
- 3:2:9 Open toed shoes such as Crocs, flip flops, sandals and slippers;
- 3:2:10 T-shirts, unless part of an outfit with a covering blouse, shirt, jacket, or dress; and
- 3:2:11 Hoodies or causal sweatshirts, unless wore on Team Spirit Fridays (see 3:3:1).

3:3 Special Considerations

While attending video conference meetings in a Students' Union capacity, employees are expected to abide by this Policy.

- 3:3:1 Employees are permitted to dress more casually if they are video conferencing only with other Students' Union employees, and so long as the clothing is not revealing, offensive or controversial in nature.
- 3:3:1 On Team Spirit Fridays, it is permitted for employees to wear Wilfrid Laurier University or Students' Union branded t-shirts or sweaters, so long as the employee does not have any meetings that would require business casual attire, and the employee abides by the remainder of the Policy specifications.

3:4 Exemptions

The Students' Union is a diverse workforce, and therefore exceptions from the Business Casual Dress Code are authorized in order to align an employees' attire with clothing appropriate to their duties and personal circumstance, and/or cultural or religious beliefs. Exceptions are to be approved through an employee's supervisor and Human resources under the following circumstances:

- 3:4:1 Circumstances related to employee health, ability, religion and other categories that warrant a reasonable accommodation;

3:4:2 Positions which utilize a specific uniform, such as Orientation Week events, Wilf's or SU Desk;

3:4:3 Job duties requiring outdoor or physical labor, or additional safety concerns; and

3:4:4 Circumstances requiring duties to be performed outside of regular working hours, e.g. on-call, Wilfrid Laurier University and Students' Union events.

4:0 Roles and Responsibilities

4:1 Employee

Employees are expected to dress neatly and appropriately at all times, in a manner consistent with this Policy, and maintain adequate personal hygiene. The Students' Union urges employees to use common sense and sound judgment when it comes to selecting their work attire.

4:1:1 Employees should be mindful of their work day calendar and "dress for their day" by wearing more professional clothing when meeting with University or external partners.

4:1:2 If an employee is in doubt, or has questions or concerns about this Policy, they should defer to more conservative and professional dress, and then speak with their supervisor or Human Resources to clarify expectations.

4:1:3 If an employee has concerns about another employee's clothing, they are to speak to their supervisor in private, or Human Resources, who will then speak with that individual's supervisor to address the Policy violation.

4:2 Supervisor

Supervisors are responsible for enforcing the Students' Union Dress Code Policy with the employee(s) that report into them.

4:2:1 If clothing fails to meet the Dress Code Policy standards, the employee's supervisor will speak to the individual about the violation by ensuring they understand why the clothing does not meet the standards, and clarifying what is needed to improve the violation.

4:2:2 Further Dress Code infractions will result in formal corrective discipline by the supervisor, in conjunction with Human Resources.

4:3 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate the Dress Code Policy with all involved workplace parties (employees, supervisors, and senior level leadership). Additionally, the Human Resources department responsibilities are as follows:

4:3:1 Participate in and contribute to the creation of the Policy, and subsequent updates as required;

4:3:2 Initiate an annual review of the Policy, including obtaining feedback from employees and supervisors;

4:3:3 Ensure all employees are provided with a copy of the Policy;

4:3:4 Provide support and guidance to employees and supervisors as needed to achieve the guidelines set out in this Policy; and

4:3:5 Ensure that supervisors are enforcing the Policy equitably amongst all employees.

4.4 Senior Level Leadership

Senior level management are committed to maintaining the integrity of the vision and values of

the Students' Union. As it pertains to this Policy, senior level leadership responsibilities are as follows:

- 5:5:1 Review and sign-off on the Policy annually, at minimum, or whenever there are changes;
- 5:5:2 Promote a work environment which positively reflects the Organization's values, and supports productive work;
- 5:5:3 Ensure there are processes in place to train and maintain compliance of the Policy.

Appendix C: Accessibility Statement

Statement of Accessibility Commitment

The Wilfrid Laurier University Students' Union is committed to achieving barrier free accessibility for our visitors, customers, members and employees. We are dedicated to accessibility within our recruitment, hiring and employment processes and therefore offer accommodations throughout. Please contact Shawna Wey, Human Resources Consultant, if you require accommodations for any of our employment opportunities by email swey@wlu.ca.

From: <https://www.yourstudentsunion.ca/workwithus>

Appendix D: Fire Safety Wardens

EMERGENCY WARDENS

Fred Nichols Campus Centre
Ground Floor: Dennis Robus (WLU Food Services) & Stephanie Smith (WLU Food Services)
1st Floor: Mary Jimson (Hospitality) & Kelly Lee (SU Desk)
2nd Floor: Shawna Wey (HR) & Meg Bagley (Programming)
3rd Floor: Sam Anhorn (Hospitality) & Andy Neilson (Hospitality)
Building Evacuation Coordinator: Phil Champagne (Leadership)

Appendix E: Emergency Escape Route

1st Floor Fred Nichols C.C.

LEGEND

Fire Alarm	Eye Wash Station	Fire Phone	Emergency Call Station
Stairs	Fire Hose	Fire Extinguisher	Medical Clinic
Fire Extinguisher	Public Restrooms	Emergency Control Panel	Medical Clinic
Fire Pull Station	Fire Alarm	Gas Shut-Off Valve	Hand Sanitizer
First Aid Kit	Control Panel	Water Shut-Off Valve	Fire Alarm
Hand Access	Control Panel	Safety Shower	Fire Alarm

Emergency x9-911
Special Constable Service x3333
Foot Patrol x3668

wlu.ca
LAURIER
Inspiring Lives

Appendix F: Fire Alarm Procedures



FIRE Alarm Procedures

IF YOU SMELL SMOKE, SEE FLAMES OR ARE ALERTED TO A FIRE

1. Vacate fire area and close doors.
2. Activate nearest emergency pull station. Attempt to extinguish fire only if you are trained and can do it safely.
3. Evacuate the building. (DO NOT use elevators). Use an alternate exit if you encounter smoke or fire.
4. Call 9-911 and Special Constable Service (ext. 3333) from a safe location. Meet Emergency Wardens (red bump caps) and Fire Department outside. Give them as much information as possible. Report all fires (even those that appear to be out).
5. Report the location of anyone still inside the building to the Fire Department.

WHEN YOU HEAR THE ALARM GET OUT AND STAY OUT!

1. Evacuate the building quickly even if you suspect a false alarm. *If it is safe to do so, shut down experiments and hazardous operations, close windows and doors, turn off lights.*
2. Proceed quickly to the nearest safest exit.
3. DO NOT use elevators during an alarm.
4. Move to the designated safe area (30 m away from building) as indicated by Emergency Wardens (red bump caps). **Do not re-enter the building, even if the alarm stops ringing. Wait for permission to re-enter from the Fire Department, Special Constable Service or Building Evacuation Coordinator.**

POLICE/FIRE/AMBULANCE/SPILLS 9-911

Safety, Health, Environment & Risk Management

Executive Limitation #2e “Financial Planning & Budgeting”

This monitoring report for Executive Limitation Policy #2e “Financial Planning & Budgeting” is presented in accordance with the monitoring schedule set forth by the Board of Directors. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau
President & Chief Executive Officer
Wilfrid Laurier University Students' Union
August 1st, 2024

(Board Policy is indicated in bold typeface throughout.)

Global Policy Statement EL#2e: With respect to the financial planning and budgeting process, the President will ensure that all relevant Board policies are considered and followed.

I interpret “**relevant Board policies**” as all documents, guidelines and regulations pertaining to the financial processes for the Students' Union, which set the parameters for the President.

I interpret “**considered and followed**” as ensuring that in the creation of the budget and throughout the financial planning process and fiscal year, all Board policies are understood, and initiatives are executed with policy compliance in mind.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All sections of this monitoring report are in compliance.

EVIDENCE

- A. All sections of this monitoring report are in compliance.

I report this section as **COMPLIANT**.

Policy Statement EL#2e1: The President will not: Deviate materially from Board Ends priorities during financial planning;

I interpret “**deviate materially**” as making intentional decisions that impact operations and finances by going beyond the parameters mandated by the Board of Directors in the Ends Policy and allocating resources to programming and services which do not fulfil the Ends of the Organization.

I interpret “**Board Ends priorities**” as the Ends Policies outlined in the 2023/24 Policy Manual.

I interpret “**financial planning**” as the process of creating the budget for the upcoming fiscal year with the incoming President and their team.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The inflow and outflow of resources do not deviate from the Board’s Ends priorities and an Ends based budgeting system is used during financial budget planning.
- B. The Board approves the operational budget and all purchases made above \$10,000.
- C. The operating budget package contains an Ends based breakdown of allocation of resources.

EVIDENCE

- A. Students’ Union Operating Budget
 - a. This document, approved by the Board of Directors, allocates the operating budget expenditures to the Organization’s Ends. (Appendix A)
- B. Report of Planned Expenditures over \$10,000. (Appendix B)
 - a. This was previously approved by the Board of Directors, no expenses over \$10,000 have been occurred or planned since that approval.

I report this section as **COMPLIANT**

Policy Statement EL#2e2: Risk financial jeopardy in the budget; or

CEO INTERPRETATION

I interpret “**risk financial jeopardy**” as permitting the Organization to have insufficient liquid assets at the end of the fiscal year, which are required to maintain normal operations inclusive of 120-160 days, and/or depletion of long-term funds.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The budget presented to the Board is balanced and zero-based, and revenues equate the expenses.
- B. At the end of each fiscal year, the Students' Union will be able to access the required funds to sustain normal operations of 120 to 160 days at the beginning of the operating period.

EVIDENCE

- A. Students' Union Operating Budget
 - a. This document, approved by the Board of Directors, shows that the Organization intends to operate at a zero budget and is therefore, a balanced budget where revenues are equal to expenses.
 - i. The full document can be made available at the Board's request.
- B. Cash Flow Forecast (Appendix C)
 - a. This chart is a prediction of the Organization's cash flows over the fiscal year for 2024/25.

Policy Statement EL#2e3: Create a budget that has not been derived from a multi-year plan that includes a long-term goal of organizational financial self-sustainability.

CEO INTERPRETATION

I interpret "**multi-year plan**" as the Students' Union Strategic Plan 2020-2025 which outlines the priorities for the Organization for that time period and prioritizes goals and strategic operational initiatives.

I interpret "**organizational financial self-sustainability**" as the Students' Union not exceeding its expenses more than the projected revenues and not leaving the Organization in financial jeopardy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The balanced budget is based on both the Ends Policy which tie into the Strategic Plan goals. This allows for long-term sustainability.
- B. Contingency practices such as reserve accounts are added annually to ensure long-term sustainability.
- C. The Students' Union holds adequate insurance to ensure contingency.

EVIDENCE

- A. Students' Union Operating Budget
 - a. This document, which is approved by the Board of Directors, allocates the operating budget expenditures to the Organization's Ends. (Appendix A)
- B. Health & Dental Reserve (Appendix D)
 - a. This shows that there is currently money set aside in the Health and Dental Reserve.
- C. Property and Liability Insurance (Appendix E)
 - a. This document outlines the insurance coverage of the Students' Union that protects against significant detriment to the financial state of the Organization in the contingency of occurrences warranting the use of insurance.

I report this section as **COMPLIANT**

Policy Statement EL#2e4: The President will not: Present a budget or updated report to the Board in a manner that is disparate to the previous report.

I interpret "**disparate to the previous report**" as not providing an accurate comparison of the preceding year's fiscal budget and report(s).

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Budget reports are provided to the Board in the same format year after year. All changes must be demonstrated through direct comparison of the previous year's documents, accompanied by a verbal explanation.

EVIDENCE

- A. Students' Union Operating Budget
 - a. This document approved by the Board of Directors is provided in the same format year after year. It also provides a comparison between the current and prior year's figures for accurate comparison and analysis.

I report this section as **COMPLIANT**

Policy Statement EL#2e5: The President will not: Allow the budgeting process to omit:

- a. **Credible projection of revenues and expenses;**
- b. **Separation of capital and operational items;**
- c. **Cash flow analysis;**

- d. **Disclosure of planning assumptions;**
- e. **A plan for project financing**

CEO INTERPRETATION

I interpret “**credible**” as budgeted revenues and expenses which are projected and confirmed on good authority by professional staff in the Finance department and taking into consideration contextual information and subsequently confirmed in the budgeting process.

I interpret “**revenues**” as inflow of assets including but not limited to providing services, programming and business operations.

I interpret “**expenses**” as the outflow of assets or costs that are required to effectively operate the components of the Students’ Union including but not limited to: programming, services, product offerings and the human capital associated with them.

I interpret “**capital items**” as products, goods, services and/or projects with a monetary value exceeding \$10 000 and with usefulness that will go beyond one fiscal year.

I interpret “**operational items**” as expenses that are required to execute the daily functions and initiatives of the Students’ Union.

I interpret “**cash flow analysis**” as a review of expenses and revenues within a specified time period that reflects the cash balance of the organization through critical assessment.

I interpret “**disclosure of planning assumptions**” as being transparent and providing information of any operational changes projected through the budgeting process, which impact the revenue projects and planned expenditures.

I interpret “**project financing**” as a financial plan assessing the immediate, short-term and long-term impacts including but not limited to a loan structure that may be acquired for capital items.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Finance Department confirms the accuracy of the budget.
- B. The yearly audit confirms the accuracy of the Finance Department and the budget.
- C. Capital items over \$10,000 receive a separate analysis and approval from the Board.
- D. The Finance Department supplies a cash flow forecast to demonstrate cash flow analysis.

- E. Projected revenues and expenditures can be verified by the Finance Department (and subsequently reinforced by the auditing process)
- F. Expenditures are based on an Ends based budget.
- G. Departments provide the financing plan for each capital related project(s).

EVIDENCE

- A. No new capital projects require financing at this time.
- B. Planned Expenditures over \$10,000 (Appendix B)
 - a. This document, approved by the Board of Directors, shows all planned expenditures over \$10,000 for the 2024/25 fiscal year.
- C. Cash Flow Forecast (Appendix C)
 - a. This chart is a prediction of the organization's cash flows over the fiscal year.

I report this section as **COMPLIANT**

Policy Statement EL#2e6: The President will not: Provide less for Board prerogatives during the year than is set forth in the Cost of Governance budget.

CEO Interpretation

I interpret "provide less for Board prerogatives" as intentionally making decisions which would alter the approved costs associated with the Governance budget or impact the financial plans of the Board through the alteration of finances.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The President & CEO will not affect the financial plans for the Board by allowing financial resources in the Cost of Governance budget.

EVIDENCE

- A. Governance Budget
 - a. The Governance Budget approved by the Board of Directors for the 2024/2025 fiscal year was approved separately from the Students' Union Operating Budget. This was included in the creation of the Organization's Operating Budget to ensure that it was a zero-based budget.

I report this section as **COMPLIANT**.

Policy Statement EL#2e7: The President will not: Allow the Board to go without reports of actuals to projections.

CEO INTERPRETATION

I interpret “**reports**” as three times through the President’s term in office for fiscal year 2024-25, and one final report from the auditors based on the fiscal year 2023-24 as indicated by the Chair of the Board.

I interpret “**actuals to projections**” as a comparison between the budgeted amounts which were approved, and the expended amount at the time of monitoring based on reconciliation.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The President and CEO provides an updated term report to the Board in either August/September, December and April. The remaining one should be reported once the audit has been completed.

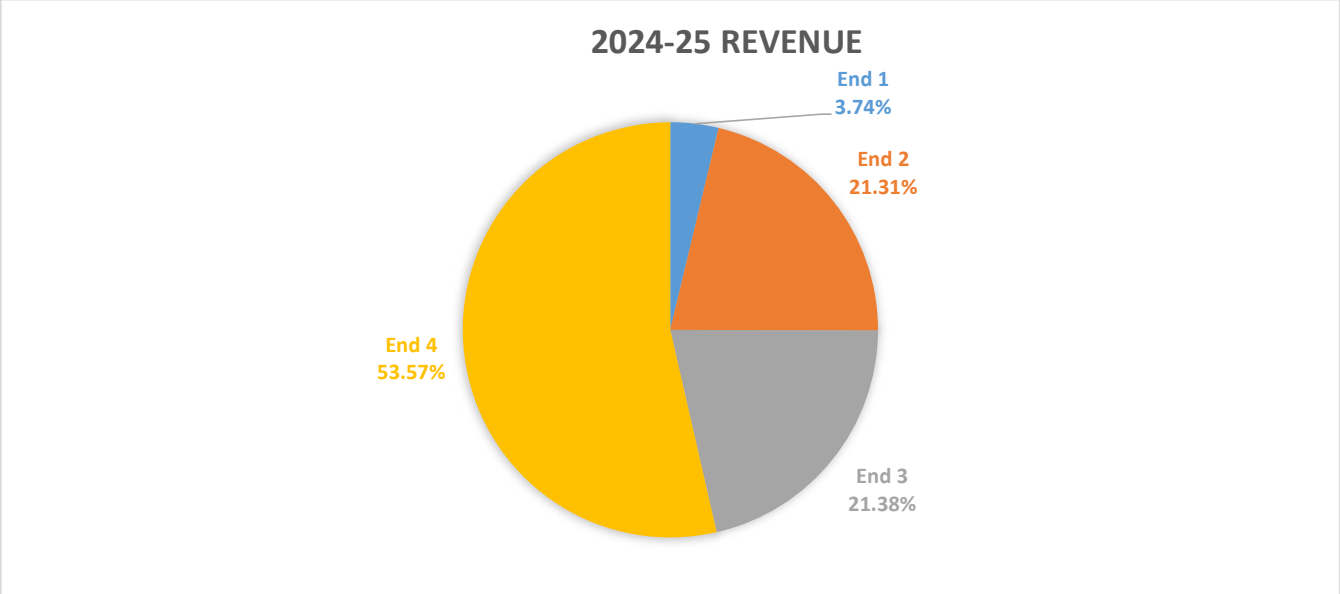
EVIDENCE

- A. Reports were provided each term for the Board in the 2023/2024 Fiscal Year.
- B. A report for the spring/summer term is being planned to be presented at a September Board Meeting.

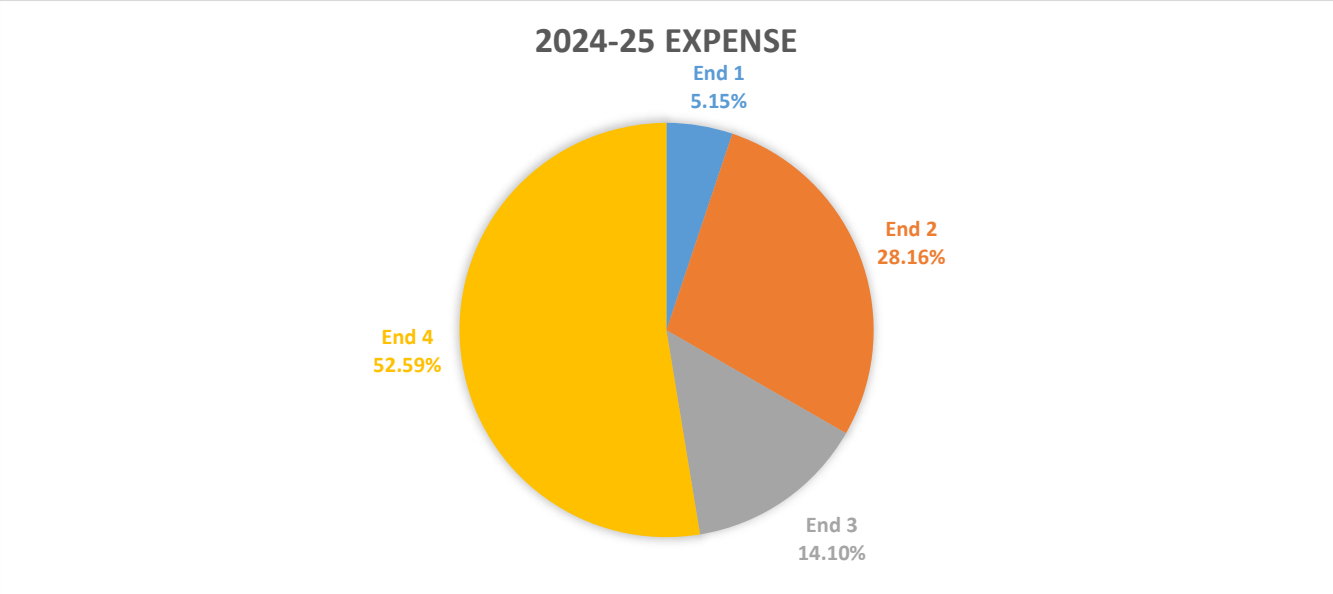
I report this section as **COMPLIANT**

Appendix A: Expenses by Ends

2024-25 Budget Summary Allocated by Ends



- 1. An affordable, accessible, and high quality academic experience;
- 2. A safe, sustainable, and empowering environment;
- 3. Diverse and inclusive social interaction;
- 4. Products and services that cater to the financial needs of students.

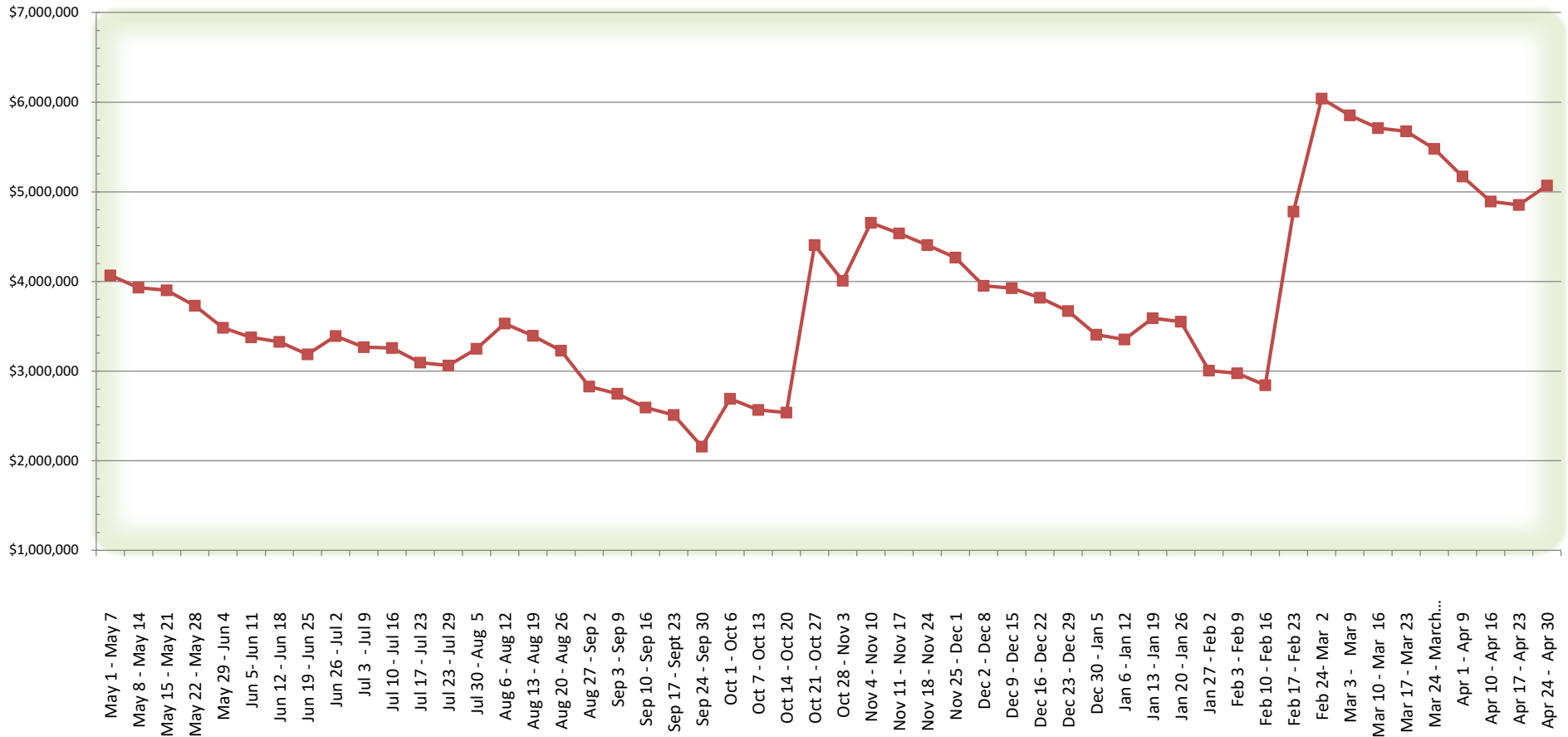


Appendix B: Expenses Over \$10,000 Report

SU 2024-25 Over \$10K Payment Report	
C&A Campus Clubs & Associations Fund	\$150,000 (\$25,000 from Dean of Students)
C&A Clubs & Associations Website (Nest)	\$40,000
C&A Clubs & Associations Special Projects	\$10,000
GSR 1 st Installment OUSA Membership Fee	\$32,000
GSR 2 nd Installment OUSA Membership Fee	\$32,000
President & CEO Special Projects	\$20,000
President & CEO Merchandising	\$15,000
PSB Hawk Team Small Scale Programming	\$10,000
PSB Hawk Team Medium Scale Programming	\$10,000
PSB Hawk Team Large Scale Programming	\$40,000
PSB Hawk Team Rental Expense Venues	\$10,000
PSB O-Week FYS Kit Contents	\$21,000
PSB O-Week Programming	\$95,000
PSB O-Week Food Expense	\$47,000
PSB O-Week Tech	\$25,000
PSB O-Week Sanderson Centre	\$20,000
PSB Food Bank Food Expense	\$10,000
PSW A-Team Sherwood Concert Tech	\$40,000
PSW A-Team Live Concert	\$70,000
PSW A-Team Large Scale Programming	\$30,000
PSW A-Team Medium Scale Programming	\$10,000
PSW First Year Events	\$10,000
PSW Wilf's Weekly Programming Entertainment	\$30,000
PSW Special Events	\$10,000
PSW Food Bank Parcel Service Cost	\$15,000
Turret Amp replacements	\$10,000
Staff Retreat/Transition	\$15,000
Board Room Updates (Waterloo & Brantford)	\$100,000
WLU Athletics Agreement	\$10,000
Audit Expense	\$28,000
Insurance Expense	\$84,000
PSW O-Week Clothing	\$155,800
PSW O-Week Entertainment	\$233,000
PSW O-Week Riders	\$15,000
PSW O-Week Food	\$33,560
PSW O-Week Contracted Services	\$57,500
PSW O-Week Rentals	\$144,000
VO Fall/Winter/YE Volunteer Appreciation Events	\$50,000
VO Special Projects	\$15,000
VO Sterling Back Check Membership	\$15,500

Appendix C: Cash Flow Summary

WLUSU Estimated Closing Cash Position to Apr 2025



Appendix D: Health & Dental Plan Reserve

2024-08-01 11:36:56AM

Wilfrid Laurier University Students' Union

Page 1

Report (GLTRLR1)

Trial Balance as of 2024-08-31

In Functional Currency

Sort By [Account No.]
Include Accounts With No Activity [No]
For Year-Period [2025 - 04]
From Account No. [3000-02-050] To [3000-02-050]
From Account Group [] To [ZZZZZZZZZZZZ]
Use Rolled Up Amounts [No]

<u>Account Number</u>	<u>Description</u>	<u>Debits</u>	<u>Credits</u>
3000-02-050	EQUITY - HEALTH PLAN CONTIGENCY RE		945,000.00
	Total:	0.00	945,000.00
	Amount Out Of Balance:	945,000.00	
	Net Income (Loss) for Accounts Listed:	0.00	

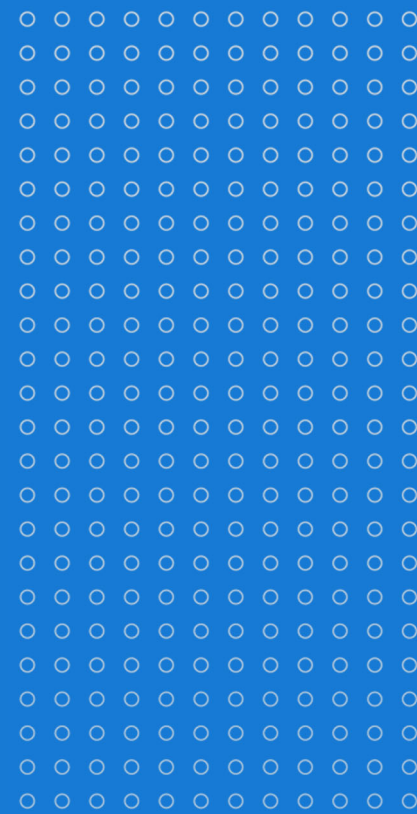
1 account printed

2023-2024 Summary of Insurance

Post-Secondary Student Association Program

Wilfrid Laurier University

Students' Union



#LetsDoSomething





Prepared By:

HUB International Ontario Limited

211 Martindale Road, Unit D3
St. Catharines, ON L2S 3V7

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905-688-1534

Presented By:

Tiffany Addie

Client Service Representative – Post Secondary Student Association Program

HUB International Ontario Limited

E: tiffany.addie@hubinternational.com

Please note the following regarding this document:

This review contains only a summary of your insurance coverage and policy. It is your responsibility to carefully and completely review the entire policy for its actual terms, limits and conditions. In the event of any inconsistency between the terms of the policy and the provisions of this review, the terms of the policy will govern and control.



Introduction

When to Notify HUB

It is important that you advise HUB International of any material changes in your operations, which may have a bearing on your insurance program. Your insurers have evaluated and accepted the risks on the basis of the information given. Any variation of these details could lead to complications in the event of a loss.

These changes may include, but are not limited to:

- Changes of personnel affecting responsibility for insurance decisions
- Personnel traveling overseas/on temporary assignment overseas
- Acquisition or creation of new companies or subsidiaries and/or mergers in which you are involved or any legal change in the corporate structure
- Purchase, construction or occupancy of new premises; alteration, vacating the premises temporarily or permanently; extension or demolition of existing premises. This applies for both domestic and foreign locations
- Increase in values of building or business personal property for both scheduled and unnamed locations
- Removal of business personal property or stock to new or temporary locations
- Addition of new locations, equipment or vehicles, whether hired, leased or borrowed
- Changes in processes, occupancy, products or business operations
- Addition, alteration or temporary disconnection of fire or burglary protection systems
- Use of owned or non-owned aircraft or watercraft
- Major changes in value or nature of goods being shipped
- Employment of personnel in countries in which you were previously not doing business
- Election or appointment of a new CEO or COO or change in control of either the Board of Directors or the stock ownership of the company.
- Addition of new drivers for the company



Confidentiality Agreement

HUB International Limited considers our association with your organization a partnership. As such, information provided to HUB by you is held as confidential until you authorize us to release necessary data to insurance and/or service providers for the placement of elements of your risk management and insurance program.

Please note that some of the information and ideas expressed within this document constitute technical information developed by HUB. This information is furnished for your sole and exclusion use. It is understood that you will keep the information and ideas contained within this document confidential and that they and their employees will not disclose the technical information herein to anyone outside the organization or make any commercial use of the information without the written consent of HUB.

Note

This coverage outline is intended for information purposes only. It should not be considered a complete summary of coverage. Please consult the insurance policy, including accompanying endorsement for complete detail on coverage terms, conditions, limitations and exclusion.

This explanation of your policy provisions is provided in order to assist you in understanding and complying with your policy's requirements. In the event of a disagreement with your Insurer concerning the interpretation of your policies limits, terms, conditions and exclusion, the actual policy wording, which is the contract between you and the insurer, will be controlling.

HUB International Limited as an insurance representative, does not provide legal advice. The explanations and summaries contained in this document should not be relied upon as a legal interpretation of the policy.



COVERAGE SUMMARY

EFFECTIVE FROM: 05/01/2023 to 05/01/2024 (AT 12:01 AM STANDARD TIME)

INSURER(S):

Novex Insurance Company	Commercial Package
Novex Insurance Company	Umbrella Liability
Novex Insurance Company	Directors' & Officers' Liability

POLICY NUMBER:

552461627-1027	Commercial Package
552461627-1027	Umbrella Liability
552461627-1027	Directors' & Officers' Liability

EXPIRING PREMIUM:

\$6,959.00 (plus 8% Ontario Sales Tax)	Commercial Package
\$9,579.00 (plus 8% Ontario Sales Tax)	Umbrella Liability
\$9,949.00 (plus 8% Ontario Sales Tax)	Directors' & Officers' Liability

INSURED: Wilfrid Laurier University Students' Union

HUB International Ontario

ADDRESS: Fred Nichols Campus Centre., 2nd Flr., 75 University Ave. W., Waterloo, ON N2L3C5

TYPE OF INSURANCE	COVERAGE	AMOUNT OF INSURANCE	DEDUCTIBLE	COMMENTS
<i>AS PER SUMMARY OF INSURANCE ATTACHED</i>				

THIS POLICY MAY CONTAIN A CLAUSE WHICH MAY LIMIT THE AMOUNT PAYABLE

ISSUED AT: ST. CATHARINES, ONTARIO

***IMMEDIATE ADVICE MUST BE GIVEN OF ANY DISCREPANCIES,
INACCURACIES OR CHANGES***

THIS IS A BRIEF OVERVIEW OF COVERAGES ONLY.

**NOTHING HEREIN ALTERS THE TERMS, CONDITIONS AND EXCLUSIONS CONTAINED
IN THE PRINTED INSURANCE CONTRACT.**

PROPERTY & BUSINESS INTERRUPTION

Property

Coverage is on a Stated Amount Co-Insurance basis and is subject to policy endorsements and exclusions, General Conditions (G011N 09-22), and Commercial Policy Conditions and Statutory Conditions (G021N 09-22).

All Property of the Named Insured at the Student Union Building and any other locations on campus.

Location 1: Fred Nichols Campus Centre, 75 University Ave. W., 2nd Flr., Waterloo, ON N2L 3C5

Loss Payee: Pitney Bowes Global Services- Orangeville, Box 278 Stn A Orangeville, ON L8W 2Z7

Location 2: 103 Darling Street, Brantford ON N3T 2K8

Location 3: 1 Market Street, Brantford, ON N3T 6C8 (Williams Café)

Loss Payee: RCAP Leasing Inc. 5575 North Service Road, Suite 300 Burlington, ON L7L 6M1

Location 4: 150 Dalhousie St. Brantford, ON N3T 2J4

<u>Limit</u>	<u>Coverage</u>
\$9,000,000	Contents of Every Description - Blanket Coverage
Deductible	\$10,000
Flood Deductible	\$25,000 – all locations
Earthquake Deductible	3% or \$100,000 minimum – all locations
Sewer Back-up Deductible	\$2,500 – all locations

Extensions of Coverage

- Course of Construction Endorsement
- Declaration of Emergency Endorsement

Exclusions

- Virus and Bacteria Exclusion
- Cyber Incident Exclusion



Business Interruption

Limit

\$3,349,000

\$1,000,000

\$789,041

2 Weeks

\$25,000

\$250,000

\$250,000

Deductible

\$10,000

Coverage

Profits – Actual Loss Sustained

Extra Expense

Ordinary Payroll – 180 Days

Interruption by Civil Authority

Off Premises Services Interruption

Limit Contingent Loss of Income

- Neighbouring Premises

- Contributing/Recipient Property

Edge Complete 3.0 – Property Extensions

Commercial Edge Property Endorsement	
Section 1 – Blanket Extensions Item 1: Accounts Receivable Item 2: Brands and Labels Item 3: Building Damage by Theft Item 4: Environmental (Green) Upgrade Item 5: Expediting Expenses Item 6: Fire or Police Department Service Charge Item 7: Fire Suppression Recharge Expense Item 8: Personal Property of Officers, Employees and Volunteers Item 9: Professional Fees Item 10: Proof of Loss and Inventory Preparation Expense Item 11: Replacement of Locks and Keys Item 12: Tenant Leasehold Interest – Rents Item 13: Valuable Papers and Records, Computer Data	Amount of Insurance per Occurrence \$750,000
Section 2 – Blanket Extensions Item 14: Accrued Storage Charges Item 15: Arson and Theft Reward Item 16: Consequential Loss – Off-Premises Service Interruption Item 17: Contents at Insured or Insured’s Employees Residence Item 18: Contents at Other than Specified Locations Item 19: Contents Temporarily Away from the Premises Item 20: Deferred Payment Plan Stock Item 21: Exhibition Floater Item 22: Fine Arts Item 23: Fines, Damages or Penalties for Breach of Contract Item 24: Installation Floater Item 25: Mobile Inventory Management Equipment Item 26: Mortgage Rate Guarantee Item 27: Moulds and Patterns Item 28: Property in Custody of Sales Representatives	Amount of Insurance per Occurrence \$250,000
Section 3 – Individual Extensions Item 29: Bailee’s Customer Item 30: Breakdown of refrigeration or heating equipment on vehicle Item 31: Building by-laws Item 31.1: Value of undamaged portion Item 31.2: Cost of Demolition Item 31.3: Increased cost of construction Item 32: Catch all Clause Item 33: Computer System Computer Media Computer Data Item 34: Condominiums – Common elements contents or common area contents Item 35: Condominiums – Common Expense Item 36: Condominiums – Trustees fees Item 37: Condominiums – Property in custody	Amount of Insurance per Occurrence \$25,000 \$50,000 Included Included 10% / \$1,000,000 \$50,000 \$100,000 \$50,000 \$50,000 \$100,000 Included \$100,000 \$5,000 / \$75,000

<p>Section 3 – Individual Extensions</p> <p>Item 38: Condominiums – Unit Owners Additional Coverages</p> <p>Item 38.1: Contingent Condominium Unit Coverage</p> <p>Item 38.2: Special Loss Assessment</p> <p>Item 38.3: Betterments and Improvements</p> <p>Item 39: Confiscation or Seizure of Property</p> <p>Item 40: Consequential Loss – On Premises</p> <p>Item 41: Construction of Additions, Extensions, Alterations and Repairs</p> <p>Item 42: Crane Operator's Insurance</p> <p>Item 43: Debris Removal Expenses</p> <p>Item 44: Extra Expenses</p> <p>Item 45: Growing Plants, Trees, Shrubs, Lawns or Flowers</p> <p>Item 46: Land and Water Pollutant Clean Up Expenses</p> <p>Item 47: Money and Securities</p> <p>Item 48: Newly Acquired Contents</p>	<p>Amount of Insurance per Occurrence</p> <p>\$350,000</p> <p>\$350,000</p> <p>\$50,000</p> <p>\$10,000</p> <p>Included</p> <p>\$150,000</p> <p>\$25,000</p> <p>10% / \$1,000,000</p> <p>\$100,000</p> <p>\$50,000</p> <p>\$100,000</p> <p>\$1,000</p> <p>\$500,000 (Equipment) / \$25,000 (Stock) / 30 days</p>
<p>Section 3 – Individual Extensions</p> <p>Item 49: Newly Acquired Locations</p> <p>Item 50: New Generation</p> <p>Item 51: Office Business Contents</p> <p>Item 52: Peak Season Increase</p> <p>Item 53: Precious Metals</p> <p>Item 54: Property in Transit</p> <p>Item 55: Property Leased, Rented or Loaned</p> <p>Item 56: Removal</p> <p>Item 57: Roadways, Walkways and Parking Lots</p> <p>Item 58: System Software Erasure</p> <p>Item 59: Unscheduled Tool Floater</p> <p>Item 60: Warehouseman's Legal Liability</p>	<p>Amount of Insurance per Occurrence</p> <p>\$2,000,000 (Building) / \$500,000 (Contents) / 90 days</p> <p>\$50,000</p> <p>\$50,000</p> <p>25%</p> <p>\$25,000</p> <p>\$50,000</p> <p>\$100,000</p> <p>60 days</p> <p>\$100,000</p> <p>\$25,000</p> <p>\$10,000</p> <p>\$100,000</p>
<p>SPECIAL PROVISIONS</p> <p>Basis of Valuation – Replacement Cost</p> <p>Notice of Cancellation / Termination Agreement</p> <p>Territorial Limits</p> <p>Waiver of Deductible for a Major Loss</p>	

EQUIPMENT BREAKDOWN

Limit of Liability: Follows Property / Business Interruption Limits

Coverage:

Insures all boilers, fired and unfired pressure vessels, mechanical and electrical objects for loss arising out of sudden and accidental breakdown. Comprehensive coverage including full repair and/or replacement cost. Air conditioning included.

COMPREHENSIVE COVERAGE	LIMITS
EXCLUDING PRODUCTION MACHINES	
Limit Per Accident – Direct Damage	\$ 9,000,000
Loss of Profits	\$3,349,000 – 24-month period of indemnity
Extra Expense	\$1,000,000
Ordinary Payroll	\$789,041 – 180 days
Contingent Business Interruption	\$250,000

EXTENSIONS	
Expediting Expenses	Up to a reasonable amount
Bylaws	Included
Civil Authority	30 days
Service Interruption	25 km
Hazardous Substances	\$250,000
Data	\$50,000
Errors and Omissions	\$250,000
Brands and Labels	\$100,000
Liberalization Clause	\$50,000
Environmental “Green” Improvements	\$250,000

DEDUCTIBLE	
Direct Damage	\$10,000
Consequential Damage	\$10,000

CRIME

Limits of Insurance

\$250,000	Coverage 1. Employee (or Volunteer) Dishonesty (Per Occurrence) - <i>Covers for loss of money, securities and other property which the insured shall sustain through any fraudulent or dishonest act or acts committed by other employees acting alone or in collusion with others.</i>
\$30,000	Coverage 2. Theft, Robbery or Burglary – <i>Covers loss of or damage to money or securities by their actual destruction, disappearance or theft within the premises or within any banking premises or similar recognized places of safe deposit; while being conveyed by a messenger or an armoured motor vehicle company; or from within the living quarters of a messenger.</i>
\$25,000	Coverage 3.1. Fraud: <i>Money Orders or Counterfeit Money</i> – <i>Covers loss due to acceptance in good or a money order, or bank draft, issued or purported to have been issued by a bank, post office or express company; or due to counterfeit Canadian or United States currency acquired during the course of the Insured's business in exchange for merchandise, money or services.</i>
\$25,000	Coverage 3.2. Fraud: <i>Forgery or Alteration</i> – <i>Covers loss which the Insured sustains directly resulting from forgery or alteration of a financial instrument by a third party; forgery or alteration of, on or in any written instrument required in connection with a credit card or automated teller card; theft of the Insured's automated teller card.</i>
\$50,000	Coverage 3.3. Fraud: <i>Computer Fraud</i> – <i>Covers loss of, or damage to, money, securities, or other property which the Insured or Insured client sustains and that is caused directly by computer fraud.</i>
\$25,000	Coverage 3.4. Fraud: <i>Funds Transfer Fraud</i> – <i>Covers loss of money or securities held in a transfer account sustained by the Insured and directly resulting from a fraudulent instruction directing a financial institution to transfer, pay or deliver such money or securities from a transfer account.</i>
\$10,000	Coverage 4. Expenses: <i>Professional Fees; Theft, Robbery or Burglary Reward; Medical Expenses; Computer Data Restoration Expenses</i> – <i>as per the Crime 2.0 wording.</i>

Deductible

\$ 1,000

COMMERCIAL GENERAL LIABILITY

Coverage is subject to policy endorsements and exclusions, General Conditions (G011N 09-22), and Commercial Policy Conditions and Statutory Conditions (G021N 09-22).

Limits of Liability

\$5,000,000	Bodily Injury & Property Damage, Each Occurrence Limit
\$5,000,000	Aggregate – Products Completed Operations
\$5,000,000	General Aggregate
\$5,000,000	Personal Injury Limit and Advertising Liability
\$5,000,000	Tenants Legal Liability Limit (any 1 premises) Broad Form
\$5,000	Medical Expense Limit – any one person
\$1,000,000	Employee Benefits; Aggregate Limit
\$1,000,000	Employers Liability
\$500,000	Abuse, Molestation, Harassment, sub-limit – Per claim/Aggregate
\$5,000,000	Non-Owned Automobile <ul style="list-style-type: none">• OEF 94 – Legal Liability for Damage to Hired Autos - \$50,000 Limit Applicable to all vehicles• OEF 96 – Contractual Liability• OEF 99 – Excluding Long Term Leased Vehicles• OEF 98B – Reduction of Coverage for Lessees or Drivers of Leased Vehicles
	Peer to Peer Counselling Endorsement
\$500,000	Per Claim
\$500,000	Aggregate

Extensions of Coverage

- All Clubs, Associations, and Societies that are Affiliated, Ratified, and Unincorporated
- Broad Form Property Damage
- Occurrence Property Damage
- Blanket Contractual-oral and written contracts
- Employees & Volunteers as Additional Insureds
- Athletics Activities Endorsement
- Owners and Contractors Protective Liability
- Cross Liability
- Liquor Liability Included
- Incidental Medical Malpractice
- Worldwide Territory (suits brought in Canada and U.S.A.)
- 30 Day coverage for Newly Acquired or Formed Companies

Receipts as follows:

Gross Revenue = \$7,192,768 (not including alcohol, student health premiums and bus passes (if any))
Alcohol Receipts = \$142,000

Deductibles

\$5,000	Property Damage Deductible
\$1,000	Tenants Legal Liability Deductible
\$1,000	Employee Benefits Liability
\$1,000	Employer's Liability Deductible
\$500	Damage to Hired Automobile
10 %	Abuse, Molestation, Harassment Deductible

Additional Insureds

The following are added as additional insured but only with respect to the liability arising out of the operations of the Named Insured

- Wilfrid Laurier University
- All Clubs, Association and Societies that are Affiliated, Ratified, and Unincorporated

UMBRELLA LIABILITY

LIMIT

\$5,000,000
\$5,000,000

COVERAGE

Bodily Injury and Property Damage, each occurrence
Annual Aggregate

Excess of underlying coverages and limits

Policy Number: 552461627-1027

Policy Term: May 1, 2023 – May 1, 2024

Carrier: Novex Insurance Company

Coverage: Commercial General Liability
Limits: \$5,000,000

Coverage: Non-Owned Automobile
Limits: \$5,000,000

Coverage: Tenants Legal Liability
Limits: \$5,000,000

Self-Insured Retention: \$10,000

Terms and Conditions

U285N (08-19) Edge Umbrella Liability Limitation Endorsement

U295N (03-19) Commercial Umbrella Liability Abuse Exclusion Endorsement



DIRECTORS' & OFFICERS' LIABILITY

LIMIT	COVERAGE
\$5,000,000	Per Claim
\$5,000,000	Annual Aggregate

Deductibles

\$0 Per Claim

Applicable Endorsements

D150N (08-17) Abuse Exclusion (D&O)

Defense Costs over and above the Limit(s) of Insurance

Executive Limitation #2F “Asset Protection”

This monitoring report for Executive Limitation Policy #2F “Asset Protection” is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2024-25 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau
President & Chief Executive Officer
Wilfrid Laurier University Students’ Union
August 6th, 2024

(Board Policy is indicated in bold typeface throughout.)

Policy Wording EL#2f1: The President will not: Be uninsured against theft, fire and casualty losses to a prudent replacement value and against liability losses to Board members, staff, volunteers and the Organization itself.

CEO INTERPRETATION

I interpret “**prudent replacement value**” as the approximate amount of \$9,000,000.00 as this covers the Students’ Union business operations and its real estate holdings.

I interpret “**liability losses**” as injury or damages to the aforementioned parties including paid and unpaid staff.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. An agreement is held with a reputable insurance broker/agency to cover all assets, property, businesses and employee wages/honorariums of the Students’ Union, an adequate coverage would be \$9,000,000.00.

EVIDENCE

- A. Insurance Coverage (Appendix A)
 - a. This document shows that the Students’ Union is insured to an amount of

well beyond the \$9,000,000.00 threshold.

I report this section as **COMPLIANT**.

Policy Wording EL#2f2: The President will not: Subject facilities and equipment to improper wear and tear or insufficient maintenance.

CEO INTERPRETATION

I interpret “**improper wear and tear**” as consciously ignoring adequate storage maintenance, cleaning procedures and other processes regarding maintenance for Students’ Union facilities and/or equipment.

I interpret “**insufficient maintenance**” as procedures of preservation not meeting the needs of restoration and failing to put in processes to perform such activities when there is a need.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. A process for regular maintenance is agreed upon with Wilfrid Laurier University Facilities & Asset Management. This serves agreement includes:
 - a. Building maintenance, as WLU owns the Fred Nichols Campus Centre, the Research and Academic Centre West for Golden Grounds, the OneMarket for the Belmont.
 - b. Building maintenance for the Brantford Student Centre as property of the Students’ Union.
- B. The Office & Facilities Administrator is trained on the procedure to request needed repair and maintenance.

EVIDENCE

- A. Operating Procedures Agreement (Appendix B)
 - a. Section 7b of this agreement sets out a plan for regular maintenance on all required spaces on the Waterloo campus.
 - b. This section also includes regular maintenance on all required spaces on the Brantford campus.
 - i. Note: The OPA does not currently contain language surrounding the Belmont, as the agreement has not been renegotiated since the Belmont opened. However, the Belmont is still getting regular maintenance, and it will be included in the upcoming renegotiation of the OPA.

I report this section as **COMPLIANT**.

Policy Wording EL#2f3: The President will not: Unnecessarily expose the organization, its Board, or staff to claims of liability.

CEO INTERPRETATION

I interpret “**unnecessarily expose the organization**” as haphazardly commit acts that go against the Students’ Union organizational policies.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has multiple risk management policies and procedures in effect including the following areas:
 - a. Occupational Health and Safety
 - b. Human Resources
 - c. Liquor License
 - d. Food Handling Policies and Training
 - e. General Event Risk Management
- B. The Students’ Union has been able to deal with any claims should they be presented.

EVIDENCE

- A. Risk Management Policies (Appendix C)
 - a. Occupational Health and Safety
 - b. Alcohol Policies
 - c. Risk Management Policy
- B. All staff requiring Food Handling training will not perform their duties until this training is completed.
- C. The Students’ Union is prepared to appropriately address any claims that have or will be presented, see the In-Camera brief from the July 2024 Board Meeting for further evidence.

I report this section as **NON-COMPLIANT**.

We are currently in the process of updating our Grievance & Whistleblower Policy, which is needed for compliance with point Ab of the Operational Definition. These updated have been started, but are not completed at this time. Once that policy has been updated and approved, this will be in compliance.

Policy Wording EL#2f4: The President will not: Receive, process, or disburse funds under controls that are insufficient to meet the Board-appointed auditor’s standards.

CEO INTERPRETATION

I interpret “**Board-appointed auditor’s standards**” as in framework laid out by the auditors (who are appointed by the board), which establish a level of quality and attainment, and follow procedures that allow the auditors to reach the conclusion that the financial statements present fairly, in all material aspects, the financial position of the Students’ Union for the fiscal year.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union meets the Auditor’s standards and the audit report expresses an opinion without reservation.

EVIDENCE

- A. The auditor’s statement was approved at the corporations General Meeting in February of 2024

I report this section as **COMPLIANT**.

Policy Wording EL#2f5: The President will not: Make any capital purchase:

CEO INTERPRETATION

I interpret “**capital purchase**” as purchases of asset(s) and property that are amortized, over \$10 000 and have usefulness that will extend beyond one fiscal year.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All sections of EL #2f5 are in compliance.

EVIDENCE

- A. Not all sections of EL #2f5 are in compliance.

I report this section as **NON-COMPLIANT**.

See below for explanation and next steps.

Policy Wording EL#2f5a: The President will not: Make any capital purchase: wherein normally prudent protection has not been given against conflict of interest;

CEO INTERPRETATION

I interpret “**prudent protection**” as completing the process of putting the asset(s) and property through policy and procedures, established by the Board in advance of the purchase to ensure there are no conflicts and careful thought and consideration have been given prior to the purchase.

I interpret “**conflict of interest**” as deciding pertaining to a capital purchase which directly results in a personal gain for the President and CEO over the interests of the Organization.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. A policy is established and enforced to prevent conflicts of interest as defined above.
- B. No capital purchases are made from an employee or from a company wholly owned by an employee with adequate approval from superiors.

I report this section as **NON-COMPLIANT**.

We are currently in the process of updating our Conflict of Interest Policy; these updated have been started, but are not completed at this time. Once that policy has been updated and approved, this will be in compliance.

Policy Wording EL#2f5b: The President will not: Make any capital purchase: of more than \$5,000 without having obtained comparative prices and quality unless a regular or preferred supplier has been established;

CEO INTERPRETATION

I interpret “**having obtained comparative prices and quality**” as the Students’ Union budget manager intentionally seeking competitive pricing methods when inquiring about a capital purchase.

I interpret “**unless a regular or preferred supplier has been established**” as a supplier who has been vetted and has proven record to provide a quality product as a competitive price with experience.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students' Union takes action to compare capital purchases over \$5,000 with multiple suppliers unless a preferred supplier has been identified.

EVIDENCE

- A. We have a list of preferred suppliers for regular large purchases (i.e. merch orders), and when we not using a preferred supplier staff are aware multiple quotes must be procured.

I report this section as **COMPLIANT**.

Policy Wording EL#2f5c: The President will not: Make any capital purchase: of more than \$5,000 without a stringent method of assuring the balance of long-term quality and cost.

CEO INTERPRETATION

I interpret “a **stringent method of assuring the balance of long-term quality and cost**” as going through a strict process to ensure reasonable warranty guarantee on capital purchases.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All capital purchases exceeding \$5 000 have a reasonable warranty purchased that will ensure that value is provided during its life expectancy.

EVIDENCE

- A. There have been no capital purchase made over the cost of \$5 000.

I report this section as **COMPLIANT**.

Policy Wording EL#2f6: The President will not: Split orders to avoid the order meeting capital purchase criteria (#5)

CEO INTERPRETATION

I interpret “**split orders**” as dividing an order of a project into separate purchases to hide the true total cost of the purchase.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Capital projects in excess of \$10,000 are presented to the Board separately from the approved budget document.
- B. Orders and subsequent payments for orders will be accepted only if the order is whole and there are no missing components.

EVIDENCE

- A. All capital purchases made over the cost \$10,000 have been brought to the board through the Over \$10,000 Report (Appendix D)
 - a. No further expenses over \$10,000 have been incurred since the approval of that report.

I report this section as **COMPLIANT**.

Policy Wording EL#2f7: The President will not: Allow property, information and files to be exposed to loss or significant damage.

CEO INTERPRETATION

I interpret “**property**” as Students’ Union physical assets including but not limited to the Turret, Wilf’s, Golden Grounds, the Belmont, SU-Desk, Students’ Union offices in Waterloo, Student Centre in Brantford and storage spaces.

I interpret “**information**” as the Students’ Union online resources including SAGE Program, the NEST, digital and physical files.

I interpret “**loss or significant damage**” as not properly secured, maintained to a point of damage beyond or theft beyond repair or irrecoverable.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union has procedures and resources in place to ensure reasonable precaution in taking to protect property, information and files;
 - a. Electronic Security Systems
 - i. Alarm systems for the Waterloo and Brantford properties
 - b. Video surveillance
 - c. Money handling systems
 - i. Safes to protect cash
 - ii. Secure procedures and resources to transfer cash
 - d. Secure locations
 - i. For physical files – locked cabinets

- ii. For electronic information – private drives and accounts.

EVIDENCE

- A. The FNCC and the Brantford Student Centre are equipped with electronic systems and video surveillance.
- B. The Students' Union and its businesses have safes in locked offices to protect cash and other assets as needed.
- C. Servers are in a fire and temperature protected WLU server room, and are frequently backed up.

I report this section as **COMPLIANT**.

Policy Wording EL#2f8: The President will not: Invest or hold operating capital in insecure instruments, including uninsured chequing accounts and bonds of less than R-3 rating, or in non-interest bearing accounts except where necessary to facilitate ease in operational transactions.

CEO INTERPRETATION

I interpret “**insecure instruments**” as any mechanism that is not safe and deemed high risk for an investment.

I interpret “**operational transactions**” as day-to-day business proceedings including online banking systems, payroll, accounts payable and accounts receivable.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All Students' Union investments are made following the aforementioned protocol excluding operational transactions.

EVIDENCE

- A. The organization holds no such investments.

I report this section as **COMPLIANT**.

Policy Wording EL#2f9: The President will not: Endanger the Organization's public image, or credibility.

CEO INTERPRETATION

I interpret “**endanger**” as to put at risk.

I interpret “**public image**” as perceptions the public and external parties have towards the Students’ Union and its staff.

I interpret “**credibility**” as the quality of being trustworthy, professional and having integrity.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There is no risk raised by the Board of the Organization’s public image.
- B. The President has policies & procedures in place to mitigate the risk of any damage to the image or credibility of the organization.

EVIDENCE

- A. The Board of Directors has not notified the President of any actions that have risked either the Organization’s public image, or its credibility in the eyes of the stakeholder.
- B. All staff are aware of the Students’ Union’s Marketing Communications Policy (Appendix E)
- C. Representing the Students Union Agreement (Appendix F)
 - a. All staff sign this agreement and submit it to be kept on file by the Human Resources Department.

I report this section as **COMPLIANT**.

Policy Wording EL#2f10: The President will not: Change the Organization’s name or substantially alter its identity in the community.

CEO INTERPRETATION

I interpret “**identity in the community**” as familiarity behind the Students’ Union brand and our work to the public and external partnerships. This includes perceived identity from external bodies.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The Students’ Union Board of Directors approves all substantial alterations to the Mission, Vision, Values, publicly identifiable or recognizable marks, logos and

name.

EVIDENCE

- A. There were no substantial alterations to be approved.

I report this section as **COMPLIANT**.

Policy Wording EL#2f11: The President will not: Compromise the independence of the Board's audit or other external monitoring or advice, such as by engaging parties already chosen by the Board as consultants or advisers.

CEO INTERPRETATION

I interpret "**compromise the independence**" as engaging in actions which interfere with the integrity of auditing process, its advising or external monitoring.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There are no complaints from the auditors or external consultants based on the Office of the President's behavior.
- B. The Board raises no concerns regarding the aforementioned interpretation.

EVIDENCE

- A. No issues or complaints have been raised in reference to the above interpretation.

I report this section as **COMPLIANT**.

Global Policy Statement EL#2f: The President may not allow corporate assets to be unprotected, inadequately maintained or unnecessarily risked.

CEO INTERPRETATION

I interpret "**corporate assets**" as property, information and files that belong to the Students' Union.

I interpret "**unprotected, inadequately maintained or unnecessarily risked**" as not having appropriate risk management mechanisms in place to help mitigate the room for error, including significant damage, loss of property, information and files.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All sections of #EL2F are in compliance.

EVIDENCE

- A. Not all sections of #EL2F are in compliance.

I report this section as **NON-COMPLIANT**.

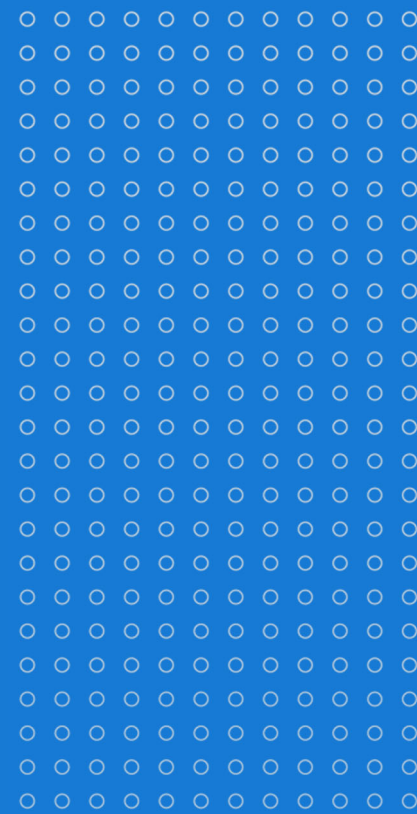
Appendix A: Insurance Coverage

2023-2024 Summary of Insurance

Post-Secondary Student Association Program

Wilfrid Laurier University

Students' Union



#LetsDoSomething





Prepared By:

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Presented By:

Tiffany Addie

Client Service Representative – Post Secondary Student Association Program

HUB International Ontario Limited

E: tiffany.addie@hubinternational.com

Please note the following regarding this document:

This review contains only a summary of your insurance coverage and policy. It is your responsibility to carefully and completely review the entire policy for its actual terms, limits and conditions. In the event of any inconsistency between the terms of the policy and the provisions of this review, the terms of the policy will govern and control.



Introduction

When to Notify HUB

It is important that you advise HUB International of any material changes in your operations, which may have a bearing on your insurance program. Your insurers have evaluated and accepted the risks on the basis of the information given. Any variation of these details could lead to complications in the event of a loss.

These changes may include, but are not limited to:

- Changes of personnel affecting responsibility for insurance decisions
- Personnel traveling overseas/on temporary assignment overseas
- Acquisition or creation of new companies or subsidiaries and/or mergers in which you are involved or any legal change in the corporate structure
- Purchase, construction or occupancy of new premises; alteration, vacating the premises temporarily or permanently; extension or demolition of existing premises. This applies for both domestic and foreign locations
- Increase in values of building or business personal property for both scheduled and unnamed locations
- Removal of business personal property or stock to new or temporary locations
- Addition of new locations, equipment or vehicles, whether hired, leased or borrowed
- Changes in processes, occupancy, products or business operations
- Addition, alteration or temporary disconnection of fire or burglary protection systems
- Use of owned or non-owned aircraft or watercraft
- Major changes in value or nature of goods being shipped
- Employment of personnel in countries in which you were previously not doing business
- Election or appointment of a new CEO or COO or change in control of either the Board of Directors or the stock ownership of the company.
- Addition of new drivers for the company



Confidentiality Agreement

HUB International Limited considers our association with your organization a partnership. As such, information provided to HUB by you is held as confidential until you authorize us to release necessary data to insurance and/or service providers for the placement of elements of your risk management and insurance program.

Please note that some of the information and ideas expressed within this document constitute technical information developed by HUB. This information is furnished for your sole and exclusion use. It is understood that you will keep the information and ideas contained within this document confidential and that they and their employees will not disclose the technical information herein to anyone outside the organization or make any commercial use of the information without the written consent of HUB.

Note

This coverage outline is intended for information purposes only. It should not be considered a complete summary of coverage. Please consult the insurance policy, including accompanying endorsement for complete detail on coverage terms, conditions, limitations and exclusion.

This explanation of your policy provisions is provided in order to assist you in understanding and complying with your policy's requirements. In the event of a disagreement with your Insurer concerning the interpretation of your policies limits, terms, conditions and exclusion, the actual policy wording, which is the contract between you and the insurer, will be controlling.

HUB International Limited as an insurance representative, does not provide legal advice. The explanations and summaries contained in this document should not be relied upon as a legal interpretation of the policy.

COVERAGE SUMMARY

EFFECTIVE FROM: 05/01/2023 to 05/01/2024 (AT 12:01 AM STANDARD TIME)

INSURER(S):

Novex Insurance Company	Commercial Package
Novex Insurance Company	Umbrella Liability
Novex Insurance Company	Directors' & Officers' Liability

POLICY NUMBER:

552461627-1027	Commercial Package
552461627-1027	Umbrella Liability
552461627-1027	Directors' & Officers' Liability

EXPIRING PREMIUM:

\$6,959.00 (plus 8% Ontario Sales Tax)	Commercial Package
\$9,579.00 (plus 8% Ontario Sales Tax)	Umbrella Liability
\$9,949.00 (plus 8% Ontario Sales Tax)	Directors' & Officers' Liability

INSURED: Wilfrid Laurier University Students' Union

HUB International Ontario

ADDRESS: Fred Nichols Campus Centre., 2nd Flr., 75 University Ave. W., Waterloo, ON N2L3C5

TYPE OF INSURANCE	COVERAGE	AMOUNT OF INSURANCE	DEDUCTIBLE	COMMENTS
<i>AS PER SUMMARY OF INSURANCE ATTACHED</i>				

THIS POLICY MAY CONTAIN A CLAUSE WHICH MAY LIMIT THE AMOUNT PAYABLE

ISSUED AT: ST. CATHARINES, ONTARIO

***IMMEDIATE ADVICE MUST BE GIVEN OF ANY DISCREPANCIES,
INACCURACIES OR CHANGES***

THIS IS A BRIEF OVERVIEW OF COVERAGES ONLY.

**NOTHING HEREIN ALTERS THE TERMS, CONDITIONS AND EXCLUSIONS CONTAINED
IN THE PRINTED INSURANCE CONTRACT.**

PROPERTY & BUSINESS INTERRUPTION

Property

Coverage is on a Stated Amount Co-Insurance basis and is subject to policy endorsements and exclusions, General Conditions (G011N 09-22), and Commercial Policy Conditions and Statutory Conditions (G021N 09-22).

All Property of the Named Insured at the Student Union Building and any other locations on campus.

Location 1: Fred Nichols Campus Centre, 75 University Ave. W., 2nd Flr., Waterloo, ON N2L 3C5

Loss Payee: Pitney Bowes Global Services- Orangeville, Box 278 Stn A Orangeville, ON L8W 2Z7

Location 2: 103 Darling Street, Brantford ON N3T 2K8

Location 3: 1 Market Street, Brantford, ON N3T 6C8 (Williams Café)

Loss Payee: RCAP Leasing Inc. 5575 North Service Road, Suite 300 Burlington, ON L7L 6M1

Location 4: 150 Dalhousie St. Brantford, ON N3T 2J4

<u>Limit</u>	<u>Coverage</u>
\$9,000,000	Contents of Every Description - Blanket Coverage
Deductible	\$10,000
Flood Deductible	\$25,000 – all locations
Earthquake Deductible	3% or \$100,000 minimum – all locations
Sewer Back-up Deductible	\$2,500 – all locations

Extensions of Coverage

- Course of Construction Endorsement
- Declaration of Emergency Endorsement

Exclusions

- Virus and Bacteria Exclusion
- Cyber Incident Exclusion



Business Interruption

Limit

\$3,349,000

\$1,000,000

\$789,041

2 Weeks

\$25,000

\$250,000

\$250,000

Deductible

\$10,000

Coverage

Profits – Actual Loss Sustained

Extra Expense

Ordinary Payroll – 180 Days

Interruption by Civil Authority

Off Premises Services Interruption

Limit Contingent Loss of Income

- Neighbouring Premises

- Contributing/Recipient Property

<p>Section 3 – Individual Extensions</p> <p>Item 38: Condominiums – Unit Owners Additional Coverages</p> <p>Item 38.1: Contingent Condominium Unit Coverage</p> <p>Item 38.2: Special Loss Assessment</p> <p>Item 38.3: Betterments and Improvements</p> <p>Item 39: Confiscation or Seizure of Property</p> <p>Item 40: Consequential Loss – On Premises</p> <p>Item 41: Construction of Additions, Extensions, Alterations and Repairs</p> <p>Item 42: Crane Operator's Insurance</p> <p>Item 43: Debris Removal Expenses</p> <p>Item 44: Extra Expenses</p> <p>Item 45: Growing Plants, Trees, Shrubs, Lawns or Flowers</p> <p>Item 46: Land and Water Pollutant Clean Up Expenses</p> <p>Item 47: Money and Securities</p> <p>Item 48: Newly Acquired Contents</p>	<p>Amount of Insurance per Occurrence</p> <p>\$350,000</p> <p>\$350,000</p> <p>\$50,000</p> <p>\$10,000</p> <p>Included</p> <p>\$150,000</p> <p>\$25,000</p> <p>10% / \$1,000,000</p> <p>\$100,000</p> <p>\$50,000</p> <p>\$100,000</p> <p>\$1,000</p> <p>\$500,000 (Equipment) / \$25,000 (Stock) / 30 days</p>
<p>Section 3 – Individual Extensions</p> <p>Item 49: Newly Acquired Locations</p> <p>Item 50: New Generation</p> <p>Item 51: Office Business Contents</p> <p>Item 52: Peak Season Increase</p> <p>Item 53: Precious Metals</p> <p>Item 54: Property in Transit</p> <p>Item 55: Property Leased, Rented or Loaned</p> <p>Item 56: Removal</p> <p>Item 57: Roadways, Walkways and Parking Lots</p> <p>Item 58: System Software Erasure</p> <p>Item 59: Unscheduled Tool Floater</p> <p>Item 60: Warehouseman's Legal Liability</p>	<p>Amount of Insurance per Occurrence</p> <p>\$2,000,000 (Building) / \$500,000 (Contents) / 90 days</p> <p>\$50,000</p> <p>\$50,000</p> <p>25%</p> <p>\$25,000</p> <p>\$50,000</p> <p>\$100,000</p> <p>60 days</p> <p>\$100,000</p> <p>\$25,000</p> <p>\$10,000</p> <p>\$100,000</p>
<p>SPECIAL PROVISIONS</p> <p>Basis of Valuation – Replacement Cost</p> <p>Notice of Cancellation / Termination Agreement</p> <p>Territorial Limits</p> <p>Waiver of Deductible for a Major Loss</p>	

EQUIPMENT BREAKDOWN

Limit of Liability: Follows Property / Business Interruption Limits

Coverage:

Insures all boilers, fired and unfired pressure vessels, mechanical and electrical objects for loss arising out of sudden and accidental breakdown. Comprehensive coverage including full repair and/or replacement cost. Air conditioning included.

COMPREHENSIVE COVERAGE	LIMITS
EXCLUDING PRODUCTION MACHINES	
Limit Per Accident – Direct Damage	\$ 9,000,000
Loss of Profits	\$3,349,000 – 24-month period of indemnity
Extra Expense	\$1,000,000
Ordinary Payroll	\$789,041 – 180 days
Contingent Business Interruption	\$250,000

EXTENSIONS	
Expediting Expenses	Up to a reasonable amount
Bylaws	Included
Civil Authority	30 days
Service Interruption	25 km
Hazardous Substances	\$250,000
Data	\$50,000
Errors and Omissions	\$250,000
Brands and Labels	\$100,000
Liberalization Clause	\$50,000
Environmental “Green” Improvements	\$250,000

DEDUCTIBLE	
Direct Damage	\$10,000
Consequential Damage	\$10,000

CRIME

Limits of Insurance

\$250,000	Coverage 1. Employee (or Volunteer) Dishonesty (Per Occurrence) - <i>Covers for loss of money, securities and other property which the insured shall sustain through any fraudulent or dishonest act or acts committed by other employees acting alone or in collusion with others.</i>
\$30,000	Coverage 2. Theft, Robbery or Burglary – <i>Covers loss of or damage to money or securities by their actual destruction, disappearance or theft within the premises or within any banking premises or similar recognized places of safe deposit; while being conveyed by a messenger or an armoured motor vehicle company; or from within the living quarters of a messenger.</i>
\$25,000	Coverage 3.1. Fraud: <i>Money Orders or Counterfeit Money</i> – <i>Covers loss due to acceptance in good or a money order, or bank draft, issued or purported to have been issued by a bank, post office or express company; or due to counterfeit Canadian or United States currency acquired during the course of the Insured's business in exchange for merchandise, money or services.</i>
\$25,000	Coverage 3.2. Fraud: <i>Forgery or Alteration</i> – <i>Covers loss which the Insured sustains directly resulting from forgery or alteration of a financial instrument by a third party; forgery or alteration of, on or in any written instrument required in connection with a credit card or automated teller card; theft of the Insured's automated teller card.</i>
\$50,000	Coverage 3.3. Fraud: <i>Computer Fraud</i> – <i>Covers loss of, or damage to, money, securities, or other property which the Insured or Insured client sustains and that is caused directly by computer fraud.</i>
\$25,000	Coverage 3.4. Fraud: <i>Funds Transfer Fraud</i> – <i>Covers loss of money or securities held in a transfer account sustained by the Insured and directly resulting from a fraudulent instruction directing a financial institution to transfer, pay or deliver such money or securities from a transfer account.</i>
\$10,000	Coverage 4. Expenses: <i>Professional Fees; Theft, Robbery or Burglary Reward; Medical Expenses; Computer Data Restoration Expenses</i> – <i>as per the Crime 2.0 wording.</i>

Deductible

\$ 1,000

COMMERCIAL GENERAL LIABILITY

Coverage is subject to policy endorsements and exclusions, General Conditions (G011N 09-22), and Commercial Policy Conditions and Statutory Conditions (G021N 09-22).

Limits of Liability

\$5,000,000	Bodily Injury & Property Damage, Each Occurrence Limit
\$5,000,000	Aggregate – Products Completed Operations
\$5,000,000	General Aggregate
\$5,000,000	Personal Injury Limit and Advertising Liability
\$5,000,000	Tenants Legal Liability Limit (any 1 premises) Broad Form
\$5,000	Medical Expense Limit – any one person
\$1,000,000	Employee Benefits; Aggregate Limit
\$1,000,000	Employers Liability
\$500,000	Abuse, Molestation, Harassment, sub-limit – Per claim/Aggregate
\$5,000,000	Non-Owned Automobile <ul style="list-style-type: none">• OEF 94 – Legal Liability for Damage to Hired Autos - \$50,000 Limit Applicable to all vehicles• OEF 96 – Contractual Liability• OEF 99 – Excluding Long Term Leased Vehicles• OEF 98B – Reduction of Coverage for Lessees or Drivers of Leased Vehicles
	Peer to Peer Counselling Endorsement
\$500,000	Per Claim
\$500,000	Aggregate

Extensions of Coverage

- All Clubs, Associations, and Societies that are Affiliated, Ratified, and Unincorporated
- Broad Form Property Damage
- Occurrence Property Damage
- Blanket Contractual-oral and written contracts
- Employees & Volunteers as Additional Insureds
- Athletics Activities Endorsement
- Owners and Contractors Protective Liability
- Cross Liability
- Liquor Liability Included
- Incidental Medical Malpractice
- Worldwide Territory (suits brought in Canada and U.S.A.)
- 30 Day coverage for Newly Acquired or Formed Companies

Receipts as follows:

Gross Revenue = \$7,192,768 (not including alcohol, student health premiums and bus passes (if any))
Alcohol Receipts = \$142,000

Deductibles

\$5,000	Property Damage Deductible
\$1,000	Tenants Legal Liability Deductible
\$1,000	Employee Benefits Liability
\$1,000	Employer's Liability Deductible
\$500	Damage to Hired Automobile
10 %	Abuse, Molestation, Harassment Deductible

Additional Insureds

The following are added as additional insured but only with respect to the liability arising out of the operations of the Named Insured

- Wilfrid Laurier University
- All Clubs, Association and Societies that are Affiliated, Ratified, and Unincorporated

UMBRELLA LIABILITY

LIMIT

\$5,000,000
\$5,000,000

COVERAGE

Bodily Injury and Property Damage, each occurrence
Annual Aggregate

Excess of underlying coverages and limits

Policy Number: 552461627-1027

Policy Term: May 1, 2023 – May 1, 2024

Carrier: Novex Insurance Company

Coverage: Commercial General Liability
Limits: \$5,000,000

Coverage: Non-Owned Automobile
Limits: \$5,000,000

Coverage: Tenants Legal Liability
Limits: \$5,000,000

Self-Insured Retention: \$10,000

Terms and Conditions

U285N (08-19) Edge Umbrella Liability Limitation Endorsement

U295N (03-19) Commercial Umbrella Liability Abuse Exclusion Endorsement



DIRECTORS' & OFFICERS' LIABILITY

LIMIT	COVERAGE
\$5,000,000	Per Claim
\$5,000,000	Annual Aggregate

Deductibles

\$0 Per Claim

Applicable Endorsements

D150N (08-17) Abuse Exclusion (D&O)

Defense Costs over and above the Limit(s) of Insurance

Appendix B: Operating Procedures Agreement Appendix B

APPENDIX B – FACILITY AND ASSET MANAGEMENT OPERATIONS

1. General

- 1.1 The University shall, in all cases, supervise activities for the supply of custodial, grounds, maintenance, service for repairs, and minor renovations to the FNCC and/or SC. Such maintenance and repairs will be performed at the full cost of the Union unless specified otherwise in this appendix. In the process of managing the affairs of the FNCC and SC, the Union must comply with all relevant and current University policies.
- 1.2 The employees and agents of the University shall have the right of access at all times to the FNCC and/or SC.
- 1.3 The LLC and the AVP, FAM, prior to implementation, must review any plans for structural change, major renovations or capital improvement to the Union Space.

2. Waterloo Campus: Fred Nichols Campus Centre

2.1 Building Services

- a) The University and the Union will contribute to the cost of repairs and preventative maintenance of the FNCC and all HVAC and infrastructure associated systems that service the building on a shared basis. Laurier will cover 23% and the Union 77%.
- b) The University will be solely responsible for the provision of preventative maintenance on regulated equipment and systems in the FNCC, including but not limited to the following:
 - (1) Elevators
 - (2) Systems under regulation by TSSA
 - (3) Mechanical Systems
- c) The Union shall reimburse the University for the cost of repairs required for the regulated equipment and systems listed in b) except where negligence on the part of the University has contributed to the repair requirement. The University is responsible to communicate any required repairs to these systems upon discovery of the concern.
- d) The costs related to the elevator systems in the FNCC will be shared using the same formula (Laurier 23% and Union 77%). Capital replacement will also follow the same formula in addition to a specific financing plan will be arranged with the University for the payment of the Union portion of any such project over a 3-5 year term for amortization, if requested by the Union, which arrangement will be set out in a separate agreement and attached as a schedule to this appendix.
- e) The cost for inspections, regular preventative maintenance and repair services provided by either external contractors or University employees shall be billed directly to the Union based upon the services performed by such contractors specific to the FNCC.
- f) All non-emergency repairs or maintenance will be communicated to the Union in advance. The Union will review and respond to the University on the timing and costs associated with non-emergency repairs or maintenance and not unreasonably withhold consent for completion of the work.

2.2 Utilities

- a) The University shall supply utilities to the FNCC with the costs shared between the two parties using the same formula as defined above in Building Services (University 23% and Union 77%). This formula reflects the common use of space in the buildings for student study space, access to other buildings and space occupied by the University for Departments of the University.
- b) For the purposes of annual budgeting the University will provide the Union with the actual breakdown of usage for the preceding calendar year (January 1 – December 31) by the Friday before the Family Day Weekend in February. This will form an estimate for the fiscal year starting on May 1st for the following fiscal year.
- c) For clarity, electricity is directly metred for the FNCC and will be summarized monthly with reports being sent to the Union within thirty (30) days of the end of the month.. The charge for water and gas is based on a sq. ft. percentage and modified usage formula.
- d) The Union will make payments monthly based on the forecast from the University and the difference will be reconciled during the fiscal year end process between the parties, as set out in section 8, Financial Services of the Operating Agreement.

2.3 Custodial Operations

For the purposes of annual budgeting the University will provide the Union with the estimated cost for the next fiscal year prior by the Friday before the Family Day Weekend. This will form an estimate for the fiscal year starting on May 1st for the following fiscal year that will be based on the cleaning schedule expectations outlined in this document along with the anticipated cost for the associated supplies. Any additional work required beyond what is defined will be invoiced separately as agreed upon between the parties.

Cleaning Schedule:

Monday to Sunday daily requirements Nights (10:00 pm – 6:30 am, 2 people)

24 Hour Lounge & Cubicles:	Garbage stations, glass cleaning
Washrooms:	Full cleaning
Food Court:	Floors, washrooms, glass, handrails, garbage receptacles
Wilf's:	Full cleaning (Kitchen cleaning between 3am to 5am)
International News:	Floors, garbage
Hallways:	Dust mop, floor scrubber machine
Turret/Hawks Nest:	Full cleaning (Floors / all washrooms) OT as required
Foot Patrol office:	Full cleaning, garbage
South stairwell:	Loading area, doors, glass, elevator (floors/tracks/stain steel)
Quad entrance stairwell:	Full cleaning

Saturday and Sunday (12pm - 6pm, 1 person)

24 Hour Lounge Cubicles:	Tables, garbage, vacuum
Washrooms:	Full cleaning
Student Affairs Office, Campus Clubs room:	Saturday - Dust & Vacuum only
Student Union Office & Board room:	Sunday - Dust & vacuum only, collect front, back garbage stations inside main office
Cashier Office:	No cleaning on weekends
Quad Front Entrance:	Garbage, glass cleaning

Food Court:	Public washroom cleaning
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Monday to Friday (6 a.m. to 2:30 pm, 1 person) Before 8a.m.

Boardroom, Conference Rooms, Kitchenette & High Table:	Full cleaning
NE and NW Stairwells:	Full cleaning
U-Desk:	Wednesday full cleaning, garbage daily, computer counter

Monday to Friday After 8a.m.

Cubicles, Food Bank, Microwave & Campus Clubs Room:	Tables, vacuum, dust, garbage, glass spot cleaning, door handles, garbage stations
Washrooms:	Clean, dust mop, wet mop, flush toilet after clean, stainless
Quad Front Entrance:	Garbage (2x daily), glass cleaning, hand rail disinfectant, stainless ledges
Food Court:	Public washrooms – Check up
Turret & Hawks Nest:	Floors, walls spot cleaning, washrooms, tables, garbage
Wilf's:	Washrooms check up
North Elevator:	Floors, tracks & stainless steel
Cashier Office:	Friday morning clean up

General:

- Carpet spot cleaning to remove large stains
- Air return vents and high dusting should be completed as needed (minimum monthly),
- Replace light bulbs as needed
- Summer projects will be determined by Union staff and communicated to FAM staff. Charges related to projects will be covered by the Union
- All supplies and equipment required will be paid for by the Union

2.4 Grounds and Waste Management

- a) The University and the Union will each contribute 50% of the cost of repairs and disposal services in relation to the compactor.
- b) It is anticipated that the waste removal process using the compactor will be changed within the term of this agreement which will require the parties to revisit the cost sharing of that new process once confirmed.
- c) The Union will be solely responsible for the costs associated with recycling and organic waste collection related to the operations of the FNCC.

3. Brantford Campus: Student Centre

3.1 Building Services

- a) The University and the Union will contribute to the cost of repairs and preventative maintenance at the SC and all HVAC and infrastructure associated systems that service the building on a shared basis. The University will cover 50% and the Union 50%.
- b) The University will be solely responsible for the provision of preventative maintenance on regulated equipment and systems in the SC, including but not limited to the following:
 - (1) Elevators
 - (2) Systems under regulation by TSSA
 - (3) Mechanical Systems
- c) The costs related to the elevator systems in the SC will be shared using the same formula (University 50% and Union 50%). Capital replacement will follow the same formula in addition to a specific financing plan arranged, if requested, with the University for the payment of the Union portion of any such project over a 3-5 year term for amortization, if requested by the Union, which arrangement will be set out in a separate agreement and attached as a schedule to this appendix.
- d) The cost for inspections, regular preventative maintenance and repair services provided by either external contractors or University employees shall be billed directly to the Union based upon the services performed by such contractors specific to the SC.
- g) All non-emergency repairs or maintenance will be communicated to the Union in advance. The Union will review and respond to the University on the timing and costs associated with non-emergency repairs or maintenance and not unreasonably withhold consent for completion of the work..

3.2 Utilities

- a) The University shall supply utilities to the SC with the shared cost between the two parties using the same formula (University 50% and Union 50%). This formula reflects the common use of space in the buildings for student study space and space occupied by the University for administrative departments of the University. This will replace the annual payment provided by the University to the Union that previously was in place from the Office of Student Affairs.
- b) For the purposes of annual budgeting the University will provide the Union with the breakdown of usage for the preceding calendar year (January 1 – December 31 by the Friday before the Family Day Weekend in February. This will form an estimate for the fiscal year starting on May 1st for the following fiscal year.
- c) Golden Grounds is a Union operated business that occupies space outside of the SC. The cost recovery rate for Golden Grounds will be all inclusive for cleaning and utilities and will be confirmed for budget purposes as per the same schedule as described in section (b). The rate for this space will be \$15 per square foot for each year for the term of the Agreement, including optional extensions.
- d) The Union will make payments monthly based on the forecast from the University and the difference will be reconciled during the fiscal year end process between the parties, as set out in section 8, Financial Services of the Operating Agreement.

3.3 Custodial Operations

For the purposes of annual budgeting the University will provide the Union with the estimated cost for the next fiscal year prior by the Friday before the Family Day Weekend. This will form an estimate for the fiscal year starting on May 1st for the following fiscal year that will be based on the cleaning schedule expectations outlined in this document along with the anticipated costs for the associated supplies. Any additional work required will be invoiced separately as agreed upon between the parties.

Cleaning Schedule:

Monday to Friday daily requirements (3:00 am – 7:30 am, 1 person)

Front entrance and elevator lobby	Full cleaning, garbage
WLUSU Offices:	Floors, washrooms, glass, handrails, garbage receptacles
Washrooms:	Full cleaning
24 Hour Lounge	Full cleaning
Student Affairs Offices:	Full cleaning (Kitchen cleaning between 3am to 5am)
Wellness Centre:	Floors, garbage
All Hallways:	Dust mop, floor scrubber machine
Foot Patrol/Clubs office:	Full cleaning
Stairwells:	Full cleaning
Multi-Purpose Room:	Full cleaning

General:

- Carpet spot cleaning to remove large stains
- Air return vents and high dusting should be completed as needed (minimum monthly)
- Replace light bulbs as needed
- Set-ups requests in the Multi-Purpose Room
- Afternoon policing of spaces when required
- All supplies and equipment required will be paid for by the Union



WORKPLACE HEALTH & SAFETY POLICY

Approving Authority: President & CEO, and Executive Director & COO

Administrative Responsibility: Human Resources

Original Approval Date:

Date of Most Recent Review/Revision: Friday July 5th 2024

Related Policies, Procedures, and Documents: Employee Orientation Training

1:0 Preamble

The Wilfrid Laurier University Students' Union [Students' Union] is committed to preventing occupational injury and illness in the workplace. In fulfilling this commitment, the Students' Union will provide and maintain a safe and healthy work environment which remains in compliance with legislative requirements and acceptable industry practices for its club or association members, employees, contractors, volunteers and patrons. The aim is to protect the health, safety and wellbeing of those within our operations, or performing duties within their role for the Students' Union. This policy and associated procedures provide a framework for those affiliated with the Students' Union to follow to ensure our club or association members, employees, contractors, volunteers and patrons feel safe and supported.

2:0 Definitions

2:1 Club or Association Member: An individual who participates in any activities within a Students' Union affiliated club or association.

2:2 Dependent Contractor: Anyone who undertakes a contract with the Students' Union to provide materials or labor for a service or job and is solely dependent on the Students' Union for such work.

2:3 Employee: A paid worker of the Students' Union.

2:4 Human Resources: The internal department responsible for coordinating health and safety within the Organization.

2:5 Independent Contractor: Anyone who undertakes a contract with the Students' Union to provide materials, or labor for a service or job, and is not solely dependent on the Students' Union for work.

2:6 Patron: Someone who visits a Students' Union building, or attends a Students' Union function.

2:7 Senior Level Leadership: The Executive Director & COO, and President & CEO.

2:8 Supervisor: The individual to whom the employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of the department.

2:9 Volunteer: A person who voluntarily undertakes a service for the Students' Union.

3:0 Scope

This Policy applies to all club or association members, employees, contractors and volunteers of the Students' Union. Each party has a responsibility to upholding this Policy and subsequent health and safety procedures as outlined by applicable legislation and the Students' Union.

3:1 Everyone at the workplace will be:

3:1:1 Informed of this policy within 30 days of its completion;

3:1:2 Notified of any changes to this policy within 30 days of such; and

3:1:3 Provided with a copy of this policy within 30 days of being hired.

3:2 This policy does not apply to:

3:2:1 Any person, building, event or function not affiliated with the Students' Union, such as the broader Wilfrid Laurier University community.

4:0 Roles and Responsibilities

4:1 Club or Association Member

Members of a Students' Union club or association are not mandated to participate in health and safety training, however, as it pertains to this policy, they must:

4:1:1 Follow all internal safety procedures as outlined by the Students' Union; and

4:1:2 Report any hazards or unsafe practices to the Vice President: Clubs and Associations immediately, and refrain from participating in activities that are unsafe.

4:2 Volunteers

To aid the Students' Union in creating a culture of health and safety within, it ensures all volunteers are trained in basic health and safety. As it pertains to this policy, volunteers are expected to:

4:2:1 Participate in health and safety training;

4:2:2 Follow all health and safety legislation, regulations and internal safety procedures; and

4:2:3 Report any hazards or unsafe duties to their supervisor immediately, and refrain from participating in activities that are unsafe.

4:3 Employees or Dependent Contractors

As per the Ontario Health and Safety Act, employee responsibilities are as follows:

- 4:3:1 Participate in health and safety training;
- 4:3:2 Follow all health and safety legislation, regulations and internal safe work procedures; and
- 4:3:3 Report any hazards or unsafe work to their supervisor immediately, and refrain from participating in work that is unsafe.

4:4 Independent Contractors

Independent Contractors are responsible for the health and safety of themselves and their workers. In relation to this Policy, their responsibilities are as follows:

- 4:4:1 Abide by all health and safety legislation and related regulations;
- 4:4:2 If they have any employee's, ensure proper health and safety procedures are in place, employees are properly trained and abide by the procedures;
- 4:4:3 Maintain a safe working environment at all times;
- 4:4:4 Report any hazards or health and safety concerns that pertain to the Students' Union to Human Resources in a timely manner.

4:5 Supervisor

Supervisors are responsible for upholding the responsibilities outlined in 4.2, as well as maintaining the health and safety of employees. As per the Ontario Health and Safety Act, supervisor responsibilities are as follows:

- 4:5:1 Ensure all employees are properly trained on the hazards within their environment and duties of their role(s);
- 4:5:2 Enforce rules and regulations, including safety equipment and safe work procedures;
- 4:5:3 Report any hazards or health and safety concerns to Human Resources immediately;
- 4:5:4 Assist senior level leadership and Human Resources in managing hazards within the workplace; and
- 4:5:5 Take every reasonable precaution to prevent injuries and illnesses therein.

4:6 Human Resources

In addition to upholding the responsibilities outlined in 4.2, Human Resources department is responsible for liaising with senior level leadership to create, coordinate, communicate and/or train on health and safety policies and procedures in the workplace. In relation to this Policy, the Human Resources department responsibilities are as follows:

- 4:6:1 Support senior level leadership, supervisors and staff in managing hazards and/or health and safety concerns or incidents within the workplace;
- 4:6:2 Create and maintain this Policy, and subsequent updates;
- 4:6:3 Initiate an annual review of the Policy;
- 4:6:4 Ensure all staff are provided with a copy of the Policy and trained appropriately;
- 4:6:5 Provide support and guidance to employees and supervisors as needed to achieve the guidelines set out in this Policy; and
- 4:6:6 Ensure there are measures in place to keep track of employee training.

4:7 Senior Level Leadership

In addition to upholding the responsibilities outlined in 4.2 and 4:4, the Students' Union and its senior level management will remain committed to maintaining a safe and healthy workplace and will take every reasonable precaution to keep its employees, contractors, volunteers and patrons safe. As it pertains to workplace health and safety, senior level leadership responsibilities are as follows:

- 4:7:1 Determine the rules for working safely by liaising closely with Human Resources, the Joint Health and Safety Committees and supervisors, and ensuring Risk Assessments are conducted on a regular basis;
- 4:7:2 Ensure there are processes in place to train, track and maintain compliance of health and safety regulations and safe work practices;
- 4:7:3 Provide accurate tools and equipment for each role and ensure they are properly utilized and maintained;
- 4:7:4 Safeguard that hazards within the workplace are effectively managed in a timely manner, and take every reasonable precaution to prevent injuries and illnesses therein;
- 4:7:5 Ensure there are measures in place to hire and train competent supervisors; and
- 4:7:6 Review and sign-off on this Policy annually, at minimum, or whenever there are changes.

Appendix C2: Alcohol Policies



SAFE ALCOHOL HANDLING AND SERVICE POLICY

Approving Authority: Executive Director and Chief Operating Officer

Administrative Responsibility: Director, Policy Research & Advocacy

Original Approval Date: September 11, 2023

Date of Most Recent Review/Revision: September 11, 2023

Related Policies, Procedures, and Documents:

Liabilities

Responsibility for the safe sale and service of alcohol falls on the person or establishment who serves alcohol. It is not uncommon for an establishment or even a specific person to be charged in the event of an incident. Therefore, it is extremely important to monitor each one of your patron's intoxication and consumption levels.

Remember if you have served alcohol to another person, you are legally responsible for them until they are completely sober. Your responsibility does not stop simply because they leave our establishments.

It is the primary responsibility of all Hospitality Services Staff to enforce all rules and regulations pertaining to the sale of alcohol. Any deliberate infringement of the rules established by the Alcohol and Gaming Commission of Ontario, the Students' Union, or the Hospitality department, in any way, either on or off duty, is grounds for immediate disciplinary action and dismissal.

Legal Responsibilities

Any person who serves or provides alcohol may be held responsible under common law. Any occupier (a person who has immediate control over the premises and the power to admit or exclude patrons) can be held liable for alcohol related injuries and deaths.

Establishments shall not permit persons of notoriously bad character or disorderly conduct to be present on the licensed premises (Banned List).

Any person who appears to be under the influence of drugs or alcohol shall not be granted access to the premises.

Establishments shall not permit any liquor, other than liquor purchased under the authority of a license, to be brought upon or sold in the licensed premises.

ACCEPTABLE FORMS OF IDENTIFICATION

The following are acceptable forms of ID for age verification.

1. Driver's License
2. BYID (Bring Your Identification) Card
3. Armed Forces ID
4. Passport
5. Health Card** - Health cards can never be asked for however if a guest presents it as their ID we can accept it.

The ID must be valid, not expired, be the original document (no photocopies), and must have a recent picture. We will not accept any expired IDs or where the photo cannot be reasonably confirmed to be the guest in question.

Facts About Alcohol

As employees of the Hospitality Department, it is extremely important to understand how alcohol affects individuals. Alcohol is a depressant that slows down the central nervous system. It is absorbed through the stomach and digestive organs (as food is) and enters the blood stream. Once in the blood stream, alcohol can affect the brain and other organs impairing normal motor functions.

The liver breaks down alcohol. Most healthy livers can completely remove one drink (1oz hard alcohol) in approximately one hour. If more alcohol is consumed during that time, however, the alcohol stays in the bloodstream until the liver can filter and remove it. The accumulation of alcohol causes intoxication, and intoxication is indicated by changes in a person's behaviour. 90% of alcohol is absorbed into the bloodstream and only 10 % is released through your skin, breath and urine.

Always keep in mind that the only thing that will sober someone up is TIME. Coffee, showers, exercise, food consumption etc. will not help someone get sober faster.

Blood Alcohol Concentration

Blood Alcohol Concentration (BAC) is measured in milliliters of alcohol present per 100ml of blood.

BAC

Probable Effect of Alcohol at different concentration levels

Up to 0.05

Lowered inhibitions, relaxation, slight euphoria, increased risk-taking behaviours.

0.05

Drivers are likely to be hesitant and may alter from passive to aggressive behaviours.

0.08

Impairment of muscle coordination and driving skills.

0.10

Clear deterioration of reaction times and bodily control.

0.12

Point of vomiting. Common reaction unless this level is reached slowly.

0.15

Balance, movement, speech, and reasoning are significantly impaired.

0.30

Stupor, coma, unconsciousness, and depression of many vital functions.

Factors Influencing BAC

How fast and how much alcohol is consumed.

An individual's weight will affect their BAC, the same number of drinks in a smaller person will result in a higher BAC. This is based solely on lean body mass, as excess fat does not contribute to the body's ability to absorb alcohol.

Sex influences BAC, as women typically have a higher BAC than men while consuming an equal amount of alcohol.

The amount of food consumed will have a small effect on the rate of alcohol absorbed into the blood stream. High-protein, low-sodium foods are recommended.

Your mood or state of mind before consuming alcohol may determine how much you drink and therefore, your BAC.

Cannabis and other drugs have a serious effect on a person's reaction in conjunction with alcohol consumption.

Everyone has a different tolerance level and signs of impairment may vary; however, judgment and other cognitive processes will be affected.

Steps to Assess if a Person is Suitable for Service

Assess: Learn to read a guest to evaluate their mood/state of mind, condition, personality, and intention. Is the person agitated? Do they seem depressed? Are they in the proper state of mind to consume a depressant? Note any guests that you think may not be of stable mind and report your observations accordingly.

Listen: Ask questions. A simple conversation with a person can tell you a lot about their condition. Pay attention for these responses to determine if it is appropriate to serve them alcohol.

Slurred speech

Aggressive responses

Non-responsiveness

Observe: Watch how customers are behaving. Body language can be very telling of someone and their mood, sometimes even more than direct communicating. Make sure that customers are not engaging in behaviour that might be harmful to them or others.

Clarify: Do some background research. Ask them questions to determine what they did before entering our establishments, the difference between one or two social drinks and playing flip-cup all night can make a significant difference.

When considering the steps, make sure you consider these factors that can influence someone's BAC:

- Rate of consumption
- Physical fitness and size
- Metabolic rate
- Medication
- Food intake
- Personality and mood
- Tolerance

Responsibility Procedures

Regardless of what your position with the Hospitality Department, it is always your job to prevent over-intoxication. We must work as a team and communicate to each other when a patron has had enough to drink, when they must be cut off, and when they should be

ejected.

Here are recommended steps:

- Find another staff member and ask for assistance.
- Locate the Manager on Duty, they will assist you in telling the person they must leave. Document their name and student number. When approaching the individual, use the following procedure:
 - Notify them privately (no one wants to be embarrassed in front of a group of people)
 - Be polite, yet firm.
 - Don't succumb to an argument with them, you are in control.

You are responsible for the safety of that individual and you should:

- Get a friend to take care of them and get them safely home.
- Should a friend not be available, offer to get Foot Patrol to help them home.
- Send them home in a taxi. If the situation warrants this, ensure that the MOD knows, and we will cover the fare.

It is important to realize the volatility of dealing with a patron that is intoxicated. Here are a few steps to take that will help to keep the situation under control:

- Employ stalling tactics such as conversation; the only way to regain sobriety is time.
- Speak to the individual(s) privately to allow them to save face and eliminate embarrassing them in public.
- Show concern for their safety, indicate that you are on their side and are only seeking a safe way home, offer alternate ways home.

Under no circumstances shall you allow him/her to drive home. If you suspect they may attempt to drive immediately inform the Manager on Duty who will contact Wilfrid Laurier University Special Constable Services (SCS). If the patron is entering a vehicle, document the license plate.

Designated Driver Policy

All non-alcoholic beverages are free during designated bar nights for a Designated Driver. If someone indicates that they are driving, observe them to ensure they are not consuming alcohol. Alternatively, keep an eye on any patron that orders a non-alcoholic beverage and appears intoxicated, as they may be adding their own alcohol to the drink.

SCENARIOS YOU MIGHT ENCOUNTER

Someone has entered the bar and they have a restraining order against someone. We may not know about the no-contact orders against various individuals given the confidential nature of the restraint. Assess the situation, determine if someone is trying to

make inappropriate contact with another individual or encouraging friends to go and speak with them. If you suspect that there is a no-contact order being breached, immediately get in touch with Safety and Security and let them handle the conflict. Your role at this point is to try and gather details from friends or bystanders and relay that information to Safety and Security so they may file the report accordingly.

Someone is passed out:

If you find someone who is alone and unconscious, you need to act quickly and assess the situation at hand. Is there someone with them? If so, ask if they know what the individual has consumed, if they don't know, check to see if they're responsive. If they are unresponsive, call SCS at 519-884-0710 extension. 3333 immediately and advise them of the situation. SCS will respond and conduct a further assessment of the individual and determine whether EMS needs to be called. In the bar industry you cannot assume that alcohol is the only factor contributing to the individual's intoxication. While you're waiting for SCS to arrive, try and find someone to find the MOD. Continue to try and find out as much information as you can as it will be helpful to the first responders. Kindly ask any surrounding bystanders to dissipate and clear the scene. Once SCS arrives, allow them to take over and assist only upon request. When an incident of this nature occurs, a fully documented report must be filed, using established incident reporting documentation, and submitted to the General Manager

There is a fight:

Try to prevent bystanders from entering the situation, always bearing in mind that your safety and protecting yourself is the most important. Step back and call SCS immediately. There are video cameras in various areas of the bar, so we will be able to review the footage and investigate further.

Someone complains about sexual harassment:

Locate the Manager On Duty and seek out a private area to speak with the individual. Try to get as much information as possible without laying any blame to the person making the complaint. Contact SCS and provide them with names and pertinent information that may assist them with rectifying the issue at hand.

ALL AGES POLICY

During regular operations of Wilf's Restaurant and Bar, service staff must request proof of age from any guest wishing to order alcohol. If you are ever concerned about the validity of the ID you should ask for the guest's student card or another form of ID. If in doubt notify the manager on duty who can assist you making the determination on the ID. In Wilf's you must always be vigilant that guests



that are ordering alcohol do not share with any other guests who have not been IDed. If you observe a guest sharing an alcoholic product with someone you have not verified is 19+ you must:

1. Ask the guest for proof of age.
2. If the guest cannot provide proof of age, you must remove all the alcohol from the table.
3. Advise the manager on duty.
4. The manager on duty will attempt to collect the student ID number of the guest.
5. The table will be advised that we will not be able to continue alcohol service from them.

DURING EVENTS

During event nights in Wilf's or the Turret where all ages are permitted, guests will be asked for proof of age prior to entering the venue. Guests who are 19+ will receive an 'Age Verified' wristband indicating they may be served alcohol. Events at the Turret may further be set up with a 19+ area to better control alcohol service. When this takes place, security personnel will only permit guests with 'Age Verified' wristbands to enter the area. Staff members must still perform their diligence in ensuring they are not overserving any guest regardless of age.

As a staff member you must be diligent in ensuring those who are 19+ do not pass or in any way share their beverage with someone underage. If you observe this behaviour you must:

1. Notify security and the Manager on Duty right away.
2. Point out the underage as well as the of age guest involved.
3. Both guests will be asked to leave and not return for the remainder of the evening

LIMITS ON SERVING

We will always practice responsible service practices. Guests will be limited in the following ways:

1. Guests will be limited to purchasing TWO standards drinks at a time.
2. Guests will be limited to purchasing ONE fishbowl at a time.
3. Guests will not be permitted to order a pitcher of beer or pitcher of sangria for themselves. There must be TWO people sharing to order a pitcher.
4. Guests are not permitted to drink directly from a pitcher, they must pour into a glass.
5. We reserve the right to limit guests to one drink at a time.

RESPONSIBLE SERVICE DOs and DON'Ts

DO	DON'T
Check ID – we will ID anyone who appears under the age of 30	Serve ANY guest who is showing signs of intoxication
We will ask for a second piece of ID if there is ever any doubt	Serve ANY guest who does not have identification

<p>Monitor Consumption – you should always be aware of how many drinks over how long a guest has had</p> <p>Have SMART SERVE- all staff how handle/come in contact with alcohol are required to have this</p> <p>Understand portions and alcohol percentages. Fishbowl vs regular drink are not the same</p> <p>Offer food</p> <p>Offer non-alcoholic alternatives including water for anyone you suspect is intoxicated</p> <p>Monitor guests to ensure drinks are not being shared with minors or intoxicated individuals</p> <p>Ask questions</p> <p>Involve a manager if you are ever uncertain if a guest should be served or not</p> <p>Offer guests Foot Patrol</p>	<p>Serve any guest to the point of intoxication</p> <p>Over serve- the maximum we will serve a guest is TWO STANDARD drinks at any time. A single person cannot order a pitcher for themselves</p> <p>Serve any guest past 2AM</p> <p>Encourage over-consumption</p> <p>ASSUME- many factors play a role in intoxication, you may have served only ONE drink however if the guest pre-drank, is on medication or is using other substances intoxication can happen very quickly</p>
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Appendix C3: Risk Management Policy



RISK MANAGEMENT POLICY

Approving Authority: President and Chief Executive Officer

Original Approval Date: November 29, 2019

Date of Most Recent Review/Revision:

Related Policies, Procedures, and Documents: *Wilfrid Laurier University Students' Union Policy Manual; Students' Union Clubs and Associations Policy; [Risk Management Operational Procedures Manual]*

1. Purpose

- 1.1. The Wilfrid Laurier University Students' Union is committed to thoughtful consideration and integration of risk in decision-making throughout all levels of its organization.
- 1.2. Risk is a reality for all organizations, and while it should not be avoided or eliminated, it must be identified and managed properly.
- 1.3. This risk management policy sets out the process to be followed within the Students' Union to systemically identify, evaluate, and manage risks in support of the organization's strategy, goals and objectives.

2. Definitions

- 2.1. **Primary Event Organizer:** The individual acting in a leadership role for a proposed activity, including the approval process through "The Perch," and operational oversight.
- 2.2. **Risk:** The potential threat that some circumstance could harm the organization or prevent it from achieving its objectives. Risk categorization includes, but is not limited to:
 - 2.2.1. **Compliance risk:** Including fines, regulatory penalties, and violations of privacy laws;
 - 2.2.2. **External risk:** Including irrelevancy, the loss of funding sources, and other economic or demographic threats;
 - 2.2.3. **Financial risk:** Including fraud, financial failure, or decisions based on inaccurate information;
 - 2.2.4. **Governance risk:** Including ineffective oversight and poor decision-making;
 - 2.2.5. **Operational or program risk:** Including poor service delivery, or day-to-day crises;
 - 2.2.6. **Reputation risk:** Including losing goodwill with members or other critical stakeholders;
 - 2.2.7. **Strategic risk:** Including unrealistic programs or initiatives.
- 2.3. **Risk management:** Includes the culture, processes, and structures that are directed towards the effective management of potential opportunities and adverse effects.
- 2.4. **Risk management process:** Includes the systematic application of management policies, procedures, and practices to identify, analyze, assess, managing, mitigate,

monitor, and communicate risk.

2.5. **Risk manager(s)**: The Students' Union employee(s) tasked with oversight and direction of the risk management process, often in conjunction with the Primary Event Organizer.

2.6. **Risk assessment**: A determination of whether the circumstances of a proposed activity represent a low, medium, high, or unmanageable risk for the organization.

3. Jurisdiction/Scope

3.1. This policy applies to all Students' Union employees and volunteers.

4. Policy

4.1. All Students' Union initiatives, activities, and events must be analyzed from a risk management perspective.

4.2. Through the *Wilfrid Laurier University Students' Union Policy Manual*, the Students' Union Board of Directors provides broad instruction to the organization through the President and Chief Executive Officer on acceptable parameters for managing and mitigating all aspects of operational risk.

4.3. A risk assessment must be completed during the planning process for all Students' Union activities programming.

4.3.1. Risk assessments must be completed by the specified departmental risk manager.

4.4. All clubs and associations under the jurisdiction of the Student's Union must complete the risk management process established by the Vice-President: Clubs and Associations, and outlined in the *Students' Union Clubs and Associations Policy*.

4.5. Risk managers are responsible for completing a risk assessment, establishing risk mitigation requirements, and ensuring policy compliance.

Appendix D: Over \$10,000 Expense Report

SU 2024-25 Over \$10K Payment Report	
C&A Campus Clubs & Associations Fund	\$150,000 (\$25,000 from Dean of Students)
C&A Clubs & Associations Website (Nest)	\$40,000
C&A Clubs & Associations Special Projects	\$10,000
GSR 1 st Installment OUSA Membership Fee	\$32,000
GSR 2 nd Installment OUSA Membership Fee	\$32,000
President & CEO Special Projects	\$20,000
President & CEO Merchandising	\$15,000
PSB Hawk Team Small Scale Programming	\$10,000
PSB Hawk Team Medium Scale Programming	\$10,000
PSB Hawk Team Large Scale Programming	\$40,000
PSB Hawk Team Rental Expense Venues	\$10,000
PSB O-Week FYS Kit Contents	\$21,000
PSB O-Week Programming	\$95,000
PSB O-Week Food Expense	\$47,000
PSB O-Week Tech	\$25,000
PSB O-Week Sanderson Centre	\$20,000
PSB Food Bank Food Expense	\$10,000
PSW A-Team Sherwood Concert Tech	\$40,000
PSW A-Team Live Concert	\$70,000
PSW A-Team Large Scale Programming	\$30,000
PSW A-Team Medium Scale Programming	\$10,000
PSW First Year Events	\$10,000
PSW Wilf's Weekly Programming Entertainment	\$30,000
PSW Special Events	\$10,000
PSW Food Bank Parcel Service Cost	\$15,000
Turret Amp replacements	\$10,000
Staff Retreat/Transition	\$15,000
Board Room Updates (Waterloo & Brantford)	\$100,000
WLU Athletics Agreement	\$10,000
Audit Expense	\$28,000
Insurance Expense	\$84,000
PSW O-Week Clothing	\$155,800
PSW O-Week Entertainment	\$233,000
PSW O-Week Riders	\$15,000
PSW O-Week Food	\$33,560
PSW O-Week Contracted Services	\$57,500
PSW O-Week Rentals	\$144,000
VO Fall/Winter/YE Volunteer Appreciation Events	\$50,000
VO Special Projects	\$15,000
VO Sterling Back Check Membership	\$15,500



MARKETING & COMMUNICATIONS POLICY

Approving Authority: President & CEO, and Executive Director & COO

Administrative Responsibility: Marketing and Human Resources

Original Approval Date: Thursday July 21st 2022

Date of Most Recent Review/Revision: Tuesday April 23rd 2024

Annual Review Schedule: Once per year in March

Related Policies, Procedures, and Documents: Representing the Students' Union Agreement, Students' Union Branding Style Guides, SU Marketing Request Form, Marketing Timelines Guide, SU New/Existing Account Request Form, and the SU Social Media Usage Form

1:0 Preamble

As part of its mandate to manage the brand and reputation of the Wilfrid Laurier University Students' Union (Students' Union), the Marketing and Communications Department provides oversight in all marketing and communication assets, including social media. The following Marketing and Communications Policy is designed to provide parameters to enhance the Students' Union reputation through our marketing and communications. The Marketing and Communications Department employees are to be used as a resource for questions, discussions, suggestions and ideas.

2:0 Definitions

2:1 *Branding Style Guide:* A guide created by the Marketing and Communications Department which outlines brand specific instructions for print and social media assets.

2:2 *Employee:* A paid worker of the Students' Union.

2:3 *Human Resources:* The internal department responsible for coordinating legislative employment responsibilities.

2:4 *Marketing and Communications Department Employees:* Any employee of the Students' Union who reports into the Director, Marketing Communications.

2:5 *Senior Level Leadership:* The Executive Director & COO, and President & CEO of the Students' Union.

2:6 *Supervisor:* The individual to whom an employee directly reports. If the Supervisor is not available, then the individual would report to either the Manager on Duty, or Director of their department.

2:7 *Volunteer:* A person who voluntarily undertakes a service for the Students' Union; including those within a Club or Association.

3:0 Scope

The Students' Union recognizes that using marketing and communication tools to communicate with the mass audience of Wilfrid Laurier University (University) undergraduate students, University departments and community partners. This Policy is designed to guide communication through:

3:0:1 All print media for Students' Union related usage;

3:0:2 Official Students' Union social media channels, blogs and website properties;

3:0:3 Social media profiles for committees or Students' Union groups; and

3:0:4 Individual use of marketing and communications for all employees and volunteers as representatives of the Students' Union, and brand ambassadors.

3:1 Privileges will be revoked if content fails to meet our Students' Union policies and procedures, as well as the guidelines outlined in this Policy, the Students' Union Branding Style Guides, and/or if the individual leaves their position with the Students' Union.

4:0 Procedure

4:1 Print and Digital Media

The Marketing and Communications Department assists all departments in the execution of print and digital media. Any person or group affiliated with the Students' Union can use print and digital media to advertise, promote or provide information about their department but must adhere to the procedures herein.

4:1:1 The Students' Union would like departments to attempt to complete their own print and digital media, where possible, as this encourages department personality and vision to be captured within. However, if an individual does not have the skills, resources or capabilities to create print or digital media on their own, they can request the print or digital media be created by the Marketing and Communications Department. In order to complete this request, they must first fill out and submit the SU Marketing Request form to the Marketing and Communications Department a minimum of two (2) weeks in advance.

4:1:1:1 The Marketing and Communications Department encourages staff to use the Marketing Timelines Guide to identify their timelines prior to submitting the SU Marketing Request form which will better assist project work, as well as so everyone is clear on deadlines and expectations therein.

4:1:1:2 Requests cannot be submitted until the requester has first gotten verbal approval from their supervisor.

4:1:1:3 If the individual would like the graphic shared through a Students' Union social media account they do not have access to, and/or on the digital screens in the Fred Nichols Campus Centre, they must indicate such in the SU Marketing Request form.

4:1:1:2 A Marketing and Communications Department employee will contact the requester to ensure the print or digital media is truly necessary, as well as check with the requester's supervisor that they had in fact given approval.

4:1:1:3 After the print or digital media is created, the Marketing and Communications Department employee will then send the draft to the individual who requested the print or digital media, and that individual should liaise with the Marketing and Communications Department employee to make alterations if and when needed.

4:1:1:3:1 If the requester has continued issues with getting their requests completed, and they have tried working with the Marketing and Communications Department employee already, they should then contact the Director, Marketing Communications for further support.

4:1:2 If the individual wishes to create their own print or digital media, they must do so following this Policy, the Students' Union Branding Style Guide(s), as well as the University's Poster Policy.

4:2 Social Media

Any person or group affiliated with the Students' Union is welcome to use social media to communicate with our members but must adhere to the procedures herein, as well as with the Representing the Students' Union Agreement.

4:2:1 Only Marketing and Communications Department employees can create new Students' Union affiliated social media accounts, and/or make setting changes to existing Students' Union affiliated social media accounts.

4:2:2 New account requests, and/or requests for changes to existing accounts, are to be submitted to the Marketing and Communications Department using the SU New/Existing Account Request form.

4:2:2:1 Requests cannot be submitted until the requester has first gotten verbal approval from their supervisor.

4:2:2:2 A Marketing and Communications Department employee will contact the requester to ensure the account is truly necessary, as well as check with the requester's supervisor that they had in fact given approval.

4:2:2:3 After the account is created, the Marketing and Communications Department employee will send this Policy, along with the SU Social Media Usage form, to the requester to have them read, sign and return the signed copy of the form to the Marketing and Communications Department employee.

4:2:2:3:1 Once the SU Social Media Usage form has been signed and returned, the Marketing and Communications Department employee will then send the account name, password and the Students' Union Branding Style Guide(s) to the individual who requested the account, as well as include the requester's supervisor.

4:2:2:3:2 The credentials cannot be changed at any time without prior written approval from a Marketing and Communications Department employee or the department Vice President, and the new credentials must be given to the Director, Marketing Communications within twenty-four (24) hours of the change.

4:2:3 These accounts will be active and usable up to the last week of April, annually. The accounts will not be accessible during the last week of April as the Marketing and Communications Department will complete a social media account review.

4:2:3:1 The Marketing and Communications Department will assess which accounts are still active and needed, by reviewing account usage and responses to activity on the account.

4:2:3:1:1 If there has not been any recent activity on the account, and the requester does not have sufficient justification for such, the account will be deactivated by a Marketing and Communications Department employee.

4:2:3:1:1:1 Accounts that have been deactivated for 90-days will then be deleted by a Marketing and Communications Department employee.

4:2:3:1:1:2 If the requester wants to make changes to their internal procedures which would then require a deactivated account to be reactivated and utilized, they can submit a new SU New/Existing Account Request form indicating the need and changes made therein to support their request.

4:2:3:2 The Marketing and Communications Department will update settings and passwords for all accounts deemed still active.

4:2:3:2:1 If the same individual remains in their role and will continue to use the same social media account, they must first re-read this Policy and sign-off on a new SU Social Media Usage form provided to them by a Marketing and Communications Department employee, annually in May.

4:2:3:2:1:1 Once the updated SU Social Media Usage form is received by the Marketing and Communications Department, they

will then send the requester the updated account password and the Students' Union Branding Style Guide(s).

4:2:3:2 If a new person starts in that same role, they must read this Policy and sign the SU Social Media Usage form prior to the Marketing and Communications Department sending them the account information, password and the Students' Union Branding Style Guide(s).

4:2:4 Usage of social media accounts, whether they are a personal account or a Students' Union affiliated account, must abide by the following:

4:2:4:1 Any affiliate of the Students' Union must be mindful of how their actions and words impact the overall brand of the Students' Union online and otherwise, and failing to follow the procedures within this Policy and Representing the Students' Union Agreement can lead to disciplinary action up to and including termination of their position with the Students' Union;

4:2:4:2 One must remain non-partisan on any electoral processes, including those internal to the Students' Union, as well as within Laurier, municipally, provincially, federally or otherwise, as well as on any divisive political or social issues.

4:2:4:2:1 For Students' Union affiliated accounts, one can share where someone can find more information about the election or issue as long as all views/sides are addressed within;

4:2:4:2:2 For personal accounts, one can share their opinion but must make it clear that it is their own opinion and in no way that of the Students' Union;

4:2:4:2:3 Any official stance or communication on elections and/or political or social issues will come directly from the Director, Marketing Communications and/or Senior Level Leadership. This communication can then be shared by individuals, as long as the information is maintained and not altered in anyway.

4:2:4:3 Anyone affiliated with the Students' Union is not permitted to publish or share any information that is considered confidential and/or proprietary. If an individual is unsure whether they can share certain information, they must first check with their supervisor and/or the Director, Marketing Communications.

4:2:4:3:1 Anyone associated with the Students' Union must act in accordance with the Wilfrid Laurier University Policy 6.1 titled Prevention of Harassment, Discrimination and Sexual Misconduct, as well as the Student Code of Conduct. This includes, but is not limited to, not posting, sharing or engaging with content that is inaccurate, hostile, threatening, abusive, sexist, racist or homophobic.

4:2:4:4 If the individual requires the Marketing and Communications Department to create graphics for their social media campaign, they must follow the process outlined within 4:1 of this Policy which includes submission of the SU Marketing Request form a minimum of two (2) weeks in advance.

4:2:5 Any employee or volunteer of the Students' Union can request access to a Students' Union social media account to conduct a Story Takeover but must abide by the following:

4:2:5:1 Submit the SU Marketing Request form to the Marketing and Communications Department a minimum of one (1) week before the Takeover event/date.

4:2:5:2 The Marketing and Communications Department will let the requester know whether the account is available for the requested time/day within forty-eight (48) hours from when the Request form was submitted, not including weekends.

4:2:5:2:1 Takeovers will be granted on a first come, first service basis so the earlier the request is submitted the more likely the requester will get the date and time they are looking for.

4:2:5:2:2 If the account is already in use for that time/day, the requester will need to work with the Marketing and Communications Department to pick a different time/day for their takeover.

4:2:5:3 The Marketing and Communications Department reserves the right to revoke a Story Takeover at any time before the agreed time/day if a more pressing or high-level issue or event arises.

4:2:5:4 If the Story Takeover request is approved, a Marketing and Communications Department employee will e-mail the requester by 9:00am on the day of the scheduled Story Takeover, including the login credentials needed to access the account.

4:2:5:4:1 Story Takeovers must abide by this Policy and Representing the Students' Union Agreement, the Students' Union Branding Style Guide(s), as well as the [Wilfrid Laurier University's Instagram Takeover Requests](#) instructions found on their website.

4:2:5:4:2 Once the Story Takeover has concluded based on the requested time/day, the individual is no longer permitted to use the provided credentials to access that account thereafter. Any attempts to do so could lead to disciplinary measures up to and including termination of their position at the Students' Union.

4:2:6 The Marketing and Communications Department maintains our single X (formerly Twitter) account and Facebook page which are used primarily for prospective students, parents, alumni, and internal University communications. Any person affiliated with the Students' Union can request updates or changes be made to these platforms through the Director, Marketing Communications.

4:2:6:1 The individual must reach out to the Director, Marketing Communications via e-mail to set up an appointment to meet and discuss the necessary changes a minimum of two (2) weeks in advance.

4:3 Web-Based Media

Any person affiliated with the Students' Union can request updates or changes be made to our Students' Union website through the Director, Marketing Communications.

4:3:1 The individual must reach out to the Director, Marketing Communications via e-mail to set up an appointment to meet and discuss the necessary changes a minimum of two (2) weeks in advance.

4:4 Coverage of Events

The Marketing and Communications Department can cover larger scale events for Students' Union departments. Smaller events are to be covered by the individual committees through their Marketing Executives.

4:4:1 If an event is overseen by the Vice President of the department, that is considered a large-scale event in which the Marketing and Communications Department can support.

4:4:2 If an event is overseen by a committee directly, that is considered a small-scale event in which the Marketing and Communications Department will not support unless special circumstances apply.

4:4:2:1 A special circumstance can apply in situations where there is limited staff or volunteers to provide coverage for the event, and/or there is justification for

coverage being required for important events which the Students' Union would want archived records of.

4:4:2:1:1 In such a situation, a committee member can bring this to the attention of their Vice President who would submit the request on behalf of the committee.

4:4:3 Event coverage is to be requested using the SU Marketing Request form by the Vice President of the department no later than three (3) weeks prior to the event.

4:4:3:1 The Marketing and Communications Department will let the requester know whether they have capacity to cover the event within forty-eight (48) hours from when the SU Marketing Request form was submitted, not including weekends.

4:4:3:1:1 If the Marketing and Communications Department cannot cover the event for any reason, they would work with the Vice President to either hire a student freelancer, or bring in a professional photographer and/or videographer to cover the event.

4:4:3:1:2 The Marketing and Communications Department is not responsible for covering the payment for a professional freelancer, this money must come from the requesting department's budget.

4:4:3:2 After the request is approved, a Marketing and Communications Department employee will be assigned to the event. They would then reach out to the requester to confirm details and expectations.

4:4:4 The standardized services for event coverage are: one (1) hour coverage of the event, around five (5) to ten (10) edited pictures of the event, and one (1) re-cap video from the event of about thirty (30) seconds to one (1) minute in length.

4:4:4:1 This package can be individualized beyond these offerings, but this must be discussed and approved by the Marketing and Communications Department a minimum of one (1) week in advance of the event date.

4:4:4:2 The package will be completed and delivered to the requester one (1) week after the event date.

4:4:5 The Marketing and Communications Department offers standardized services for event coverage, but individualized support can be identified within this process. The Students' Union encourages the requester to work with the Marketing and Communications Department to get what they need for their event. If the requester is not getting what they feel they need from the Marketing and Communications Department employee and they have tried effectively to do so, they should then go to the Director, Marketing Communications for assistance. If the Director is the one supporting the event coverage, then the requester would go to the Executive Director for further assistance.

4:5 Students' Union Branded Merchandise

Any person or group affiliated with the Students' Union can order Students' Union or committee branded merchandise to advertise, promote or provide information about their department but must adhere to the procedures herein.

4:5:1 If an individual would like branded merchandise created for themselves, their committee, and/or their department they must first get approval from their department Vice President a minimum of four (4) weeks in advance of when the item(s) is needed.

4:5:1:1 If approved, the Vice President would then work with the Programming & Events Manager to get a quote from our approved vendors, and ensure the item(s) is within budgetary allowance.

4:5:2 Following budget approvals, the Vice President and the Programming & Events Manager will reach out to the Director, Marketing Communications via e-mail to request graphics be created for the merchandise.

4:5:2:1 A Marketing and Communications Department employee will be assigned the work by the Director, Marketing Communications who will then contact the Vice President when designing the graphics.

4:5:2:2 The Marketing and Communications Department will complete the first draft of the graphic within three (3) to four (4) days time. Any changes need to be communicated back to the Marketing and Communications Department employee by the Vice President promptly, in order to remain on schedule.

4:5:2:3 After the graphic is created and approved by the requester and Vice President, the Marketing and Communications Department employee will send the approved graphic to the Programming & Events Manager for them to then place the order accordingly.

4:5:2:3:1 If the requester has continued issues with getting their requests completed, and they have tried working with the Marketing and Communications Department employee already, they should then contact the Director, Marketing Communications for further support.

4:5:3 If the individual wishes to create their own merchandise graphic, they must do so following this Policy, Representing the Students' Union Agreement and the Students' Union Branding Style Guide(s), as well as get approval from their supervisor on the design they have chosen. In this case the Vice President would then send the approved design to the Programming & Events Manager to have the item(s) ordered accordingly.

4:6 Representing and Speaking on Behalf of the Students' Union

If a person who is affiliated with the Students' Union is asked to speak on behalf of the Students' Union or any affiliated individual, group, event, service, program, etc., they must immediately forward the individual onto the Executive Director & COO and President & CEO rather than responding themselves on the topic.

4:6:1 The Students' Union does not endorse any person affiliated with the Students' Union to speak on its behalf without explicit approval and instruction from the Executive Director & COO and President & CEO beforehand.

5:0 Roles and Responsibilities

5:1 Employees and Volunteers

Any employee and/or volunteer of the Students' Union must read this Policy and sign-off on the accompanying Representing the Students' Union Agreement form at the start of their roles' term, as well as the following:

5:1:1 Create their own print or digital media for the Students' Union which abides by this Policy, Representing the Students' Union Agreement and Students' Union Branding Style Guide(s), or submit the SU Marketing Request form to access support from the Marketing and Communications Department for such;

5:1:2 Abide by this Policy and Representing the Students' Union Agreement when sharing or posting information about the Students' Union;

5:1:3 Submit the SU New/Existing Account Request form if a new social media account is needed for their role and/or department, and abide by all terms within the SU Social Media Usage form;

5:1:4 Request to meet with the Director, Marketing Communications via e-mail to discuss updates or changes to our Students' Union website;

5:1:5 Organize their own coverage for smaller scale events which abide by this Policy, or submit the Marketing Request form to access support from the Marketing and Communications Department for such;

5:1:6 Submit requests for branded merchandise to their supervisor, who will then liaise with the Programming & Events Manager as well as the Director, Marketing Communications to create and order; and

5:1:7 Speak to their supervisor or the Director, Marketing Communications if they are experiencing any issues with Marketing and Communications Department staff or the processes therein.

5:2 Supervisor

Supervisors are responsible for supporting their employee(s) as it pertains to this Policy and Representing the Students' Union Agreement, and liaising with the Director, Marketing Communications when there are any questions or concerns with process or staff therein.

5:3 Marketing and Communications Department Employees

The Marketing and Communications Department is responsible for facilitating the processes outlined within this Policy, Representing the Students' Union Agreement and Students' Union Branding Style Guides which include the following:

5:3:1 Respond to requests within a reasonable timeframe or as prescribed within this Policy; and

5:3:2 Work collaboratively and cooperatively with employees and volunteers to achieve their marketing and communication goals, where possible, and report any issues to the Director, Marketing Communications, Human Resources, Executive Director & COO, or the President & CEO.

5:4 Human Resources

The Human Resources department is responsible for acting as a central point of contact to communicate and coordinate the Marketing and Communications Policy with all involved workplace parties (employees, supervisors, and Senior Level Leadership). Additionally, the Human Resources department responsibilities are as follows:

5:4:1 Facilitate the creation of the Marketing and Communications Policy with the Director, Marketing Communications, and subsequent updates as required;

5:4:2 Initiate an annual review of the Policy, including obtaining feedback from employees and/or relevant departments;

5:4:3 Ensure all employees are aware of the Policy and are provided with a copy of it; and

5:4:4 Provide support and guidance to employees, supervisors and the Director, Marketing Communications as needed to achieve the guidelines set out in the Policy and Representing the Students' Union Agreement.

5.5 Senior Level Leadership

The Students' Union and its Senior Level Leadership responsibilities are as follows:

5:5:1 Review and sign-off on the Policy annually, at minimum, or whenever there are changes;

5:5:2 Ensure there are measures in place to protect the Students' Union's reputation and brand as it relates to marketing and communications; and

5:5:3 Ensure there are processes in place to train and maintain compliance of the Policy.



REPRESENTING THE STUDENTS' UNION AGREEMENT

As an employee and/or volunteer of the Students' Union, I understand that my actions and behaviour, whether online or otherwise, can shape the way others view the Students' Union even when I am not doing so within the purview of my role. As such, and as a representative of the Students' Union, I agree to abide by the following online and in-person:

- I will not share anything about the Students' Union, nor it's members, employees and alumni, that could be considered confidential or proprietary;
- I will not announce or reveal a Students' Union policy, project or initiative prior to an official announcement from the Organization being published first;
- My posts and/or actions will remain in accordance with all applicable laws, legislation, Wilfrid Laurier University policies, and Students' Union policies and procedures;
 - I will not act out of accordance with the Wilfrid Laurier University Policy 6.1 titled Prevention of Harassment, Discrimination and Sexual Misconduct, as well as the Student Code of Conduct, which I understand includes but is not limited to, sharing information that is inaccurate, hostile, violent, threatening, abusive, sexist, racist or homophobic;
- I understand that I am encouraged to post and/or act in a manner that is authentic to my personal brand but that does not negatively impact the Students' Union brand;
 - When posting and/or acting within the scope of my role, I will remain non-partisan on any legal, electoral, political or socially divisive issue(s);
 - When posting and/or acting within a personal capacity outside of my role, I will make it clear that my opinion is not that of the Students' Union if I chose to take a stance on any legal, electoral, political or socially divisive issue(s);
 - I will not wear my Students' Union uniform, or branded clothing items, when posting and/or acting within a personal capacity outside of my role if doing so could negatively impact the Students' Union brand;
 - I will read and follow my department's Students' Union Branding Style Guide when creating or sharing content within the scope of my role; and
 - I understand that I may be asked to share official Students' Union content on my personal social media profile from time to time, and that while this is encouraged, it is my own personal decision to post.

I, _____ (*first and last name*), hereby confirm that I have read, understand and agree to the terms within the Marketing and Communications Policy, as well as this Agreement. I understand that failure to abide by these terms may result in disciplinary action up to and including the termination of my position with the Students' Union.

Date:

Signature:

Executive Limitation #2j “Hiring Practices – Unpaid Staff”

This monitoring report for Executive Limitation Policy #2j “Hiring Practices – Unpaid Staff” is presented in accordance with the monitoring schedule set forth by the Board of Directors for the 2024/25 fiscal year. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau

President & Chief Executive Officer
Wilfrid Laurier University Students’ Union
August 6th, 2024

(Board Policy is indicated in bold typeface throughout.)

Policy Wording EL#2j1a: The President will not: Operate without up-to-date written hiring procedures that: accurately describe special circumstances under which deviation from policy would be acceptable;

CEO INTERPRETATION

I interpret “**up-to-date**” as regularly reviewed.

I interpret “**special circumstances**” as specifically unique situations, which vary on a case-to-case basis as per circumstances and allow making exceptions from policy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Hiring policies and procedures are reviewed at least once every 12 months, and are updated as necessary.
- B. There is a clearly outlined “special circumstances” section in the Students’ Union’s hiring procedures that describes when it is viable to deviate from policy and make an exception.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these

updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j1b: The President will not: Operate without up-to-date written hiring procedures that: are readily available and easily understood by hiring staff and applicants;

CEO INTERPRETATION

I interpret “**readily available**” as accessible by all interested parties inquiring for information and being provided in an accessible format compliant with AODA, as requested by a person(s).

I interpret “**easily understood**” as not making it complex or difficult to understand for staff and applicants and that it can be explained in a concise manner while articulating the content of the message.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Potential applicants can access the hiring procedures without barriers and should any questions arise, Students’ Union staff within the hiring procedure will be able to answer them.

EVIDENCE

- A) SU-Desk
 - a. Potential applicants can reach out to the SU-Desk staff, via email or in person, during their operating hours.
- B) Volunteer Operations Staff
 - a. Contact information for the VP: Volunteer Operations and AVPs: Volunteer Operations are available on the website and can be contacted by any student who has a question about unpaid staff hiring.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j1c: The President will not: Operate without up-to-date written hiring procedures that: accurately describe situations in which an applicant would not be considered for a position; and

CEO INTERPRETATION

I interpret “**accurately describe**” as specifically outlining unique circumstances.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There are clearly outlined expectations of situations where potential applicants will not be considered for a position in the hiring procedures.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j1d: The President will not: Operate without up-to-date written hiring procedures that: follow a well-defined and widely recognized practice.

CEO INTERPRETATION

I interpret “**well-defined and widely recognized practice**” as a policies and procedures comparable to organizations within the sector.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. The hiring policies that are used are fair and equitable and allow opportunities for all undergraduate students;
- B. The unpaid staff hiring policies are similar to other student organizations in Ontario.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j2: The President will not: Operate without protection against improper access to public candidate information.

CEO INTERPRETATION

I interpret “**protection**” as preventative measures taken proactively to avoid negative outcomes and/or damage.

I interpret “**improper access to public candidate information**” as data relating back to specific individuals and applicants which is confidential and private in nature and acquired through the hiring process. This means limiting who can acquire such knowledge and limit it to only those who are relevant to access it for hiring.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There are specific procedures for accepting, storing and recording any personal information from applicants that prevent access from the public.
- B. Hiring information is available only to those who require access within the organization including Hiring and Recruitment volunteers, Volunteer Operations staff, Human Resources, employees in the Finance and Administration department, and Senior Leadership as needed.

EVIDENCE

- A. Hiring and Recruitment Confidentiality Agreement
 - a. Signed by all members of the Hiring and Recruitment committee which is in charge of unpaid staff interviews and application marking.
- B. Unpaid Staff Interview Script
 - a. Script that is read by Hiring and Recruitment representation before each interview.
- C. Online Personnel Info
 - a. All online information is password protected with access monitored and granted by the VP: Volunteer Operations.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j3: The President will not: Allow a procedure that is unnecessarily complex or restrictive given the responsibilities of the position.

CEO INTERPRETATION

I interpret “**unnecessarily complex or restrictive**” as overtly confusing, difficult to understand and not within the scope of the position being applied to.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) Hiring procedures are consistent and determined by the level of position being applied for (General Volunteer, Executive, Coordinator)

EVIDENCE

- A) Volunteer Hiring Procedures (Appendix A)
 - a. Procedures are outlined for each type and level of volunteer position offered by the Students' Union.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j4: The President will not: Operate without taking into account previous formal performance appraisals or documented disciplinary action; including ongoing complaints generated by the Organization and relevant University partners.

CEO INTERPRETATION

I interpret the above statement as articulated.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) The hiring procedures dictate that previous performance appraisals and documented disciplinary action must be taken into account and considered.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j5: The President will not: Operate without providing access to personalized feedback to applicants that will assist them in future applications when operationally feasible.

CEO INTERPRETATION

I interpret “**providing access**” as ensuring personalized feedback is available to applications with further details including positive and constructive feedback at the request of the applicant.

I interpret “**operationally feasible**” as feedback within reason given the volume for certain positions

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) Applicants are explained the feedback process (and how to request such feedback) during their interview or applicable procedure.
- 2) Applicants are given feedback relative to their hiring experience, and the VP: Volunteer Operations and/or the AVP: Volunteer Operations make themselves available should the applicant want more information.

EVIDENCE

- A) Unpaid staff interview preamble (Appendix A)
 - a. This script is read at the start of all unpaid staff interviews. It outlines how and where concerns can be addressed.

I report this section as **COMPLIANT**

Policy Wording EL#2j6: The President will not: Allow applicants to be unaware of this policy.

CEO INTERPRETATION

I interpret “**unaware**” as an applicant’s lack of owed knowledge regarding the aforementioned policy.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) Applicants are aware of the existence of policies during the process and they are made available for viewing by the Students' Union.
- 2) Applicants are informed of the process available to them should they feel they have not been accorded their rights as outlined in the policy.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Policy Wording EL#2j7: The President will not fail to provide a way to be heard for persons who believe they have not been accorded a reasonable interpretation of their rights under this policy.

CEO INTERPRETATION

I interpret “**be heard**” as an avenue/communication medium for candidates to utilize in the event they believe they have not been accorded a reasonable interpretation of their rights under this policy

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) Applicants have an avenue/communication medium for candidates to utilize in the event they believe they have not been accorded a reasonable interpretation of their rights under this policy
- 2) These avenue(s)/communication medium(s) are accessible

EVIDENCE:

- A) Students' Union Website
 - a. The VP: Volunteer Operations and AVPs: Volunteer Operations email addresses are easily located under the Executive Leadership contact page, as well as that of the President & CEO.

I report this section as **NON-COMPLIANT**

At this time, we do not have up to date hiring procedures for unpaid staff. Our Human Resources and Volunteer Operations staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Global Policy Statement Wording EL#2j: With respect to the hiring of unpaid staff, the President shall not allow conditions that are unfair, disrespectful, prohibitive, biased or ambiguous.

CEO INTERPRETATION

I interpret “**unfair, disrespectful or prohibitive**” as circumstances that do not treat the applicants in an equitable way, with dignity, and/or unfairly restrict their ability to apply for a given position.

I interpret “**biased**” as conditions that favour one group or person over another based on personal connections and favour the exercise of patronage.

I interpret “**ambiguous**” as conditions that are vague and not specific, leaving room for many interpretations that can be made outside the desired scope set by the Students’ Union.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- 1) All sections of EL#2J are in compliance.

EVIDENCE

- A) Not all sections of EL#2J are in compliance.

I report this section as **NON-COMPLIANT**

Appendix A: Unpaid Staff Interview Preamble

Thank you for joining us today. Today's interview is going to be 30 minutes in length and will cover a variety of topics. You will be asked three behavioural questions through which we will ask you to relate your past experiences to the position. You will have up to 3 minutes to answer these questions. Additionally, we will give you time to present your prepared case response, in which you will have up to 5 minutes to discuss. The interview will then conclude with any additional questions you or the interview panel may have. Keep in mind that this interview is confidential and we ask that you keep the questions confidential to maintain the integrity of the hiring process. If you would like feedback on how your interview went or if you feel you were treated unjustly in this interview, please email the VP of Volunteer Operations at sahudson@wlu.ca. Do you have any questions before we start?

This is read by HR committee members, or Volunteer Operations Staff, at the beginning of all Volunteer interviews.

Executive Limitation #2n “Hiring Practices – Paid Staff”

This monitoring report for Executive Limitation Policy #2n “Hiring Practices – Paid Staff” is presented in accordance with the monitoring schedule set forth by the Board of Directors. I certify that the information contained in this report is true and **represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.**



Ben Jesseau
President & Chief Executive Officer
Wilfrid Laurier University Students’ Union
August 4th, 2024

(Board Policy is indicated in bold typeface throughout.)

The President will not:

1. **Operate without up-to-date written hiring procedures that outline a well-defined and widely recognized practice.**

CEO INTERPRETATION

I interpret “**up-to-date**” as frequently revised and reviewed within the past fiscal year.

I interpret “**well-defined and widely recognized**” as practices that consistently used in the industry or market or organizations of similar size, purpose and structure.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Paid hiring practices are reviewed by Senior Leadership and Human Resources Department, once every twelve (12) months.
- B. Hiring policies and practices are well-researched and represent common practice when compared to organization of similar size and structure

I report this section as **NON-COMPLIANT**.

At this time, we do not have up to date hiring procedures for paid staff. Our Human Resources staff have been in the process of making these updates, however they are

not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

2. Operate without controls in place that protect the applicant's privacy.

CEO INTERPRETATION

I interpret this policy to mean that there are mechanisms which are designed to ensure information of applicants for volunteer or staff positions is kept secure and confidential and only accessed by those involved in the hiring process.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. Internal privacy procedures are followed relative to access to applicant information.
- B. There are no complaints of breaches in applicant privacy and confidentiality.

EVIDENCE

- A. Interview Preamble 2024/2025 (Appendix A)
- B. Confidentiality Clause in Employment Contract (Appendix B)

I report this section as **COMPLIANT**.

3. Operate without controls in place to prevent nepotism and other wrongful conditions.

CEO INTERPRETATION

I interpret “**nepotism**” as the intentional or unintentional influence a power position may have over hiring regarding relatives, friends and acquaintances.

I interpret “**other wrongful conditions**” as circumstances that make the hiring process inequitable, unfair or biased towards one applicant.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There are practices and policies in place that prevent nepotism and other wrongful conditions.
- B. The President intervenes if these cases arise.

I report this section as **NON-COMPLIANT**.

At this time, we do not have up to date hiring procedures for paid staff. Our Human Resources staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

4. Allow openings to be filled without an open and accessible posting.

CEO INTERPRETATION

I interpret this policy statement as facilitating an open and accessible hiring process for all paid staff, which will allow for any and all applicants to apply based on experience.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All paid staff hiring is done using an accessible and open job posting.
- B. No Students' Union employee is hired without going through the necessary procedure aforementioned without the Board's consent.

EVIDENCE

- A. The vast majority of job postings are made available to the public on the Students' Union website.
 - a. In unique scenarios where roles are filled outside of the usual hiring practices, the Board is consulted and provides approval. The Chair may request evidence of specific examples from the President as needed, which can be provided In-Camera.

I report this section as **COMPLIANT**.

5. Allow openings to be filled without student input on the hiring process.

CEO INTERPRETATION

I interpret "**student input**" as student representation including but not limited to student executive on each hiring committee with the exclusion of the Hospitality Services Department.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There is student executive representation or student appointed representation on the hiring committees for paid positions, excluding Hospitality services.
 - a. Hospitality Service hiring is excluded from this policy statement from having physical representation. However the President, who is a member of the Student Executive can be consulted as needed.

EVIDENCE

- A. There has been student representation on all paid staff hiring committees this year, with the exception of those within the Hospitality Services Department.
 - a. Once we have completed the updates to the paid staff hiring procedures, the student input requirement will be included in that document.

I report this section as **COMPLIANT**.

6. Allow an opening to be filled without a consistent and equitable process.

CEO INTERPRETATION

I interpret “**a consistent and equitable process**” as a hiring practice that is the same for each applicant for a position in terms of treatment and processes, unless accessibility accommodations need to be provided.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There are policies in place that outline the procedures for the hiring of all paid staff.
- B. All applicants are vetted using the same hiring process.

I report this section as **NON-COMPLIANT**.

At this time, we do not have up to date hiring procedures for paid staff. Our Human Resources staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

7. Allow conflicts of interest in the hiring process to go undeclared.

CEO INTERPRETATION

I interpret **conflicts of interest** as personal relationships that could positively or negatively bias hiring decisions.

I interpret this policy statement as the hiring manager or other interviewees in any given situation failing to inquire or disclose any conflicts of interest before the process begins or at any time throughout the process.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. There is ample opportunity made aware for every member of the hiring committee to come forward regarding a conflict of interest.
- B. The President intervenes and re-allocated the hiring committee based on the conflicts of interest.
- C. The organization has a clear conflict of interest policy.

I report this section as **NON-COMPLIANT**.

As far as I am aware, all hiring processes have complied with this Executive Limitation. However, we do not have up to date hiring procedures for paid staff or an updated conflict of interest policy. Our Human Resources staff have been in the process of making these updates, however they are not yet complete. This is a part of our ongoing policy and procedures updates, that the board has been made aware of previously.

Global Policy Statement:

With respect to the hiring of paid staff, the President shall not allow conditions that are unfair, biased, or ambiguous.

CEO INTERPRETATION

I interpret “**unfair**” as conditions that treat some or all applicants inequitably or unethically and favours others in a biased manner.

I interpret “**biased**” as conditions that give some applicants advantage or disadvantage over others based on perceptions, judgments, prejudices, opinions and/or values.

I interpret “**ambiguous**” as hiring conditions that are up for interpretations by the applicant or hiring committee and not specific, resulting in them being unclear altogether.

OPERATIONAL DEFINITION

Compliance will be demonstrated when:

- A. All sections of EL#2n are in compliance

EVIDENCE

A. All sections of EL#2n are not in compliance

I report this section as **NON-COMPLIANT**.

Appendix A: Interview Preamble

Interview Preamble Provided By HR:

- Introduce the hiring panel members, including names, positions, and why they're sitting on this hiring panel
- Communicate the following to the candidate:
 - The interview will be approximately 30-mins in length, and will cover a variety of topics related to the skillsets required for the role
 - Everything said in the interview will remain confidential, and only discussed within this hiring panel and our Human Resources department
 - We ask that you keep the questions and scenarios confidential, to protect the integrity of our hiring process
 - We will be writing your answers down, and therefore may not be making eye contact the whole time – rest assure we are actively listening to you
 - There is a feedback process should you feel that you were treated unjustly, or if you would like advice on how your interview went, through Shawna Wey our Human Resources Consultant
- Ask the candidate: Do you have any questions for us before we begin?

Appendix B: Confidentiality Clause in Contracts

11) Employees shall not, either during the term of their employment or at any time thereafter, disclose to any person, firm, or corporation any *confidential or privileged* information concerning the business or affairs of The Students' Union. This includes any information that the Employee may have acquired in the course of or incidental to their employment hereunder or otherwise, whether for their own benefit, or to the detriment, or intended or probable detriment, of The Students' Union.

August 18, 2024
President & CEO
Executive Director & COO

General Updates: Executive Team

- **President & Chief Executive Officer**
 - Completed a few hiring panels for Student Affairs for some Manager & Leadership roles in the Dean of Students Office, as well as Student Affairs Development.
 - Ongoing work with some student groups around geo-political conflicts and student freedom of expression.
 - Meetings with new senior leaders at Laurier this past month, and coming up (Lazaridis Dean, AVP: Enrollment Services, AVP: EDI)
 - Participated in our Customer Business Review with Aramark (for the Terrace Food Court), along side the Executive Director.
 - Ongoing policy and organization development work with the Executive Director and other staff.
- **VP: Volunteer Operations**
 - Completed a successful coordinator conference
 - In the process of finalizing a new conflict and conduct form for both committee and club members
 - Continuing to update volunteer hiring policies and creating training for VPs, AVPs and Coordinators about the new conflict and conduct form
 - In the early stages of planning fall volunteer appreciation kickoff
- **VP: Programming & Services - Brantford**
 - Hawk Walk name change has been launched
 - Re-evaluating and modifying Food Bank program in Brantford
 - Finalizing Orientation plan alongside Orientation Program Facilitator
 - Finalizing fall semester plans alongside committee coordinators
 - Creating committee purpose statements and operating manuals
 - Updating committee space and storage
- **VP: Programming & Services - Waterloo**
 - Continuing to plan and prepare for Orientation and the recruitment of Orientation Volunteers
 - Starting to plan all student programming for the Fall semester in collaboration with Committee volunteers
 - Conducting an ongoing hiring process for hosts of Wilf's weekly programming for the upcoming year
 - Continuing to implement the Hawk Walk transition in collaboration with VPPSB
- **VP: Government & Stakeholder Relations**
 - Marketing Campaigns for awareness and accessibility of GSR, department, committees & programming/initiatives are being finalized to be posted in August. Aiming to promote the department and getting involved with GSR/ Students' Union.
 - OUSA Working groups, articles, blogs, and paper. With many deadlines coming up in August and September. Additionally, some involvement with OUSA advocacy regarding lobbying on previous policy papers.

- Consent Awareness Week as well as fall programming and planning are underway, with collaboration from stakeholders. Committees are moving forward, aiming to have all Coordinators by Get Involved Fair/ Orientation.
- Municipal chats between University of Waterloo and Conestoga College about stakeholder relationships and external work to be done to support students.
- **VP: Clubs & Associations**
 - New Club Registration process has been completed
 - Received feedback on the rejection of potential clubs and introduced an appeals process for the first time to manage and reevaluate decisions upon request.
 - Shift of President's Training from synchronous to an asynchronous module has been finalized
 - Training is now accessible through a MyLearningSpace page, to be completed by presidents before the Fall term to better prepare them for the academic year.
 - Content will be used as a main resource hub for clubs, to be updated as needed
 - Implemented a new system for Waterloo and Brantford clubs' storage room access and safekeeping to address ongoing security concerns.

General Updates: Directors

- **Director, Finance and Administration**
 - The SU has received our first advance of Fall Funding for \$300,000. We will receive \$700,000 more in late August
 - Our Auditors from KPMG will be onsite the last week of August
 - Our Hospitality team is hard at work planning for the opening of Wilfs, The Belmont and Golden Grounds in September. Training will begin soon for our staff.
- **Director, Marketing Communications**
 - Health & Dental communication will start going out next week
 - Orientation promotions and registration are ongoing. Communication being sent out from SU, Laurier 101 and Dean of Students.
 - Milton Campus marketing will be in collaboration with Dean of Students middle of August.
 - Supporting GSR with the Kind People are my Kind of People campaign for August/September
- **Director, Member Services**
 - Health and Dental Plan Change of Coverage Period (opt out/family opt in) Opens August 6 to September 20, 2024
 - One Year extension for Administrative Agreement with Student VIP
 - SU Desk Hiring for Waterloo and Brantford
- **Director, Policy Research & Advocacy**
 - Continuing with the organizational policy update project, including the development of several new internal policies.
 - Supporting the Government & Stakeholder Relations department's work with Ontario Undergraduate Student Alliance policy paper writing ahead of the fall General Assembly.
 - Updating governance monitoring resources.
 - Ongoing monitoring of post-secondary policy initiatives, news, and trends.
- **Director, Strategic Initiatives**
 - Dining room updates continue in the Belmont.
 - Implementing Sponsorship policy and procedure within the Orientation program.
 - Research/sourcing availability of fleet vehicles for potential replacement.
 - Ongoing committee interpretation work specifically with Food Bank and Hawk Walk (formerly Foot Patrol) with Programming and Services department.
- **Director, Student Experience**
 - Orientation program planning continues all 3 campuses
 - Move-In day planning in collaboration with residence is ongoing on Waterloo and Brantford

- Working on the restructuring of Clubs & Associations SU-Based club budgets
 - Including the updating of polices
- Ongoing assessment and approval of Clubs and Associations events, sponsorships and contracts
- Supporting the student executive in actualizing their Annual Plans and updating their committee interpretation documents.

****More information related to reports/briefs can be provided at the Board's request****



BRIEFING NOTE FOR THE BOARD BOARD UPDATE – OWNERSHIP LINKAGE COMMITTEE

Submitted: July 17, 2024

Prepared By: Gabrielle Russo, Chair of the Students' Union Board of Directors

Purpose: To provide an update on actions taken by the Ownership Linkage Committee to-date.

Summary:

The Ownership Linkage Committee was struck on July 17, 2024, with the purpose of fulfilling the mandate prescribed under GP#2g1. The membership of the committee is comprised of Chair Russo, Vice-Chair Habtemichael, Director Rubinoff (Co-Chair), Director Lehecka (Co-Chair), Director Bounket, Director Espiritu, Director, Russolo, and Director Tariq. This was the first Ownership Linkage Committee Meeting.

During the first meeting, the committee discussed the following:

- The purpose of the committee, and its goals.
- The appointment of Director Rubinoff and Director Lehecka as Co-chairs.
- The participation of the Board in the Get Involved Fairs in Waterloo and Brantford.
- Having OL events (such as dinners) before Board meetings to encourage ownership attendance at meetings.
- Having monthly “boothing” around campus by scheduling a different topic each month and engaging with students on the chosen topic – **Discussion Item**
- Ideas and opportunities for increasing the marketing abilities of the Board:
 - Creating a Board Brand (e.g., a logo) - **Discussion Item**
 - Having a “Board Takeover” on SU social media accounts
 - Post about the Board meetings on Instagram to foster student engagement
 - Having feature posts on SU social media accounts during election time
 - The Board having its own social media account – **Discussion Item**
- The date of the next committee meeting in August, along with a decision to discuss when to meet in the Fall and Winter after the Board schedule is approved.

Action Items:

- Ensure the Board is given a position at the Get Involved Fairs
- Reach out to Marketing to discuss the marketing initiatives for the Board.
- Look into creating drafts of a Board logo.

Recommendation:

I recommend the Board discuss the items listed as “Discussion Item” and decide if those ideas are worth pursuing.

Respectfully Submitted,

Gabrielle Russo

On Behalf of The Board Ownership Linkage Committee