



Your **Cycling** Connection

## HUB Cycling

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# HUMAN RESOURCES

## HANDBOOK

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Date: October 2021





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## Table of Contents

<b>Overview and Philosophy</b>	<b>3</b>
ORGANIZATIONAL BACKGROUND	3
DIVERSITY, EQUITY, & INCLUSION	4
HUB CYCLING PROGRAMS	12
HUMAN RIGHTS COMMITMENT	22
PROTECTION OF PERSONAL INFORMATION	24
<b>Employment Standards Policies</b>	<b>26</b>
HIRING	26
HOURS OF WORK AND OVERTIME	27
PROTECTED LEAVES OF ABSENCE	28
STATUTORY HOLIDAYS	35
TERMINATION	36
VACATION	39
REMOTE WORKING	40
<b>Health and Safety Policies</b>	<b>43</b>
COMMUNICABLE DISEASE PLAN	43
DRUGS AND ALCOHOL	48
DUTY OF PERSONS DIRECTING WORK	49
EMERGENCY PREPAREDNESS AND RESPONSE PLAN	51
HAZARD PREVENTION	56
HEALTH AND SAFETY PROGRAM	59
HEALTH AND SAFETY REPRESENTATIVE POLICY	60
RIGHT TO REFUSE UNSAFE WORK	62
TOBACCO AND VAPOUR FREE WORKPLACE	64
WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)	65
WORKPLACE PREVENTION OF HARASSMENT AND BULLYING	67
WORKPLACE VIOLENCE POLICY AND PROGRAM	69
<b>Company Specific Policies</b>	<b>74</b>
ABSENTEEISM AND ATTENDANCE	74
CODE OF CONDUCT	77
CORRECTIVE ACTION	78
PRIZE POLICY	81
NOISE IN SHARED SPACES POLICY	81
<b>Employee Benefits and Conduct</b>	<b>82</b>
DRIVING INFRACTION AND PARKING POLICY	82



Your **Cycling** Connection

MENTAL HEALTH	82
PUBLIC CORRESPONDENCE PROCEDURES	83
SOCIAL MEDIA	86
TRANSPORTATION REIMBURSEMENT POLICY	87
TRAVEL MEAL AND INCIDENTALS PER DIEMS POLICY	89



Your **Cycling** Connection

## Overview and Philosophy

The purpose of this document is to provide new employees, Board and committee members and volunteers with an overview of HUB Cycling (HUB). It will provide information related to the organizational history, key messages, standard policies and protocols and frequently asked questions. This guide may be adapted depending on the audience that it is intended for.

This HUB HR Manual is to be used as a guideline for employees, volunteers and contractors. It is not intended to be a contractual agreement of any kind. All policies, procedures, terms and conditions are subject to change. Specific questions concerning this Manual should be directed to your supervisor.

The policies contained in this document are based on the HUB Cycling Policies and Procedures Manual as adopted by the HUB Board of Directors and regularly updated.

If, at any time, any policy, procedure, rule or regulation in the manual is in conflict with, or in violation of, any Federal, Provincial and Common Law, those laws will govern and our policy will be changed accordingly.

If there is any question as to the meaning or intent of any information contained in this manual, please direct it to your supervisor.

## ORGANIZATIONAL BACKGROUND

### Vision

By 2030, more people in British Columbia cycle as a preferred mode of travel and recreation. This choice is supported by a culture that sees cycling as an essential mode of transportation and one which helps create livable, connected communities and healthy environments.

All levels of government demonstrate their commitment to Vision Zero through education, policies and by increased investment in safe and comfortable infrastructure.

### Mission

To get more people cycling, more often.

### Core Values

As Metro Vancouver's most recognized and respected cycling transportation organization we believe:

#### **Community**

Cycling is an exceptional catalyst for creating healthy, happy, connected, and livable communities.



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## **Sustainability**

Cycling plays a fundamental role in meeting the social and environmental needs of the people of British Columbia.

## **Collaboration**

Working with all stakeholders - the general public, the private sector, and the public sector - is pivotal as the best results for improved cycling infrastructure, training, and promotion come from working together.

## **Inclusivity**

We welcome and celebrate the diversity of all British Columbians through our work. We also recognize that socio-economic and cultural barriers must be acknowledged and considered through our advocacy, training, and promotion.

## **Innovation**

Through the power of creativity, proactivity, and innovation we will adapt to and create new opportunities to introduce positive change and reach more people.

## **Responsibility**

We are accountable to our members, supporters, and the general public through our promotion, education, and advocacy for cycling improvements. Evidence-based decisions, transparency, integrity, and dialogue are core to how we conduct our work. This fosters trust among all stakeholders.

# **DIVERSITY, EQUITY, & INCLUSION**

Inclusion is an underpinning value of what HUB Cycling stands for, as reflected in our Core Values. We view the diversity of our members and communities as assets and strive to create and sustain a diverse and culturally competent organization that reflects the populations we serve. This is central to our mission, “to get more people cycling, more often” and to our ongoing efforts to remove barriers to cycling.

HUB Cycling is committed to creating a welcoming, inclusive organization and to working with people and communities to support them to thrive and prosper. Diversity is integral to this commitment. Diversity among our members, volunteers, staff, and Board of Directors allows us to better understand, connect to, and respond to the needs of HUB members and broader communities.

We have included definitions of diversity and equity beneath for reference:

**Diversity:** The visible and invisible differences that exist among people, including but not limited to: gender identity, race, ethnic origin, age, place of residence, sexual orientation/identity, economic status, language, religion, education, and family/marital status.



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**Equity:** A strategy to promote fairness. Giving individuals the resources they need in order to be successful. Equity may include equal treatment or treatment that is different but is considered equivalent in terms of benefits, obligations, and opportunities.

## PURPOSE

HUB has two purposes in its constitution:

1. **To provide educational forums**, classes, workshops, and seminars to the public that teach the following two subjects in Metro Vancouver:
  - a. how to cycle safely and interact safely with people cycling on the road and, b. how to repair and maintain a bicycle.
2. **To conserve the environment and improve the health of people** in Metro Vancouver by encouraging cycling as a mode of transportation through:
  - a. **facilitating communication between cyclists** by providing forums wherein people who cycle can discuss cycling issues;
  - b. **facilitating communication between cyclists, motorists, pedestrians**, bicycle retailers, non-political transportation companies and planners, real estate developers and other non-political groups dealing with people cycling by engaging these groups directly and presenting the interests of these various groups to each other;
  - c. **collecting and developing best practices related to cycling**, which includes compiling research & developing expertise in relation to cycling infrastructure and urban design and resources for businesses & organizations interested in promoting cycling to the public
  - d. **organizing and operating non-political events** that promote the use of the bicycle as an environmentally beneficial and healthy mode of transportation between destinations; and
  - e. **improving public cycling facilities** through engagement with decision makers & stakeholders in planning processes.

## STRATEGIC PRIORITIES

HUB has outlined strategic priorities for 2020-2025 to aid in achieving its mission and purpose. Those strategic priorities are:

1. Expand the cycling network, with a focus on infrastructure that is comfortable for most users.
  - Leverage the BC Active Transportation Strategy and BC Active Transportation Design Guide to create more high-quality cycling infrastructure improvements.
  - Maintain a regional Gap Priority List for needed infrastructure improvements. Utilize the State of Cycling database and associated maps to help identify gaps in the existing network, and to establish priorities for improvement.



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- Work with funding bodies (Municipal, Regional, Provincial) to optimize criteria for cycling cost-share funding to create the most meaningful infrastructure and promotion improvements.
2. Support and strengthen the ability of Local Committees to influence improvements in cycling infrastructure, education and promotion in their communities.
- Expand the capacity and capabilities of Local Committees in the areas of advocacy, community engagement, infrastructure, and policy promotion
  - Ensure there is an active Local Committee in each municipality where HUB Cycling operates. Ensure that each Local Committee has a Board liaison
  - Ensure that each Local Committee has an annual action plan that is reviewed each year
  - Provide staff support for LC activities with respect to technical advice, best practices, and innovations.
  - Provide staff campaign support for initiatives identified and actioned by Local Committees, with letter-writing applications, social media mentions, etc.
  - Increase the amount of engagement with decision-makers to improve cycling conditions (correspondence, meetings, presentations, etc.)
  - Support Local Committees in their work with municipalities to improve their bylaws relating to better cycling facilities
  - Ensure that Local Committee attendance is strong and diverse which in turn will support better cycling improvement outcomes and accessibility. Consider succession planning and the role of strong institutional memory structures and processes to help the continuity of positive change and in maintaining stakeholder relationships. Ensure best practices are followed with respect to Local Committee administration.
  - Enhance our volunteer recruitment, retention, and recognition processes.
3. Improve and expand cycling-related safety education for users of all transportation modes.
- Expand the Provincial Everyone Rides Grade 4-5 and other school cycling education programs across BC, utilizing direct delivery, contract services, and other mechanisms.
  - Reach more people with transportation cycling education, including using new technologies and on-line learning.
  - Expand education offerings for seniors.
  - Expand education for users of electric assist bikes.
  - Work with ICBC, Road Safe BC and other stakeholders to improve driver training and testing, including continuing education at renewals, as it relates to increased cycling safety.
  - Implement and evaluate an expanded Newcomer Bike Mentorship Program with immigrant service sector partnerships.
4. Modernize the BC Motor Vehicle Act and other legislation to improve road safety and accountability for all.
- Work with other stakeholders to achieve modernized road safety legislation that includes protection for vulnerable road users, acknowledges emerging micro-mobility devices, and is integrated with evolving ICBC insurance structures.
  - Work with the BC Road Safety Law Reform group, the BC government, the media, and other stakeholders to effectively communicate the need and urgency to make changes.



5. Be British Columbia's trusted resource for information on cycling infrastructure, education and promotion.
  - Increase visits to the HUB Cycling website and resource pages
  - Increase the number of social media followers.
  - Increase action media mentions
  - Increase the number of contacts in the HUB Cycling database
  - Ensure that the HUB Cycling brand is strong, leveraging the skills of marketing & communications staff and volunteers, including video, interactive and viral online outreach, and other innovative platforms.
  
6. Strengthen our relationships with the communities we currently serve and seek opportunities to collaborate with new communities throughout British Columbia.
  - Maintain and enhance relationships with other transportation-related organizations and government bodies
  - Expand relationships in the Public Health area, including research areas that support improvements for active transportation
  - Expand relationships with property developers and builders, including focus areas on facilities within new buildings, and the design of new communities
  - Increase Bike Friendly Business consulting services for businesses, developers, and government.
  - Expand relationships with cycling-related distributors and retailers, including both large chains and local bike shops. Be able to articulate a strong value proposition.
  - Investigate opportunities to promote cycle tourism, working with tourism agencies and leveraging HUB Cycling expertise and knowledge
  - Inform and educate local transportation engineers and planners about new infrastructure guidelines (BC ATDG, TAC, etc.) and encourage them to use the most current best practices.
  - Expand engagement with First Nations populations for cycling promotion and education.
  - Staff addition Jan 2021: Expand engagement with underrepresented and racialized communities and include them as equal partners in the decision-making process.
  - Utilize Board directors as active ambassadors in the community, increasing the profile of HUB Cycling and engaging people with cycling-positive discourse.
  
7. Grow participation in our current programming, and offer programming to attract new user groups.
  - Increase the number of new participants taking part in annual events.
  - Increase post-event and post-program ridership levels
  - Strengthen cross-promotion between events, education, research, and action work to increase the number of participants taking part in multiple programs or events offered by HUB Cycling
  - Ensure that HUB Cycling programs are resilient to new technologies and dissemination opportunities, and creative in strategic cross-promotional partnerships and events.
  - Explore new programming to reach new geographic, cultural, language, and First Nations communities.





8. Grow and diversify funding sources to maximize our organizational impact and sustainability.
  - Resolve the member/organizational member/donor/supporter model so as to best harness the support of those associated with HUB Cycling.
  - Engage contacts with cycling improvement campaigns that compel them to donate or become members.
  - Seek new corporate, government, foundation and community partners that can increase our capacity to make a positive impact.
  - Ensure that programs and services are priced appropriately.
  
9. Increase the number of people cycling among groups that may face social, cultural, and/or financial barriers to cycling.
  - Implement expanded Newcomer Bike Mentorship Program in Vancouver and Surrey.
  - Provide programming that specifically serves people that may face social, cultural, and/or financial barriers to cycling.
  - Collaborate with these groups and related support agencies to identify programming needs in order to offer effective programming.
  - Utilize sponsorship to provide free events/programs and no barrier pricing for those that need it.
  - Provide communications and marketing in more languages and/or simplified English.
  - Ensure that marketing materials include representation of diverse groups of people.
  - Educate engineering and planning professionals and advocate for clear, coherent, consistent infrastructure, maps, signage, and wayfinding that are low barriers regardless of language, background, ability, and age.
  
10. Capture and use data to support evidence-based decision making around cycling
  - Maintain the State of Cycling database with planned updates every two years. Maintain an ongoing log of changes in local infrastructure so as to assist with those updates.
  - Incorporate the HUB Cycling Gap Priority list within the State of Cycling database and maps, to help Local Committees to better visualize gaps and prioritize them for local action.
  - Ensure that State of Cycling route information is incorporated into action work at both the Local Committee and RAC level
  - Expand research activities beyond the State of Cycling, as funding and opportunity allows
  - Capture, analyze and publish data to influence governments, community groups, the public, the private sector and within our organization to make more evidence-based decisions around cycling infrastructure, education, and promotion.
  - Maintain awareness of leading-edge sector changes including electrification and sharing of bicycles and other micro mobilities, automated vehicles, ride hailing, and their real and potential impacts on cycling.



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## POSITIONING STATEMENT

*This is the “elevator” description of the organization. It quickly answers the question “what does HUB Cycling do”. It should be used anytime the organization is introduced in speeches, articles, media kits and the like.*

We are HUB: Your Cycling Connection. We make cycling better through education, research, action, and events. More people cycling means healthier, happier, more connected communities. HUB Cycling is leading the way in making cycling an attractive choice for everyone.

## HUB MEMBERSHIP & VOLUNTEERS

HUB Cycling is a membership-driven organization, and we rely on the support of our members to make Metro Vancouver a more bike-friendly place. Members are able to vote for our board of directors, receive our Bicycle Bulletin and gain exclusive HUB membership benefits. For a full list of benefits, visit [bikeHUB.ca/membership](http://bikeHUB.ca/membership).

### Key Messages

- HUB is a membership-based not-for-profit charitable organization that provides a voice to the cycling community throughout the Metro Vancouver region. The more members we have, the more impact we can have when we work with the government to push for better cycling conditions. HUB has 10 volunteer-run local committees working across the Metro Vancouver region to assess, recommend and push for better bike infrastructure & facilities.
- By becoming a member of HUB, you are joining our growing community of people that cycle and want to cycle and gaining access to fantastic benefits including discounts for bike shops, car-sharing, legal advice, health & wellness services and more!
- HUB Members can access cycling courses where you can learn everything you need to know about cycling safety, year-round bike commuting and maintaining your bike.
- HUB encourages people to experience the joys of cycling through events like Go by Bike Week, Bike to Shop, member parties, festivals and more!

### **Individual & Family Memberships**

See the HUB Membership webpage for the most up to date information on membership levels and costs: [bikeHUB.ca/join](http://bikeHUB.ca/join)

### **Advocacy Sponsorships**

Organizations can support cycling improvement work by becoming an organizational member or sponsoring HUB’s advocacy work.

### Contact Info

- Individual & Family Memberships - Cathy Acuna - [membership@bikeHUB.ca](mailto:membership@bikeHUB.ca)
- Organizational Membership - Cathy Acuna - [membership@bikeHUB.ca](mailto:membership@bikeHUB.ca)
- Advocacy Sponsorships - Jenny Tan - [jenny.tan@bikeHUB.ca](mailto:jenny.tan@bikeHUB.ca)



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## Volunteers

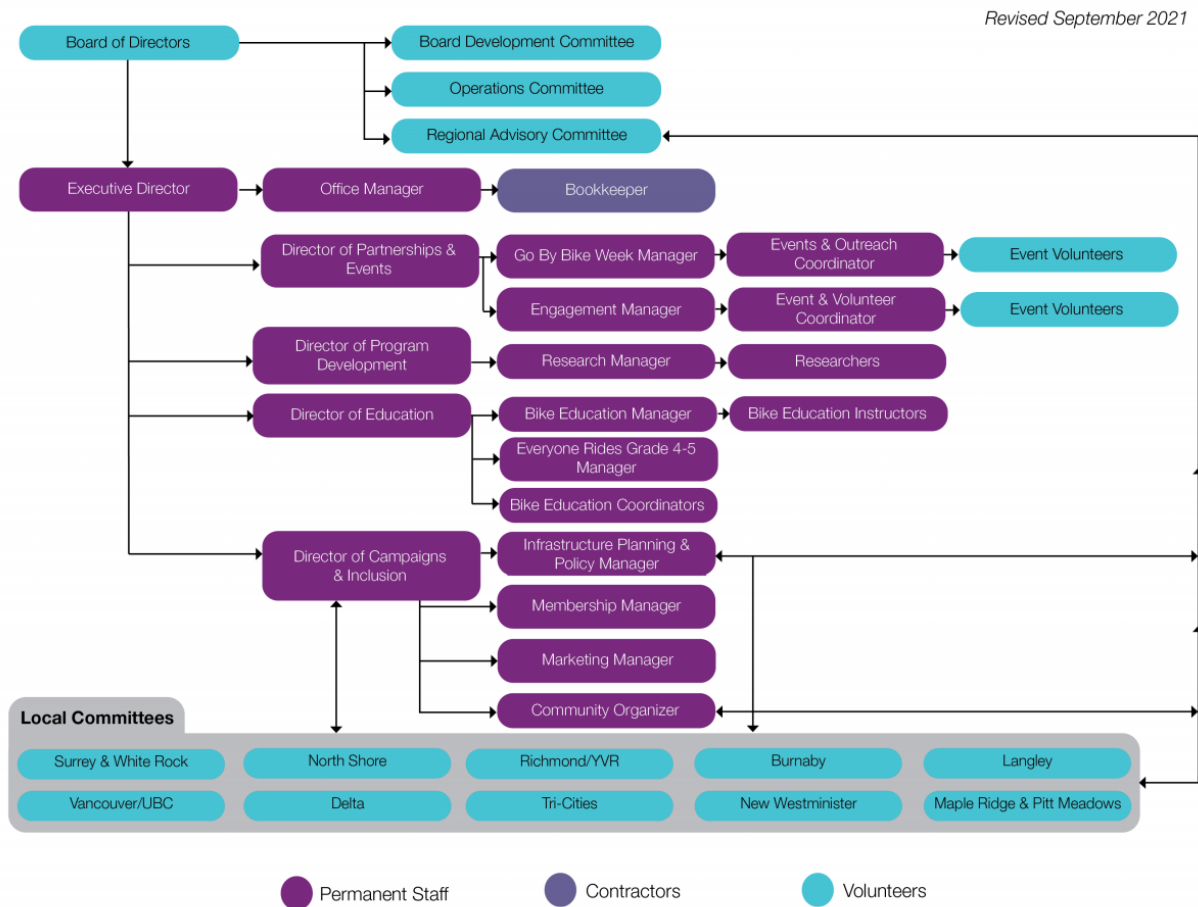
HUB has a dedicated volunteer pool, recruiting for nearly 500 volunteer positions over the year.

Most of the roles are event based including the Engagement Team’s events or helping one-off projects like the Education Team’s data entry and the Action Team’s State of Cycling report.

Over 1,000 volunteers help in one of HUB’s 10 Local Committees. They collaborate regularly to discuss and advise on cycling issues specific to each municipality. Local Committees also support the Engagement Team’s events.

Each volunteer recruitment drive is done by one HUB staff member who is part of the event.

## HUB CYCLING ORGANIZATIONAL CHART





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## HUB HISTORICAL TIMELINE

[See HUB Cycling's history here.](#)

## HUB LOCAL COMMITTEES

HUB has 10 volunteer local committees across Metro Vancouver who engage with decision makers to improve cycling conditions in their municipality. Each committee meets regularly to discuss local cycling issues, perform assessment rides to document local conditions, develop reports and present recommendations to local councils/decision makers & plan local events to encourage cycling. The Regional Advisory Committee (RAC) works on region-wide or cross-boundary projects and policies.

### Local Committee Contact Info

- Burnaby - [burnaby@bikeHUB.ca](mailto:burnaby@bikeHUB.ca)
- Delta (Delta, Tsawassen, North Delta & Tsawwassen First Nation) - [delta@bikeHUB.ca](mailto:delta@bikeHUB.ca)
- Langley - [langley@bikeHUB.ca](mailto:langley@bikeHUB.ca)
- Maple Ridge & Pitt Meadows - [mapleridge-pittmeadows@bikeHUB.ca](mailto:mapleridge-pittmeadows@bikeHUB.ca)
- New Westminster - [newwestminister@bikeHUB.ca](mailto:newwestminister@bikeHUB.ca)
- North Shore (North Vancouver/Bowen Island/West Vancouver/Lions Bay) - [northshore@bikeHUB.ca](mailto:northshore@bikeHUB.ca)
- Richmond/YVR - [richmond@bikeHUB.ca](mailto:richmond@bikeHUB.ca)
- Surrey & White Rock - [surrey-whiterock@bikeHUB.ca](mailto:surrey-whiterock@bikeHUB.ca)
- Tri-Cities (Anmore/Coquitlam/Port Coquitlam/Port Moody/Belcarra) - [tri-cities@bikeHUB.ca](mailto:tri-cities@bikeHUB.ca)
- Vancouver/UBC - [vancouver@bikeHUB.ca](mailto:vancouver@bikeHUB.ca)

### Key Messages

- Working together, people cycling can make a bigger impact on the decisions made in our communities related to cycling issues, policies & infrastructure improvements. HUB brings together and supports cycling enthusiasts of all levels to craft policy positions, share best practices; build community and promote cycling education programs.
- HUB committees have been central to the implementation of major cycling-related initiatives, programs & improvements in regional areas.
- HUB provides access to user perspectives, motivations, barriers, data collected from cycling programming and membership (BTWW survey results, etc.)

### Contact & Website Info

- Navdeep Chhina, Director of Campaigns & Inclusion - [action@bikeHUB.ca](mailto:action@bikeHUB.ca)
- HUB Local Committees public webpage - [bikeHUB.ca/action](http://bikeHUB.ca/action)
- HUB Local Committees internal resources page - <https://bikeHUB.ca/local-committee-resources>



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## HUB CYCLING PROGRAMS

### 1. HUB Bike to School

Designed for elementary, middle & secondary schools, our Bike to School program provides cycling instruction and fun activities for Grades 2 and up, in the spring and fall, as well as the Provincial Everyone Rides Grade 4-5 Program. Bike to School courses:

1. Promote and demonstrate cycling as a fun, healthy & social way to exercise, be independent, and get around!
2. Build and increase cycling skills
3. Teach and promote safe, responsible cycling
4. Teach the ABCs of bike care, security and maintenance

#### **Learn2Ride**

A beginner course for grades 2-5, HUB Learn2Ride is a schoolground-based introductory cycling skills and safety course delivered in two sessions.

In Learn2Ride, students are taught how to negotiate different types of road safety situations in a simulated environment free from traffic.

Learn2Ride courses introduce many aspects of biking commonly encountered in the primary grades and beginner level, such as:

- Crossing busy streets safely
- Shared use pathways
- Corners
- Shoulder checks and hand signals
- Car door avoidance

#### **Ride the Road**

- An intermediate course for grades 6-10, HUB Ride the Road introduces upper-level primary and secondary school students to the freedom and responsibilities of cycling in an urban setting. It is delivered in five sessions.
- In this course, a fun and positive approach to cycling goes hand in hand with more formal instruction on how to cycle safely within neighbourhoods and on city streets, and basics on bike maintenance.
- Ride the Road is focused on promoting the benefits of cycling as a form of transportation and recreation, and providing students the knowledge, skills, attitudes and values they need to bike safely and effectively, sharing the road with cars and people on foot.

#### **Everyone Rides Grade 4-5**



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- The Everyone Rides Grade 4-5 program provides British Columbia elementary students with fully funded Learn2Ride courses.
- Piloted in 2020, the program expanded in 2021 to Kelowna, Victoria, Metro Vancouver and nearby communities

#### Contact & Website Info

- Kristen Elder, Bike Education Manager– [schools@bikeHUB.ca](mailto:schools@bikeHUB.ca)
- [bikeHUB.ca/bike-to-school](http://bikeHUB.ca/bike-to-school)

## 2. HUB Bike to School Week

Bike to School Week encourages students to choose active transportation in their commute to school. The coordinators recruit Team Leaders (a parent, teacher, student etc.) at participating schools who can take a leading role in raising awareness about Bike to School Week. Team Leaders are supported by the Bike to School Week team with posters, tips, and other resources to share with their team. Students are encouraged to participate throughout the week through group rides, fun events, cycling workshops and given the chance to win prizes.

#### Key Messages

- Imagine schools that help to secure a network of greenways for kids to bike to school and where parents are comfortable with their children traveling by bicycle to parks, community centres and friends' homes.
- Imagine a generation of students receiving bike safety, maintenance, repair and skills training in a routine fashion, several times throughout the school year and their school career. They will grow up making informed choices about their own transportation.
- Cycling to school is about freedom, joy and being a kid; about fresh air, making friends and having fun!

#### Contact & Website Info

- Contact - [btsw@bikeHUB.ca](mailto:btsw@bikeHUB.ca)  
HUB Bike to School Week – Info & Registration - [bikeHUB.ca/btsw](http://bikeHUB.ca/btsw)

## 3. HUB Go By Bike Week

HUB Go by Bike Week uses events, friendly competition, and online interactive tools to encourage people to start riding for transportation and to celebrate those that already do. At [bikeHUB.ca/gbbw](http://bikeHUB.ca/gbbw) participants are able to log their bicycle commutes and calculate the amount of greenhouse gases that are saved by their bike use. Workplaces are encouraged to create 'teams' where employees can register and see the total trips for their team and for their organization.

We track the organizations with the highest number of trips, riders, and the best overall workplace involvement. HUB and our community partners host between 25 and 50 celebration stations (tents with food, drink, maps, and bike mechanics) along bike routes in the region. This occurs two weeks in the year, one in the spring, and one in the fall.



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### Key Messages

- HUB Go by Bike Week uses events and friendly competition to encourage people seasoned and new to cycling alike to make trips by bike.
- Improve your personal health & fitness, save money (on gas, insurance, parking & transit), reduce greenhouse gases & road congestion, and connect with the communities through HUB Go by Bike Week.
- By tracking your commutes, you are part of something greater. You help establish a benchmark for how many people cycle in Metro Vancouver, which helps to show the growth of cycling in Metro Vancouver and influence decision makers in funding cycling improvements.
- Cycling is a great way to add activity to your day, saving time by combining a work out with your travel needs. We want to help you arrive at work energized, less stressed and full of endorphins year round.
- Chart the benefits: kilometres, carbon savings. Challenge a friend or co-worker, friend or family member, or challenge yourself and discover how fun it is.

### Contact & Website Info

- Negar Naghshinehpour, Go by Bike Week Manager - [biketowork@bikeHUB.ca](mailto:biketowork@bikeHUB.ca)
- HUB Go by Bike Week – Info & Registration – [bikeHUB.ca/gbbw](http://bikeHUB.ca/gbbw)

## 4. HUB Streetwise Cycling Courses

Streetwise Cycling Courses provide basic and advanced training that teaches people how to safely cycle in cities throughout the year and bike maintenance skills. The courses are held at locations around Metro Vancouver and online. In 2021 HUB will be launching Streetwise Cycling Online courses, along with several other new course formats.

- [StreetWise Online Cycling course](#) – Launched in spring 2021 SW Online cycling course provides knowledge and interactive activities to support adults in riding safely & confidently on the road. They will learn about their bike, helmet & lock, cyclist rights and responsibilities, how to communicate with other road users, plan a safe route and more.
- [StreetWise Webinar Courses](#) - 1-hour online courses hosted by friendly & knowledgeable instructors. Topics include Intro to City Cycling, Intro to Biking with Children, Basic Bike Maintenance, Getting started with E-biking, Route Planning and Fall & Winter Cycling.
- [Adult Beginner Bike Skills Lessons](#) - If you have never ridden a bike before or haven't ridden in a very long time, HUB offers small group or private instruction courses to get you pedaling.
- [Advance Your Ride Course](#) - Advanced Your Ride is our most in-depth and advanced course, covering effective cycling for those who already ride on the road, and want to increase their skills and knowledge about riding in a wide variety of urban street settings. This course is also offered for HUB Cycling instructor training.

### Key Messages

HUB Streetwise Cycling Courses:



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- allow people of any age or experience to gain the skills and confidence they need to feel safe and confident while riding in the city.
- are taught by certified and experienced bike-safety instructors
- are offered online and in-person.
- are taught in a safe, fun, and non-intimidating manner.
- are adapting to COVID and will continue to evolve as the public health situation changes.

#### Contact & Website Info

- Kristen Elder, Bike Education Manager - [streetwise@bikeHUB.ca](mailto:streetwise@bikeHUB.ca)
- Streetwise Cycling Courses - [bikeHUB.ca/streetwise](http://bikeHUB.ca/streetwise)

## 5. HUB Newcomer Bike Mentor

The Newcomer Bike Mentor Program is a collaborative program between HUB Cycling and the Immigrant Services Society of BC, modeled off of Toronto's CultureLink program. The first of its kind in Western Canada, the program matches recent immigrants and refugees with local "host" volunteers for companionship and cultural orientation to Metro Vancouver's active transportation lifestyle. Newcomers receive city cycling instruction and have the opportunity to spend time with their host volunteer getting oriented to Metro Vancouver's cycling routes, rules, and culture, while having fun exploring the community by bike together.

#### Contact & Website Info

- Mark Corbett , [mark.corbett@bikeHUB.ca](mailto:mark.corbett@bikeHUB.ca) Bike Mentorship Program Manager
- [bikehub.ca/education/bike-mentorship](http://bikehub.ca/education/bike-mentorship)

## 6. HUB Bike Friendly Building Consulting

HUB Cycling's Bike Friendly Building Consulting Services provide cycling end of trip facility assessments and recommendations along with education and marketing that support developers, building managers, employers, business operators, property managers and other stakeholders across Metro Vancouver to more fully promote cycling and reward people who ride bikes for transportation.

#### Key Messages

Our cost-effective business solutions for cycling end of trip facilities can benefit many aspects of your operations, including equipment supplier contracting, marketing, tenant retention, and corporate environmental responsibility. HUB Cycling is uniquely positioned to help developers, building managers, and employers receive the recognition they deserve for going "beyond the call" in developing bike friendly facilities and practices.

#### Offerings:

- [Bike Friendly Building assessment](#) - planned and existing buildings / workplaces.
- [Specialized consulting](#) for building managers / developers
- [Transportation demand management / marketing](#) services for building users





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- Workplace Cycling Workshops (see below).

[HUB Workplace Cycling Workshops](#) - A health promotion and sustainability program that fosters biking to work through on-site training for employees. Generally courses include:

- [Biking to Work: A Lunch-Hour Primer](#) – A fun and interactive 1-hour workshop that covers everything you need to know to start biking to work in one hour. A Women’s Only version is also available. (also available in webinar format)
- [Biking to Work: Fall & Winter Cycling](#) – Intermediate workshop that covers dressing for the weather (staying warm and dry), more advanced cycling safety, advanced use of your gears, cold-weather care for your bike, lights, visibility, and more. (also available in webinar format)
- [Demystifying Your Bike: Beginner Bike Maintenance](#) - Participants bring their bikes and we show them how to do a basic inspection to make sure it’s in good running order.
- [Biking to Work: Commuter Skills](#) - This workshop includes both in-class and on-road training to teach the safest place on the road to ride, how to maneuver their bike effectively, communicate with other road users, handle riding at night and in the rain etc.

#### Contact & Website Info

- Tim Welsh, Director of Program Development - [tim@bikeHUB.ca](mailto:tim@bikeHUB.ca)
- Bike Friendly Building Consulting – [bikeHUB.ca/bfb](http://bikeHUB.ca/bfb)

## 7. HUB Bike to Shop

Bike to Shop educates people on how to carry things on bike, local bike routes that serve shopping areas, and why shopping is a great trip to bike for. There are celebration stations set up in shopping districts, and participants can sign up for prizes there and online, where they log their trips to shop by bike. Guided rides are also included in some events.

#### Contact & Website Info

- Madeleine Service, Engagement Manager - [madeleine.service@bikeHUB.ca](mailto:madeleine.service@bikeHUB.ca)
- [bikeHUB.ca/biketoshop](http://bikeHUB.ca/biketoshop)

## 8. HUB Bike the Night

Experience the beauty and energy of nocturnal Vancouver at its best - by bike. As dusk becomes darkness, join thousands of people on bikes and pedal the streets of Vancouver for HUB’s mass participation ride, Bike the Night.

A family-friendly event, Bike the Night allows people a safe and comfortable way to try cycling on city streets and cycling at night, which has been reported as a barrier. Bikes get decorated with lights and fun colours and participants enjoy a 10km+ ride together. This event is currently on hiatus due to the COVID-19 pandemic.

#### Contact & Website Info



Your **Cycling** Connection

- Jenny Tan, Director of Partnerships & Events - [jenny.tan@bikeHUB.ca](mailto:jenny.tan@bikeHUB.ca)
- [bikeHUB.ca/BiketheNight](http://bikeHUB.ca/BiketheNight)

## 9. HUB Cycling Research

In 2018, HUB Cycling began a research program, starting with Benchmarking the State of Cycling, collecting data and compiling a shared understanding, cataloguing and mapping of cycling infrastructure types, quantities and usage in partnership with TransLink, MoTI and local municipal engineering staff.

HUB Cycling continues our research focus to better understand current cycling realities, potential, and partnerships, such as the links to the health sector.

### Contact & Website Info

- Tim Welsh, Director of Program Development - [tim@bikeHUB.ca](mailto:tim@bikeHUB.ca)
- State of Cycling Project - [bikeHUB.ca/about-us/news/the-state-of-cycling-in-metro-vancouver](http://bikeHUB.ca/about-us/news/the-state-of-cycling-in-metro-vancouver)
- [bikeHUB.ca/research](http://bikeHUB.ca/research)

## REPRESENTING HUB CYCLING AT EVENTS

This section outlines what to expect when volunteering with HUB at events and applies to volunteers, committee members, board members, staff, and contractors.

### **Main Objectives**

- Raise awareness of HUB programming (StreetWise Cycling Courses, Go by BikeWeek, Workplace Workshops and HUB Bikeability Assessments) & how we are involved in improving cycling
- Answer questions about cycling in general or forward people to resources
- Sell HUB T-Shirts & ask people to sign up for a charitable donation
- Sign people up to become HUB members

### **What you will find at the booth:**

- a table with HUB pamphlets & stickers, often there will also be bike maps
- HUB signs for the table
- Membership materials: sign-up sheets, 'thank you' letter, cards (often found in the cashbox or an envelope, if they are not there we will mail them a card)
- Cashbox
- t-shirts and onesies for sale
- bins under and around the tables with extra maps, pamphlets, t-shirts and snacks
- donations tin

Extras items that we sometimes have:

- raffle draw & ballots



Your **Cycling** Connection

- a demonstration bike bus rack from TransLink with a bike that people can try out how to put their bike on the bus
- free treats & giveaways such as free snacks

### **Instructions for HUB Materials:**

- **HUB pamphlets:** Please distribute to everyone and tell them about HUB programs (see descriptions above)
- **HUB membership forms & cards:**
  - The minimum information for us to sign people up is their full name, email address and phone number, we would also like the physical address as well; have them complete the form
  - Write their name on a HUB membership card for each membership purchased (individual & household members) and provide it to them
  - Complete the bottom of the registration form to document date, who collected the money and whether a membership card was provided or not
  - Thank them for supporting cycling improvements in Metro Vancouver
  - Deposit money in the cashbox or designated folder with the registration form
- **HUB T-shirts:** T-shirts are available in multiple sizes. Please arrange on the hanging rack (if applicable) and ensure one of each size is available. If people wish to try the t-shirt on away from the table, ask that they leave a piece of ID (if they leave with the t-shirt). Please keep them out of the rain. The t-shirts are usually sold for \$25 regular (sometimes less for current members). Onesies are usually sold for \$20.
- **Maps:**
  - Metro Vancouver maps by TransLink
  - Regional maps - Richmond, Surrey, Burnaby
  - Pocket maps - Vancouver, New Westminister, North Shore and Coquitlam have all produced accordion style pocket maps
  - Central Valley Greenway - a great route connecting Vancouver, Burnaby and New Westminister
- **Raffle Draw:** we often have prizes to give away at events. There will be raffle draw ballots to fill out, we just need an email address (preferably) or phone number. If they give us their email address, we will also be adding them to our monthly bike bulletin. There is an option on the ballot to opt out if they would prefer. The draw will take place after the event finishes, winners will have to pick up their prize at the HUB office.

### **How Do I Engage the Public about HUB Cycling Programming?**

Ensure that everyone who visits our booth learns at least one thing about HUB and its programming. Here are a list of questions you can ask and some possible ways to connect your discussions to HUB programming:

#### ***Do you know what we do at HUB Cycling?***

- Inform visitors that HUB (see messages above) is a membership-driven organization that works to improve cycling conditions and education in Metro Vancouver. We've been around since



Your **Cycling** Connection

1998 and re-branded to HUB Cycling in 2012 (we were called the Vancouver Area Cycling Coalition before that). We focus on increasing cycling in the region through education, action and events.

### ***What's your favorite bike route?***

- Connect that work to what we do at HUB to make cycling infrastructure safer and more comfortable to people of all ages & abilities
- Refer issues & concerns to local committees

### ***Do you have any issues with your bike route?***

- If they do, ask them to write down their comments, the street and city of the bike route on one of the pads of paper around so we can pass it along to the appropriate local committee for follow up. In Vancouver, you can email [bikevancouver@vancouver.ca](mailto:bikevancouver@vancouver.ca) to get in touch directly with the city bicycle engineers. Contact info for other cities is online: [bikeHUB.ca/get-involved/useful-links/report-route-problem](http://bikeHUB.ca/get-involved/useful-links/report-route-problem)
- Let them know about HUB local committee meetings that they are encouraged to attend to improve local bike routes. Meeting information is online at [bikeHUB.ca](http://bikeHUB.ca)

### ***What would make you cycle more?***

- *"Safer streets and bike lanes"* - promote work we do at HUB to create a safe & connected network of bike paths suitable for all ages and abilities
- *"I don't feel safe on the road"* - promote StreetWise and Workplace Cycling Workshops, which teaches people the skills to be safer and more confident on the road
- *"There are no secure parking or facilities at my workplace"* - promote HUB Bikeability assessment, which provides businesses, HR & property managers with resources, best practises, and concrete solutions on how to improve the bikeability of a building, workplace or overall business operations
- *"If I had someone to ride with"* - encourage them to reach out to a friend or co-worker
- *"Distances are too far / hilly"* - Don't forget you can bring your bike on transit as well.
- *"It's too rainy in Vancouver"* - HUB members get discounts on bike gear at bike shops and retailers across Metro Vancouver so you can suit up for the weather. Our [Biking to Work - Fall & Winter Riding Workplace Workshop](#) will also teach you tips for riding all year round.

For more details about HUB, check out the website [bikeHUB.ca](http://bikeHUB.ca) and read the 'About Us' and Organization pages. There will also be a copy of the Annual Reports at the table, NOT to give away but for reference material in case people are asking questions about our organization or funding.

### **How do I deal with negative comments?**

You are not required to deal with negative comments as a volunteer with HUB. If you receive questions about HUB, you may communicate the responses that are outlined in the FAQ or refer them to a staff or Board member if you are unsure. If there are no staff available, suggest that they contact the office. Remember that you are acting as a representative of HUB, and it is best that any interaction and communication to the public properly reflect our mission & values.



Your **Cycling** Connection

## **How do I deal with the media?**

Only designated spokespeople are authorized to speak to the media on behalf of HUB Cycling. If you receive a media request, please contact your supervisor, designated HUB local committee member, the Executive Director or Director of Campaigns and Inclusion.

Please see the HUB Cycling Public Correspondence Procedure for more information & contact info.

## **Is there a pre-ride checklist for any group ride I organize?**

[Pre-Ride Checklist](#) can also be found on drive in HUB Policies and Procedures folder.

## **FREQUENTLY ASKED QUESTIONS**

### **What has HUB done to improve cycling conditions in Metro Vancouver? What has HUB accomplished?**

HUB Cycling has successfully engaged decision-makers around improving cycling conditions in Metro Vancouver in several ways. We have been instrumental in bringing about:

- Bikes on SkyTrains
- Bikes on buses
- Cyclist-triggered push buttons for traffic lights
- Bike paths & lanes across Metro Vancouver & ongoing improvements
- HUB Bike to Work Week - a bi-yearly initiative that has encouraged thousands of cyclists to cycle to work by hosting celebration stations and giving away prizes/incentives to those who track their commutes
- Bike to School Week – an annual event that has encouraged over 50 schools a year to encourage students to cycle to school with interactive events, group rides and prizes/incentives
- Developing & delivering Streetwise Cycling Education & Workplace Workshops to teach adults and children on how to ride safely and more confidently on the road
- Making the Burrard Bridge Separated Lanes permanent
- Widened sidewalks on Lion's Gate, IronWorkers Memorial and Queensborough Bridge
- Creation of the Central Valley Greenway
- Building of the Canada Line Cycling Bridge

### **What is HUB Cycling currently working on?**

HUB Cycling has 10 local committees who directly engage decision-makers about making improvements throughout Metro Vancouver. We're currently working on:

- Continuing to work with government, businesses & community organizations to connect Metro Vancouver through a regional network of safe, convenient and accessible cycling paths
- Working on providing access to cycling education for all school-aged children across the province



Your **Cycling** Connection

- Working with ICBC to increase content related to pedestrian and cyclist interactions in Driver Training & Exams and continuing education
- More cycling events, festivals and social rides to create more community and to celebrate the joys of cycling!
- Providing Streetwise Cycling Education and Workplace Workshops to teach people basic and advanced bike maintenance skills and the on-road cycling skills they need to ride safely and confidently on their bike.
- Find updated information here: <https://bikeHUB.ca/about-us/infrastructure-successes> (scroll down)

### **What is HUB's position on the Helmet Law?**

HUB supports and encourages the use of helmets by cyclists of all ages, but also recognizes an adult's right to make their own choice. HUB believes that the over-emphasis of adult helmet use may detract from addressing important cycling safety issues. Although helmet use may reduce the severity of some injuries, HUB believes the best measures to improve safety for cyclists are:

- Cycling education for both people cycling and driving
- Cycling infrastructure that reduces conflict between cyclists, motorists, and pedestrians
- Increasing the amount of people cycling, making cyclists a normal and expected part of the transportation landscape

### **What is HUB's involvement in Public Bike Share?**

Public Bike Share (PBS) is an important addition to the cycling facilities in Vancouver and is increasing the number of people on bikes. HUB helped contribute to the educational messaging and training for PBS users and staff, and we continue to partner with Mobi by Shaw Go to cross promote. HUB also supports the expansion to e-bike share across the region.

### **What is HUB's involvement with Critical Mass?**

HUB has never been involved in the organization of Critical Mass. HUB encourages and teaches lawful, safe and respectful cycling at all times.

### **Does HUB support licensing or increased taxation of people who cycle?**

ICBC looked into that idea extensively and concluded that the cost of administering a bike-licensing scheme would exceed the benefits, while also causing many people to reject cycling altogether.

The administrative and bureaucratic burden of having people register and enforce licensing would be significant with little benefit especially when it comes to children. We do encourage all cyclists to take HUB Streetwise training courses to encourage safe and respectful road use by cyclists.

### **What are you doing about cyclists who run red lights/don't follow the rule of the roads/disrespect pedestrians?**

HUB believes that all road users should share the public space respectfully and responsibly and that cyclists should follow the rules of the roads. One of our main focuses is education – we teach people



Your **Cycling** Connection

how to ride safely in accordance with the current rules of the road. One of the largest issues though is that there is no standard for cycling education.

Children and teenagers are on bikes before they are given the option to learn how to drive, this means that they never have any formal training on what the rules of the road are. We think this is a failing of our education system and are working with the provincial advocacy group (BC Cycling Coalition) to integrate cycling into the school curriculum. We see this as a necessary step to ensure that our children grow up to be respectful road users whether it be on foot, on a bike, or driving a car.

We are also working with ICBC and would like to see changes made to the Motor Vehicle Act as well as driver education. This would include more questions on our drivers' test focusing on how to interact with pedestrians and cyclists. In places in Europe there is standardized cycling education for all children in school - this is an aim of the Right to Bike campaign HUB is a part of.

### **Should people cycling pay a special tax?**

Roads are paid for mostly through general taxes. People who use bicycles for transportation pay these property taxes, income taxes, sales taxes, etc. Building cycling facilities and maintaining them is much less expensive than facilities for motor vehicles, because the impact on the roads from cycling is minimal.

Cycling mostly happens on municipal roads, which are paid for with property taxes, for which there is no difference between someone who rides a bicycle and someone who drives a truck. Many cyclists therefore actually subsidize driving.

As a taxpayer and homeowner (but not a car owner), a significant amount of tax dollars is spent on the road network, much of which is not used by bicycles because it still feels unsafe or is not permitted.

### **What are the benefits of investing in cycling?**

Infrastructure for cycling is a lot less expensive than infrastructure for automobiles in terms of the number of people who can get around.

Every kilometre that a person rides brings economic benefits to society, mostly through lower health care costs and less air pollution.

Cycling is the most cost-effective way of providing mobility for BC communities. More people cycling means less people driving so congestion is reduced. With proper cycling facilities, it will be safer for everyone. Also, cycling offers many benefits to society, including improved health and less pollution and noise. Increased investment in cycling will reduce overall costs for transportation AND health care.

## **HUMAN RIGHTS COMMITMENT**

HUB Cycling is committed to upholding the Human Rights of all employees. Specifically, HUB Cycling will ensure that every employee has a right to equal treatment under the protected grounds and aspects of employment established by the Human Rights Code of British Columbia.



Your **Cycling** Connection

## PROTECTED GROUNDS

- Race
- Colour
- Ancestry
- Place of origin
- Political belief
- Religion
- Marital status
- Family status
- Physical or mental disability
- Sex
- Sexual orientation
- Gender identity or expression
- Age
- Criminal or summary conviction offence that is unrelated to employment

## POLICY

HUB Cycling will not discriminate against any of its employees under any of the protected grounds outlined above.

Furthermore, HUB Cycling will ensure equal treatment for its employees, including, but not necessarily limited to, the following processes:

- Job application and recruitment
- Training
- Transfer or promotion
- Apprenticeship terms
- Dismissal or Layoff

HUB Cycling will also ensure that this right to equal treatment is upheld in the areas of rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline, and performance evaluations.

### Duty to Accommodate

HUB Cycling has a duty to accommodate employees to eliminate negative treatment based on the prohibited grounds of discrimination. HUB Cycling will accommodate to the point of undue hardship which can only be considered when adjustments to a policy or practice would incur financial cost, necessitate outside funding, or create risks to the health or safety of a person.

### Filing a Complaint

HUB Cycling acknowledges that an employee who believes their rights have been violated may speak to a Human Rights Officer or file a complaint with the Office of the Human Rights Commissioner. HUB Cycling will not retaliate against any employee who has filed a complaint with the Tribunal or had someone file a complaint on their behalf.



## PROTECTION OF PERSONAL INFORMATION

HUB Cycling is committed to upholding the privacy of employee private and identifiable information. This policy is based on the commitment to privacy that is outlined in British Columbia's [Personal Information Protection Act](#) (the Act). HUB Cycling will uphold its responsibilities to protect private information.

### DEFINITIONS

"Employee personal information" means personal information about an individual that is collected, used, or disclosed solely for the purposes reasonably required to establish, manage, or terminate an employment relationship between the organization and that individual, but does not include personal information that is not about an individual's employment (sourced from the Act).

"Personal information" means information about an identifiable individual and includes employee personal information but does not include:

1. contact information, or
2. work product information (sourced from the Act).

### POLICY

HUB Cycling is obligated to ensure that it protects any personal information that it collects, uses, or has been disclosed to it, no matter the source of the information (e.g., customers, employees, or other people).

- Personal information includes:
- Name, sex, age, weight, height
- Home address and phone number
- Race, ethnic origin, sexual orientation
- Medical information
- Income, purchases and spending habits
- Blood type, DNA code, fingerprints
- Marital or family status
- Religion
- Education
- Employment information

The personal information privacy rules set out in the Act are based on the Ten Principles of Privacy Protection (also known as the Fair Information Practices):

1. Be accountable
2. Identify the purpose
3. Obtain consent
4. Limit collection



Your **Cycling** Connection

5. Limit use, disclosure, and retention
6. Be accurate
7. Use appropriate safeguards
8. Be open
9. Give individuals access
10. Provide recourse

HUB Cycling will ensure that any private employee information that is collected adheres to the principles outlined below and considers how a reasonable person would achieve these principles:

1. **Be accountable:** HUB Cycling is responsible for all employee personal information under its control. As necessary, HUB Cycling will appoint the Office Manager to ensure its accountability to the Ten Principles of Privacy Protection. Further, HUB Cycling will develop and implement policies and practices for handling all personal information, as well as a process for handling privacy complaints.
2. **Identify the purpose(s):** HUB Cycling will always identify to employees why their personal information is being collected. As well, HUB Cycling will only collect the personal information required to fulfill that purpose with no additional information. The organization will also inform any person from whom it collects information why the information is required and how it will be used.
3. **Obtain consent:** Employee consent is required for the collection, use, or disclosure of employee information. If additional personal information is required, HUB Cycling will request additional consent from employees.
4. **Limit collection:** HUB Cycling will only collect the personal employee information that is required for the administration of pay, benefits, and other human resource activities. This information will always be collected in fair and legal ways and, whenever possible, will only be collected from the employee to whom it pertains and no other source.
5. **Limit use, disclosure, and retention:** Unless required by law, all private employee information collected by HUB Cycling will only be used for the purposes for which it was collected. Private employee information will only be retained for as long as is necessary to serve the purposes for which it was collected. If personal information is used to make a decision, this information will be retained for one year following the decision to provide the employee the chance to access it. As soon as the personal information is no longer required for business or legislative purposes, it will be destroyed, erased, or made anonymous.
6. **Be accurate:** HUB Cycling will maintain personal employee information as accurate, complete, and as up-to-date as possible. HUB Cycling may request periodic updates from its employees to ensure that the information on file is accurate.
7. **Use appropriate safeguards:** HUB Cycling will protect any personal employee information it has collected, no matter the format, by locked filing cabinets, locked offices, encrypted drives, to ensure the privacy of the information. Only specified persons, including the Executive Director and Office Manager will have access to the information.



Your **Cycling** Connection

8. **Be open:** HUB Cycling will disclose its purposes for the collection of employee information and will have this information available upon request from employees. Upon request, HUB Cycling will provide the name of its privacy contact and contact information. HUB Cycling will also inform its employees how they can make a request to view their personal files and how to make a privacy complaint, as necessary.
9. **Give individuals access:** Employees of HUB Cycling have the right to view what personal employee information has been retained. Access to their own information will be provided within a minimum of 30 days. Further, employees may challenge the accuracy of this information and make modifications to the information, as necessary. If for any reason, HUB Cycling needs to refuse a request, this response will also be provided within 30 days and it will include information on making a privacy complaint to the Information and Privacy Commissioner.
10. **Provide recourse:** HUB Cycling will meet or exceed the principles established by the Act. All complaints concerning the privacy of employee information will be investigated. If HUB Cycling becomes aware that it needs to correct its personal information practices, it will remedy its practices as soon as possible.

Employees are welcome to bring forward ways in which HUB Cycling could improve the safety of personal employee information; employees should contact the Executive Director with their suggestions, recommendations, or complaints.

## Employment Standards Policies

### HIRING

The purpose of this policy is to outline the processes HUB Cycling will follow to ensure our hiring practices are fair, consistent, equitable, and in line with all applicable legislation such as the British Columbia *Human Rights Code*, and the *Employment Standards Act*.

#### POLICY

HUB Cycling is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience. HUB Cycling will not discriminate against job applicants on any of the grounds protected by human rights legislation during any phases of the recruitment, screening, and hiring process.

All hiring managers of HUB Cycling will treat all job applicants with dignity and respect.

At no time during the interview process will any questions be asked that touch on any prohibited areas outlined in the *BC Human Rights Code* (race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, age, sexual orientation, political belief or conviction of a criminal or summary conviction offence unrelated to their employment).



Your **Cycling** Connection

### Reference Checks

Reference checks must be completed for any candidate that is considered for hiring prior to making an offer of employment, in order to validate credentials and the accuracy of information provided by the candidate during the recruitment and screening process.

### Offers of Employment

Any offer of employment will outline the terms and conditions of employment, including any further steps that the applicant must agree to complete to be eligible for employment, such as a successful police records check.

Offers of employment will contain a probationary period of at least three months, so that both the employer and employee can trial the fit between the employee and the position, without any negative consequences.

Once the offer of employment is signed by the employee and any additional agreed terms have been met, the new employee may begin work at the agreed upon date. New employees will receive training about key policies and safety issues that pertain to their position or that are required by law.

### Personal Information

HUB Cycling will ensure any personal information collected during any stage of the recruitment and hiring process is retained in an appropriate manner and remains confidential.

## HOURS OF WORK AND OVERTIME

HUB Cycling is committed to ensuring that all employees are compensated, at minimum, as per the standards outlined in the British Columbia's employment standards.

### POLICY

At HUB Cycling, hours of employment vary and can be found within the employee agreement. HUB Cycling employees will at times be requested to work hours above their usual hours of work. For the purposes of this policy, hours worked beyond an employee's usual number of hours but below the overtime threshold of average 40 hours weekly or average eight hours daily will be paid in straight time.

Any hours worked beyond the threshold of average 40 hours weekly or average eight hours daily will be paid at a rate of time and one half the employee's usual rate of pay. If an employee works over 12 hours in a day, they will be compensated at a rate of double time their usual rate of pay.

All overtime hours must be authorized in writing by a supervisor/manager in advance of being worked. In the event of an emergency, the hours may be worked but a manager/supervisor must be informed as soon as possible. Failure to adhere to these guidelines will result in corrective action.

### Hours Free from Work



Your **Cycling** Connection

Employees will have at least 32 hours in a row free from work each week. In the event an employee is requested to work, they will be paid extra pay at time and one half their usual rate of pay.

### Managers and Supervisors

Managers and supervisors (defined as “a person whose principal employment duties consist of supervising or directing, or both supervising and directing, human or other resources, or a person employed in an executive capacity”) are excluded from the hours of work and overtime provisions contained within employment standards.

### Overtime

To be paid their banked overtime, employees may request one of the following:

- That part or all the wages in the time bank are paid out
- Time off with pay (at a time agreed to with HUB Cycling)

HUB Cycling, provided it gives employees one month’s written notice, may close the overtime bank. Within the following six months, HUB Cycling will do one of the following:

- Pay the employee the balance of the wages in the overtime bank
- Permit the employee to take time off with pay with the overtime bank total
- Pay part of the overtime bank to the employee and pay the rest of the wages as time off with pay for the employee

If the employee is separated from HUB Cycling before they have taken the extra time, the employee will receive the overtime banked on their final pay cheque.

### Averaging Agreement

HUB Cycling has put into place averaging agreements if employees are needed to work more hours to fulfill deadlines and complete duties. With the employee’s written or electronic agreement only, their hours of work will be averaged over four weeks for the purposes of calculating their entitlement to overtime pay.

All averaging agreements must be signed before they start. The agreement will also contain the number of weeks that the hours will be averaged; the proposed work schedule for the days in the agreement; and how many times the agreement would be repeated.

## PROTECTED LEAVES OF ABSENCE

HUB Cycling recognizes that qualified employees have the right to take job-protected leaves without any negative consequences to their employment. As such, HUB Cycling is committed to adhering to the



Your **Cycling** Connection

guidelines established by British Columbia's *Employment Standards Act* (the Act) with respect to any job-protected leaves.

## DEFINITIONS

All definitions are from the *Employment Standards Act* of British Columbia.

### ***Immediate Family Member:***

- spouse (including common-law spouse)
- child (including stepchild)
- same sex partners and their children if they live with the employee as a member of the employee's family.
- parent (including stepparent)
- guardian
- sibling
- grandchild
- grandparent
- any other person who lives with the employee as a member of the employee's family.

### ***Family Member:***

In relation to the employee, including the list of immediate family members above, as well as:

- stepsibling
- aunt or uncle
- niece or nephew
- current or former foster parent
- current or former foster child
- current or former ward
- former guardian
- the spouse of a: sibling or step siblings, child or stepchild, parent, grandparent or grandchild, aunt or uncle, niece, or nephew, current or former foster child, or current or former guardian;

In relation to the employee's spouse, a:

- stepparent
- sibling or step siblings
- grandparent or grandchild
- aunt or uncle
- niece or nephew
- current or former foster parent
- current or former ward

### ***Minor Child:***

- a biological or adopted child



Your **Cycling** Connection

- a stepchild
- a foster child
- a child who is under legal guardianship of the employee and under the age of 19

## POLICY

The purpose of this policy is to outline the job-protected leaves employees have a right to take under the Act so that:

- Employees know their rights; and
- HUB Cycling manages employee leaves in a fair and consistent manner.

HUB Cycling will adhere to all regulations covered under the *Employment Standards Act* of British Columbia.

Protected Leaves:

- COVID-19 Leave (Temporary)
- Leave Respecting Domestic or Sexual Violence
- Personal Illness or Injury Leave
- Maternity Leave
- Parental Leave
- Family Responsibility Leave
- Critical Illness or Injury Leave
- Compassionate Care Leave
- Bereavement Leave
- Leave Respecting the Disappearance of a Child
- Leave Respecting the Death of a Child
- Reservists' Leave
- Jury Duty Leave

### Employee Rights During a Leave

Employees have the right to continue to participate in the company benefits plans during their job-protected leave of absence. This includes programs such as: pension plan, life insurance, extended health care, and dental. If an employee wishes to opt out of their participation in these company-provided benefits, they must provide their request via written notice. HUB Cycling will continue to pay its portion of the employee benefits contribution to an employee's benefit plan, unless the employee has provided written notice that they would like to opt out during the leave period.

While on a job-protected leave of absence, an employee's employment is considered continuous. HUB Cycling will not penalize any employee because the employee is or will be taking a job-protected leave.

An employee who takes an approved job-protected leave is entitled to return to either their same position or a comparable one if HUB Cycling has eliminated their previous one.



Your **Cycling** Connection

## **COVID-19 Leave (Temporary)**

An employee has a right to take a job-protected leave related to COVID-19 if they are unable to work for the following reasons:

- They have been diagnosed with COVID-19 and are following the instructions of a medical health officer, doctor, or nurse,
- They are in quarantine or self-isolation and are acting in accordance with an order of the provincial health officer, an order made under the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control or guidelines from the Public Health Agency of Canada,
- HUB Cycling has directed them not to work due to concern about their exposure to others,
- They need to provide care to their minor child or a dependent adult for a reason related to COVID-19, including a school, daycare, or similar facility closure,
- They are outside of BC and unable to return to work due to travel or border restrictions.

Note: The COVID-19 leave is retroactive to January 27, 2020, the date that the first presumptive COVID-19 case was confirmed in British Columbia. This leave is in place due to the public health emergency resulting from COVID-19. Once the leave is no longer needed, it will be removed from the Employment Standards Act and thus no longer a protected leave at HUB Cycling.

## **Leave Respecting Domestic or Sexual Violence**

Employees of HUB Cycling may take up to 5 paid days of leave and 5 additional unpaid days of leave per calendar year if they have been impacted by domestic or sexual violence. If needed, an employee may take an additional 15 weeks of unpaid leave, where impacted by this type of violence. This leave also applies to an employee who has had a child or dependent impacted by this type of violence.

## **Personal Illness or Injury Leave**

Employees of HUB Cycling may take up to five paid days each employment year because of personal illness, or injury or to prevent illness or injury. This entitlement begins once an employee has worked for HUB Cycling for at least 90 days. As per the *Employment Standards Act*, reasonable medical documentation may be requested including information to support the employee's need for additional unpaid leave.

For longer term illness or injury coverage, please refer to Service Canada.

## **Maternity Leave**

Pregnant employees of HUB Cycling may take an unpaid maternity leave of up to 17 consecutive weeks off work. The leave must begin on or before the baby is born. Maternity leave cannot start earlier than 13 weeks prior to the expected due date of the baby. The leave continues for at least 6 weeks after the baby is born. In the event an employee wants to return to work sooner than this, HUB Cycling will require the employee to provide medical documentation allowing this. Where an employee is unable to return to work for reasons related to childbirth, the leave may be extended for 6 more weeks.





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*Termination of Pregnancy:* Employees of HUB Cycling are entitled to 6 consecutive weeks of unpaid leave beginning on the date that a pregnancy has ended. If an employee is unable to return to work for reasons relating to the pregnancy ending, the leave may be extended for an additional 6 weeks. HUB Cycling may request a medical note from a doctor or nurse practitioner indicating the pregnancy has ended.

Employees must provide a written request to HUB Cycling at least 4 weeks prior to the day the employee intends on beginning the leave. HUB Cycling may request medical documentation stating the expected birth date, the actual birth date, or other reasons for the leave.

## **Parental Leave**

Employees of HUB Cycling are entitled to take parental leave of up to 62 weeks of unpaid time free from work. Both parents can take one full period of parental leave. This leave can begin at any time within 78 weeks of the baby being born or a child being placed in the employee's care in the case of adoption. An employee may extend their leave by up to 5 weeks if a child needs more care due to a physical, psychological, or emotional condition.

Pregnant employees can take maternity and parental leave. In this case, a pregnant employee may take up to 61 weeks of unpaid parental leave immediately following their maternity leave.

HUB Cycling reserves the right to request proof that an employee is entitled to parental leave or an extension of parental leave.

Employees must provide a written request to HUB Cycling at least 4 weeks prior to the day the employee intends on beginning the leave.

## **Family Responsibility Leave**

Employees are entitled to take up to 5 days of unpaid leave in each employment year to help with the care, health or education of a minor child that is in their care. An employee can also request this type of leave to care for the health of a member of their immediate family.

Employees are encouraged to give reasonable notice of any request for leave to allow HUB Cycling to accommodate the absence. HUB Cycling is entitled to request reasonable proof after the event that the request for a leave was valid. The request for the leave does not need to be made because of a crisis or emergency. It must be related to the care or health, and in the case of a child, education, of a member of the employee's immediate family.

## **Critical Illness or Injury Leave**

HUB Cycling employees are entitled to up to 36 weeks in a 52-week period of unpaid leave in the event they have a critically ill minor child or 16 weeks in the event of a critically ill adult family member. This leave may be taken to support or provide care for a minor child or adult family member.



Your **Cycling** Connection

Employees must request leave from HUB Cycling when they first become aware of their need for the leave. Employees are required to provide a medical certificate to HUB Cycling from a qualified medical practitioner that sets out:

- the baseline state of health of the family member that has significantly changed,
- that the life of the family member is at risk due to an illness or injury,
- that the care or support required by the ill family member can be met by the employee and not medical professionals, and
- the period for which the ill family member requires care or support.

The certificate does not have to be provided to HUB Cycling prior to the employee taking the leave but must be produced as soon as practicable.

Employees may begin this leave on the date outlined in the medical certificate or the first day in which the baseline state of health of the employee's family member significantly changed. The leave must be taken in increments of one or more weeks at a time, separately or consecutively, within a 52-week period. The leave ends when the family member passes away, or at the end of the 52 weeks from the date in which the employee began the leave.

If a medical certificate issued by a qualified health practitioner sets out a period during which the employee is required to provide care or support to a family member that is less than 36 weeks (for a minor child) or less than 16 weeks (for an adult), the employee is entitled to take a leave only for the period set out in the certificate. An employee's leave may be extended in the event the original certificate did not use up all the leave, and another medical certificate is obtained.

### **Compassionate Care Leave**

Employees of HUB Cycling are entitled to compassionate care leave consisting of unpaid leave for a period of up to 27 weeks in a 52-week period to provide care to a family member who is terminally ill.

HUB Cycling employees are entitled to this leave, regardless of their length of service.

Employees must request leave from HUB Cycling as soon as they become aware of the need to take the leave. The employee must provide HUB Cycling a medical certificate stating the family member has a terminal illness and is at risk of dying within 26 weeks. This does not need to be provided prior to taking the leave; however, time off prior to obtaining the medical certificate will be included in the calculation of the duration of the leave. Employees are not required to take all 27 weeks consecutively and may separate their weeks. However, if an employee takes part of a week, this will count as a full week of leave.

The leave will end with whatever of the following comes first:

- On the last day of the week in which the family member passes away;
- After the employee has had 27 weeks off within a 52-week period; or
- 52 weeks after the leave began (regardless of whether the employee has taken all 27 weeks).



Your **Cycling** Connection

If the family member does not pass away within the 52-week period, an employee may take more leave after they provide HUB Cycling with a new medical certificate stating that the family member has a serious medical condition with significant risk of death within 26 weeks.

## **Bereavement Leave**

Effective April 1, 2019, bereavement leave will be granted on the death of a member of the Employee's immediate family.

Where a member of the Employee's immediate family dies, an eligible employee will be granted up to three (3) days' paid leave. Where a member of the Employee's extended family (aunts, uncles, cousins, etc.) dies, an eligible employee will be granted up to one (1) day of paid leave.

For hourly employees, hours/day would be based on average hours/day worked of the past 30 business days.

Staff may request to take vacation or unpaid time in the event of a death of a friend or non-immediate family member and permission will not be unreasonably withheld. Additional unpaid leave must be agreed upon in writing by the Employee and Executive Director or their designated representative.

## **Leave Respecting the Disappearance of a Child**

Employees of HUB Cycling are entitled to up to 52 weeks of unpaid leave if their minor child disappears as the result of a crime. The crime does not have to be proven, but probable. The employee may take leave in different units of time with the consent of HUB Cycling.

The leave ends:

- 14 days after the child is found alive,
- At the end of the 52 weeks off (or if the employee has taken time off in different units, the last day of the last unit time).

The leave also ends if it is probable that the child's disappearance was not the result of a crime or if the employee is charged with a crime in relation to the child's disappearance.

A written notice and a plan for taking the leave must be provided to HUB Cycling as soon as possible either prior to beginning the leave or once the leave has started. The plan for the leave may be amended under special circumstances.

## **Leave Respecting the Death of a Child**

An employee of HUB Cycling who experiences the death of their child is entitled to an unpaid leave of absence for a period of up to 104 weeks. This leave must be taken within the 105-week period that started when the child passed away. The employee may take leave in different units of time with HUB Cycling's consent.



Your **Cycling** Connection

The leave ends after 104 weeks off, or if the employee has taken time off in different units, the last day of the last unit of time. The leave also ends if the employee is charged with a crime in relation to the child's death.

### **Reservist Leave**

An employee of HUB Cycling who is also a reservist for the Canadian Forces is entitled to 20 days of unpaid leave per calendar year for the following reasons:

- Is being deployed to a Canadian Forces operation outside of Canada,
- Is participating in pre- or post-deployment training activities,
- Is being deployed to assist with an emergency or an emergency aftermath in Canada.

Employees are required to provide HUB Cycling 4 weeks' written notice of the leave including the start and end date of their leave. If deployment is extended, the employee must give HUB Cycling notice 4 weeks before the date the leave was to have ended, or as soon as possible. If the employee wants to return to work sooner than they originally said, they must provide HUB Cycling at least 1 week's notice.

### **Jury Duty Leave**

HUB Cycling will provide unpaid job-protected time away from work as necessary for employees to participate in jury duty. Employees may be requested to provide evidence of the need for them to participate in jury duty.

## **STATUTORY HOLIDAYS**

HUB Cycling is committed to upholding the employment rights as established by the *Employment Standards Act of British Columbia*. Specifically, HUB Cycling will ensure that it adheres to the provisions established for statutory holidays in British Columbia.

### **STATUTORY HOLIDAYS**

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. B.C. Day
7. Labour Day
8. Thanksgiving Day
9. Remembrance Day
10. Christmas Day

Please note that we have added Easter Monday and National Day for Truth and Reconciliation as additional paid holidays.



Your **Cycling** Connection

## POLICY

HUB Cycling will ensure that qualified employees who are entitled to statutory holidays off from work will be paid the appropriate statutory holiday pay.

As needed, HUB Cycling may request that employees work on the day of the statutory holiday. Where an employee is required to work on a statutory holiday, they will:

- earn one and a half times their regular wage for the hours worked up to 12 hours,
- earn double their regular wage for any hours worked over 12 hours, and
- an average day's pay.

Alternatively, HUB Cycling may, for one or more employees, substitute another day off for a statutory holiday, if previously agreed upon by HUB Cycling and the employee in writing, or if the majority of employees affected agree to the substitution. In this case, HUB Cycling will follow the same statutory holiday pay guidelines.

In the event an employee's employment with HUB Cycling concludes prior to the substitute holiday day, HUB Cycling will ensure that the employee's statutory holiday pay entitlement is included in their final wages.

### Calculating Statutory Holiday Pay

Employees are entitled to statutory holiday pay in the amount of an average of the employee's regular wages earned during the preceding 30 calendar days leading to the statutory holiday. HUB Cycling will include all wages earned during this time for the calculation – this includes salary, commission, statutory holiday pay and paid vacation, if any. However, overtime earned is not included in the calculation.

**Total wages ÷ number of days worked = statutory holiday pay (an average day's pay)**

### Qualifying for Statutory Holiday Pay

Employees of HUB Cycling will qualify for statutory holiday pay if they:

- have been employed for 30 calendar days, and
- have worked or earned wages on 15 of the 30 days prior to the statutory holiday.

Where an employee does not qualify for statutory holiday pay, they are paid regular pay for working on a statutory holiday.

## TERMINATION

HUB Cycling is committed to ensuring that all employee terminations of employment are handled in a fair and consistent manner, according to legislated employment practices, specifically British Columbia's *Employment Standards Act*.



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## DEFINITIONS

“Termination” means a situation in which the employment relationship comes to an end due to a variety of reasons such as the employer ending the employment relationship. The *BC Employment Standards Act* states it includes a layoff other than a temporary layoff.

“Termination for just cause” means an employee is terminated without notice when they are “guilty of wilful misconduct, disobedience, or wilful neglect of duty that is not trivial and has not been condoned by the employer”.

“Temporary layoff” means:

- A. in the case of an employee who has a right of recall, a layoff that exceeds the specified period within which the employee is entitled to be recalled to employment, and
- B. in any other case, a layoff of up to 13 weeks in any period of 20 consecutive weeks. (Source: *BC Employment Standards Act*).

The Government of British Columbia further clarifies: “An employee is laid off when they're given less work or no work – with the plan that the employee will return to a regular work schedule. If an employee's hours are reduced, they are considered laid off when they earn less than 50% of their weekly wages at the regular rate (averaged over the previous eight weeks that they worked).”

“Termination pay” means, for each week of notice an employee is entitled to, the amount obtained by totalling the employee's weekly wages, at the regular wage, during the last 8 weeks in which the employee worked normal or average hours of work and dividing the total by 8 (Source: *BC Employment Standards Act*).

## POLICY

HUB Cycling will follow the rules set out in British Columbia's *Employment Standards Act* and the terms set out in an employee's contract when it comes to ending the employment relationship.

All terminations, no matter the cause, will be handled respectfully and in a confidential manner.

HUB Cycling will never end someone's employment or penalize them in any way for asking questions about or exercising their rights under the *Employment Standards Act*.

### Resignation

In the case of resignation, HUB Cycling requests that employees provide a minimum of two weeks' notice to the employer, in writing.

If an employee fails to show up to work for more than three days in a row without notifying the employer, the employer will assume the employee has resigned.



Termination (Not for Cause)

In the case of involuntary termination not for cause, the employee will be provided with written notice of termination which meets the criteria set out within the *Employment Standards Act*, at minimum:

<b>Period of Employment</b>	<b>Notice Required</b>
3 months but less than 1 year	1 Week
1 year but less than 3 years	2 Weeks
3 years but less than 4 years	3 Weeks
4 years but less than 5 years	4 Weeks
5 years but less than 6 years	5 Weeks
6 years but less than 7 years	6 Weeks
7 years but less than 8 years	7 Weeks
8 years or more	8 Weeks

The employee will either work for the remainder of the time provided by the notice period (working notice) or be provided with termination pay (pay in lieu of notice) for the duration of the notice period.

Employees will be entitled to their full regular pay and any benefits will remain in place for the duration of the notice period. They are also to accrue vacation pay during this time. Employees may also be entitled to severance pay based on their years of service, as defined under the *Employment Standards Act*. This is determined as per the Act and the management of HUB Cycling.

Employees who are terminated for just cause are not entitled to notice, pay in lieu of notice, or severance pay.

Temporary Lay-off

HUB Cycling will refer to and adhere to the *Employment Standards Act* if a temporary layoff is required for any reason.

The organization understands the employee may be considered terminated according to the *Employment Standards Act* in the following circumstances:

- If the employee does not agree to the temporary layoff in advance
- If an employee is laid off for a period longer than a temporary layoff as set out in the *Employment Standards Act* (generally 13 weeks in any period of 20 consecutive weeks\*)



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The organization will provide any termination pay to the employee, as required.

### Final Wages and ROE

Upon termination of employment for any reason, HUB Cycling will provide final wages, meaning regular wages, overtime, statutory holiday pay, compensation for length of service and vacation pay. These wages must be paid:

- Within 48 hours after the last day an employee works when an employer ends employment
- Within six days after the employee's last day of work when an employee quits

If an employee cannot be located, the employer must pay the wages to the Director of Employment Standards within 60 days of the wages being payable. The Director holds the wages in trust for the employee (Source: Government of British Columbia).

Please note that unused sick time will not be paid out upon termination of employment.

HUB Cycling will also issue a Record of Employment (ROE) within 5 calendar days after the end of the pay period in which an employee's interruption of earnings occurs so that eligible employees may apply for Employment Insurance (EI).

### Return of Employer Property

Whether the termination is voluntary or involuntary, the employee must return all company property including items such as keys or computer devices. All intellectual property, or information, products or content created for the employer will remain the property of the employer.

### Rehiring

Employees who are terminated for cause may not be eligible for rehire.

### References

HUB Cycling may provide references upon request.

### Exit Interviews

HUB Cycling invites all employees who have retired or resigned from the organization to share their thoughts and reasons behind their decision to leave. The employee has the choice of selecting who will conduct their exit interview from their direct supervisor/manager, Executive Director. The information gathered from the exit interview will be used to improve processes at HUB Cycling.

## VACATION

HUB Cycling understands the importance of taking time away from work to relax and recharge. It is committed to providing vacation time and pay in accordance with the *Employment Standards Act* of





Your **Cycling** Connection

British Columbia (the Act), at minimum. In the event an employee’s employment contract provides a greater benefit, the employment contract shall take precedence.

## POLICY

Vacation time and vacation pay at HUB Cycling are provided according to the following chart:

	YEARS OF SERVICE	
	Less Than 5 Years	5 or More Years
<b>Vacation Time</b>	Three weeks (15 days)	Four weeks (20 days)
<b>Vacation Pay</b>	6% gross wages	8% gross wages

As per the Act, employees earn vacation time during the first year they are employed. Vacation should be taken in the fiscal year it is accrued. Exceptions can be made for recently hired employees and for other specific circumstances, as confirmed in writing with the Executive Director. Employees cannot skip taking vacation time and just receive vacation pay.

Vacation pay must be at least four percent of the gross wages (excluding any vacation pay) earned in the 12-month vacation entitlement year for employees with less than five years of employment, and at least six per cent of the gross wages thereafter.

### Vacation Time

Employees who would like to take vacation time are asked to speak with their manager or supervisor at least 4 weeks prior to request vacation. Vacation requests will be granted according to program and supervision needs.

HUB Cycling may allow employees to take vacation time in advance of when the time is earned provided the request is submitted and approved in writing, along with the employee’s written confirmation that in the event employment ends before the vacation accrues, it will be deducted on the employee’s final pay cheque. If the advance request is approved, HUB Cycling will deduct the number of days taken in advance from the employee’s future vacation entitlement.

### Termination of Employment

In the event employment is terminated prior to an employee taking their vacation time, it will be paid out to them on their final pay cheque along with any other owed amounts.

## REMOTE WORKING

### PHYSICAL/TECHNOLOGY/SPACE SUPPORT



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It is important for HUB Cycling to ensure staff are well equipped to work from home. This is also mandated by WorkSafeBC. [Workers Compensation Act](#) and [Occupational Health and Safety Regulations](#) still apply.

## Ergonomic Home Space

### **HUB Cycling will provide:**

- Computer (laptop or desktop).
- External mouse, keyboard and a second monitor.

Any items loaned or purchased belong to HUB Cycling but can be used by you for the duration of your employment at HUB Cycling. Any additional items will be assessed on a needs basis. [Borrowed Office Supplies](#)

### **Personal responsibility**

- Working phone.
- Internet connection.
- Access to printer, camera.

While working from home, it's important to maintain proper ergonomic supports to stay comfortable and avoid back and neck pain. See below for general guidelines and solutions for working remotely and watch the [Ergonomics webinar recording](#).

- Use a supportive, upright chair with padding if possible.
- Raise a laptop with books or other sturdy items. This will maintain a better neck position throughout the day.
- Place the screen/monitor approximately an arm's length away from the user.
- Consider using an external keyboard/mouse to maintain proper arm and wrist positioning.
- Ideally, elbows remain at 90 degrees with relaxed shoulders and limited wrist flexion/extension.
- Incorporate frequent movement/stretch breaks throughout your day.
- Micro breaks (10 – 20 seconds every 5 – 10 minutes) alter position and give postural muscles a break, rest hands from typing.
- Mini breaks (2 – 5 minutes every 30 minutes) – perform specific exercises and/or work tasks that require standing/walking.
- Organize group stretch/movement breaks over video chat or other methods.

[Please see this handy resource from WorkSafeBC to assess your current set-up.](#)

## Co-working/Ad Hoc Office Space

As of September 2021, we have dedicated desk space at 312 Main - the northwest corner of the second floor. Each staff person has a dedicated desk space and dedicated days of the week to maintain health protocols at this time. Days can be swapped with others by using the 312 Main Desks shared calendar.



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As members of 312 Main St., we have 20 included meeting room hours per month. Additional hours are billed at \$25 each. The cost of team meetings should be billed to the program budget. Please book meeting room hours through the Office Manager.

In addition, directors will have a quarterly budget of \$20/person to cover refreshments for team meetings.

## In-Person Meeting Guidelines

[Please see the HUB Cycling COVID-19 Safety Plan: Living Document](#)

## FINANCIAL SUPPORT

It has been, and continues to be, HUB Cycling's priority to retain all staff and ensure they have a productive and safe work environment. HUB also cares about supporting the [financial well-being](#) of its staff.

### One-time Stipend

While we continue to work from home, HUB will help staff create an efficient working environment by giving them a one-time stipend of \$500 to employees. This stipend can be used to purchase anything you need in order to create a comfortable working space. This one-time stipend is for all current year-round permanent staff (as of August 2020) members who have been working with HUB Cycling for at least three months. Any items purchased with this stipend, will become the property of the individual who purchased them.

### Monthly Stipend

To help offset the costs of working from home, HUB will give all staff members a monthly stipend of \$25/month for the duration that we continue to work from home. All staff members, regardless of how long they have been working with HUB Cycling, will be eligible for this stipend. Currently paid on the last day of each month but payment schedule subject to change.

### Deductible Expenses

HUB will provide Form T2200 to all permanent staff members if they request it so that they can deduct the part of costs that relates to the workspace at home, such as the cost of electricity, heating, maintenance, property taxes, and home insurance. Or they can opt for the \$400 flat rate which was announced late 2020 by CRA. More information is available in the Canada Revenue Agency's [Employment Expenses Guide](#) and [Work-space-in-the-home expenses guide](#).

- **A simplified, temporary flat rate method for claims up to \$400.** Employees may claim up to \$400 in home office expenses, based on the amount of time spent working from home, without having to track detailed expenses. This simplified method does not require a supporting Form T2200 or Form T2200S and allows eligible employees to claim a deduction of \$2 for each day they worked at home more than 50 percent of the time, over a period of a



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least four consecutive weeks, plus any other days worked from home in 2020 due to COVID-19, up to a maximum of \$400.

- **A Detailed method for claims over \$400.** If you anticipate having a claim greater than \$400 due to working from home during COVID-19, the CRA has developed [Form T2200S](#) and [Form T777S](#) as well as a [calculator](#) to help you determine your eligible home office expenses. You cannot claim any expenses that were or will be reimbursed by your employer. You may use this method if you:
  - worked more than 50 percent of the time from your home for a period of at least a month (four consecutive weeks) in 2020.
  - have a completed and signed Form T220S for working at home due to COVID-19 from your employer; and
  - kept all your supporting documents (i.e., receipts)

For more information on this method, view this [infographic](#) and visit the [Government of Canada website](#).

## COMMUNICATIONS

Remote working demands revised communications and collaboration skills. We must recognize norms that exist on an individual level, such as people's preferred response time, work hours, writing style, and tone. For example, some individuals prefer short and quick messages, while others favor lengthy and detailed responses; people also differ in their preference and tolerance for humor and informality. Some individuals prefer to start their work day early in the day while others prefer to work late.

Contact information for all staff members is available [here](#). Refer to 'HUB Cycling's Internal Communications Tools' in our [Communications Guide](#) for methods of communication.

## NOTES FOR MANAGEMENT TEAM

- We have to keep track of any expenses made for work-from-home as it is part of the [T2200](#) Declaration of Conditions of Employment [form](#) for the tax deduction. The **employer must complete this form** for the employee to deduct employment expenses from their income. **The employee does not have to file this form** with their return but must keep it in case we ask to see it. For details about claiming employment expenses, see Guide T4044, Employment Expenses, or interpretation bulletins IT-352, Employee's Expenses, Including Work Space in Home Expenses, and IT-522, Vehicle, Travel and Sales Expenses of Employees.



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# Health and Safety Policies

## COMMUNICABLE DISEASE PLAN

HUB Cycling values the health and safety of its employees and will continue to follow instructions from the government and health authorities on how to keep our workers safe. With the widespread availability of COVID 19 vaccines in British Columbia, the overall risk of COVID-19 transmissions and serious consequences has decreased. Despite this, the virus continues to circulate in the same way that other communicable diseases do.

This communicable disease plan outlines the precautions that HUB Cycling will take to keep employees safe and healthy in the event of an elevated risk of COVID-19 or other communicable diseases. It will replace the COVID-19 Safety Plan that was required in British Columbia workplaces between March 2020 and June 29th, 2021.

## DEFINITIONS

Communicable disease: An “illness caused by an infectious agent or its toxic product that can be transmitted in a workplace from one person to another. Examples of communicable diseases that may circulate in a workplace include COVID-19, norovirus, and seasonal influenza” (Source: WorkSafeBC).

## POLICY

The purpose of this plan is to provide critical information to HUB Cycling staff to assist in the prevention of communicable diseases as required in Step 3 of British Columbia Restart Plan.

The organization is responsible for:

- The health and safety of their workers, and all other workers at their workplace
- Continuously monitoring for communicable disease related information from the regional public health officials and the provincial health officer related to their area and industry, and following that guidance and direction should additional measures be necessary in their workplace
- Having a system in place to identify the health hazards, control the risk, and monitor the effectiveness of the controls
- Completing a communicable disease plan and amending it as needed during levels of elevated risk of COVID-19 as communicated by the regional medical health officer



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- Making sure everyone entering the workplace receives information about our measures, practices, and policies for managing communicable disease
- Ensuring supervisors have been trained on monitoring workers and workplace to ensure policies and procedures are being followed
- Providing hand-hygiene facilities and any other appropriate supplies or personal protective equipment (PPE) as per section 4.85 of the *Occupational Health and Safety Regulation*
- Using or posting policies and signage where appropriate to remind employees about proper hygiene practices such as hand washing and coughing etiquette
- Making sure employees are able to raise any safety concerns they may have and work with them to resolve any safety issues

Employees are responsible for:

- Taking reasonable care to protect their own health and safety and the health and safety of other people within the workplace
- Taking responsibility for their own personal self-care, which includes hand washing and staying home when sick
- Reporting unsafe conditions to their employer
- Following all procedures put in place by the employer to control the risks associated with communicable diseases

## **COMMUNICABLE DISEASE PLAN**

The measures described below have been put into place to ensure safety from communicable diseases. They must be adhered to at all times.

At HUB Cycling, the person who is responsible for monitoring public health information is the Office Manager. Should there be a temporary need to increase safety measures due to an elevated risk in the community or industry we work in, additional precautions will be communicated to employees and must be adhered to.

### Stay at Home

Employees who are exhibiting symptoms of a communicable disease (including but not limited to fever, chills, cough, diarrhea) are asked to remain at home when they are unwell and to get tested for COVID-19 immediately. Please utilize the regular sick time procedures and channels to notify your manager or other appropriate parties as needed.

Employees who exhibit symptoms upon arrival at the workplace or become ill during the day should immediately withdraw from their coworkers, notify their supervisors, and return home.

Employees should only return to shared work spaces when they have received a negative COVID-19 test result and have been free of symptoms for 24 hours.

The BC Centre for Disease Control has guidance on when to get tested here:

[http://www.bccdc.ca/Health-Info-Site/Documents/COVID\\_public\\_guidance/When\\_to\\_get\\_tested.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/COVID_public_guidance/When_to_get_tested.pdf)



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## Hygiene and Cleaning

### **Personal Hygiene/Cleaning**

Employees are always encouraged to use safe hygiene practices such as:

- Employees must frequently wash their hands for at least 20 seconds. Soap and warm water for handwashing shall be available in all wash areas.
- When sneezing or coughing, use a disposable tissue or the crease of the elbow to cover the mouth and nose rather than using the hands.
- Shaking hands and other physical contact is discouraged.
- Hands should be washed or sanitized prior and after a meeting and before consuming food.
- Staff are discouraged from sharing equipment (i.e. pens, phones, other tools) without sanitizing first.

Until the risk of COVID-19 is lower, as indicated by public health orders and updates, further protections must be practiced such as:

- All workstations and entrances/exits will have hand sanitizers, alcohol, and disinfectants available.
- Employees are not permitted to directly share food, beverages, or utensils.
- Employees are required to wear a mask in common areas and meeting rooms.
- Avoid unnecessary contact and maintain at least 2m physical distance unless you are wearing a mask.
- Masks may be removed only as needed when eating or drinking, conducting an interview, or otherwise needing clear communications, and when the space is well ventilated and safely allows for more than 2 metres distance.
- Adhere to any other items recommended by your local public health department.

### [312 Main Covid-19 Health & Safety Plan](#)

#### **Facility, Vehicle, and Equipment Hygiene**

- Working surface areas are sanitized and wiped down daily by hired janitorial cleaners. In addition, cleaning products and sanitizer is readily available and provided by 312 Main. When the risk of contracting COVID-19 is low, daily cleaning is sufficient. Otherwise, as risk increases, more frequent cleaning will be required. Frequent cleaning is also required in high-traffic areas.
- When risks are low, disinfection will occur once daily; however, as risks increase, disinfection will occur more frequently. Disinfectants will be available at all workstations. Frequent disinfecting is also required in high-traffic areas.
- If a sick person has been in the facility within the last 24 hours, the space will be cleaned AND disinfected immediately.
- Cleaning personnel will be instructed in the proper use of cleaning products.
- Safety precautions regarding the use of cleaning products would be posted in public areas.
- HUB Cycling will ensure that cleaning products and disinfectants are safe to use by individuals with asthma.



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- PPE will be made available in workplaces in sufficient quantities and sets to address the identified hazard.
- Windows will remain open throughout the cleaning and disinfecting process to ensure adequate ventilation.
- Cleaning products and defects will be appropriately labelled to prevent accidental ingestion or being mixed with other chemicals.

### Ventilation

HUB Cycling will provide an appropriate supply of fresh outdoor air to help dilute naturally accumulated contaminants and pollutants that accumulate indoors to support good indoor air quality.

- HUB Cycling will ensure the design, operation, and maintenance of heating, ventilation, and air conditioning (HVAC) systems follow applicable Occupational Health and Safety Regulations (confirmed by 312 Main), or problem-solve other solutions such as opening windows where this is not possible. Inform 312 Main staff if we desire windows opened so they can install vents to detour pigeons and seagulls.
- MERV 11 filters will be changed every three months, and HVAC systems will be inspected daily and serviced quickly if there are any issues.
- Occupancy of facilities and vehicles will be restricted during periods of communicable disease outbreaks.
- During high risk of communicable disease spread, windows may be opened to allow better ventilation.

### Employee Vaccination

HUB Cycling recognizes the public health benefits of vaccination programs in reducing illness, disability, and death from community-acquired diseases and will support public health messaging about the importance of vaccines against communicable diseases.

Employees are encouraged to participate in public health vaccination programs. HUB Cycling has developed a [COVID-19 Vaccination Policy](#).

### Employee Mental Health

HUB Cycling recognizes that psychological safety risks exist at all times, even more so during times of increased communicable disease risk. Emotional stress, anxiety, or concern are natural during times of widespread disease outbreaks. Employees who believe they are suffering from negative mental health consequences are encouraged to seek assistance immediately.

### Managing anxiety around COVID-19

In these videos and resources, Dr. Marietta Van Den Berg, Psychiatrist and Physician Quality Lead for Surrey Hospitals, Fraser Health, addresses common experiences and concerns direct care providers and leaders are coping with.





Your **Cycling** Connection

- [Managing Stress and Anxiety](#), Dr. Van Den Berg offers ways to recognize stress within your body and gives some simple suggestions on how to manage underlying feelings of anxiety caused by COVID-19.
- [Coping with Uncertainty](#), Dr. Van Den Berg offers easy strategies to recognize your fears for what they are – thoughts – and helps you identify those things that are within your control as a helpful way to plan for, and be in uncertain times.
- o [ABC123 - Psychological first aid tool](#), Dr. Van Den Berg's handout provides techniques to help reduce symptoms of acute anxiety and other emotional distress. (pdf file)

Kindly refer to our Mental Health Policy detailed on page 82.

### Right to Refuse Unsafe Work

HUB Cycling respects the legal right of employees to refuse work they have reasonable cause to believe is unsafe due to a thing or condition that may expose a worker to an excessive or unwarranted risk of injury or occupational disease.

Employees should follow the step-by-step government mandated work refusal process, as outlined in our Work Refusal Process. To initiate a work refusal, a worker must immediately report the circumstances of the unsafe condition to their supervisor or employer. There will be no negative consequence or discriminatory action for employees who exercise their right to refuse in good faith.

### Privacy of Information

All personal or medical information acquired by HUB Cycling in relation to communicable diseases will be treated with the utmost confidentiality according to mandated governmental privacy standards.

### Resources

As per WorkSafeBC: “Workers and employers with questions or concerns about workplace exposure to COVID-19 can call WorkSafeBC’s Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). You’ll be able to speak to a prevention officer to get answers to your questions, and if required, a prevention officer will be assigned to assess the health and safety risk at your workplace.”

## DRUGS AND ALCOHOL

### **Substance Abuse Policy**

HUB’s main concern and duty is to provide a safe workplace for all our employees. Use of illicit drugs and alcohol can have serious adverse effects on the safety and well-being of our employees present at the workplace. Therefore, we maintain an alcohol and drug free workplace.

HUB prohibits its employee’s consumption, manufacture, sale or purchase-or the attempted consumption, manufacture, sale or purchase of narcotics, drugs, alcohol, or any other illegal or



controlled substances and their possession and/or use in the workplace. This prohibition applies equally to the consumption prior to an assignment and / or reporting to the workplace.

The presence of recreational drugs (including cannabis in any amount) on the worksite is prohibited. If an employee has a sufficient medical issue to necessitate cannabis possession at work, the employee must first receive written approval from the Executive Director, which may include conditions on the possession.

- The ED and managers are to identify and handle all situations promptly where there are concerns about an individual's ability to perform his or her job safely.
- Employees who are assessed and suspected to be impaired while at work will be sent home immediately. Transportation will be arranged. The ED or manager is responsible for documenting any incidence of suspected impairment.
- Employees are encouraged to inform their manager, or another named person(s) about any situation that may compromise their safety or the safety of others, or impair their performance.
- HUB Cycling honours that disabilities are protected through human rights legislation. Employees who have substance dependence are strongly encouraged to seek assistance and canvass with their manager avenues in which HUB Cycling may support their recovery.
- Employees shall advise their manager or ED whenever they have any concerns about their colleagues' fitness or duties.
- The ED will work with the manager to determine appropriate disciplinary action if necessary.

We recognize the fact that a drug and alcohol dependency is a disease that can be successfully treated. Therefore, no employee with a drug or alcohol dependency will be disciplined for requesting reasonable accommodation in conjunction with rehabilitation efforts, however, if an employee violates the provisions of this policy, or as a result of substance use, does not meet satisfactory standards of safety or work performance, appropriate disciplinary action will be taken.

Long term office employees that are enrolled with HUB's extended health benefits have free and confidential access to the Employee Assistance Program, which includes assistance with addictions or other health issues. [Details can be found here](#) (access limited to HUB Cycling staff). EFAP info starts on page 92.

## DUTY OF PERSONS DIRECTING WORK

HUB Cycling recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. HUB Cycling will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

### DEFINITION

According to the Canadian Centre for Occupational Health and Safety (CCOHS):

“Person directing work” means every one who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the *Criminal Code of Canada*. It not



Your **Cycling** Connection

only applies to persons with a title of supervisor or manager, but anyone acting in that capacity, even temporarily. section 217.1 of the *Criminal Code of Canada*.

*Note: Section 217.1 of the Criminal Code of Canada applies to “all organizations and individuals who direct the work of others, anywhere in Canada. These organizations include federal, provincial and municipal governments, corporations, private companies, charities and non-governmental organizations.”*

## POLICY

HUB Cycling understands that the *Criminal Code of Canada* has been amended and people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public. This means they can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.

### Employer Responsibilities

HUB Cycling will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:

- Keeping a safe and well-maintained workplace
- Providing information and training about the hazards the workplace including how to handle them and what to do in emergencies
- Providing proper safety equipment and ensuring workers know how to use that equipment safely and properly
- Maintaining a health and safety representative
- Ensuring all critical injuries are reported to the appropriate government agency immediately
- Ensuring that appropriate health and safety standards are developed, implemented and maintained in accordance with the provisions of the British Columbia Workers Compensation Act and its regulations.

Further, HUB Cycling will uphold all rights all employees have under the *Occupational Health and Safety Act (OH&SA)*, the *Occupational Health and Safety Regulation (OHSR)*, and WorkSafeBC:

1. The right to refuse unsafe work.
2. The right to participate in the promotion, education and implementation of health and safety initiatives in the workplace.
3. The right to know or be informed about actual and potential dangers in the workplace.

### Supervisor Responsibilities

The *Occupational Health and Safety Act (OH&SA)* sets out certain specific duties for workplace supervisors. A supervisor must:

- Ensure that workers use prescribed protective equipment, devices and clothing that are provided by the employer. The supervisor must also ensure that these devices are used appropriately;



- Advise workers of potential and actual hazards that they are aware of in the workplace;
- Provide written instructions about the measures and procedures to be taken for the worker's safety if necessary;
- Take every precaution reasonable in the circumstances for the protection of workers;
- Ensure that safe and healthy work conditions are maintained in their areas of responsibility;
- Ensure that employees, Volunteers and Contractors who perform their work in compliance with accepted safe work practices and procedures; adequate training is provided to employees so that tasks assigned to employees can be performed safely, including specific health and safety orientation and training to young workers and new workers;
- Ensure that each employee is responsible for working safely in compliance with accepted safe work practices, procedures and legislated health and safety standards;
- Ensure that contractors and their workers are responsible for meeting or exceeding the requirements of the Site Health and Safety Program.

### Employee Responsibilities

Employees too must comply with their duties under the OH&SA to:

- Work in compliance with the Act and regulations
- Use or wear any equipment, protective devices or clothing required/directed by the employer
- Report any hazard or contravention of the Act or regulations to the employer or supervisor (including reporting fellow co-workers if necessary)
- NOT use or operate any equipment or work in a way that may endanger any worker
- NOT participate in any inappropriate behaviours in the workplace that may pose a safety risk

Overall, the employees, contractors and volunteers in a supervisory role are responsible to make sure:

- HUB's Health and Safety policy is posted at each location and effectively communicated to each employee, volunteer, and contractor.
- The Health and Safety program is distributed to every employee, volunteer and contractor reporting to him or her.
- Safety orientation training is conducted in a timely manner.
- Accident reporting is in compliance with WorkSafe BC standards.
- All accidents are thoroughly investigated according to WCB standards.
- First Aid arrangements and procedures are communicated.
- Equipment Lockout procedures are posted when necessary.
- Emergency spill procedures are communicated, if appropriate.
- Health and Safety monitoring and reporting procedures are conducted as required by legislation.
- Other information deemed advisable or necessary by Management for the protection of employees, contractors and volunteers is provided.
- A schedule for reviewing the effectiveness of the Health and Safety program at least annually.
- A procedure for modifying the Health and Safety program, if necessary.
- Communicate Emergency Plan, which outlines procedures to be followed in the event of an emergency arising from fire, theft, break-in, bomb threats, power failure, or other natural disasters. Employee / Volunteer emergency response training, including fire training and drills, shall be conducted on a regular basis.



Your **Cycling** Connection

- Location Health and Safety policies, plans, and practices are in compliance with the legislated requirements governing the location.
- All young and new workers receive adequate health and safety orientation and training prior to commencing work.

Disciplinary action up to and including termination for cause shall be taken against any employee who fails to observe this policy or who violates established workplace safety requirements.

## EMERGENCY PREPAREDNESS AND RESPONSE PLAN

HUB Cycling is committed to ensuring the health and safety of all employees and any visitors to its workplace. As such, HUB Cycling has developed the following policy to guide its employees and managers in the event of emergency situations. Preparing for emergencies is a critical part of our health and safety commitment.

### DEFINITIONS

An “emergency” is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise (*Emergency Management and Civil Protection Act, R.S.O., 1990*).

Some common types of emergencies include:

- Fires or explosions
- Medical emergencies
- Severe weather and earthquakes
- Major power failures
- Hazardous material spills
- Infectious diseases, specifically Covid-19

### POLICY

To ensure that in the event of an emergency, all HUB Cycling’s employees are prepared for their roles and responsibilities, the following plans must be followed. These emergency plans are necessary to:

- Keep employees, visitors, and first responders free from any further injuries;
- Succeed in managing life-threatening situations;
- As much as possible, minimizing any damage to equipment, machinery, tools, and any part of the environment; and
- Ensuring a return to work as safely as possible.

In the event of any workplace injuries of any kind, HUB Cycling will follow the appropriate reporting requirements, as per British Columbia’s Occupational Health and Safety Regulation, and/or the Collective Agreement, as applicable.



Your **Cycling** Connection

The following four major elements have been considered for this Emergency Preparedness and Response Policy:

1. Prevention (use of the policies and procedures to follow to avoid or minimize any emergencies),
2. Preparation (the actions and procedures to take to ensure that HUB Cycling and its employees are ready to effectively respond),
3. Response (the actions to be taken in the event of an emergency), and
4. Recovery (how employees and supervisors can return to normal business operations).

### Planning

At HUB Cycling, the building managers at 312 Main are responsible to have a plan for responding to emergencies that could reasonably be expected to arise that includes:

- Assessing any risks or hazards to the workplace,
- Developing specifics for the emergency response plan,
- Implementing the plan (including communicating and training the plan to employees and members),
- Testing the plan by holding drills on a regular basis, and
- Improving or modifying the plan as additional information becomes available.

The organization will ensure it has:

- Up-to-date emergency contact information for all employees, including supervisors,
- A schedule which outlines who will be on shift so that they may be checked off in the event of an evacuation, and
- A list of emergency names and contacts (e.g., poison control, etc.)

### Fire or Explosion Preparedness

At HUB Cycling, there is a Simplex 4100 ES single-stage supervised alarm that will be triggered in the event of a fire.

312 Main Fire & Safety Procedures: A fire safety planning rating of 100% (via WPS Disaster Management Solutions) is maintained through annual fire drills, annual emergency response training for all staff and security, and an annual review of the fire plan documents ensuring all information is current. Fire extinguisher locations and evacuation route plaques are posted at each elevator.

First Aid Kits & Naloxone: First aid kits and naloxone are located on the ground floor at the Concierge Desk and the 2nd floor at the Welcome Desk. The first aid kits contain regulation supplies and are regularly stocked by Pacific First Aid. Over-the-counter medications are not available in the kits. Several pharmacies are located within walking distance for personal medication needs.

Defibrillators: AED defibrillators are located both on the ground floor and the 2nd floor near the main elevator. Staff and security are trained on how to use these.

In the event of a fire:



- Employees are to evacuate, following the below evacuation procedures,
- The fire must be reported, and the information must include:
  - Who is reporting the fire,
  - What has happened (to the best of the person's knowledge),
  - Where it has happened (312 Main St Vancouver),
  - If there are any injuries, and
  - Whether there are others who may be in the path of the fire.

## **Evacuation Procedures**

### [312 Procedures](#)

In the event the fire alarm sounds, or there is an emergency that requires evacuation, HUB Cycling employees must remain calm and proceed in an orderly fashion to the reception desk on Ground or 2nd floor. Staff will check in with the floor warden (312 Main staff) and follow their instructions to leave the building. Meeting location is the South East corner of Cordova and Main St.

Employees are to proceed down the stairs – the elevator is never to be used in the event of an emergency – stairs are located next to the 2nd floor elevators or 2nd floor washroom, exit into alley. Once employees are out of the building, employees are to proceed to the designated meeting spot at South East corner of Cordova and Main St. so that everyone can be counted. The Team leaders will have a copy of the schedule to ensure that all employees are accounted for.

### Medical Emergency Preparedness

In the event of an emergency, see above 312 Main procedures. In addition, the following employees are first aid trained: 312 Main staff and security.

If an employee comes across a medical emergency, they are directed to call for help (911) immediately. They also need to survey the area around the injured person to ensure that there are not any hazards that could affect their own safety before moving towards the injured person.

If the employee is first aid trained, they should follow the instructions provided during their first aid training in assessing the person, the environment, and the need for additional support. If the situation requires it, be prepared to provide aid for life-threatening situations, including bleeding, loss of a pulse, or loss of breathing.

A reminder to employees that all emergency numbers can be accessed in the [312 Member Guide](#).

Employees are to help first responders as they arrive, including by noting anything that could help the injured party, and providing any information requested by the first responders.

After the medical emergency has passed, the employee will be requested to provide a statement outlining what occurred, which may help in preventing any further occurrences. The employee is to provide the statement to HUB Cycling Office Manager who will liaise with 312 staff.

### Severe Weather and Earthquake Preparedness



Your **Cycling** Connection

As there may be different levels of preparedness required for severe/inclement weather or earthquakes, the following procedure is for immediate danger due to an earthquake, or storm. In the event of a “weather watch”, HUB Cycling will closely monitor the inclement weather situation, and immediately notify employees if emergency procedures need to be started. In the event of a “weather warning”, the below procedure should be followed.

In the event of severe weather or an earthquake, employees are to:

- Proceed to the nearest “safe place.”
  - This safe place could consist of a desk, or sturdy table, or against an interior wall, provided there are not any bookcases, cupboards, windows, or any other kind of furniture that could fall during an earthquake.
- Employees are to protect their eyes by keeping their heads down.
- As after-shocks could follow an earthquake, it is important for employees to wait in their safe place until the shaking stops, and then proceed with a personal inventory, making sure that they are not injured.
- Employees should look carefully for hazards such as fire, including damaged electrical lines, broken gas lines, etc.
- If an evacuation is necessary (and as directed by the emergency captain), employees are directed to always use the stairs, not the elevator.
- Once outside, employees should move away from buildings, trees, streetlights, and any overhead wires, covering their head as they move.

### Major Power Outage Preparedness

#### Power Outage 312 Procedures:

a. Floor Wardens (312 Main Staff) i. Check to see if anyone in the elevators, offices, washrooms ii. Open tenant spaces and call for anyone in the space iii. If someone is in the elevator assure them that help is on the way, to stay calm and they are safe iv. They do not need to call using the emergency phone once contact has been made v. Call Response Commander who will call City Elevator vi. Radio (or call) Security to let them know that someone is in the elevator and Response Commander is calling City Elevator vii. Alert members via Slack and email viii. Once power is back on – alert members again via lack and email b. Response Commander (312 Main Staff) i. Call City Elevator if anyone is in the elevator ii. Once called, let Security and Floor Warden know they are on their way iii. Contact Jim Han at COV and ask for update iv. Check BC Hydro website for updates v. Continue to provide updates to Security

During an outage, the 312 Main staff will phone the utility company to verify whether the outage is widespread. Employees are to safely gather in the reception desk on either ground floor or 2nd floor. ] – there may be multiple, depending on the number of floors in the building.

Employees are to ensure that there are not any persons in the elevators, and that no one attempts to use the elevators. In the event of a medical emergency during an outage, Floor Wardens (312 Main Staf will direct employees as needed to provide space for emergency services. 911 is only to be called if an emergency is life-threatening; emergency services will be overwhelmed in the event of a power outage.





Your **Cycling** Connection

As instructed, employees may be required to unplug their computers and other electrical appliances to guard against surges when the power returns. The doors to the refrigerators must be kept closed.

### Hazardous Material Spill Preparedness

At HUB Cycling, all WHMIS procedures are followed to prevent any leaks, spills, or damage due to hazardous materials. However, as accidents may occur, HUB Cycling will follow the below steps to ensure the safety of all employees and visitors to the workplace.

When a spill occurs,

312 Main Procedures: a. Alert Response Commander (312 Main Staff) b. Response Commander to determine urgency c. Alert Security d. If urgent, call Atira and have them send someone out e. If not urgent, place a bucket (if needed) to collect the water and determine resolution the following day f. Keep Security and any members affected up to date .

1. The first step is for employees to communicate that there is a spill to others in the area.
  - a. As required, the Floor warden (312 Main staff)) may commence evacuation procedures.
2. If evacuation procedures are not required, the next step will be to control the spill by closing the container or righting what spilled over.
  - a. See 312 Main Procedure above. For self clean up, the janitorial closet is located across from 2nd floor washrooms. Mop bucket, broom, and other cleaning supplies are readily available for all members.
3. The next step is to contain the hazard by ensuring that it does not spill over into any other places (this could include spreading sand, kitty litter, etc.), to prevent any open paths for the liquid.
  - a. If the employee cleaning up the spill must leave the area for any reason, they are instructed to block off the area where the spill occurred with the use of caution tape or caution cones or any other method to prevent access.
4. The next step is to clean the spill and check for damages. If any cleaning materials come in contact with a hazardous substance, they should be disposed of immediately, unless they can be safely disinfected. HUB Cycling will follow all applicable WHMIS procedures and will never instruct employees to perform clean-up work that goes against the stated instructions on the SDS sheet. Employees are to verify which chemicals may be used to clean up spills, prior to their use.
  - a. In the event of damages to property, HUB Cycling will ensure that the area continues to be blocked off until the appropriate repairs can be made.

## HAZARD PREVENTION

HUB Cycling is committed to identifying, assessing, and removing or controlling any hazards it can to safeguard the health and safety of all its employees. HUB Cycling will take appropriate action on any recommendations put forward by the health and safety representative to control or eliminate any known hazards. In addition to those recommendations, HUB Cycling will proactively identify hazards



Your **Cycling** Connection

whenever possible to prevent them from becoming a danger to employees or to visitors to the workplace.

## DEFINITIONS

A “hazard” is any practice, behaviour, substance, condition, or combination of these that can cause injury or illness to people, or damage to property. Source: Canadian Centre for Occupational Health and Safety (CCOHS).

“Musculoskeletal disorders” are a group of painful disorders of muscles, tendons, and nerves (CCOHS).

Hierarchy of controls:

1. Elimination or substitution;
2. Engineering controls (including substitution, isolation, or ventilation);
3. Administrative controls (including changes in job schedules or maintenance practices); and
4. Personal protective equipment (PPE) (Source: WorkSafeBC).

## POLICY

HUB Cycling will ensure that its workplace is assessed for any of the following hazards. If a hazard is identified that could cause injury to an employee, HUB Cycling will ensure to either eliminate the hazard at its source or identify another way to perform the work that would not result in injury. If the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by HUB Cycling.

### Possible Hazard Health Effects

If any hazards at HUB Cycling could result in any of the following adverse health effects, they shall be controlled as per the hierarchy of controls. These health effects could include:

- Disease
- Bodily injury
- Change in the way the body functions, grows, or develops
- Effects on a developing fetus
- Inheritable genetic effects
- Decrease in lifespan
- Change in mental condition
- Effects on a person’s ability to accommodate additional stress (Source: CCOHS)

### Workplace Hazards

The following list represents hazards that may exist at HUB Cycling. If one of these hazards is present and poses a risk, HUB Cycling will work towards its elimination as is feasible in the workplace, following the steps of the hierarchy of controls.



Your **Cycling** Connection

Note that this list is not exhaustive of every hazard that could be present; HUB Cycling will reassess the workplace for additional hazards quarterly.

### Biological Hazards

Biological hazards could involve any of the following:

- Bacteria
- Viruses
- Insects
- Plants
- Birds
- Animals
- Humans
- Mould

As any of these biological hazards may result in negative health effects, including allergies and skin irritation, HUB Cycling will ensure to control any of these biological hazards at the source and provide PPE when it is not possible to eliminate the hazard through the hierarchy of controls.

### Ergonomic Hazards

The assessment of ergonomic hazards relates directly to the employee and the job that they are doing (specifically the way they are completing the duties of their job). Ergonomics refers to matching the job to the employee completing the work. Ergonomic hazards can include simple actions such as:

- Lifting
- Pushing
- Carrying
- Pulling
- Lighting
- Hearing
- Sitting
- Standing

When these actions are performed in a way that contorts the body in an unnatural way, or in a persistent way which puts strain on muscles or tendons, workplace injuries could result. HUB Cycling will perform periodic ergonomic checks to verify that employees are able to complete the actions required of their position without putting undue physical strain on themselves.

As needed, HUB Cycling will make appropriate modifications to the workplace, including providing tools to help with manual lifting; ensuring that the lighting is adequate for the work being completed; modifying workstations to prevent musculoskeletal disorders, etc., to prevent employee injuries.

### Physical Hazards



Your **Cycling** Connection

Physical hazards are elements which could affect an employee's physical health and safety if they are outside of tolerable ranges or persistent to the point of being detrimental to health. Some physical hazards could include:

- Temperature (hot or cold)
- Indoor air quality, including scents
- Noise levels (possible damage to hearing)
- Radiation (including through sunlight, UV lamps, etc.)

HUB Cycling will assess the workplace for any of these physical hazards and ensure that all levels are within the acceptable ranges to ensure the health and safety of employees; taking needed action to correct the hazard if it is not.

### Safety Hazards

Safety hazards in HUB Cycling's workplace could consist of the tools required to perform job duties, as well as the prevention of basic slips, trips, and falls. Tools could refer to machinery, materials, transportation, etc. These tools shall be assessed for safety on a regular schedule and repairs will be made to them once the need is known.

For the prevention of slips, trips, and falls, HUB Cycling will ensure that either non-slip mats or carpet are available where rain or snow may be tracked into the building and that all steps are a standard height with any changes in elevation clearly visible.

### Chemical Hazards

HUB Cycling will follow the GHS-WHMIS 2015 regulations concerning any chemicals in the workplace and will ensure that SDS sheets are available for any chemicals present. Further, all regulations concerning the appropriate labelling, transportation, and storage of chemicals will be followed.

### Psychosocial Hazards

Hazards that may be present in the workplace could consist of more than physical hazards and/or danger to the body; hazards may exist that can adversely affect an employee's mental health. HUB Cycling has zero-tolerance for any bullying, violence, or harassment in the workplace. Further details can be found in the (Insert name of policy, e.g., Anti-Harassment Policy).

HUB Cycling will also provide support for any employees under undue stress that is affecting their ability to complete their job duties. In some cases, this may involve a reassessment of priorities; in some cases, an elimination of conflicting job demands, etc.

### Employee Responsibilities

HUB Cycling employees have the responsibility of notifying their health and safety representative, or their supervisor, of any known hazards in the workplace and then working together towards a solution.



Your **Cycling** Connection

## HEALTH AND SAFETY PROGRAM

The safety of our workforce is top priority at HUB Cycling. The purpose of this policy is to outline HUB Cycling's health and safety program which is intended to prevent injuries and occupational diseases.

1. HUB strives to create and maintain a safe workplace in order to minimize and/or prevent occupational injuries and illnesses. Consistent and continuous efforts by all employees, contractors and volunteers shall be directed to preventing workplace accidents and maintaining the workplace and equipment in a safe condition.
2. At all times, employees, contractors and volunteers are required to observe and comply with the requirements of the British Columbia Workers Compensation Act and its regulations.
3. Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily and mental harm to that person, or any other person, arising from the work or task.
4. Ensure that the starting location of meetings, events and rides is in a visible and well-travelled area so that the safety and security of those who arrive first (and perhaps alone) is not compromised. If the starting location lacks visibility and is not well-travelled, consider a more visible location nearby.
5. To enhance safety and security, encourage participants to arrive with at least one other participant, as one's safety is known to increase when in a group.

HUB Cycling has implemented a health and safety program that is in full compliance with *Occupational Health and Safety Regulation* (section 3.2a) and WorkSafeBC.

### Health and Safety Meetings

At least once per month, the employer or a designate will call a meeting of the workers who are present at that moment, so these workers can discuss health and safety matters. [Last Tuesday of each month.](#)

HUB Cycling will make sure that the topic of these meetings stays focused on the topic of correcting unsafe conditions and practices within the workplace, and on the importance of all members of staff working together to maintain health and safety at work.

The organization will delegate someone to record what was discussed at the meeting. The records will contain information about:

- When the meetings took place (date and time),
- Who was in attendance,
- The general nature of what was discussed,
- Any specific concerns raised by persons attending.

Records of each meeting will be kept so they are available in the event a WorkSafeBC prevention officer would like to inspect them.



Your **Cycling** Connection

## HEALTH AND SAFETY REPRESENTATIVE POLICY

HUB Cycling is committed to ensuring the health and safety of all its employees. In pursuit of that, HUB Cycling will abide by all provincially outlined legislation for the province of British Columbia as established by the *Occupational Health and Safety Act (OH&SA) and Regulation (OHSR)*. Further, HUB Cycling recognizes that as an employer, it has the greatest level of responsibility to ensure health and safety on its premises.

### POLICY

#### Health and Safety Representative

Where the number of employees within HUB Cycling's workforce falls between 9-19 employees, the company will ensure that an employee-chosen representative is in place to complete health and safety duties. This representative may not exercise any sort of leadership or managerial functions.

The employees who vote for their representative will also not exercise any managerial functions and must follow the voting procedures set out by the union or use secret ballots if workers are not unionized. In the case that workers do not make their own selection, "the employer must seek out and assign worker representatives" (Source: WorkSafeBC).

Any time spent by the representative on health and safety duties is work-time and the representative will be reimbursed for their time as per their regular hours of work.

In any locations where the number of employees is 20 or more, HUB Cycling will ensure that a Joint Occupational Health and Safety Committee (JOHSC) is put into place.

#### Training

HUB Cycling will ensure all new worker health and safety representatives receive four hours of training about their duties and functions, accident and incident investigations, and work refusal requirements. This training will be completed at HUB Cycling's expense so that the employee is able to complete their duties as a health and safety representative. This training is work time and the representative will be paid for their time spent training.

#### Representative Powers

The health and safety representative has the following duties and powers (which are like those of the JOHSC):

- Identify unhealthy or unsafe situations in the workplace and advise on solutions,
- Deal with health and safety complaints from workers promptly,
- Obtain feedback from workers and the employer about the work environment and its hazards,
- Make safety improvement recommendations to the workers and the employer,



Your **Cycling** Connection

- Advise the employer about programs and policies they require and monitor the effectiveness of these programs; and on workplace changes required for machinery/equipment and work processes that affect the health or safety of workers,
- Make sure accident investigations are carried out according to procedure,
- Participate in inspections, investigations, and inquiries, including employer incident investigations and work refusals,
- Complete regular safety inspections of the workplace as required.

### Inspections

HUB Cycling will uphold its duty to complete regular workplace inspections of all workspaces at intervals that will prevent the development of unsafe working conditions. It will further ensure that the worker health and safety representative participates in these workplace inspections where feasible.

### Representative Recommendations

The health and safety representative is responsible for providing written recommendations regarding health and safety at HUB Cycling. Any such recommendations will be responded to in writing within 21 days.

## RIGHT TO REFUSE UNSAFE WORK

HUB Cycling understands all workers have a right to a safe and healthy working environment. The purpose of this policy is to outline:

- The right to refuse work under the *Occupational Health and Safety Regulation (OHSR)*
- Who has the right to refuse
- The procedure that must be followed in the event of a work refusal

### SCOPE

This policy applies to all workers at HUB Cycling.

In British Columbia, all workers have the right to refuse unsafe work except for workers such as: police officers, firefighters, workers in correctional institutions, most types of health care workers and supporting worker classifications.

### DEFINITIONS

“Discriminatory action: according to Section 150 of the Workers Compensation Act is:

- “any act or omission by an employer or union that adversely affects a worker with respect to any term or condition of employment, or of membership in a union;
- suspension, lay-off or dismissal;
- demotion or loss of opportunity for promotion;



Your **Cycling** Connection

- transfer of duties, change of location of workplace, reduction in wages or change in working hours;
- coercion or intimidation;
- imposition of any discipline, reprimand, or other penalty; and
- the discontinuation or elimination of the job of the worker.”

The following definitions have been taken directly from WorkSafe BC:

*"Undue hazard"*: A "hazard" is identified in Part 1 of the Regulation as "a thing or condition that may expose a person to a risk of injury or occupational disease." Further, "undue" is defined by the Oxford dictionary as "unwarranted, inappropriate, excessive or disproportionate." Therefore, a thing or condition that may expose a worker to an excessive or unwarranted risk of injury or occupational disease represents an undue hazard for the purposes of section 3.12 of the Regulation.

*"Reasonable cause to believe"*: The use of the term "reasonable" in "reasonable cause to believe" means that the worker must assess the situation as a reasonable person, taking into account relevant and available information and exercising good faith judgment with respect to the hazard with due regard to the worker's training and experience.

## POLICY

HUB Cycling respects the legal right of employees to refuse work they have reasonable cause to believe is unsafe and will take the appropriate actions set out by the *Occupational Health and Safety Act (OH&SA)*, *Occupational Health and Safety Regulation (OHSR)*, or WorkSafeBC. This includes if the worker believes they themselves are in danger, another person may be at risk, or if they feel endangered by the risk of workplace violence.

The OH&SA specifically sets out certain conditions in which a worker may refuse work. They are when a worker has reason to believe that:

- Any machine, equipment, or tool that the worker is using or is told to use is likely to endanger themselves or another worker;
- The physical condition of the workplace or workstation is likely to endanger themselves;
- Workplace violence is likely to endanger themselves; or if
- Any machine, equipment, or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger themselves or another worker.

When an employee exercises their right to refuse unsafe work, the work refusal process set out by the *Occupational Health and Safety Regulation (OHSR)* must be followed explicitly. To initiate the work refusal, a worker must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.

There will be no negative consequence or discriminatory action for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy. This includes negative action towards the worker's benefits, including sick leave.





Disciplinary action may be taken if it can be shown that a worker maliciously refused work, meaning they did not believe the work was unsafe.

## WORK REFUSAL PROCESS

Under the law, the following procedure as outlined by WorkSafeBC and the Government of British Columbia must be followed in the event of a work refusal.

### Step 1: Report the circumstances

- A worker who feels unsafe must report the circumstances of the unsafe condition to his or her supervisor or employer. This must be done immediately.

### Step 2: Investigation

- The supervisor must then immediately investigate the situation.
  - If it is agreed the work is unsafe, the supervisor must take steps to fix the issue
  - If the supervisor does not agree the work is unsafe, they must report this to the worker who refused the work

### Step 3: Further Investigation

- If the worker still feels the work is unsafe, they may continue to refuse the unsafe work. The supervisor must then investigate with the worker using the following guidelines:
  - Investigation at this step must be done with a *worker* member of the Joint Occupational Health and Safety Committee (JOHSC), or an employee selected by the employee's union
  - The worker may be given a temporary assignment to alternate work, without loss in pay, until the matter is resolved. The worker is required to accept the reassignment of work until it is safe to return to their regular duties
  - The supervisor must inform the worker about the investigation results

### Step 4: Notify WorkSafeBC

If the issue is not resolved after investigation with the committee member and the worker continues to believe that the work is unsafe, both the worker and the supervisor must notify WorkSafeBC immediately so they can send a WorkSafeBC Prevention Officer to investigate.

- The WorkSafeBC officer may issue an inspection report or an order if they find that an undue hazard does exist, or they will advise the parties that no undue hazard is present, and the employee can safely perform the work.
- Where the Officer believes a hazard is present, they will issue a “stop work” order

Where a WorkSafeBC has investigated the circumstances and determined no undue hazard exists, the worker must return to work as they are no longer protected by the provisions of the OHSR. If the worker continues to refuse after this point, disciplinary action may be required at HUB Cycling's discretion.



Your **Cycling** Connection

## TOBACCO AND VAPOUR FREE WORKPLACE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. HUB Cycling is committed to upholding the law and promoting a safe and healthy workplace for all employees and visitors and will control exposure to these hazardous products by creating a tobacco and vapour free environment.

### DEFINITIONS

The following definitions have been taken from the Government of British Columbia and the *Tobacco and Vapour Products Control Act*.

“Fully or substantially enclosed” means a structure that has a roof or other type of covering, and more than 50% of the “nominal wall space” prevents the air from flowing easily through it.

“Electronic cigarettes” mean a product or device, whether it resembles a cigarette, containing an electronic or battery-powered heating element capable of vaporizing an e-substance for inhalation or release into the air.

"Vapour product" means the following: an e-cigarette; an e-substance; a cartridge for or a component of an e-cigarette.

### POLICY

HUB Cycling is a tobacco and vapour free environment.

No smoking or vaping is permitted within any workplace by employees, contractors, or visitors at any time, or in the six metre buffer zones around doors, open windows, and air intakes to these locations.

Smoking or vaping are also prohibited in any other fully or substantially enclosed workplace such as hotel rooms or vehicles being used for company business, even if an employee is the sole occupant.

There is no obligation of the company to provide smoking breaks outside of designated break times.

This policy is intended for the workplace only. While HUB Cycling supports employees in living a healthy lifestyle, it will not penalize employees for smoking or vaping in their personal life.

#### Non-Compliance

Employees who do not comply with the guidelines of the [Tobacco and Vapour Products Control Act](#) and [Regulation](#), as set out in this policy, will be subject to disciplinary action, including possible suspension or even termination of employment.



Your **Cycling** Connection

## WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)

HUB Cycling is committed to protecting the health and safety of its employees and will take all measures needed to safeguard its workers from the hazardous products that are found in the workplace. HUB Cycling will uphold its duties and responsibilities under WHMIS 2015 to correctly identify and label hazardous products and educate and train its employees.

### DEFINITIONS

The following definitions were taken from the Canadian Centre for Occupational Health and Safety.

“Globally Harmonized System of Classification and Labelling of Chemicals (GHS)” – an international system that defines and classifies the hazards of chemical products and communicates health and safety information on labels and SDSs in a standardized way.

“Hazardous product” – a product, mixture, material, or substance that meets the criteria to be classified in one or more of the hazard classes of the HPR.

“Safety Data Sheet (SDS)” – a document that contains specified, required information about a hazardous product, including information related to the hazards associated with any use, handling, or storage of the hazardous product in a workplace.

“WHMIS” – WHMIS stands for Workplace Hazardous Materials Information System. WHMIS is Canada’s national hazard communication system for hazardous products in the workplace. It applies to suppliers, importers, and distributors of hazardous products that are sold in or imported into Canada and intended for use, handling, or storage in Canadian workplaces, as well as to the employers and workers who use those products.

### POLICY

HUB Cycling recognizes the importance that identifying hazardous products in the workplace can have on keeping employees safe. As such, HUB Cycling will implement WHMIS regulations as outlined by WorkSafeBC and the *Hazardous Product Act* and associated regulations.

HUB Cycling will comply with the requirements of WHMIS 2015, the most up-to-date version of WHMIS in Canada, which has been updated to integrate the world-wide labelling standards of the GHS.

#### Employer Responsibilities

HUB Cycling recognizes it has certain responsibilities under WHMIS 2015 and will comply with its duties by:

- Providing education and training to all employees who may come into contact with a hazardous product about: WHMIS legislation, how to read labels and safety data sheets, and how different types of hazardous products could affect them negatively.



Your **Cycling** Connection

- Making sure the containers of hazardous products found in the workplace are correctly identified and labeled, using the latest standards.
- Ensuring up-to-date Safety Data Sheets (SDSs) are available for workers to find and read.

Further, HUB Cycling will ensure:

- It is aware of the hazardous products in the workplace, how they are used and where they are located or stored.
- Keep accurate records about the hazardous products located in the workplace.
- Develop procedures for:
  - the safe use, handing, storage, and disposal of hazardous products,
  - how to protect workers (such as utilize personal protect equipment or create specific safety plans where necessary), and
  - what to do in an emergency.

### Employee Responsibilities

Employees of HUB Cycling also have responsibilities under WHMIS 2015. Specifically, employees must:

- Complete WHMIS training and education if assigned by the employer,
- Follow the instructions and safe work procedures as outlined to protect self and others,
- Be familiar with the hazardous products they may come into contact with,
- Only use products that have a label *and* that they have received training on,
- Understand SDS information and know where SDS sheets are located,
- Ask for help if needed and report any concerns to the appropriate member of staff immediately.

## WORKPLACE PREVENTION OF HARASSMENT AND BULLYING

HUB Cycling believes all employees have a right to work in an environment that respects the dignity, worth and basic human rights of every individual. We are committed to ensuring a workplace free of harassment and bullying. In pursuit of this, HUB Cycling will not tolerate any harassment or bullying within the workplace.

HUB Cycling is further committed to investigating any complaints regarding workplace harassment and bullying, using the method of corrective action, up to and including the point of termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, HUB Cycling will immediately contact the police.

## DEFINITIONS

According to the *Occupational Health & Safety Regulation* and *Workplace Insurance Act*:



Your **Cycling** Connection

“Harassment” means “any conduct, comment, display, action, or gesture that a) adversely affects a worker’s psychological or physical well-being, or b) the actor knew or reasonably ought to have known would cause a worker to be humiliated or intimidated; harassment includes the act of intentionally causing harm through verbal harassment, intimidation or other more subtle methods of coercion, such as manipulation, including ignoring and isolating a person. For great certainty, harassment may occur in the absence of any intent to harm, humiliate, intimidate or otherwise harass a worker.”

“Sexual harassment” means “unwelcome conduct of a sexual nature that detrimentally affects the work environment or leads to adverse job-related consequences for the victims of the harassment” (The Supreme Court of Canada).

## POLICY

HUB Cycling will take all reasonable steps to eliminate bullying and harassment in the workplace, according to the *Workers Compensation Act*, to ensure the health and safety of every employee. Bullying and harassing behaviours include but are not limited to “verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours” (WorkSafeBC).

HUB Cycling encourages any of its employees who witness or who are victim to harassment or bullying to bring forward the information as soon as possible so that an investigation may immediately commence.

In pursuit of a harassment-free environment, HUB Cycling is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:

- Providing education and training in order to ensure that all employees understand their rights and responsibilities regarding harassment;
- Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to act, how to deal with confidentiality, how to document, and how to keep records;
- Reviewing their Anti-Harassment program with the Health and Safety Representative, as appropriate;
- Providing a procedure for complaints (outlined below) that is fair, timely, and effective; and
- Promoting appropriate standards of conduct.

This policy also prohibits any person at HUB Cycling who is in a position to be able to grant or deny a benefit to another employee from sexually soliciting or making advances on that person. This could include co-worker to co-worker, or supervisors and managers to employees. Further, any reprisals for the rejection of these advances are not permitted.

HUB Cycling will also not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome. HUB Cycling will investigate all complaints to prevent this poisoned environment.



Your **Cycling** Connection

In addition, any employees who experience harassment while in the course of work for HUB Cycling have the right to file a complaint without any fear of reprisal. HUB Cycling will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

### Employee and Supervisor Responsibilities

All HUB Cycling employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees have the responsibility of fully cooperating in any investigations into complaints of harassment.

All HUB Cycling supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

## COMPLAINT PROCEDURE

At HUB Cycling, complaints regarding harassment, bullying, or discrimination may be brought forward to:

- supervisor/manager or Executive Director if one of them is not available.
- An alternate report may be made to the Director of Program Development if either of the above are the alleged harasser(s).
- Immediately upon receipt of a complaint, an investigation will be started, and additional information and context will be sought. The investigation may include:
  - o A review of the details of the incident;
  - o Separate interview(s) with the parties involved and any witnesses;
  - o Examination of any relevant documents, emails, notes, photographs, or video;
  - o A decision about whether the complaint constitutes workplace harassment; and
  - o The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings.
- HUB Cycling will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. HUB Cycling will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.
- HUB Cycling will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure, if necessary. The disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law;
- The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of HUB Cycling), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

## WORKPLACE VIOLENCE POLICY AND PROGRAM

This policy and program are intended to:



Your **Cycling** Connection

- Ensure that HUB Cycling maintains a work environment that is free from workplace violence.
- Establish measures and procedures to control the risk of workplace violence.
- Communicate the procedure for summoning immediate assistance in the event of an incident of workplace violence or where an incident is imminent.
- Outline the responsibilities of all workplace parties.

## DEFINITIONS

“Incidents of Violence” as defined by British Columbia’s *Occupational Health and Safety Regulation*, means:

- “attempted or actual exercise of physical force by a person, other than a worker, so as to cause injury to a worker and includes any threatening statement or behaviour which causes a worker to reasonably believe he or she is at risk of injury.”

## POLICY

HUB Cycling is committed to providing a healthy, safe, and supportive work environment for all employees that is free from workplace violence and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, vendor, or visitor.

In pursuit of this commitment, HUB Cycling will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith, in a fair, consistent, and timely manner. We will fulfil our obligations under the *Occupational Health and Safety Regulation* and the *Workers Compensation Act*.

## RESPONSIBILITIES

### Employer Responsibilities

- Assess the risk of workplace violence through risk assessments
- Implement and instruct workers and supervisor about procedures, response plans and other controls to eliminate the identified risks or, when not possible, reduce them
- Develop and implement a workplace violence prevention program, that is developed in cooperation with the Health and Safety Representative
- Inform workers who may be exposed to the risk of violence of the nature and extent of the risk and how to prevent incidents of violence
- Have a process to report, investigate and act on allegations of violence in the workplace
- Complete proper follow up to any incident by reviewing actions taken in response to the incident and evaluating their effectiveness

### Manager/Supervisor Responsibilities

- Ensure they offer an open door for communication, to receive, discuss and move forward on allegations
- Ensure the immediate safety, if applicable, of any employee coming forward with a serious and immediate concern



Your **Cycling** Connection

- Advise any injured workers to see a physician for treatment or referral after a traumatic incident
- Be aware of the law and the policy including understanding what constitutes workplace violence and the procedures that are in place to deal with said allegation
- Bring forward any allegations of violence to the employer and/or the Human Resource Department immediately
- Conduct or cooperate in the facilitation of an investigation where required
- Ensure their actions adhere to the terms laid out in this policy

All members of management who are aware, or who ought reasonably to be aware that incidents of workplace violence are occurring or are thought to be occurring are obligated to take appropriate action to stop the offending behaviours and actions, even in the absence of a formal complaint.

### Employee Responsibilities

All employees have a responsibility to ensure the working environment is free from violence by:

- Fostering an environment based on mutual respect and dignity. Treating one another as they would want to be treated.
- Openly supporting and adhering to this organization's anti-violence policy and refraining from any form violence.
- Advising any member of management or Human Resources of an incident violence or any other incident of retaliation against any person for invoking this policy;
- Cooperating in an investigation and handling of any complaints of discrimination, harassment, and violence.

### The Joint Occupational Health and Safety Committee or Representative

- Review Workplace Violence Hazard Assessment results and provide recommendations to management on reducing or eliminating risks of violence.
- Review all reports forwarded to the Committee regarding workplace violence and other incident reports as appropriate pertaining to workplace violence that result in personal injury or the threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of a leg or arm, etc.) sustained because of workplace violence.

Respond to employee concerns related to workplace violence, communicating those concerns and recommending solutions to management.

## **WORKPLACE ANTI-VIOLENCE PROGRAM**

### **Reporting Incidents of Workplace Violence**

- If you are directly affected by, or witness to an act of violence or a threat of violence in the workplace, it is imperative that the incident be reported immediately. Reports are to be made to your direct supervisor, their designate, or other relevant party.





Your **Cycling** Connection

- For the health and safety of everyone, employees are encouraged to request an informal meeting with their supervisor/manager or their designate to discuss issues concerning or related to workplace violence.
- Employees should also notify their supervisor/manager or their designate if any restraining order affecting them is in effect or if they are aware of a non-work-related situation that could result in violence in the workplace including concerns regarding the potential for domestic violence to occur in the workplace.

If you are subject to workplace violence, you also have the option to pursue recourse through the Provincial Police or the Federal Criminal Code.

### **Summoning Immediate Assistance**

- If you require immediate assistance following an act of violence, are being threatened, or consider yourself to be in imminent danger, contact the police/emergency services immediately by dialing “911” and follow department/facility emergency response procedures (where relevant).
- If you are unable to phone 911 right away, you should:
  - Yell for help.
  - If in a vehicle, honk the horn repeatedly, turn on hazard lights and lock all vehicle doors.
  - If possible, use the vehicle’s emergency alarm.
  - Immediately move to a safe location.
  - Contact a manager/supervisor.

### **Right to Refuse Unsafe Work Due to Workplace Violence**

If you believe that you are being endangered by workplace violence, you have the right to refuse to perform the work you deem to be unsafe. If you are refusing to work because of workplace violence, you must immediately report the refusal to your supervisor/manager or their designate.

Once reported, an investigation into the refusal will commence. During the investigation, you must remain at work and remain available to the investigator(s) for the purpose of the investigation.

### **Reports of Violent Incidents Workplace Expectations**

#### The Organization Shall:

- Promptly investigate all reported acts and incidents of violence.
- Consult with other parties (i.e., legal counsel, Health and Safety Consultants, Health and Safety Representatives, Employee Assistance Providers, Human Rights, and local Police Services) as deemed necessary to address, resolve and mitigate incidents.
- Take all reasonable measures to identify and eliminate risks and root causes resulting from the incident.
- Comply with the violent incident reporting obligations of the *Workers Compensation Act* and the *Occupational Health and Safety Regulation*

### **Incident Investigation Reports**



HUB Cycling will document and securely retain records of all complaints or incidents of violence according to the *Workers Compensation Act*. Information to be included will be:

- The complaint or details about the incident;
- Completed violent incident report forms;
- Records of the investigation including notes;
- Witness statements, if taken;
- The investigation report, if any;
- Results of the investigation that were provided to the Complaint and Respondent; and
- Any corrective action taken to address the complaint or incident of workplace harassment.

### **History of Violent Behaviour**

Under the Occupational Health and Safety Regulation, the organization may be required to inform workers of the potential for violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.

Pursuant to this obligation, if the organization is of the view that there is a risk of workplace violence such that an employee is likely to be exposed to physical injury, information that is deemed reasonably necessary to protect employees from physical injury, including personal information and any known triggers of the individual's potentially violent behaviours will be communicated.

When disclosing personal information, the organization will limit as much as possible the amount of personal information provided and will not release any medical information that is deemed protected.

Furthermore, the organization will not disclose any information to individuals who are unlikely to encounter the person with a history of violence or to those who are not at risk of physical injury from that person.

### **Violence Risk Assessment**

HUB Cycling will conduct regular risk assessments of the work environment to identify the types and probability of risks of injury due to violent actions.

When conducting the risk assessment HUB Cycling will take into consideration specific areas that may contribute to the risk of violence including:

- Working in a community-based setting
- Interaction with the public and/or working with unstable or possibly volatile clients.
- The exchange of money
- Working alone or in small numbers
- Working at night
- Working in a high crime area

As part of its assessment the organization will help make the results available to all workers and the Joint Occupational Health and Safety Committee (JOHSC) where one exists.



Your **Cycling** Connection

## **Prohibition Against Retaliation/Reprisal**

HUB Cycling strictly prohibits any form of retaliation against an employee for filing a genuine complaint under this policy or for participating in the investigation process.

Specifically, no employee shall be demoted, dismissed, disciplined, or denied a promotion, advancement, or other opportunity because they have lodged a complaint in good faith or have participated in an investigation.

## **Disciplinary Action**

Any employee who is found to have breached this policy by engaging in violence or a form of reprisal; who breaches confidentiality expectations; fails to cooperate with an investigation; makes a complaint in bad faith or supplies falsified information will be subject to appropriate disciplinary action.

Disciplinary action may range from training, counselling, written warning, suspension, work transfer and termination of employment, depending on individual circumstances. Additionally, the organization may pursue criminal charges where warranted.

## **Confidentiality**

HUB Cycling will ensure that information and documents regarding a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

All parties involved in a workplace violence complaint, including Complainants, Respondents, witnesses, management, and support persons are expected to treat the matter and any information they become aware of as confidential. No party shall discuss the matter or associated details with other employees or witnesses. An employee may face disciplinary action if it is determined that they have failed to adhere to these confidentiality expectations.

All investigation notes and full reports will be retained in a separate file and are not to be saved in employee personnel files. Investigation outcome letters and disciplinary action will be saved in applicable employee files only when the complaint has been verified and is found to be in breach of this policy.

## **Zero Tolerance Policy**

HUB is committed to providing a safe work environment for all employees. We have zero tolerance for incidents of workplace violence, harassment, and discrimination.

- It is every employee's responsibility to report the conduct to the respective manager/supervisor.
- Supervisor / Manager under the direction of the Executive Director or Human Resources discipline the employee.
- Disciplinary actions up to and including termination will be taken towards an employee who breaks the policy regarding workplace violence, harassment, and discrimination.

# Company Specific Policies

## ABSENTEEISM AND ATTENDANCE

HUB Cycling is committed to ensuring that all its employees are appropriately compensated for their hours of work. This Attendance and Absenteeism policy outlines our expectations for employees with regards to their time and attendance.

### POLICY

HUB Cycling employees have the responsibility of attending work at their scheduled time or providing as much notice as possible in the event they are unable to arrive for the start of their shift. Employees are to email their supervisor, and/or text or call them if they will not be present. If employees need to leave their shift early, they must provide as much notice as possible to their supervisor.

#### Emergency Absences

Absences for emergency situations (e.g., serious illness or accident), will be excused and understood.

#### Prolonged Absences

If an employee requires an absence for a prolonged period of time, HUB Cycling may request additional information from an employee's medical provider regarding the projected length of their absence. HUB Cycling will not request confidential medical information, including any diagnosis, etc., from the medical provider.

#### Three Consecutive Absences

Any case where an employee misses at least three consecutive shifts without providing notice to their supervisor is considered job abandonment and the employee's relationship with HUB Cycling will be severed. If an employee can provide adequate reasoning behind their absence, their employment may be continued at the organization's discretion.

#### Absenteeism

Absenteeism refers to a deliberate pattern of absences or late-arrivals that need to be corrected in order to ensure that HUB Cycling is able to adequately staff its premises and achieve its organizational goals. Employee absences without reasonable cause affect the company's ability to achieve those goals. Repeated absences or tardiness considered as absenteeism refer to absences or tardiness because of:

- Sleeping in late
- Having personal social plans when scheduled for work
- Leaving early every Friday without reasonable cause



Your **Cycling** Connection

- Arriving late every Monday morning without reasonable cause
- Failing to catch a regularly scheduled method of public transportation such as a bus
- Extending a weekend without approval (e.g., not attending work on a Monday or a Friday for unjustified reasons)

This is not a comprehensive list. Employees are expected to attend work unless an emergency arises or they are ill and cannot present themselves.

### Disciplinary Steps

In the case of an excessive number of absences, late shift arrivals, shifts left early, or if a pattern of absenteeism presents itself, HUB Cycling will first meet with the employee to determine whether there is a workable solution to the attendance exceptions. Employees have a responsibility to do their part to work towards a solution and abide by the terms of the attendance agreement. If the attendance exceptions continue without reasonable cause and/or notice, HUB Cycling will institute the corrective action process following these three steps:

1. Verbal warning
2. Written warning(s)
3. Termination of the employment relationship

Each of these steps will be documented and copies will be provided to the employee to read and understand during the disciplinary meeting. For further guidelines on the corrective action process, HUB Cycling will refer to the Corrective Action Policy.



Your **Cycling** Connection

## CODE OF CONDUCT

HUB Cycling believes in honesty, integrity and respect and requires all employees working on behalf of the organization to uphold these values. The purpose of this policy is to outline the organization's expectations when it comes to the behaviour and conduct of its employees.

### POLICY

HUB Cycling is committed to doing business in a respectful and ethical manner. Employees of HUB Cycling are expected to behave in a professional and courteous manner toward the organization, fellow employees, our clients, and the public at all times.

This means employees will adhere to the following guidelines for working with integrity:

- Report for work on time and put their best effort forward each day
- Assist clients and fellow colleagues to the best of their ability
- Take responsibility for their choices and actions
- Treat others with dignity and respect
- Represent the organization and its clients or affiliates in a positive manner
- Keep confidential information private
- Use company resources and property as intended
- Ask for clarification and guidance when unsure about an action or decision

HUB Cycling will not tolerate:

- Discrimination, harassment, bullying or violence of any kind
- Illegal or criminal behaviour including but not limited to stealing, damaging property, or possessing illegal substances or items
- Any type of lewd behaviour or unethical conduct
- Showing up for work under the influence of any substance that impairs judgement or hinders safety, whether that substance is legal or not
- Insubordination
- Competing with the organization or using company information or intellectual property for personal gain
- Intentionally behaving in any untrustworthy manner such as misrepresenting the company or its products, services, or prices to clients or to the public whether in person or via social media channels

HUB Cycling will provide education and training to ensure employees understand their obligations and responsibilities when it comes to respectful behaviour.

Employees who do not comply with the expectations set out in this code of conduct will be dealt with through corrective action, which may include termination of employment.



Your **Cycling** Connection

## Conflict Resolution Policy/Procedure

Mutual respect and an honest attempt to listen and understand other points of view shall, without exception, be the frame of reference within which all HUB Cycling work is conducted. If an employee feels they are in conflict with another employee, Board member, contractor or Knowledge Philanthropist and that conflict is interfering with their capacity to fulfill their obligations as an employee, they must take the following steps (if the issues involve harassment and/or bullying, proceed directly to Step 2 or 3):

**Step 1:** Attempt to address it directly with the individual in a face-to face conversation to resolve the conflict. If the conflict is not resolved;

**Step 2:** Raise the conflict with your direct supervisor. The direct supervisor will either:

- a. provide advice about how to address it directly with the individual;
- b. Support you by meeting with the individual and facilitating a resolution;
- c. Advising the other individual's direct supervisor and asking them to address the issue of concern; and/or
- d. Bringing it to the attention of the Executive Director.

**Step 3:** If it is not resolved after Step one and two, the issue must be brought to the attention of the Executive Director (or, in the case of the Executive Director being one party to the conflict, to the Board Chair). The ED or BC will investigate the conflict and:

- mediate a resolution, ending with a signed agreement between the parties; or
- make a decision, provided in writing to both parties, about how those involved are expected to move forward.

If, at any time, evidence of harassment, bullying or criminal behavior is involved the Board Chair will be notified (or, where the Board Chair is a party to the conflict, a member of the Board Development Committee) and a report may be made to the police in the case of criminal behavior. Employees are asked to document their interactions with the individual if they are unable to resolve it as part of Step 1. Confidentiality may not be possible in situations of conflict, but HUB Cycling is deeply committed to protecting employees from the unnecessary sharing of information with others internal or external to HUB Cycling.

## CORRECTIVE ACTION

HUB Cycling is committed to maintaining a work environment and atmosphere where all employees are afforded the opportunity to learn, grow, and thrive. The Corrective Action Policy outlines the framework for addressing inappropriate behaviours within the workplace and ensuring a fair and consistent approach is in place to address situations quickly.



Your **Cycling** Connection

## DEFINITIONS

“Corrective Action” is the process for dealing with job-related behavior and/or conduct that does not meet expected and communicated performance standards.

## POLICY

This policy outlines a fair and consistent approach to discipline within the workplace in the event HUB Cycling sees conflicting behaviours to the desired workplace atmosphere. HUB Cycling is committed to addressing these situations promptly and appropriately following these guidelines. The policy applies to all employees of HUB Cycling and employees will be made aware of this Policy at the time of hire.

### **Corrective Action Principals**

HUB Cycling will apply corrective action to address employees’ performance and/or workplace issues. Corrective action uses increasingly serious measures to correct performance, conduct, and/or unacceptable workplace behaviours.

Corrective action may be warranted in the following instances such as, but not limited to:

Performance issues:

- Workplace misconduct
- Breach of workplace policies or procedures
- Off duty conduct that has detrimental impact on the workplace

Through corrective action, HUB Cycling will:

- Communicate the workplace expectations for performance and/or conduct
- Provide appropriate support to rectify the issues or concerns
- Provide the employee the opportunity to improve their conduct or performance issues

Management, depending on the situation, will determine the most appropriate form of disciplinary action when evaluating the performance or misconduct. Serious offences may result in immediate suspension or dismissal without progressing through the verbal or written warnings.

*HUB Cycling reserves the right to move to any level of discipline as deemed fit by management based on the severity of the offence.*

### **Corrective Action Levels and Procedures**

1. Verbal Warning – Where warranted, an employee will be issued a verbal warning regarding a behavior and/or action that contradicts desired workplace conduct and/or performance. When a verbal warning is issued, management will provide the employee with an explanation of the inappropriate conduct or performance issue, why the verbal warning was issued, and what the expectations are of the employee moving forward. Management will document the conversation that has taken place and add the documentation to the employee’s file.





2. **Written Warning** – Where warranted, an employee will be given a written warning regarding undesirable workplace behaviour. This warning could be about performance that was previously discussed in a verbal warning that has not been rectified, or a behavior or action that was considerably severe in nature and requires more than a verbal warning. The employee will be provided with a letter that outlines the situation being discussed, what the concerns are, and what is expected of the employee within a specific timeframe for rectification. The employee and manager will both sign off on the document and one copy will be provided to the employee and a second copy will be placed in the employee file.
3. **2nd Written Warning** – If the employee does not rectify their behaviour after a written warning has been issued, Management may provide a subsequent written warning (example: second written warning, final written warning), or move to a higher stage of corrective action as outlined below.
4. **Termination** – An employee will be provided with written documentation regarding their termination outlining why the termination is being completed, any actions or disciplinary measures previously taken to rectify the situation that was not met and the justification for the for-cause termination as outlined in the Termination Policy. In severe instances, management may choose to move directly to the termination of employment when warranted.

## **Responsibilities**

### Employees

Employees must:

- Ensure they understand and fulfill work expectations
- Ask management for help in the event they do not understand what is expected of their performance in the workplace
- Consistently act in a respectful manner towards colleagues, superiors, and clients
- Adhere to HUB Cycling's policies and procedures
- Follow all health and safety measures put in place within the workplace

### Managers

Managers must:

- Ensure employees are aware of all workplace expectations for conduct and performance
- Manage employees effectively, providing ongoing and constructive feedback on work performance and workplace conduct
- Ensure employees are aware of and consistently enforce workplace policies and procedures
- Follow and enforce the Corrective Action Policy with respect to employee performance and workplace concerns
- Maintain appropriate documentation for disciplinary actions



Your **Cycling** Connection

## **Appeals**

Where an employee feels they have been unfairly disciplined under the corrective action framework, they may appeal the decision within 30 days of the disciplinary meeting. Employees must provide solid evidence of the unfair disciplinary measures enacted or provide proof that the concern being disciplined for did not occur as described. Management will review all appeals within a timely manner and provide the employee with a written response to the appeal, including the outcome of the appeal.

## **Employee Files**

All written documentation in relation to corrective action will be maintained within the employee files. Disciplinary documentation will remain active within an employee file for 18 months from the date the document was signed or as otherwise specified in writing.

## **PRIZE POLICY**

Employees, contractors and Board directors of HUB Cycling as well as the immediate family (spouse/partner, parents, siblings, and children) and household members of each such employee, contractor or Board director are not eligible to win prizes provided in HUB Cycling programming and contests, including those administered by external sponsors of HUB Cycling programs.

## **NOISE IN SHARED SPACES POLICY**

In the shared office desk space, conversations (virtual and in-person) longer than 10 minutes or containing any sensitive content should move to a meeting room, phone booth, or common area space (kitchen, first floor, etc) if there are no meeting rooms available and if content is not sensitive. This will reduce distraction for other team members. Spaces may not always be available, and in these cases, team members will use the dedicated desk area as considerately as possible. People talking in the desk area should be cognizant of their volume. In the shared office desk space, employees must wear earphones when listening to any virtual meetings, webinars, music or other noises from a phone, computer or other device.

If team members want extended periods of quiet, they should choose to work from home, as the shared office space is intended to allow increased spontaneous communication. Employees may choose to structure their schedule so that virtual meetings occur on their days working from home and in person meetings occur on their days working in the shared office space. To facilitate this, employees should update the shared desk calendar with changes to dedicated desk days as early as possible in consideration of others.

# Employee Benefits and Conduct

## DRIVING INFRACTION AND PARKING POLICY

Any HUB employee or contractor using a shared vehicle under the HUB account or their own vehicle for HUB purposes regardless of whether the individual chooses to use the vehicle or if they use the vehicle at the request of HUB. Any kind of driving infraction, parking ticket, towing fee or other penalty due to the manner in which a vehicle is driven or parked is the responsibility of the driver at the time of the infraction. No payments or penalties will be the responsibility of HUB. If HUB is penalized through Modo or other agencies, this value will be deducted from the pay of the responsible individual.

## MENTAL HEALTH

HUB Cycling wishes to support staff. Please do not remain silent if you are experiencing any health issues, especially issues related to mental well-being. If you feel comfortable doing so, please talk to your manager/management team and/or take steps to seek professional help. Know that your supervisors and leadership team want to support you however we can. We're always open to feedback about how we are doing, and how things can be improved to support you.

### Group Health

After 3 months of employment, HUB Staff working 24hrs/week or more receive health benefits through [Group Health/ClaimSecure](#) which includes an Employee and Family Assistance Program. They can assist with everything from finding a nutritionist to a counsellor.

Employee & Family Assistance Program (EFAP) It is a voluntary, confidential, short-term counselling, advisory and information service for eligible employees and dependent family members of GroupHEALTH Global customers. The EFAP can help with personal problems that affect your family life, your work life, or your general well being. Dedicated professionals are available to provide you with assistance 24 hours a day. You just give them a call at 1.866.331.6851. In emergency situations, appointments will be arranged the same day. Appointments will be offered within three business days for non-emergencies. There is no charge to eligible individuals who use the program. This is a fully paid benefit included in your employer's group benefits plan.

More information is available in our benefits plan booklet [here](#). EFAP info starts on page 92. Additional information about Virtual Mental Health Supports During COVID-19 from the Government of BC is available [here](#).



Your **Cycling** Connection

## Wellness Days

After 3 months of employment, staff members receive five wellness days in one fiscal year (1st April to March 31st). Wellness days can be used when you or your dependents are not well, as well as for preventive health things like going to doctors, dentists or other health practitioner appointments. You can take partial days (hours) as suits. When you are taking time off, you can fully take the time off and not work at all. There is no expectation you work on those days or be available. They are there to keep well and heal.

Being unwell or using preventive health measures includes both physical and mental health and wellness. There is no need for you to indicate any details when letting your supervisor know you'll be taking sick time. Note: wellness days cannot be rolled over to the next year.

## Team Building

Part of taking care of our mental health can come from regular positive interactions with colleagues. Staff are not expected to attend any in-person gatherings/meetings if they feel unsafe or they are not practical (e.g., timing, transportation, etc.). Here are a couple opportunities for in-person and online staff interactions.

- Regular in-person staff social gathering
- Regular online team meetings
- Regular check-ins with your supervisor

You are free to request an online or in-person one on one check-ins. The aim of regular check-ins is to keep the lines of communication open between team members in order to effectively engage and manage performance. In addition, during the one-on-one check-ins, supervisors will also focus on a wellness check-in to support team members with the additional challenges of working from home.

## PUBLIC CORRESPONDENCE PROCEDURES

*Extracted from Policy I - Communications (HUB Policy and Procedure Manual)*

It is essential that HUB Cycling speak, and be seen to speak, with a unified voice. It is also vital that the policies and opinions expressed be those agreed upon by the organization and not simply those of individual members or staff.

The following officers may speak publicly on behalf of HUB Cycling:

- President of the Board
- Current Board Member who has been on the board for at least 8 months and who regularly attends board meetings
- Executive Director
- Director of Campaigns and Inclusion
- Local Committee Chair. A Chair may appoint a Communications Representative for public speaking if preferred
- Program Manager



Your **Cycling** Connection

### **For Press Releases or public bulletins that are "information only" or "low-risk":**

- Do not define nor describe HUB policies on issues or opinions on current events. Examples: "HUB representatives will be available to speak at the following public open house"; or " HUB will be providing valet bike service and an information booth at the following event".
- Share factual data with the public
- May include statements about the HUB which have been previously approved by the Board (such as the organization's mission, purpose, or values, located on the HUB official website.)
- These may be issued:
  - Directly by the Executive Director
  - Directly by the Director of Campaigns and Inclusion.
  - In consultation with the ED
  - Directly by Staff after approval by the Executive Director; or by a Board member if the ED is unavailable
  - Directly by a Regional Advisory Committee member after approval by their Committee Chair or a Board member.
  - Directly by a Board member after a review by a 2nd Board member.
  - Directly by a Local Committee chair in consultation with the Executive Director

### **For Written Statements, Letters to Government Officials, Public Correspondence that is "higher-risk":**

- May define or describe HUB policies on issues or opinions on current events.
- Could have a higher impact on the organization for legal, funding, or public relation reasons.
- Examples: Letters to Mayor & City Council describing HUB's views on proposed infrastructure or municipal programs; Public statements or written articles regarding the organization's stand on legal issues (e.g., helmet laws, Motor Vehicle Act); etc.
- These may be issued:
  - After approval by at least two of the following four officers: Board President, Director of Marketing, Approvals Committee Board Member, Executive Director, and Local Committee Chair. At least one of these approvals must be by a Board member (President or Communications Committee)
  - If it was prepared by one of the above, at least two additional officers from the list will need to approve. Emails can be sent to approval @ bikeHUB.ca
  - If the above officers are unavailable, the statement should be held until approval if it is not "time-sensitive".
  - If the above officers are unavailable and the statement release is "time-sensitive", approval may be obtained by at least two Board Members who have been on the Board for a period of at least 8 months and who regularly attend board meetings.

If it is unclear whether a public statement is "low-risk" or "higher-risk", this can be confirmed by the Executive Director, Director of Campaigns and Inclusion or a Board member.

The Executive Director (ED) may assume the actions herein, after either: a) the ED has held the position at least 3 months; or b) the President has agreed the ED is ready to issue/ approve communication on behalf of the HUB.



Your **Cycling** Connection

### **Individual statements:**

HUB members are welcome - and encouraged - to write letters to newspapers, City Council, etc. regarding their *individual* views on current events. However, there must be no implication that these views are shared nor endorsed by HUB.

### **Public speaking/ TV or radio interviews/ Media requests:**

- The following officers may speak publicly on behalf of HUB:
  - President of the Board
  - Board Member who has been on the board for at least 8 months and who regularly attends board meetings.
  - Executive Director
  - Director of Campaigns and Inclusion
  - Local Committee Chair. [Chair may appoint a Communications Representative for public speaking if preferred]
  - Program Manager
- If there is little or no time for pre-planning, the above officers have authority to speak on behalf of HUB being consistent with board strategy and direction. A follow-up notification to the Board and/or ED is required.
- If schedule allows, the strategy for verbal messages should be approved by/ discussed with at least two of the officers from the same list of those who may approve "higher-risk" written statements.
- HUB officers may refuse to comment or respond to media requests.

### **Timeline for Approvals/ Edits:**

- Regular correspondence should be sent for approval at least two days prior to release.
- Edits or Approval should be provided within 24 hours
- In the case of "time sensitive" correspondence, approvals should be provided as soon as possible: ideally within 3 hours.
- In "high risk" circumstances, if a statement reflects HUB policy that has not been previously approved and is not "time sensitive", a Board member may determine that the statement must be held until after HUB policy has been agreed upon by a quorum of Board members or the appropriate Board Committee.

### **Rapid Response team for very time sensitive high-risk events:**

- ED or Director of Campaigns and Inclusion is best positioned to be the point person in emergencies. Needs to have a consultation team to develop a confident emergency position.
- If ED or Director of Campaigns and Inclusion is not available, HUB president or vice president are to take the lead of Rapid response.
- Rapid Response team should consist of three people and needs to include two of the following: ED, Director of Campaigns and Inclusion, Board President, Board Vice-President, RAC representative (nominated by committee), chair of Local Committee. Rapid response team must always include at least one Board representative. Team is available at approval @ bikeHUB.ca



Your **Cycling** Connection

- Online media fact checking backgrounder/press release to be published for reference. Must be published within 24 hours.
- Review of emergency position to include appropriate committees and Board once time is available amendments/tweaking if necessary. Timeline: should be less than 2 days on review.
- HUB officers may refuse to comment or respond to media requests.

#### **Tracking:**

- All media events should be tracked and reported to the Marketing Manager or Director of Campaigns and Inclusion for debrief and refinement of actions or position.

#### **Contacts:**

*(remove spaces between @). This was added to reduce spam to these email addresses.*

- President: president @ bikeHUB.ca
- Executive Director: erin @ bikeHUB.ca
- Director of Campaigns & Inclusion: navdeep @ bikeHUB.ca
- Public Correspondence Approval: approval @ bikeHUB.ca
- HUB Board of Directors: directors @ bikeHUB.ca (this email is internal only. For external communications use board @ bikeHUB.ca)

## **SOCIAL MEDIA**

HUB Cycling strives to maintain a positive image on our social media platforms. We are committed to preventing any harm to the organization, its employees, clients, or other involved parties that can arise if social media channels are misused, misrepresented, or abused in a way. The purpose of this policy is to outline the expectations we have of our employees when it comes to social media use that is associated with our organization.

### **DEFINITIONS**

“Social media” means any online websites, communities or social networks that allow users to create and share content, opinions, interests, and other information such as Twitter, Facebook, Instagram, LinkedIn.

### **POLICY**

HUB Cycling is very thoughtful about its branding. The organization and its employees must work together to ensure HUB Cycling is represented in a positive manner on social media. As such only designated representatives are permitted to speak on behalf of HUB Cycling on social media.

Employees who link themselves to HUB Cycling’s on social media by commenting on or about or liking or sharing information regarding HUB Cycling, must use professionalism and respect.

The following guidelines have been established to protect HUB Cycling, and must be adhered to by employees:



- The use of personal social media on company time is not permitted, unless on approved breaks or as a function of the employee's job duties.
- HUB Cycling has a zero-tolerance policy for any form of discriminatory comments based on gender identity, race, age, religion, ethnicity, sexual orientation, disability, or any other legally recognized protected status.
- HUB Cycling has a zero-tolerance policy for online bullying or other threatening behaviour.
- Sensitive financial, operational, legal or client data or information is not permitted to be shared on social media.
- Employees must recognize that this policy applies to not only company directed social media actions but also personal use of social media in regards to anything that may harm or damage the organization.
- Employees are encouraged to associate themselves to the organization on social media but may not act as official representatives (or speak on its behalf) unless authorized by the organization or management.
- The company's social media may not be used to promote personal blogs, websites, or services as this is a conflict of interest and is not permitted.
- Use common sense when posting. Where there is doubt about the appropriateness of a post and how it may be viewed by others, do not post it until the content has been approved by your manager or supervisor.
- If something inappropriate/ not permitted does get posted by you or someone else, immediately delete the post, if possible, and consult your manager/supervisor immediately in case further action is required to mitigate the situation.

### Non-Compliance

Failure to adhere to the guidelines set out in this policy may result in disciplinary action, including suspension or termination.

## TRANSPORTATION REIMBURSEMENT POLICY

### Applicability:

- Local travel within Metro Vancouver.
- Cycling skills workshops / courses – instructors, Program Managers/Coordinators.
- Meetings for HUB business – Contractors.
- Reimbursement policy excludes travel for which Contract/Agreement fees explicitly include travel.

### Transportation Options:

- Travel by bicycle / transit / on foot is strongly encouraged.
- Travel by car from a car co-op or personal vehicle when necessary.
- Any travel mode is encouraged such that it minimizes the time spent traveling, impact of travel on the environment, and cost of travel to HUB Cycling.

### Minimum Distance for Reimbursement:





Your **Cycling** Connection

More than 10 km and less than 60 km (one way) between course, workshop or meeting, and whichever is the lesser of:

- place of residence / work /HUB office for instructors / contractors / volunteers residing / working in Metro Vancouver, OR
- from HUB Cycling office for instructors / contractors / volunteers living / working outside of Metro Vancouver.

10 km distance is chosen as the lower limit for being a reasonable cycling distance, with the travel time reasonably covered by existing fees. 60 km distance is chosen as the upper limit for being (roughly) the longest distance between two points within Metro Vancouver. Distances over 60 km are considered “out of town” travel and may be reimbursed on a case-by-case basis, as determined by the Executive Director or their designate.

#### Reimbursement Rates:

Time and travel cost may be reimbursed.

- 1/2 hour of travel time in each direction of travel, for travel distances of more than 10 km and up to 25km.
- 1 hour of travel time in each direction of travel, for travel distances of more than 25 and up to 60 km.
- Travel time reimbursement rate shall be \$20/hr.

AND

- Transit fare as indicated by submitted receipts or tickets for travel over 10 km
- Co-op cars are available for contractor/subcontractor use for occasions where travel by bike/transit will take more than an hour and a half. Registration must be completed in advance and all expenses related to this are automatically covered by HUB. Where instructors are required to drive in order to transport bikes or other supplies, travel time will be covered for the entire time spent driving.
- Reimbursement for personal vehicle use must be approved in advance by the appropriate program manager, Director of Programs or Executive Director. Reimbursement will be paid out at \$0.55 cents per kilometer to cover all costs including but not limited to gas, insurance, maintenance.

#### Implementation:

Travel costs submitted on expense invoices must include the distances traveled on a given date and all relevant and appropriate receipts. HUB may verify the stated travel distances. Contractors and volunteers dishonouring the travel policy may be requested to reimburse HUB Cycling for overpayments. In addition, anyone dishonouring the travel policy may be excluded from receiving any travel reimbursements for the balance of their Contract/Agreement, and/or may be terminated from HUB Cycling Contracts/Agreements.



Your **Cycling** Connection

There are HUB Compass Cards with stored value pre-loaded. Staff and contractors can borrow these cards from the office. They should email their supervisor with the date, program and trip description so that accounting can be matched. If staff or contractors use their own Compass Card, a print screen or print out of the statement can be used for expense reimbursement.

To drive a Modo shared car for work travel, HUB Cycling staff and contractors can be added to the HUB Cycling account – details and forms available from the office manager – or in the case where the driver is already a Modo member, they can be added as a driver on bookings that are made under the HUB Cycling account.

To get access to a car, staff and contractors can log in at [modo.coop](http://modo.coop) and book a vehicle for a time and location that is convenient and cost-effective, as agreed upon by the program manager. Alternately, vehicles can be booked by HUB staff and relevant details will be shared with the driver.

*Example 1:*

Streetwise Instructor residing in Vancouver travels to Maple Ridge to deliver a one-day course. Distance between course and place of residence is 40 km each way.

- Instructor may expense for 1 hour of travel time in each direction, at \$20/hr, PLUS
- Instructor may expense for transit 3-Zone fare in each direction when submitting receipt or ticket

– \$5.50/adult weekday cash fare. Compass stored value (\$4.20 each way) is encouraged in this instance. For a total of \$51 (\$40 time + up to \$11 cost (with receipts)). ALTERNATELY,

- If this travel will take more than 1.5 hours one way by bike/transit, the instructor may request a Modo shared car, and be reimbursed \$20 for travel time each way.

*Example 2:*

A Program Manager residing in Vancouver travels to Burnaby to meet with the City of Burnaby transportation department. Distance between course and place of residence is 12 km each way.

- Instructor may expense for 1/2 hour of travel time in each direction, at \$20/hr, PLUS
- Instructor may expense for transit 2-Zone fare each direction (\$4.00/adult weekday cash fare. Compass card stored value is encouraged in this instance.) For a total of \$28.00 (\$20 time + \$8.00 cost (with receipts)).

## TRAVEL MEAL AND INCIDENTALS PER DIEMS POLICY

HUB Cycling uses a per diem process to cover staff meals and incidentals while traveling. To simplify processing, no receipts are required when claiming per diem meal allowances.

Per diems are reimbursed after the travel has been completed through an expense form indicating for each day of travel the amount of per diem being claimed. Per diems will be provided in advance of



Your **Cycling** Connection

travel on a case-by-case basis in instances where the employee does not have a HUB Cycling credit card and cannot incur the immediate per diem costs themselves.

Only meal costs incurred while on HUB business or during travel for HUB business should be claimed. For example, a traveller beginning or ending travel midway through a day should not claim the full day's allowance. A traveller adding on personal time to a trip should not claim meal per diems for that time.

A claimant will not claim the full per diem amount if a meal is covered already (i.e., breakfast included at the hotel, lunch included in conference registration, etc.).

Meals Without Receipts - maximum per diem rates (unless otherwise approved by the Executive Director):

- \$10 CAD including taxes Breakfast
- \$15 CAD including taxes Lunch
- \$25 CAD including taxes Dinner

On the date of departure, travel status must start before 7:00 a.m. to claim breakfast; before 12:00 noon to claim lunch; and, on the date of return, travel status must end after 6:00 p.m. to claim dinner.

All travel expenses outside of Canada will be reimbursed in Canadian dollars.

#### Other Eligible Expenses:

The specific nature of miscellaneous expenses is to be detailed on the expense form and original receipts should be provided and subject to the approval of the staff person's direct supervisor or Executive Director.

Expenses to cover care for dependents during non-regular work hours can be discussed with the Employee's manager and the Executive Director.

#### Ineligible Expenses:

Inclusive but not restricted to:

- Any expenses related to accompanying travel companions
- Pet care expenses
- Non-business or personal related expenses (barbers and hairdressers, toiletry articles, alcohol, movie rental)
- Parking and other traffic fines
- Personal travel insurance
- Insurance coverage for privately owned vehicles
- Expenses for the repairs and cleaning of privately owned vehicles
- Expenses related to damages to uninsured rental cars and privately owned vehicles
- Interest charges levied on overdue invoices or credit card statements
- Unnecessary stopovers
- Lost or stolen items



Your **Cycling** Connection

- Meals included in another reimbursable item (e.g., conference fee, transportation charge, accommodation)
- In room entertainment
- Passports
- Costs resulting from failure to cancel a guaranteed reservation
- Medical bills, prescriptions, etc., except for immunization costs incurred for foreign business travel as required by Public Health Canada

### Accommodations

Where possible and reasonable, the lowest cost option for accommodation should be selected. The maximum reimbursable rate for a nightly hotel room is \$125, unless otherwise approved in advance in writing by the Executive Director.