

**Richmond Gateway Theatre Society
Policies**

Policies for Contractors & IATSE Crew at January 2022

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**Richmond Gateway Theatre Society
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CODE OF CONDUCT

1. PURPOSE

It is a policy of the Society that the Board Members, employees, contractors and volunteers involved with the Society will behave in an ethical manner, to uphold the integrity and credibility of Gateway Theatre.

2. GUIDELINES

Board Members, employees, contractors and volunteers will therefore be:

1. Honest and trustworthy in all our relationships.
2. Professional and reliable in carrying out assignments and responsibilities.
3. Truthful and accurate in what we say and write.
4. Cooperative and constructive in all work undertaken.
5. Fair and considerate in our treatment of fellow employees, guests, customers, suppliers and all other persons.
6. Law abiding in all our activities.
7. Observant of all policies and procedures, including avoiding situations which may present real or perceived conflicts of interest as set out in the Conflict of Interest Policy.
8. Required to maintain the confidentiality of information and records that are the property of Gateway Theatre, for example, customer and supplier information, financial information, business and strategic plans etc.
9. Committed to accomplishing all tasks with excellence in order to realize the goals in our mission statement.
10. Economical in utilizing the resources of the company and our surrounding environment.
11. Dedicated in service to the vision of the organization.
12. Not impaired by alcohol or drugs while working or participating in any Gateway Theatre related matter.

Integrity and high standards of ethics require hard work, courage and difficult choices. Consultation among employees, management and the Board of Directors will sometimes be necessary to determine a proper course of action. In the long run, however, we will be better served by doing what is right than what is expedient.

3. POLICY REVIEW

This policy will be reviewed by the Board every two years.

Creation Date: 13 September 2016

Last Review: September 2019 *[External Review Planned for 2022]*

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RESPECTFUL WORKPLACE

1. PURPOSE

Gateway Theatre is committed to providing a working environment where all employees are treated with dignity and respect. We believe that every employee has the right to work in an atmosphere that promotes equal opportunities, and that is free from bullying, harassment or discriminatory practices. It is the policy of Gateway Theatre that bullying, harassment and discrimination will not be tolerated. We encourage reporting of all incidents of workplace bullying, discrimination or harassment, regardless of who the affected parties may be. Employees who engage in such behaviour will be subject to discipline, up to and including dismissal. This policy statement applies to anyone on the Gateway Theatre premises, including Board Members, employees, contractors and volunteers. It applies to interpersonal and electronic communications, such as email.

2. DEFINITIONS

a) Sexual Harassment

Means conduct or comments of a sexual nature that are unwelcome and that detrimentally affect the work environment or lead to adverse job-related consequences. Sexual harassment includes, but is not limited to, such things as:

- unwanted touching;
- unwelcome sexual flirtations, advances or propositions;
- sexually suggestive, obscene or degrading comments or gestures;
- offensive jokes of a sexual nature;
- leering or staring;
- displaying or circulating pictures or other material of a sexual nature;
- unwelcome questions or remarks about a person's sex life, appearance, clothing, etc.

b) Bullying and Personal Harassment

Includes any inappropriate conduct or comment by a person towards a worker that the person knew, or reasonably ought to have known, would cause that worker to be humiliated, insulted, degraded or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, threats or intimidation, physical assault, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, spreading malicious rumours, and persistent rudeness or other conduct which adversely affects working conditions or work performance.

c) Discrimination

Means discrimination based on a person's sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age (defined as age 19 or older), or criminal conviction unrelated to the person's employment.

It is NOT disruptive and disrespectful conduct to:

- comply with professional, managerial or supervisory responsibilities to evaluate and report on the performance, conduct or competence of employees;
- express reasonable opinions freely and courteously; or

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- respectfully engage in honest differences of opinion.

3. EXPECTED STANDARDS OF CONDUCT

All employees are expected to promote and maintain a respectful work environment by adhering to the following expected standards of conduct and personally responsible behaviour:

- Being courteous, polite, respectful and considerate towards others;
- Acting with honesty and integrity, abiding by and upholding all rules and regulations and assisting/ encouraging others to do the same;
- The inclusion of all people, including those with different strengths and opinions;
- Managing workplace conflicts using conflict resolution processes;
- Encouraging and supporting individuals to learn and practice personal conflict resolution and respectful workplace skills;

4. ROLES AND RESPONSIBILITIES

Managers and Supervisors are expected to:

- ensure the principles of the policy are reflected in the execution of duties, operational policies and practices within their area of responsibility;
- regularly communicate and support this policy by ensuring all persons, under their supervision, are provided with the policy including knowledge of their rights and responsibilities; and
- take action and actively participate as needed, in the resolution and investigation of a complaint and implement remedies as required.

Employees, contractors and volunteers are expected to:

- contribute to a respectful, safe and supportive work environment that is collaborative and inclusive by modelling behaviour consistent with the policy and not engaging in prohibited conduct; and
- take action when they become aware of prohibited conduct because silence and failure to take action acts as a form of approval.

Senior Management

- will take a leadership role in providing guidance and/or training for management and employees on respectful workplace behaviour;
- will give advice on this Policy, addressing and providing assistance to resolve issues of disrespectful behaviour, and, or discrimination or harassment;
- will provide mediation where parties in dispute consent to meet to determine whether the dispute can be resolved in an informal and mutually satisfactory manner; and
- in some instances, may determine that an external third party mediator should be called upon to achieve resolutions.

6. COMPLAINT PROCEDURE

If individuals believe they are being bullied, harassed or discriminated against, the procedure is as follows:

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- Make a complaint orally or in writing to the Executive Director. A complaint pertaining to the Executive Director should be made to the Board Chair.
- All complaints will be taken seriously, and will be dealt with fairly and promptly.
- If the subject matter of the complaint fits within the definition of bullying, harassment or discrimination, it will be investigated. The investigation will be approached in an unbiased manner.
- All parties are entitled to a fair hearing. Both they and any witnesses will be interviewed.
- Given the sensitivity of these matters, the Society will do its best to preserve confidentiality throughout the process.
- If the complaint is found to have merit, then decisive and suitable action will be taken by the Society. This action is likely to include discipline or dismissal of the offending person(s).

7. POLICY REVIEW

This policy will be reviewed by the Board every two years.

Creation Date: 13 September 2016

Last Review: September 2019 *[External Review Planned for 2022]*

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MULTICULTURALISM

1. PURPOSE

It is a policy that the Society abides by the Canadian Multiculturalism Act, recognizing and respecting diversity in languages, customs, religions, and experiences.

2. GUIDELINES

The Society as an organization, and the Society's Board Members, employees, contractors and volunteers will therefore:

- Value both cultural diversity and a multicultural community as a source of enrichment and strength.
- Support the right of all persons to freedom from cultural / racial discrimination.
- Support the right of all persons to equal opportunity and participation in Society activities.
- Be committed to ensuring that the Society's policies, programs, service delivery and employment practices address these principles.

3. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

Creation Date: 21 April 2017

Last Review: September 2019 *[External Review Planned for 2022]*

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ACCESSIBILITY

1. PURPOSE

It is the Society's policy that the Gateway Theatre shall work with the City of Richmond to offer at least the minimum accessibility standards to ensure access to all members of the community.

2. GUIDELINES

It is the Society's responsibility to follow these guidelines to ensure access and inclusion:

- In collaboration with the City of Richmond, acknowledging and keeping abreast of the accessibility needs and challenges of diverse population groups in Richmond and the Lower Mainland.
- Adopting practices to ensure Richmond and Lower Mainland residents and visitors have access to a range of opportunities to participate in programs at the theatre, within the available financial resources.
- Promote barrier free access to the facilities, programs and services in the theatre.

3. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

Creation Date: 21 April 2017

Last Review: September 2019 *[External Review Planned for 2022]*

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CONFLICT OF INTEREST

1. PURPOSE

The purpose of this policy is to:

- safeguard public interest and protect the reputation of the Society;
- identify and address standards of employee conduct relating to actual and perceived conflicts of interest;
- prevent Board Members, employees, contractors and volunteers from using their positions with the Society for private gain;
- protect Board Members, employees, contractors and volunteers from inadvertently placing themselves in a Conflict of Interest position;
- provide avenues for Board Members, employees, contractors and volunteers to clarify and prevent potential conflicts of interest before they occur.

2. APPLICATION

This policy applies to the Society's Board Members, employees, contractors and volunteers, hereafter referred to as "Individuals" in this policy.

3. POLICY

Individuals:

- are expected to perform their duties on behalf of the Society faithfully, diligently, honestly and to the best of their abilities;
- owe a duty of loyalty and fidelity to the Society; they must never place themselves in a position where their self-interest may conflict with this duty;
- must not engage in any activity that results in actual or potential conflict of interest; and
- must promptly disclose the nature and extent of the conflict to their direct supervisor (in particular: department manager, senior manager, volunteer supervisor, board chair).

4. RESPONSIBILITIES

Individuals:

- are required to read, clarify and confirm their understanding, and comply with this policy;
- have a duty to report under this policy, and shall immediately and fully disclose in writing or verbally to their direct supervisor if they are in a conflict of interest or potential conflict of interest; and
- are required to advise management of any potential breach of this policy by others.

Direct supervisors (managers, senior managers, volunteer supervisors, or Board Chair):

- shall make this policy available to the people they supervise and ensure that they are made fully aware of this policy;
- advise one level up of any breach of this policy, and determine jointly the proper course of action, and shall ensure that the conflict of interest or potential conflict of interest situations they are resolving are documented. Such documentation shall be retained in confidence; and
- ensure that each conflict of interest is investigated, and dealt with fairly and consistently.

5. VIOLATION OF POLICY AND CONSEQUENCES

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Violation of this policy, including failure to disclose a conflict of interest, may result in disciplinary and/or remedial action. The Society will determine the appropriate consequence(s) for breach which may include, but are not limited to, the following:

- to be instructed to divest themselves of the outside of interest;
- to be instructed to cease the action resulting in the breach of the policy;
- to be subject to disciplinary action up to and including termination of employment; and
- to be reassigned to other duties pending further investigation.

6. ACTIONS CONSTITUTING CONFLICTS OF INTEREST

The following is not an exhaustive list, but rather provides examples of obvious conflicts of interest.

Receiving Meals, Refreshments, Entertainment or Gifts

An Individual may accept customary business hospitality, such as meals, refreshments, entertainment or gifts, provided that:

- it is a normal exchange of hospitality;
- it is a token exchanged as part of protocol;
- it is not lavish or extravagant under the circumstances; and
- it is infrequent.

It is the personal responsibility of each Individual to ensure that the acceptance of such meals, refreshments, entertainment or gifts is proper and could not reasonably be construed in any way as an attempt by the offering party to secure favourable treatment.

Commission, Reward or Benefit

An Individual shall not accept or offer or agree to accept a commission, reward, advantage or benefit of any kind from any person dealing with the Society, either on his or her own behalf or through a relative or other person, for his or her own benefit.

Outside Interest

During working hours, employees are expected to devote their full time and attention to the business affairs of the Society. An Employee shall not engage in any outside employment business or undertaking that:

- conflicts with his or her duties as an Employee;
- causes the Employee to gain benefits as a result of his or her position as an Employee;
- influences or affects the carrying out of his or her duties as an Employee; or
- involves the use of Society property or work time for outside interest without authorization.

Financial Interest

An Individual who has financial interest in a contract, sale or other business transaction or has relatives, friends or business associates with such interest, is required to declare the relationship in writing to his or her direct supervisor, and shall not represent or advise the Society in such transactions.

Preferential Treatment

An Individual shall not give, or appear to give, preferential treatment to any relatives, friends or business associates or to anyone else that would advance the worker's personal interests.

Confidential Information

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An Individual shall not use confidential or privileged information of the Society to advance his or her personal interest or the interests of others. Access to confidential information should be on a "need to know" basis i.e., confidential information is shared only with those whose job duties require that they need to know the information.

Post-Employment or Involvement Conflict of Interest

An Individual shall not act, after he or she leaves the employ of, or ends his or her association with, the Society, in such a manner as to take improper advantage of their previous office. Actions negatively impacting the Society as a result of information gained during a worker's former employment or association with the Society may be pursued to the full extent of the law. Each situation will be reviewed separately.

Purchasing Conflict of Interest

An Individual who has a direct or indirect financial interest in a supplier doing business with the Society, other than an insignificant investment in a publicly-held company, is considered to be in a Conflict of Interest and shall declare the Conflict of Interest to his or her direct supervisor. An Individual may not be involved in the placement of Society business with a company owned or controlled by a worker or relative; the arrangements have to be made to clearly exclude the worker from participating or influencing the applicable purchasing decisions.

Employment of Relatives

The Society may employ a relative of a Board Member, employee, contractor or volunteer if the relative is the best qualified candidate for the position.

7. DISCLOSURE, REVIEW AND EVALUATION

Upon disclosure of a Conflict of Interest by an Individual, the Society will take appropriate steps to protect against any actual or potential conflict of interest. Such steps may include:

- requiring the Individual to refrain from involvement in any decisions made by the Society regarding its dealing with the person, business or enterprise giving rise to the conflict;
- requiring the Individual to refrain from any involvement in any dealings on behalf of the Society with such person, business or enterprise; and
- requiring the Individual to dispose of his/her interest in such business or enterprise if he/she wishes to remain in the Society's employ.

8. SPECIAL PROVISIONS – DIRECTOR OF ARTISTIC PROGRAMS

It is understood that by virtue of his or her position, the Director of Artistic Programs may be in a position to make artistic choices that will directly or indirectly benefit him or her. In such instances, the Director of Artistic Programs is required to disclose the conflict of interest to the Executive Director at the beginning of the decision-making process. The Director of Artistic Programs and Executive Director will discuss the choice and determine whether or not to proceed with the selection. If they cannot agree, they will bring the matter to the attention of the Board Chair for a decision.

9. POLICY REVIEW

This policy will be reviewed by the Governance & Nominating Committee every two years. Any changes will be proposed to the Board for approval.

Creation Date: Dec 2016

Last Review: September 2019

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FRAUD & MISCONDUCT

1. PURPOSE

The purpose of this policy is to:

- State the Society's position regarding fraud and irregularities
- Clarify the roles and responsibilities in respect to prevention, detection and investigation of fraud
- Establish a mechanism for reporting and responding to fraud and irregularities
- Standardize the approach on investigations and resolution of fraud and irregularities to ensure objectivity and consistency in reaching decisions
- Provide protection to those who report suspected fraudulent activity
- Protect the Society's resources and assets

2. APPLICATION

This policy applies to Board of Directors, employees, contractors and volunteers, hereafter referred to as Individuals. If those Individuals have supervisory responsibilities, then they are also considered Managers.

3. ACTIONS CONSTITUTING FRAUD

Actions constituting fraudulent conduct may include, but are not limited to:

- Forgery or alteration of cheques or other financial instruments.
- Misrepresentation of information
- Impropriety in the handling or reporting of money transactions
- Theft, misappropriation of funds, supplies, and other Society's property
- Seeking or accepting anything of material value from vendors, consultants or contractors doing business with the Society in violation of the Conflict of Interest Policy
- Computer related activity involving alteration, destruction, forgery or manipulation of data for fraudulent purposes or misappropriation of Society owned software
- Intentional falsification of entries to the Society's books and records
- Knowingly authorizing or receiving payments for goods not received or services not performed
- Knowingly authorizing or receiving payments for hours not worked
- Submitting fraudulent claims for reimbursement of expenses
- Any other dishonest or fraudulent act

4. DUTIES AND RESPONSIBILITIES

Individuals

- All Individuals have a duty to understand and comply with the terms of this Policy. Individuals who are uncertain if an act contravenes this policy or is proper conduct should discuss the matter with their supervisor or the Executive Director.
- Individuals who have suspicion or knowledge of fraudulent activity or have reason to suspect that fraud has occurred or may occur shall immediately report the conduct to their supervisor, or the Executive Director.
- Individuals shall not attempt to personally investigate suspected fraudulent activity.
- Reports under this policy must be made in good faith (that is, an honest and reasonably held belief) and on reasonable grounds. Individuals who knowingly make false, frivolous or vexatious allegations of fraud about another Individual shall be subject to disciplinary action up to and including termination of employment.
- Individuals are expected to fully cooperate with any investigation under this Policy. Failure to do so may result in disciplinary action.

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Managers

- Managers are responsible for establishing, maintaining and monitoring internal control systems which reasonably ensure the prevention, deterrence and detection of fraud. These systems include but are not limited to:
 - Control of collusion
 - Separation of functions
 - Separation of transaction authority from accounting
 - Custodial safekeeping
 - Clear delegation of authority to subordinate staff members
 - Supervisory control of employee actions
 - Documentation of transactions and strategies

The Executive Director is responsible for ensuring that these systems are in place.

- Managers are expected to be knowledgeable about the types of improprieties that may occur within their areas of responsibility and be alert for any indications of such conduct.
- Managers shall not override any controls that are intended for the prevention, deterrence and detection of fraud.
- Managers shall ensure that each employee under their supervision is knowledgeable of the contents of this policy.

5. CONFIDENTIALITY

Allegations of fraud or misconduct are serious and, to the extent possible, investigation of such allegations shall be conducted in confidence. All participants in a fraud investigation shall keep the details and results confidential, subject to applicable legislation and authorities.

6. PROTECTION

No individual who reports a contravention of this policy in good faith shall suffer reprisals or retaliation. Employees making comments in bad faith or with the intent to harm another and/or misrepresent what is going on in the workplace, may be subject to disciplinary action.

7. INVESTIGATION AND REMEDIATION

The investigative procedures used shall at all times be in keeping with applicable laws and the terms of any applicable collective bargaining agreements. Meticulous and thorough records of all meetings shall be kept individually by internal or external persons charged with investigation of the allegations.

Investigations pertaining to employees, volunteers and contractors should be conducted by the Executive Director. Investigations pertaining to the Executive Director or a Board Member should be conducted by the Board Chair. Investigations pertaining to the Board Chair should be conducted by the Chair of the Governance & Nominating Committee.

8. VIOLATION OF POLICY AND CONSEQUENCES

Where an individual has been found to have contravened this policy, in addition to any appropriate disciplinary sanctions and/or corrective actions, the Society may pursue all applicable and appropriate legal remedies, including but not limited to civil, criminal and/or contractual jurisdictions.

9. POLICY REVIEW

This policy will be reviewed by the Finance Committee every two years. Any changes will be proposed to the Board for approval.

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Creation Date: Dec 2016
Last Review: March 2021

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EXPENSES

1. PURPOSE

Ensure the expenses incurred by employees of the Society are prudent and reasonable and are authorized at the appropriate level.

2. GUIDELINES

- All expenses should be approved by the Executive Director or the Director of Artistic Programs. Exceptions: the Executive Director's expenses shall be approved by a member of the Board Executive. Director of Artistic Programs' expenses shall be approved by the Executive Director.
- Original receipts must support all expense reimbursements, except when allowances are paid on a per diem basis. Where original receipts are not available, a detailed explanation should be provided.
- All expense claims should be submitted for reimbursement on a timely basis. Expense claims submitted more than six months after the expense have been incurred are not eligible for reimbursement.

3. ACCOMMODATION:

- Whenever possible, accommodation cost should not exceed the cost of a standard room. Luxury accommodation is not permitted.
- If one's spouse is accompanying an individual on business travel at personal expense, any additional room charges for the second person are a personal expense.

4. LOCAL TRAVEL

- If a Society owned or rented vehicle is used for business, staff may claim out-of-pocket vehicle expenses incurred while using the vehicle, including gas, oil, repair, towing cost, road tolls and parking costs.
- If a personal vehicle is used for carrying business errands, staff may claim mileage allowance at the prescribed rate. When claiming mileage, the claimant must provide a travel log indicating name of the travelers, business purpose, origin / destination, and mileage for the trip.
- Staff may also claim public transit expense if public transit was used for business errands.

5. AIRFARE

- Employees who travel for business purposes should always consider the costs of travel and avoid them when business can be conducted as effectively by online conference.
- Whenever possible, air travel at the least expensive rate shall be obtained.
- Whenever possible, employees are expected to book their business travel far enough in advance to take advantage of discounted rates.
- The requirement to obtain the lowest available airfare shall not cause a hardship to the employee.
- Reasonable baggage charges may be claimed.
- The Society will not reimburse for portions of a trip not associated with company business.

6. PER DIEM ALLOWANCE / MEALS

When travelling away overnight from the City of Richmond and the Metro Vancouver areas, but within Canada and United States the employee will receive a per diem travel allowance in alignment with Canada Revenue Agency guidance.

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For other international travel, the allowance will be in Canadian dollars. The amount will be determined on a case by case basis depending on the country.

7. OTHER ELIGIBLE EXPENDITURE

- The cost of a travel visa including application fee, photographs and courier services.
- Reasonable internet access while traveling on Society business.
- Long-distance call charges incurred on Society business.
- Any purchases made on behalf of the Society.

8. NON-ELIGIBLE EXPENDITURE

- Fines or parking tickets
- Personal vehicle repair, towing, or accident costs incurred while on Society business for which the employee is at fault.
- Costs reimbursed by another organization or source
- Spousal or partner travel costs

9. POLICY REVIEW

This policy will be reviewed by the Finance Committee every two years. Any changes will be proposed to the Board for approval.

Creation Date: July 2016

Last Review: March 2021

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CUSTOMER SERVICE

1. PURPOSE

It is a policy that the Society strives to provide service excellence to our customers, in line with our values and our Code of Conduct.

2. DEFINITION

A Gateway Customer includes a range of external people and organisations who come into contact with the Society such as: ticket buyers, donors, Academy students and parents, rental clients and their performers and guests.

3. GUIDELINES

In addition to upholding the Society's values and following the Code of Conduct, when interacting with a customer, Gateway employees, contractors and volunteers are expected to act with:

- a) Integrity
Performing in a fair, ethical, transparent and accountable manner – taking pride in delivering quality products and services that provide value.
- b) Respect
Treating everyone in a friendly, courteous and professional manner – being approachable and understanding, listening to questions, needs and concerns.
- c) Reliability
Providing knowledgeable and resourceful service in order to deliver clear, accurate and relevant information.
- d) Responsiveness
Being open to new ideas and opportunities.
- e) Timeliness
Delivering timely service to anticipate needs and to respond with accessible, efficient and effective processes and procedures.

Each department is expected to respond to customer complaints in a manner in line with the above, and to escalate unresolved issues to senior staff whenever appropriate.

4. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

Creation Date: October 2018

Last Review: October 2021

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HEALTH & SAFETY

1. POLICY STATEMENT

Gateway Theatre is committed to the health and safety of its workers, its contracted personnel, its patrons, its volunteers and others using its premises. In order to protect all its resources, both human and material, Gateway management will make every effort to provide and maintain a safe, healthy working and performing environment, continuously striving to eliminate any identified hazards that may result in personal injury or illness, and/or property damage.

This commitment will be fulfilled through the policies and procedures of our Health and Safety Program, in compliance with all federal and provincial legislation. The program will be reviewed annually to ensure its ongoing effectiveness.

In addition to being a corporate commitment, health and safety is also a personal commitment and, as such, Gateway requires active involvement from workers at all levels. Management is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. Supervisors, who will be held accountable for the health and safety of the workers under their supervision, are responsible for ensuring that machinery and equipment are safe, that workers receive adequate training in their specific tasks and follow safe work procedures. Each worker and volunteer must protect his or her own health and safety by working in compliance with the law and with those same established procedures. Contractors are required to work safely, and to comply with Gateway health and safety requirements, in addition to those of their company.

At Gateway Theatre, the safety of the public and of our personnel is of prime concern. There is no task so urgent it cannot be completed safely.

2. POLICY REVIEW

This policy will be reviewed by the Executive Director every year.

Creation Date: 24 July 2018

Last Review: October 2021

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COMPUTER AND INTERNET USE

1. PURPOSE

Gateway provides staff access to one or more forms of electronic media and services including computers, e-mail, telephones, voicemail, fax machines, external electronic bulletin boards, and the Internet / intranet. These are company property or City of Richmond property and their purpose is to facilitate and support company business. Gateway is connected with City of Richmond network. The City of Richmond IT policies are enforced to Gateway in addition to this policy.

The purpose of this policy is:

- To establish guidelines for using these resources in order to make communication more efficient and effective while providing valuable information on vendors, customers, technology, and new products and services.
- To clarify all users' responsibilities in respect to use these resources in a professional, ethical, and lawful manner

2. RESTRICTED COMMUNICATIONS

Electronic media cannot be used to transmit, retrieve, or store any communication that is:

- Discriminatory or harassing
- Derogatory to any individual or group
- Obscene, sexually explicit or pornographic
- Defamatory or threatening
- In violation of any license governing the use of software
- Engaged in for any purpose that is illegal or contrary to the Gateway Theatre policy or business interests.

3. PERSONAL USE

The computers, electronic media, and services provided by Gateway are primarily for business use to assist employees in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the systems' use for their business purposes. Downloading large files e.g. MP3 (music files) or video files for personal use is not permitted. Employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

4. ACCESS TO EMPLOYEE COMMUNICATIONS

Generally, electronic information created and/or communicated by an employee using e-mail, word processing, utility programs, spreadsheets, voicemail, telephones, Internet and bulletin board system access, is not tracked. However, the following conditions should be noted:

- Gateway may routinely gather logs for most electronic activities and monitor employee communications directly, e.g. telephone numbers dialled, sites accessed, call length, and time at which calls are made, for the purpose of
 - cost analysis,
 - resource allocation,
 - optimum technical management of information resources and
 - detecting patterns of use that indicate employees are violating company policies or engaging in illegal activity

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- Gateway reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other company policies.
- Employees should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

5. SOFTWARE

As viruses are a real danger, it is necessary to exercise caution when downloading anything. Employees should contact the Executive Director prior to any download attempts if there is any software they wish to obtain. The Executive Director will assess the request and if the request is approved, will be the point person for purchasing, downloading and installing.

6. SECURITY/APPROPRIATE USE

Employees must respect the confidentiality of other individuals' electronic communications. The employee chooses network passwords. Do not reveal your network password to anyone including other employees. The system will notify you to change your network password when necessary. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:

- Monitoring or intercepting the files or electronic communications of other employees or third parties;
- Hacking or obtaining access to systems or accounts they are not authorized to use;
- Using other people's log-ins or passwords;
- Breaching, testing, or monitoring computer or network security measures.
- Sending e-mail or other electronic communications that attempts to hide the identity of the sender or represent the sender as someone else.
- Using electronic media and services in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- Copyright infringement of other companies' or individuals' materials except as permitted by the copyright owner.

7. ENCRYPTION

Employees can use encryption software supplied to them by Gateway through the City of Richmond's IT Division, for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a company computer must provide their supervisor with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.

8. PARTICIPATION IN ONLINE FORUMS

Employees should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network—for example, Internet mailing lists, bulletin boards, and online services—are statements identifiable and attributable to Gateway.

The Society recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a work-related problem by consulting members of a news group devoted to that area.

9. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

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Creation Date: 16 September 2016
Last Review: October 2021

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SOCIAL MEDIA

1. PURPOSE

Gateway believes that effective use of social media can be of great benefit to the organization in raising our profile, communicating with our patrons and supporters, and reaching new audiences. However, it must be used responsibly whether on a personal account or a Gateway account.

2. GENERAL GUIDELINES

It is essential that employees and contractors understand that:

- they have a responsibility to abide by Gateway's Code of Conduct, Respectful Workplace and all other relevant policies whether in the workplace or outside, and whether using their own social network accounts or Gateway's
- they have personal responsibility for content posted on their own accounts and pages
- nothing posted online should ever be considered 'private'

Online posts about Gateway Theatre must:

- advance the goals of Gateway and cultivate conversations that enrich the audience experience;
- never include photography or video of design concepts or photography or recordings from rehearsals or performances except those authorised by the Marketing Department in accordance with artists' collective agreements (including but not limited to CAEA, AFM, ADC)
- never use content (including text, photography, video and sound) that violates the privacy or confidentiality of artists, employees, contractors or those associated with Gateway;
- never use unlawful, abusive, defamatory, libelous, or slanderous comments under any circumstances;
- acknowledge mistakes of a factual nature and retract them

3. 'SPEAKING' FOR GATEWAY

Unless given express permission, only Audience & Revenue Development staff and Senior Management (Director of Audience & Revenue Development, Director of Artistic Programs and Executive Director) have permission to 'speak' for Gateway Theatre online, either via Gateway's social media accounts or their personal accounts. All other employees and contractors must make clear that they are not representing Gateway Theatre in their posts.

4. ENFORCEMENT

Any content that contradicts the above should be brought to the attention of the Executive Director. Gateway Theatre reserves the right to delete posts, edit content, and create and control access to its social media accounts as it deems appropriate.

Gateway Theatre also reserves the right to require employees and contractors to delete posts that contradict this policy and to pursue disciplinary action up to and including dismissal as appropriate.

5. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

Creation Date: 25 October 2016

Last Review: October 2021

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WORKING WITH MINORS

1. PURPOSE

Gateway Theatre is committed to the safety of all minors entrusted to its care, whether they are Academy students or performers, and to the prevention of child abuse.

2. DEFINITIONS

A minor in British Columbia is defined as anyone 18 years of age or under.

A worker is an employee, contractor, or volunteer engaged by Gateway Theatre.

3. GENERAL PROCEDURES

a) One-to-one Contact

In order to ensure the safety of minors at Gateway, it is required that one-to-one contact with minors is limited. Gateway staff, contractors and volunteers are expected to ensure that two adults are always present with individual minors. This relates to all activity at Gateway Theatre, with the exception of Gateway Academy's Private Lessons, for which specific consent will be obtained from minors' parents/guardians.

b) Good Conduct

All workers encountering minors during their work at Gateway are to follow the "Examples of Good Conduct" guide

Examples of Good Conduct:

SITUATION	DIFFICULTY	POSSIBLE SOLUTIONS
Holding a private conversation with a child or youth.	By placing yourself in a one-to-one situation out of sight or hearing range, you can leave yourself open to allegations of abuse.	Keep studio / room door open or use a room with a window.
Disciplining a child or youth away from the group.	By placing yourself in a one-to-one situation out of sight or hearing range, you can leave yourself open to allegations of abuse.	Step away from group but remain visible. You may remove the child or youth from the group's view, but the worker must remain visible to others.
Driving or walking a child or youth home.	By placing yourself in a one-to-one situation out of sight or hearing range, you can leave yourself open to allegations of abuse.	Do not drive or walk a child or youth home, unless in the company of the minor's parent / guardian.
A child runs up and hugs you.	People have different personal boundaries and the hugging may seem intimate.	Discuss personal boundaries with children. Lower yourself so you are at the same height as the child. Use side-to-side hugs.

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A worker wants to physically comfort a child in need.	People have different personal boundaries and the comforting may seem intimate.	Ask the child for permission to give hugs or pats on the back.
A child is injured and staff must remove clothing to treat injury.	You must decide between safety and modesty.	Get another worker or a friend, preferably of the same gender as the injured child, to help.

- c) **Criminal Record or Vulnerable Sector Checks**
Any worker who is required to supervise or help supervise minors must provide an acceptable criminal record or vulnerable sector check prior to employment. These checks must be renewed at least every five years.

4. SUPERVISION

- a) Minors enrolled in the Gateway Academy will be supervised as per the Instructors' Manual
- b) Minors performing in Gateway productions will be supervised as per Gateway's Child Performer Supervision Protocol.
- c) Minors will always be released directly into the care of their parent or guardian unless explicit permission has been given otherwise by the parent or guardian.

5. REPORTING SUSPECTED ABUSE

Reporting Child Abuse and/or Neglect Involving Parents or Parental Failure to Protect a Child

- a) Anyone who has reason to believe that a child has been or is likely to be physically harmed, sexually abused or exploited, or neglected by a parent or guardian, or is otherwise in need of protection is legally responsible to report promptly to a Child Welfare Worker by calling 1-800-663-9122 at any time of the day or night
- b) "Reason to believe" simply means that, based on what was seen or information received, a person believes a child has been or is likely to be at risk. The reporter need not be certain. It is the child welfare worker's job to determine whether abuse or neglect has occurred or is likely to occur.
- c) The police must be contacted immediately if the child is in any immediate danger.
- d) The reporter will then notify their supervisor and the Executive Director.
- e) Gateway personnel will not contact the parents or guardians or attempt to investigate the situation; this is the responsibility of the Child Welfare Worker and/or the police.
- f) Gateway personnel will cooperate fully with any resulting investigation, including assisting with the interviews of children and staff as necessary.

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- g) Gateway Theatre will protect personal information regarding the investigation, including the reporter's identity, against improper or unauthorized disclosure or use. Gateway personnel should not share information with outside agencies about child abuse investigations, particularly if the police are involved.

Allegations of Child Abuse Made Against Gateway Theatre Staff, Volunteers, Independent Contractors or Others in the Theatre setting

- a) Anyone who has reason to believe that a child has been or is likely to be physically harmed, sexually abused or exploited or is otherwise in need of protection from a member of Gateway Staff, a Gateway volunteer, Independent Contractor or Other in the Theatre setting, is legally responsible to report promptly to a Child Welfare Worker by calling 1-800-663-9122 at any time of the day or night.
- b) "Reason to believe" simply means that, based on what was seen or information received, a person believes a child has been or is likely to be at risk. The reporter need not be certain. It is the Child Welfare Worker's job to determine whether abuse or neglect has occurred or is likely to occur.
- c) The police must be contacted immediately if the child is in any immediate danger.
- d) The reporter will then notify their supervisor and the Executive Director.
- e) The Executive Director will notify the Board Chair and will inform legal counsel. If the allegation concerns the reporter's supervisor or the Executive Director, they will be excluded from this process and the next senior level of authority will be contacted.
- f) Gateway personnel will not contact the parents or guardians or attempt to investigate the situation; this is the responsibility of the Child Welfare Worker, and/or the police. However, at the recommendation of legal counsel, the Child Welfare Worker or the police, the Executive Director may engage outside expertise to conduct an investigation.
- g) At the recommendation of legal counsel, the Child Welfare Worker, or the police, the Executive Director or Board Chair may suspend a staff member, contractor or volunteer pending further investigation.

Additional Resources

Staff and contractors should review the BC Handbook for Action on Child Abuse and Neglect for Service Providers for more information about signs of abuse and their responsibilities. The Handbook can be found here:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/public-safety/protecting-children/childabusepreventionhandbook_serviceprovider.pdf

6. TRAINING

The policy will also be supplied annually to all ongoing workers and volunteers and with the contract for all contractors and fixed-term workers.

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The Education Manager will review this policy with all new workers working directly with minors. All Academy classes, camps and private lessons are subject to ad hoc audits by the Education Manager.

The Production Manager will review this policy with all workers working with minors.

7. POLICY REVIEW

This policy will be reviewed by the Executive Director every two years.

Creation Date: unknown

Last Review: December 2020 (Board Approval)

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COVID-19 VACCINATION

1. PURPOSE

Gateway Theatre is committed to providing a working environment in which workers are not exposed to undue risk of transmission of or infection by any variant of the SARS-CoV-2 virus known as COVID-19. Evidence continues to demonstrate that fully vaccinated people receive substantial protection against COVID-19 transmission or infection.

As required by the City of Richmond, the purpose of this policy is to outline organizational expectations with regards to vaccination requirements for all Gateway workers.

2. DEFINITIONS

a) Fully Vaccinated

Refers to individuals who are at least seven days past having received all recommended doses of a COVID-19 vaccine approved by Health Canada.

b) Proof of Vaccination

Refers to the BC Vaccine Card as issued by the Province of British Columbia, or the equivalent proof of vaccination as issued by another jurisdiction. Photo ID may be required to verify that proof of vaccination belongs to the holder.

c) Workers

Includes employees, contractors and volunteers of Gateway Theatre.

3. APPLICATION

Gateway Theatre requires that all workers be fully vaccinated against COVID-19. Gateway Theatre can restrict or deny access to work for workers who cannot demonstrate compliance with this policy.

4. DISCLOSURE

All workers are required to disclose to Gateway Theatre proof of vaccination demonstrating they are fully vaccinated. New workers will be required to confirm their status as fully vaccinated at the time they are offered work by Gateway Theatre.

Gateway Theatre will collect, use and disclose personal information, including proof of vaccination, in accordance with applicable privacy legislation including the British Columbia *Personal Information Protection Act*.

Gateway Theatre will collect the minimum amount of personal information required to address workplace health and safety issues raised by COVID-19 as follows:

- Workers will show proof of vaccination to their supervisor or the Executive Director as directed.
- This will be a visual confirmation using the Provincial app to verify status. Copies of vaccination status or vaccine cards will not be collected or stored anywhere.
- Confirmation of the vaccination status of workers will be recorded by the supervisor and provided to the Executive Director.
- These records will be kept securely in a locked file cabinet by the Executive Director and information will be shared externally only where authorized or required under applicable laws, such as where it is required by public health officials or other government agencies.

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- These records will be destroyed as soon as possible if there is no business, legal or operational need to retain them.
- In the case of volunteers, confirmation of vaccination status will be recorded and stored by the Patron Services Associate.
- Casual IATSE workers may be asked to demonstrate proof of vaccination when they return for subsequent shows due to the restricted access to past records.

Vaccination status information will be used for the purposes outlined in this Policy (i.e. for health and safety reasons), in addition to more specifically guiding the Company's decisions about infection prevention and control measures, assisting with outbreak protocol, facilitating case and contact management and managing employment and other contractual relationships.

Failure to be in compliance with this policy will cause a worker to be deemed by Gateway Theatre to be unvaccinated.

If further doses of the COVID-19 vaccine are recommended by government health officials, workers may be required to provide documentation of their receipt of these additional doses.

5. EXEMPTIONS

This policy will be applied in accordance with the BC Human Rights code. Individuals may be exempt from this policy if enforcement thereof constitutes discrimination in employment, and where accommodation of that worker does not place an undue burden on Gateway Theatre.

An individual claiming a medical exemption from this policy must be able to provide written proof of a medical reason, provided by either a physician or nurse practitioner, that sets out that the person cannot be vaccinated against COVID-19, and the effective time period for the medical reason (i.e., permanent or time-limited).

New workers requesting an exemption must notify Gateway Theatre at the time they are offered work.

It should be noted that personal and/or philosophical objections to vaccination are not considered sufficient grounds for accommodation, and accommodating unvaccinated workers may not be possible in every case.

6. RESPONSIBILITIES

The responsibility for requesting confirmation of vaccination status and receiving proof of vaccination from an individual belongs to the Gateway Theatre staff member responsible for their hiring and supervision. Supervisors must be equipped to verify workers' proof of vaccination using the BC Vaccine Card Verifier app; simply viewing a vaccine card is not sufficient verification.

New workers must demonstrate proof of vaccination when it is requested, which may be in advance of, or may be on the first day of, the term for which they are employed. Failure to offer proof of vaccination when it is requested constitutes grounds for a supervisor to terminate or suspend a working agreement.

Failure on the part of a Gateway Theatre staff member to confirm proof of vaccination does not exempt any individual from the requirement to be in compliance with this policy.

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7. SCOPE

This policy is to remain in effect until such time as Gateway Theatre and/or the City of Richmond can reasonably determine that this policy is no longer a reasonable requirement or effective in achieving its purpose.

8. CHANGES TO THIS VACCINATION POLICY

As the status of the pandemic changes and/or legislation or public health advice changes, Gateway Theatre reserves the right to change this policy and notify workers by distributing an updated version.

9. POLICY REVIEW

This policy will be reviewed by the Executive Director on an ongoing basis.

Creation Date: 21 October 2021

Revised: January 2022