

**Richmond Gateway Theatre Society
Policies**

Policies for Contractors & IATSE Crew at April 2023

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EXPECTED CONDUCT

1. PURPOSE

The purpose of this policy is to give an overview of how Board Members, employees, contractors and volunteers involved with the Society are expected to conduct themselves.

2. SCOPE

This policy statement applies to anyone engaged by Gateway Theatre in a paid or voluntary role, including Board Members, employees, contractors and volunteers, all referred to as “workers” in this policy.

3. GUIDELINES

Workers will represent the Society in a way in which we can all be proud, including being:

1. Honest and trustworthy in all our relationships.
2. Accountable and reliable in carrying out assignments and responsibilities.
3. Truthful and accurate in what we say and write.
4. Collaborative and constructive in all work undertaken.
5. Brave in acknowledging our mistakes and gracious in responding to those of others, recognizing that making mistakes and learning from them is an intrinsic part of growth.
6. Equitable and considerate in our treatment of colleagues, guests, customers, suppliers and all other persons.
7. Law abiding in all our activities.
8. Observant of all policies and procedures.
9. Respectful of confidential records and information.
10. Committed to ongoing learning to realize the goals in our mission statement to the best of our ability.
11. Not impaired by alcohol or drugs while working or participating in any Gateway Theatre-related matter.

4. 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: 13 September 2016
Last Review & Update: March 2023

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RESPECTFUL WORKPLACE

1. PURPOSE

Respectful behavior displays personal integrity and professionalism, practices fairness and understanding, demonstrates respect for individual rights and differences and encourages accountability for one's actions. Our relationships with each other (including our patrons, clients and business partners) are critical to the success of both a positive workplace and practice. Everyone has the right to work in an environment that is respectful and a responsibility to treat everyone at work with consideration. A respectful workplace

- is inclusive
- values diversity
- provides clear communication on expectations of behaviour
- promotes employee health and safety
- provides resources and training to resolve disputes
- strives for improvement
- has open channels of communication

Respectful workplaces are productive, rewarding, and enjoyable for everyone. They are environments where workers work well together and recognize that

- behaviours and attitudes affect others
- building upon individual strengths and abilities fosters a positive workforce
- each is unique and has the right to be treated with respect and dignity

Everyone at Gateway Theatre is responsible for building and maintaining a respectful workplace. A respectful workplace promotes

- a welcoming environment
- employee engagement
- better health and well-being
- respectful resolution of issues
- improved morale
- increased creativity

Gateway Theatre has a zero-tolerance policy for any form of bullying, harassment or discrimination. Gateway expects all workers to treat each other with respect and to conduct themselves in a professional manner. As such, Gateway will not tolerate violence, bullying or harassment of any kind. We are a workforce dedicated to ethical standards, quality service and personal integrity. This Policy provides protection for complainants, confidentiality in the review of complaints, and proper redress in respect of bullying and harassment.

2. SCOPE

This policy statement applies to anyone engaged by Gateway Theatre in a paid or voluntary role, including Board Members, employees, contractors and volunteers, all referred to as "workers" in this document. It applies to interpersonal and electronic communications, including but not limited to email, text and social media. This policy applies to behaviour while working at or on behalf of Gateway Theatre, and occurring at or away from the workplace, and during or outside normal working hours.

3. DEFINITIONS

a) Bullying

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Bullying 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 or intimidated.

Examples of bullying include but are not limited to: abuse of authority, verbal abuse or threats, inappropriate, embarrassing or humiliating comments; unwelcome remarks, jokes or innuendoes or taunting of an individual, displays of derogatory or offensive printed material or unwanted physical contact, insults, derogatory names, vandalizing personal belongings, sabotaging someone's work, spreading gossip or rumours.

Abuse of authority is a form of bullying. It occurs when a worker improperly or unreasonably uses the power and/or authority associated with a position held, in order to endanger another worker's job, undermine the performance of that job, offer or withhold training or developmental opportunities, promotional opportunities, or performance evaluations, threaten the worker's economic livelihood or in any way interfere with or influence the worker's career goals or the extension of preferential treatment to one worker to the disadvantage of another.

Bullying excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment, such as managing a worker's performance, giving constructive feedback or advice, taking reasonable disciplinary actions or assigning work or expressing differences of opinion.

b) Discrimination

Discrimination is an act of differential treatment toward an individual as a member of a group, or toward a group itself, that may create a disadvantage for that individual or group or deny the individual or group an opportunity, without valid reason. The protected grounds for discrimination are as follows: indigenous identity, race, colour, religion, ancestry, place of origin, gender, gender identity or expression, political belief, marital status, family status, physical or mental disability, sex (includes pregnancy, breastfeeding, and sexual harassment), sexual orientation or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the position.

c) Harassment

Harassment is a form of discrimination. It is unwelcome physical or verbal behaviour based on any of the protected grounds, that is likely to be offensive to an employee, and which the harasser knew or ought to have reasonably known would be unwelcome. It includes objectionable conduct, comments or display made on a one-time or continuous basis that demeans, belittles, causes personal humiliation or embarrassment to an employee, or creates an offensive or intimidating working environment.

Examples of harassment include jokes, offensive literature, derogatory comments or other activities based on sex, racial or personal characteristics that intrude upon a person's dignity, or that create an intimidating, hostile or offensive atmosphere, also called a poisoned environment.

d) Sexual Harassment

Sexual harassment is unwelcome conduct or comments of a sexual nature. Sexual harassment includes but is not limited to:

- Unwanted touching
- Unwelcome sexual flirtations, advances or propositions
- Sexually suggestive, obscene, or degrading comments, gestures, letters, or notes
- Offensives jokes of a sexual nature

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- 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, and clothing
- Requests for sexual favours
- Stalking or persistent attempts to contact another person for non work-related issues

Sexual banter or romantic relationships, where the people involved consent to the conduct, are not harassment. However, where jokes or banter about personal characteristics or protected grounds are overheard by others, and are likely to be unwelcome and offensive, they may be considered harassment.

4. STANDARDS OF CONDUCT

All workers are expected to be respectful and courteous when dealing with others. Workers should be mindful of the volume of their voices to respect those working around them and use raised voices (eg. shouting) only in an emergency or if there is significant background noise. Notwithstanding this, there are cultural differences in how people use their voice so there will be space and leeway for different understandings of voice volume and assertive speaking.

Bullying, Discrimination or Harassment in any form will not be tolerated and will be considered a serious offence subject to discipline .

Reports and complaints under this Policy will be dealt with in a fair, unbiased and timely manner.

Workers who are in violation of this Policy will be subject to corrective action, as set out in this Policy. Gateway Theatre will take appropriate action to address occurrences of bullying, discrimination or harassment by non-workers (e.g. customers, clients, etc.).

Retaliation Prohibited

Gateway Theatre prohibits retaliation against any person who in good faith reports bullying, harassment or discrimination or participates in an investigation of such occurrences. Retaliation against a person for reporting or for participating in an investigation of an occurrence is a serious violation of this Policy, and will be subject to corrective action, as set out in this policy.

Confidentiality

All parties involved in any processes under this policy are expected to keep all information confidential. While steps will be taken to preserve the confidentiality of the complaint, details of the complaint will need to be shared in the resolution processes under this policy.

False Claims

Workers who intentionally make false, vexatious or unsubstantiated allegations of bullying, harassment or discrimination will be subject to discipline up to and including dismissal and will be held financially responsible for the costs of the investigation.

5. REPORTING

Workers who believe that they have been subject to bullying and harassment or Discrimination in our workplace have a responsibility to report their concerns as soon as possible.

Step 1

If they feel comfortable doing so, the victim or observer of bullying and harassment or Discrimination may contact the alleged bully/harasser to address the behaviour and request that it be stopped. They should ask the person to meet in a comfortable setting and explain

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their position, and request that the behavior that violates this policy stop. While this is often the simplest and most effective way to end the harassment, a victim or observer of harassment is not obligated to confront the alleged harasser.

The victim should keep notes of all unwelcome or harassing behaviour including a record of what happened, when it happened, where it happened, how it impacted them, who observed the behaviour, and any conversations had with other workers in an effort to resolve the issue.

Step 2

If the behaviour does not stop, or if the victim or observer does not feel comfortable addressing the alleged bully/harasser directly, the victim or observer may file a complaint or report the concern to their supervisor or the Executive Director. Preferably, reports should be made within 24 hours of the incident, unless it is not appropriate to do so in the circumstances (for example, where the leader is the subject of the complaint). In circumstances where the worker feels it inappropriate to report their concerns to their supervisor or the Executive Director, they may report their concerns to the Board Chair.

Step 2a (Optional)

With the assistance of a supervisor or the Executive Director, and the consent of the parties, the complainant can pursue options for an informal resolution. Some options include:

- either with or without the supervisor or Executive Director present, the complainant discusses the concern directly with the respondent;
- at the request of the complainant, the supervisor or Executive Director meets with the respondent to discuss the complaint without the complainant being present; or
- a neutral third party mediates the complaint.

If a complaint is resolved through informal resolution, a record of the resolution agreement will be maintained.

If the complaint or report raises serious health or safety concerns, Gateway may be obliged to investigate the matter even if the complainant does not wish the matter to proceed further.

A Complainant has the right to have another person accompany them during their involvement in any process to investigate or address their complaint.

Step 3

If a complaint or concern is reported to a supervisor, they will pass it on to the Executive Director. The Executive Director will initiate an investigation into the complaint or report promptly. If the complaint is about the Executive Director, the Board Chair will initiate an investigation. Unless exceptional circumstances exist, a complaint or report must be made within one (1) year of the alleged incident(s), but employees are encouraged to report within 24 hours. All complaints will be taken seriously and will be dealt with fairly and promptly.

7. INVESTIGATIONS

Investigations may be carried out by the Executive Director, the Board Chair, or by an external investigator.

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Both the Complainant and the Respondent are entitled to a fair investigation. The Complainant, the Respondent and any witnesses will cooperate when interviewed. The Respondent will be given details of the complaint and will be provided reasonable opportunity to respond.

Both the Complainant and the Respondent have the right to have another person accompany them during their involvement in any process to investigate or address allegations against them, to be informed of the progress of the investigation, and to be informed about the results of any investigation.

All investigation proceedings will be documented, and upon completion of the investigation the investigator will provide a report which includes of findings of fact, a determination of whether this Policy was violated, and may include recommendations. This will be forwarded to the Executive Director or Board Chair, as appropriate. Both the complainant and respondent will be notified of the results of any investigation.

If a violation of this policy is found, appropriate remedial or disciplinary action will be taken. This action may include education and training, modification of policies and procedures, or formal disciplinary action up to and including dismissal.

8. RESPONSIBILITIES

A worker who observes harassment taking place, should report the bullying or harassing behaviour as soon as possible.

This Respectful Workplace Policy shall be reviewed regularly with workers.

9. POLICY REVIEW

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

Creation Date: 13 September 2016

Last Review & Update: April 2023

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EQUITY, DIVERSITY & INCLUSION

1. PURPOSE

Gateway Theatre is committed to creating a safe, welcoming and inclusive environment for everyone who engages with the Society, including but not limited to workers, volunteers, performers, patrons, renters and youth. We strive to be an organization that continues to learn in order to enhance our understanding of anti-oppression in all forms and to update our policies and procedures to work towards inclusion.

2. DEFINITIONS

“Equity” is the fair and respectful treatment of all people, particularly those who have historically been and/or are currently marginalized. Equity is achieved through the removal of barriers that create inequality in access to resources, opportunities or security.

“Diversity” refers to the demographic mix of the community with a focus on those who are marginalized and under-represented at Gateway.

“Inclusion” is the active, intentional, and continuous process of creating an environment where everyone feels welcome, is treated with respect and is able to fully participate.

“Workers” refers to the Society’s Board Members, employees, contractors and volunteers.

GUIDELINES

The Society as an organization, and the Society’s workers will therefore:

- Recognise diversity as a source of enrichment and strength.
- Act to address systemic barriers to equitable access to spaces, programs and opportunities
- Work continuously to update the policies, programs, services delivery, and employment practices to support equity, diversity, and inclusion throughout our organization.
- Promote anti-racism, equity, inclusion and anti-oppression.
- Strive to reflect the Richmond community.

3. 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: March 2023

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ACCESSIBILITY

1. PURPOSE

Gateway Theatre is committed to working to create access to our spaces, programs and events for everyone. This policy outlines how Gateway approaches the work of creating access on an ongoing basis.

2. SCOPE

The Society's efforts with respect to accessibility include access for workers, artists, patrons, education program participants, volunteers and anyone else who wishes to engage with Gateway.

3. DEFINITIONS

a) Access Need

Access Need refers to anything a person requires in order to fully participate. Access Needs may result from physical, emotional, neurodivergent, cognitive barriers and/or social barriers. Access Needs may often be related to Disability, but everyone has Access Needs; however, some may already be met by Gateway.

b) Disability

Disability may refer to impairments of an individual's physical or mental functions. Disability may also refer to the experience of limitations imposed on an individual's participation in activities or events resulting from how activities or events, and/or the spaces in which they take place, are designed. Impairments associated with Disability may be permanent or temporary; inborn, developmental or incidental; constant or episodic; and visible or invisible. Individuals who experience impairments or imposed limitations recognized as Disability may or may not self-identify as disabled.

4. APPROACH

The Society approaches accessibility as an ongoing and open-ended process, with the understanding that:

- Different people have different Access Needs, which may change over time
- Access Needs may stem from visible and/or invisible disabilities, as well as cultural and systemic barriers
- Access Needs may conflict with one another
- Access Needs or recommendations cannot always be accommodated
- Creating access involves inviting and building reciprocal relations with individuals and communities based on open and honest communication

Making accurate information about accessibility publicly available empowers individuals to choose how or whether to engage with Gateway.

The Society will:

- Maintain an "Accessibility" section on its website that makes current information about accessibility at Gateway publicly available
- Bringing forward recommendations for improving the accessibility of building features to the City, if needed
- Provide training/education related to Disability and/or accessibility initiatives for workers as needed, and prioritize engaging facilitators with lived experience to lead said training/education
- Invite individuals with Access Needs and Disability communities to work with us to improve the accessibility of Gateway's facilities and/or programming

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5. RESPONSIBILITY

All Gateway workers should consider accessibility in the course of their jobs and decision-making. Responsibility is jointly held and does not live with a specific person or department. Participation in accessibility work might take the form of:

- Undertaking mandatory training related to accessibility initiatives
- Receiving requests to accommodate an Access Need without questioning the existence of the need or the verity of a self-identified Disability
- Responding factually and honestly when an Access Need cannot be accommodated, rather than responding aspirationally or defensively
- Engaging with individuals to seek mutually agreeable solutions to accommodate Access Needs, where possible

7. 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: 21 April 2017

Last Review: March 2023

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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

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:

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- 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

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

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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

**Richmond Gateway Theatre Society
Policies**

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 Expected Conduct policy.

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 Expected Conduct, policy 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: March 2023

**Richmond Gateway Theatre Society
Policies**

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: January 2023

**Richmond Gateway Theatre Society
Policies**

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
- 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.

**Richmond Gateway Theatre Society
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.

Creation Date: 16 September 2016

Last Review: March 2023

**Richmond Gateway Theatre Society
Policies**

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 Expected 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: March 2023

**Richmond Gateway Theatre Society
Policies**

PRIVACY

1. PURPOSE

The Gateway is committed to protecting personal information and to upholding BC's Personal Information Protection Act. This policy outlines how this occurs and includes the Privacy Statement which is shared with patrons.

2. SCOPE

This policy pertains to personal information collected from workers and patrons and does not include business contact information or publicly available information.

3. DEFINITIONS

- a) Personal Information
Personal information is any information that is identifiable to a specific individual. This may include, but is not limited to, an individual's name, gender, age, date of birth, language of correspondence, mailing address, telephone number, fax number, email address, and membership in an organization. In the case of workers, this includes any additional personal information reasonably needed to establish, manage or end a work or volunteer relationship. Personal information does not include publicly available information about an individual in their capacity as an employee of an organization, such as their name, job title, work mailing address, work email address, work fax number, or work telephone number.
- b) Worker
Means anyone engaged by Gateway Theatre in a paid or voluntary role, including Board Members, employees, contractors and volunteers. For the purpose of this policy, Worker includes anyone who supplies Personal Information to Gateway as part of an application to be engaged by Gateway Theatre in a paid or voluntary role.
- c) Patrons
Means any members of the public who interact with Gateway in any form, including but not limited to: purchasing tickets to events at the venue, receiving free tickets, making a donation, becoming a member of the Society, purchasing items for sale including raffle tickets, registering for and/or attending classes or workshops, registering underage dependents for classes or workshops, attending events, visiting the website, interacting on social media channels.

4. USE OF PATRON DATA

Workers may collect Patrons' Personal Information as reasonably required at the time of interaction. Workers should not use Patrons' Personal Information beyond the purpose of the initial transaction.

Exceptions to the above include use of Patron Information to send:

- Information about upcoming artistic offerings at Gateway or offered by Gateway to Patrons who have attended events within the past three (3) years;
- Information about upcoming educational programs or initiatives to Patrons who have enrolled themselves or their dependents within the past three (3) years;
- Information relevant to people or parents/guardians of youth registered in educational programs, including but not limited to class updates, information about available financial aid, communication about emergency events, or updates on student progress or experience;
- Messages to Patrons with the primary purpose of raising funds for Gateway Theatre as a charity; and/or
- Surveys to Patrons about their experience.

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If payment information is stored on file, it should never be used for any purpose beyond that consented to by the patron.

Employees shall treat Personal and financial Information of patrons with utmost confidentiality. Workers shall never disclose such information with any third parties, except with external companies that are delivering services on Gateway's behalf (e.g. outsourced marketing campaign). Sharing of Personal Information within the organization must be work-related, as required for the project(s), and to other staff as needed only for them to complete their work as relates to contacting Patrons. Personal Information collected on behalf of rental clients can be shared with those rental clients (e.g. information about their ticketholders).

5. UPDATING OR ACCESSING PERSONAL INFORMATION

Requests to update Personal Information or withdrawal of consent to use Personal Information shall be forwarded to and handled by the following departments:

- Ticket Buyers (physical mail) – Box Office
- Donors – Development
- Volunteers – Patron Services
- Academy Students – Education

All Gateway e-news or promotional email correspondence must include options to "Update your preferences" or "Unsubscribe". Anyone contacting Gateway regarding updating or cancelling email correspondence should be directed to these links.

Patrons may request access to the Personal Information held on file by Gateway. Upon the request of a Patron whose Personal Information Gateway controls, staff must provide that Patron with details about the Personal Information held, how it is used, and the names of individuals or organizations to whom it has been disclosed, if applicable. A Patron's request to access Personal Information must be fulfilled within 30 days of being received.

6. USE OF WORKER DATA

Gateway Theatre may collect, use and disclose Workers' Personal Information without consent for the purposes of establishing, managing and ending the employment relationship, and for other purposes permitted under PIPA, including for:

- Recruiting and hiring;
- Performance evaluation and monitoring;
- Promotion, demotion and discipline;
- Payroll and benefits administration;
- Staffing and scheduling and to administer vacations and other leaves;
- Investigating specific incidents involving employees, contractors and customers;
- Ensuring safety in the workplace;
- Monitoring compliance with policies and addressing security and internal control issues;
- Communicating with employees such as with respect to important upcoming dates, changes to benefits, health and safety-related alerts and new program rollout information;
- Improving and evaluating employment programs and related services;
- Business and service delivery purposes, such as responding to complaints; and
- Complying with our legal and regulatory obligations.

Gateway may disclose personal information about employees for the above mentioned purposes or for other purposes permitted under PIPA such as to Gateway's legal counsel, Gateway's insurers or to law enforcement officials.

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7. WORKER CRIMINAL RECORD CHECKS

Gateway may conduct criminal record checks on limited groups of workers as a condition of work, specifically those who handle financial transactions or sensitive financial information, and those responsible for minors.

The requirements for those working with minors are outlined in the Working with Minors policy. Workers who will handle financial transactions or sensitive financial information must provide an acceptable criminal record check prior to commencing work. If the worker has any pending charges or convictions, it is the responsibility of Gateway Theatre to determine if such convictions hinder the worker's ability to carry out their duties. Workers who have recently moved to Canada may be asked to supply criminal record checks from other jurisdictions.

If a worker whose position required a criminal record check is charged with or convicted of an offence, that person must report the charge or conviction to Gateway Theatre within 24 hours. Gateway Theatre will subsequently determine if that person is suitable to continue carrying out their duties.

For workers who are approved to work, the digital or physical documentation resulting from these criminal record checks must be stored securely: physical documents in a locked cabinet or digital files on the supervisor's H: Drive. Records related to those who are not approved to work at Gateway should be destroyed.

8. RETENTION OF WORKER DATA

Gateway retains Personal Information for only as long as it is needed for employment, business, operational or legal reasons. Any Personal Information collected for use in making a decision that directly affects an individual must be retained for no less than one year. In the case of individuals who apply to be workers at Gateway Theatre, but are not engaged, this information must be destroyed after one year. This excludes contact information, resumes, portfolios and headshots for artists, which may be kept on file indefinitely. In general, Personal Information collected by Gateway must be destroyed once the purpose for which it was collected is no longer served by its retention. In some cases, information must be held for longer periods in accordance with specific legal requirements. Criminal record checks on those responsible for minors may be kept indefinitely.

9. SECURITY OF DIGITAL DATA

Digital copy of Patron or Worker Personal Information must be held only on secure third party servers approved for use by Gateway Theatre as databases for the purpose of collecting information from or transacting with Patrons. Third party servers approved for use by Gateway Theatre include Spektrix, Sage and Survey Monkey.

In cases where Personal Information is held outside of secure third party servers, it must be held only in the City of Richmond's secured servers. Personal Information should never be held on Workers' personal computers, or cloud-based servers not designated by Gateway Theatre for use by its Workers.

10. SECURITY OF PHYSICAL DATA

Personal Information pertaining to Workers and Patrons must always be stored in secured locations. Physical documents should be locked in a safe or cabinet with a working lock; the safe or cabinet must also be placed in a lockable, secured location (i.e. Box Office door must be locked at the end of the day and when unattended; doors to the Administration Office and any individual offices must be locked at the end of the day).

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Employees should ensure documents with personal information are never left easily visible, accessible and unattended (e.g. plainly on someone's desk at the end of the day, or left as the active window on the monitor during lunch break).

11. BREACHES, CONCERNS & COMPLAINTS

If Workers become aware of any actual or suspected breach of privacy, they should notify the Executive Director and Gateway's designated Privacy Officer, the Marketing Manager, immediately. Patrons with questions or complaints about how their personal data is handled should be directed to Gateway's designated Privacy Officer.

Anyone who violates this policy may be subject to disciplinary actions, up to and including termination.

12. TRAINING

All Gateway Workers with access to Personal Information shall review this policy annually. Workers required to handle Personal Information in the course of their duties are required to undertake training on the secure handling of that information. Such training may be delivered by a Workers' supervisor or an authorized third party. Workers may be required to undertake additional training relevant to their handling of personal information, if deemed necessary.

13. PUBLIC STATEMENT

The following is the public statement shared on the Gateway website which addresses the use of patrons' data:

Privacy Statement

Our Commitment

At Gateway Theatre, we understand that your personal information and privacy is important to you. We make every effort to ensure that the personal information you share with us is recorded accurately, retained securely, and used only according to your wishes as you have communicated them to us. Our privacy statement and practices are designed to fully support this goal.

Our privacy statement, based on the requirements from BC's Personal Information Protection Act (PIPA), outlines the manner in which Gateway Theatre collects, uses, discloses and manages your personal information.

In this statement, the term "personal information" refers to any information about an identifiable individual, including but not limited to: name, home address, phone number, email address, birth date, age, proof of age, and credit card information.

By providing your data, you are accepting the terms of our privacy statement.

We recommend that you review this statement in its entirety and revisit it periodically, as it may change from time to time.

Accountability

Gateway Theatre ("Gateway") is responsible for all personal information held by Gateway, and remains responsible when personal information is processed by third parties on

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Gateway's behalf. All personal information collected by Gateway remains confidential and is appropriately safeguarded.

Purposes of Collection

When collecting personal information, Gateway uses it primarily to fulfill ticket orders, complete educational enrolments, register newsletter sign-ups, process donations and sponsorships, and other transactions. We may also send messages to individuals who have expressed an interest in receiving communication from Gateway.

It may also be used to administer promotions and contests for Gateway for which you have registered to participate. Your personal information may also be used to keep you informed of other events, special offers, and fundraising opportunities in support of Gateway, and to advise you of changes to Gateway's products and services. We may also contact you from time to time to conduct market research or surveys in an effort to continually improve our product and service offerings.

Occasionally, Gateway may present offers in conjunction with other arts or cultural organizations if deemed to be of significant value to Gateway patrons. Gateway may share personal information with its artistic and community partners and renters whose events you have attended, unless consent is withdrawn.

Consent

Gateway will obtain your consent for the collection, use, or disclosure of your personal information, except as permitted by PIPA. Consent for the collection, retention, and use of personal information is implicit when you provide such information in the process of a transaction. You have the right to provide only the personal information reasonably required to conduct your chosen transaction with Gateway.

Gateway will only use your financial information for the original purpose that it was collected, and any new use of that information is subject to your consent. How we obtain your consent for your personal information will depend on the circumstances and sensitivity of the information collected. We may seek your consent orally or in writing. Sometimes, for non-sensitive personal information only such as name, address, phone number, and e-mail, it may be implied, or an "opt-out" method of consent used. You may also withdraw consent at any time by giving Gateway reasonable notice through the "opt-out" method.

Limiting Collection

The collection of personal information is limited to that which is necessary for the purposes identified by Gateway. Personal information that is regularly collected by Gateway includes your name, mailing address, phone number, e-mail address, and as appropriate, credit card information. In an effort to reduce mailing costs, there are occasions when Gateway will use e-mail as the preferred method of contacting individuals. For this reason, Gateway regularly collects e-mail addresses as a part of the personal information collection procedure.

Gateway often has more detailed information from patrons who have been dedicated and long-term supporters of Gateway, such as seating preference, the names of members of their family, business addresses, and special interests. Gateway also collects more detailed information from parents/guardians of registered Academy students for the purposes of facilitating successful learning outcomes or responding to emergencies.

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Limiting Use, Disclosure & Retention of Personal Information

Personal information is used or disclosed for the purposes for which it was collected. Personal information will also be retained only so long as necessary to fulfill the uses stated above or as required by law.

Gateway does not engage in list exchanges, or allow database information to be directly accessed, manipulated or used by any other company. We may also share your personal information with third party service providers as necessary for them to provide services on our behalf. If a service provider is located within Canada, Gateway will ensure there is an agreement in place that ensures this organization understands and follow the same PIPA obligations. Some service providers may be located outside of Canada where personal information may be subject to the laws of those jurisdictions.

You will never receive communications from organizations other than Gateway or Gateway's third party service providers.

Accuracy

Gateway makes every reasonable effort to keep your personal information as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. You can help us maintain the accuracy of your personal information by notifying us when your address, phone number or e-mail changes.

Safeguarding Information

Gateway takes technical, contractual, administrative and physical security steps to protect the personal information that you provide us. All of our security safeguards are appropriate to the sensitivity of the personal information.

Credit card data in our database conforms to the Payment Card Industry Security Standards Council (PCI SSC) Payment Application Data Security Standard (PA-DSS) v3.1 requirements from the credit card industry. We do not store data from credit card transactions such as Track II or CVV2/CID (the 3 or 4 digits on the back of the card). If stored, credit card numbers are securely encrypted and we ask that you never send a complete number to us in an email.

Individual Access

Upon request, Gateway will provide you with information within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request, on the existence, use and disclosure of your personal information. You may verify the accuracy and completeness of your information, and have it amended as appropriate. If a request is refused in full or in part, we will notify the individual in writing, providing the reasons for refusal and any recourse available.

Requests for access to personal information must be made in writing and provide sufficient detail to identify the personal information being sought. Individuals may be required to prove their identity before access to their personal information is granted.

Customer Satisfaction

If you have any complaints, questions or concerns regarding changes to your personal information, consent, or this statement, communication must be made in writing to Gateway's Marketing Manager. If Gateway is unable to resolve the concern, you may also write to the Information and Privacy Commissioner of British Columbia.

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Contact Information:

Marketing Manager
Gateway Theatre
marketing@gatewaytheatre.com
604-247-4978

Website Security

Website Security

Gateway Theatre's website (gatewaytheatre.com) is housed on a secure server to ensure every transaction you make on our website will be secure. We keep your personal information protected through the use of industry leading encryption technology. We do this with the protocol known as Secure Sockets Layer or SSL. It works with your browser by encrypting the transmitted data in a way that makes it virtually undecodable. This website is secured using a Digital Certificate. This ensures that all information you send to us via the World Wide Web will be encrypted.

IP Address Use

IP Address: An Internet Protocol (IP) address is a unique string of numbers that is assigned to your computer by your Internet Service Provider. Web servers automatically identify your computer by its IP address. We will use your IP address to help diagnose problems with our server and to administer our Site. Your IP address also may be used to gather broad demographic information.

Cookies

Our website uses browser cookies in order to conduct online transactions. A "cookie" is a text file, invoked by standard browser software, that we place on your hard drive to enable our systems to recognize your browser, track transactions, and allow you to navigate our websites without having to re-enter information. We may also automatically receive and store certain other types of information, such as the type of web browser you use or the pages you link to from Gateway Theatre's website. We do not use cookies to store personal information or to disclose information to third parties.

You can easily erase cookies from your computer or mobile device using your browser. For instructions on how to handle and delete cookies, please look under "Help" in your browser. You can also choose to disable cookies, or to receive a notification each time a new cookie is sent to your computer or mobile device. Please note that if you choose to disable cookies, you will not be able to take advantage of all our features.

We also use third party cookies (such as Google Analytics Tracking ID) to run Google Analytics Demographics and Interest Reporting. These cookies gather website visitor data (such as age, gender, and interests) to optimize website content and marketing and do not collect any personally identifiable information. You may opt out of this data collection at any time through Google Ad Settings (<https://www.google.com/settings/ads>).

Are You on a Secure Connection?

The easiest way to tell whether or not you are in a secure area is to check the URL in your browser's address bar for the little lock symbol. You will notice that the address to the left of the colon changes from "http" to "https" when you're on a secure connection.

Updated: January 2023

**Richmond Gateway Theatre Society
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14. POLICY REVIEW

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

Creation Date: November 2022

Last Update: January 2023

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WORKING WITH MINORS

1. PURPOSE

Gateway Theatre is committed to the safety of all minors entrusted to its care.

2. CONTENTS

- Definitions
- Appropriate Conduct with Minors
- Sexual Conduct
- Management Procedures
- Supervision of Minors
- Identifying & Reporting Child Abuse

3. DEFINITIONS

In this policy, unless the context otherwise requires:

“Minor” & “Child” refer to anyone 18 years of age or under

“Vulnerable person” refers to any youth or adult who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

“Worker” refers to any employee, contractor or volunteer of Gateway Theatre

4. APPROPRIATE CONDUCT WITH MINORS

All workers are expected to treat the minors they encounter while working with respect and equity. In order to ensure the safety of minors at Gateway, it is required that one-to-one contact with a minor is limited.

All workers encountering minors during their work at Gateway are to follow these examples of appropriate conduct:

| SITUATION | DIFFICULTY | POSSIBLE SOLUTIONS |
|---|---|---|
| Holding a private conversation with a minor | It is required that one-to-one contact with a minor is limited. By placing yourself in a one-to-one situation out of sight or hearing range, you put the minor in a vulnerable position, and you leave yourself open to allegations of abuse. If you are not comfortable with others seeing your interaction with a minor, it is likely that you are not engaging in appropriate practices. | Keep studio / room door open or use a room with a window. Arrange the discussion to take place at another time with another adult present, preferably with an adult who the minor trusts. |
| Disciplining a minor away from the group | By placing yourself in a one-to-one situation out of sight or hearing range, you put the minor in a vulnerable position, and you leave yourself open to allegations of abuse. | Step away from group but remain visible. You may remove the minor from the group’s view, but you must remain visible to others. |

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| | | |
|---|--|--|
| Driving or walking a minor home. | By placing yourself in a one-to-one situation out of sight or hearing range, you put the minor in a vulnerable position and you can leave yourself open to allegations of abuse. | Do not drive or walk a minor home, unless in the company of the minor's parent / guardian. |
| A minor runs up and hugs you. | People have different personal boundaries and the hugging may seem intimate to others. | Discuss personal boundaries with minors. Lower yourself so you are at the same height as the minor. Use side-to-side hugs. |
| A worker wants to physically comfort a minor in need. | People have different personal boundaries and the comforting may seem intimate. | Always ask permission before engaging in any physical contact (i.e. Would you like a hug?) and respect their response. Ask only in the presence of others. Appropriate ways to show affection with a five-year-old is not the same as what is appropriate for a youth. |
| A minor is injured and a worker must remove clothing to treat injury. | You must decide between safety and modesty. | Get another worker or a friend, preferably someone with whom the injured child is comfortable to help. |

Communications

At all times, workers will be mindful of the language they use when minors are present.

Social networking with minors for personal reasons or through personal profiles is prohibited for workers.

Artistic Programming

All email communications must be made using an email provided to the worker by Gateway Theatre. The only exception is stage management and members of the creative team working on a production the minor is working on; they may use their own email account.

Emails may be directed to the minor as long as the parent/guardian is copied.

Phone calls should be directed to the parent/guardian, not to the minor. Texts can be directed to the minor as long as the parent/guardian is copied.

Education Programming

All email communications must be made using an email provided to the worker by Gateway Theatre; emails may be directed to the minor as long as the parent/guardian is copied.

Phone communications, whether calls or texts, must be directed to the parent/guardian, not to the minor. Contractors must use a company-assigned phone (not a personal cell phone) to contact parents/guardians of minors.

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5. SEXUAL CONDUCT

The age of consent in Canada is 16 years. While there are close-in-age exceptions, individuals under 18 years old cannot consent to sexual activity when the other party is in a position of trust, authority, or there is a dependency on that person.

Sexual activity between a worker and a minor or vulnerable person is not tolerated. This is regardless of age exceptions.

This applies to all forms of sexual activity, ranging from kissing and fondling to sexual intercourse.

6. MANAGEMENT PROCEDURES

Recruitment

Job postings for positions working with minors will include the requirement for a criminal record check and a vulnerable sector check.

In addition, reference checks from at least two job or volunteer work-related references must be conducted on all potential applicants prior to offering any work. Offers of work are conditional for these individuals upon receipt of acceptable checks. If a Gateway volunteer is being considered for a volunteer task that involves minors, the volunteer's history of working with Gateway *may* be viewed as sufficient information to eliminate the need for these job or volunteer references.

In reference checks, questions related to a candidate's prior work with minors will be asked, for instance:

Did (NAME) work with minors in your organization?

If no: Would you have any concerns about (NAME) working with children and youth?
Would you trust your own child or youth to (Name)'s care?

If yes: How would you describe (NAME)'s interaction with children and youth?
Does (NAME) provide a good role model for children and youth?
Do you have any reservations about (NAME) working with children and youth?

Documentation of these reference checks will be retained on file for a minimum of five years.

Criminal Record Checks & Vulnerable Sector Checks

It is the responsibility of Gateway Theatre to have on file a Criminal Record Check (CRC) and Vulnerable Sector Check (VSC) for all workers responsible for minors. All CRC/VSCs dated at the time of hiring are considered current for five years, at which time new checks must be submitted.

Occasional workers who will be working in the vicinity of minors, but not directly responsible for them are not required to complete a CRC and VSCs, so long as they do not have unsupervised access to a minor. In these instances, an adult who has completed a valid CRC and VSC must be present.

Workers whose checks are in process and waiting to be cleared may not work until a cleared check is received. Documentation of these checks will be retained on file for a minimum of five years.

If a CRC/VSC for a worker indicates past convictions, it is the responsibility of Gateway Theatre to determine if such convictions hinder the worker's ability to safely carry out their duties. If it is determined that past convictions are irreconcilable with their duties, the worker will not be allowed to work with minors or otherwise vulnerable populations.

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If a worker is charged with or convicted of an offence, that person must report the charge or conviction to Gateway Theatre within 24 hours. The organization must request within 24 hours that the charged or convicted person obtain a new criminal record check including a vulnerable sector check within timelines specified by the organization. Gateway Theatre will subsequently determine if that person is suitable to continue carrying out their duties.

Orientation & Training

All workers who work with minors at Gateway Theatre will receive this document with this information contained within, as part of their orientation. The supervisor who is responsible for the worker's orientation will fully explain this policy and procedures, and answer any questions the worker may have.

All workers who work with minors at Gateway Theatre will be required to sign this document annually in acknowledgement that they have read, understood, and received any necessary training on the information provided in this document.

In addition, all Education Department programming is subject to *ad hoc* audits by the Education Manager.

7. SUPERVISION OF MINORS

Minors enrolled in Gateway Academy will be supervised as per the Instructors' Manual, which includes but is not limited to:

- assuming the responsibility for the well-being and care of each student in class during the time that a minor is under the instructor's supervision
- safeguarding minors' health and safety at all times
- providing age-appropriate supervision and class material for each class.
- supporting the building of trust amongst class mates and instructors

Minors engaged in other Gateway Education or Artistic programs will be supervised as per specific guidelines generated for those programs.

Minors will always be released directly into the care of their parent or guardian unless explicit permission has been given by the parent or guardian.

8. IDENTIFYING & REPORTING CHILD ABUSE

General

Child abuse is a crime under the Criminal Code of Canada. Any person who has reasonable grounds to believe that a child (anyone under the age of 19) is in need of protection has a "duty to report." No action for damages can come against a person reporting abuse unless the person knowingly reports false information. Anyone not reporting suspected abuse commits an offence.

If there is evidence of a criminal offence (i.e., physical or sexual assault), a report must be made to the police. In the case of suspected neglect or inappropriate parenting, the worker should contact the Ministry of Children & Family Development.

All information about who discovered the alleged abuse, who reported it, and who has been accused, as well as statements, conversations and observations should be documented and kept strictly confidential to protect all parties involved.

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Abuse Definitions

There are four major types of child abuse: physical abuse, sexual abuse, child neglect and emotional maltreatment.

- **Physical Abuse** is the use of physical force or action that results, or could result in injury to a child. This includes all actions that result in non-accidental physical injury (i.e., bruises, cuts, burns, fractures and internal injuries).
- **Child Sexual Abuse** is commonly described as “any exploitation of a child whether consensual or not.” This includes touching of a sexual nature, exposing a child to sexual acts like prostitution, exposure, fondling or masturbation, intercourse or invitations to touch. Sexual abuse excludes normal affectionate behaviour towards children and normal care related to health or hygiene.
- **Child Neglect** is the failure of caregivers to provide a child’s basic needs such as food, clothing, shelter, health, hygiene and safety to the extent that the child’s health or safety is threatened.
- **Child Emotional Abuse** is a pattern of behavior that damages a child's sense of self worth and negatively impacts their emotional development. In addition to withholding love and support, the person emotionally abusing the child also may reject, criticize, threaten, demean, and berate the child.

Spotting the Signs

Signs of Physical Abuse

- Unexplained bruises and welts
- Burn marks that appear inflicted
- Unexplained fractures
- Inappropriate clothing for weather
- Fear of physical contact
- Uncharacteristic or unexplained changes in behaviour
- A number of scars in a regular pattern
- Inflamed tissue suggesting scaling
- Bite marks
- Inconsistent explanations of injury
- Fear of going home

Signs of Sexual Abuse

- Difficulty in walking or sitting
- Torn, stained or bloody underwear
- Pain, itching, bleeding and bruises in the genital or anal area
- Fear of physical contact
- Apparent fear of going home and/or particular people
- Uncharacteristic or unexplained changes in behaviour
- Reluctance to participate in physical activities
- Unusual knowledge of sexual behaviour (often demonstrated through play)
- Stories of sexual contact with an adult or older child
- Destructive and delinquent behaviour

Signs of Neglect

In a child’s appearance, you may notice:

- Persistent hunger, malnutrition, underweight, dehydration
- Poor hygiene, dirtiness, skin disorders associated with bad hygiene

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- Persistent fatigue and listlessness
- Inappropriate clothing for weather
- Unattended sores, cuts or other medical needs

In a child's behaviour, you may notice:

- Demands for constant attention
- Lack of parental participation or interest
- Indications that no one is ever home to look after the minor
- Obvious lack of energy when playing

Signs of Emotional Abuse

- Demands for constant attention
- Extreme lack of confidence, withdrawal, depression, inability to make eye contact
- Extreme aggressiveness or passivity when playing with other children
- A "no win" attitude
- Inappropriate "adult behaviour" such as organizing or disciplining others

Reporting Suspected Abuse

- 1) Reporting Child Abuse and/or Neglect Involving Parents/Guardians or their Failure to Protect a Minor
 - 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.
 - 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.
- 2) 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

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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) The Gateway worker in question will be removed from their position pending the outcome of any investigations.

Additional Resources

Workers 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

9. POLICY REVIEW

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

Creation Date: unknown

Last Review & Update: November 2022

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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.
- These records will be destroyed as soon as possible if there is no business, legal or operational need to retain them.

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- 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.

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.

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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