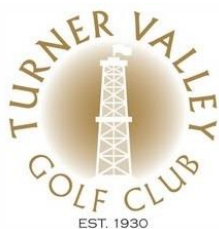


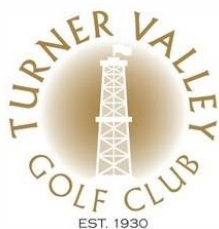
TVGC OPERATIONS

Policies & Preferred Practices



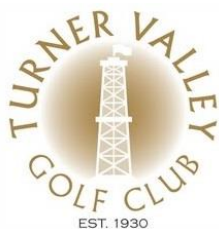
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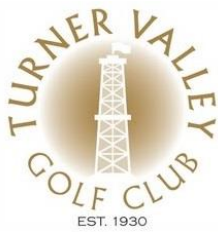
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Legislation

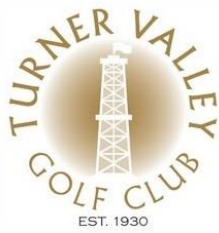
The Canadian Federal, Provincial and Territorial governments have established sets of rules, regulations and laws to ensure the health and safety, employment and human rights of all citizens. It is our duty to comply. These standards are the minimum required by law and employers must ensure they meet or exceed these requirements. Canadian employment is driven by four major pieces of legislation: the Employment Standards Act or Canada Labour Code (for Federally regulated organizations), Human Rights Act, Occupational Health and Safety Act and Workplace Safety & Insurance Act, that will ultimately affect your workplace policies and procedures.

1. Employment Standards Code / Canada Labour Code: Sets the minimum standards that a workplace must meet when dealing with topics like employee wages, payment of overtime, vacation, termination, etc. ([Alberta Employment Standards Code](#), [Canada Labour Code](#)).
2. Human Rights Act: Human Rights legislation is subject to federal, territorial and provincial interpretations that determine grounds for discrimination ([Alberta Human Rights Act](#)).
3. Occupational Health and Safety Act: Subject to federal, territorial and provincial interpretation of minimum health and safety standards that all workplaces and specific sectors of employers must implement and follow ([Alberta Occupational Health and Safety Act](#)).
4. Alberta's Workers Compensation Act: This Act sets the regulations under which the Workers Compensation Board operates in Alberta. Workers receive adequate and guaranteed benefits under a no-fault work injury plan with premiums paid for by the employers in return for protection against law suits. ([Alberta Workers Compensation Act](#)).

The four key pieces of Canadian workplace legislation will dictate the necessary contents and enforceability of your policies and procedures, and should be reviewed to ensure compliance. Keep up-to-date with changes to the workplace compliance legislation by checking Provincial websites regularly.

Other Tips to Ensure Compliance

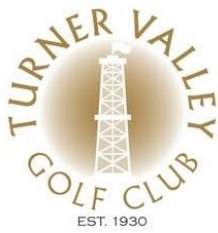
- Educate and Train – Workplace compliance legislation requires that employees be trained and educated on the contents of TVGC policies to ensure their ability to work safely, and understand their rights.
- Communicate – Create an open office environment where employees are able to ask questions, and are supplied with on-going communication of workplace policies and



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procedures. This will help to ensure that violations, accidents and incidents are kept to a minimum.

- Enforce – All required policies and procedures for workplace compliance must be consistently enforced to ensure that violators will not cause any further violations, create undue hazards, or commit the same error out of ignorance.
- Stay Ahead of the Game – It is always wise to ensure that all documents are ready for implementation before any new legislation takes effect. By implementing policies just prior to the installation of new workplace regulations, your organization can effectively minimize liability.



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SECTION 1 – Organizational Policies

Introduction

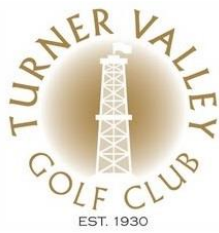
We are fortunate to share a unique environment here at Turner Valley Golf Club, with dedicated people that have a desire to serve others, to be an essential part of our success, and to assist all members, guests and the general public in having a great golf and social experience. We are privileged to serve our Members, their Guests and the general Public to ensure their time spent on the golf course or in our clubhouse is a positive experience. Each of us brings unique skills and has a measurable and essential contribution to help achieve our common goals. Above all, while working safely, we must focus on continuously achieving quality standards in everything we do in order to meet and even exceed our customers' expectations.

The keys to our ongoing growth, competitive advantage, and success in the future in our target markets are:

- ✓ Supporting a work environment that thrives on innovation to identify new solutions to new and old challenges;
- ✓ Ensuring the work we do, and that of our fellow employee, is performed safely and to the best of our ability;
- ✓ Continuously striving for new and more efficient methods and processes within our facility to decrease costs;
- ✓ Developing and implementing initiatives to reduce scrap and waste, and maximizing the recycling of materials;
- ✓ Reviewing and enhancing our internal and external business partnerships to strive for greater productivity;
- ✓ We maintain and develop excellent stewardship practices insuring the grounds and facilities will be enjoyed by generations to come.

This TVGC has consistently endeavoured to follow our terms and conditions of employment in the past and is willing to address employee concerns for the future.

Our strength is based on open communication and cooperation and you are encouraged to bring matters of concern forward to be addressed by your respective supervisory member of management.



Turner Valley Golf Club

Vision

To provide an outstanding golf and social experience now and in the future.

Mission

To provide an outstanding excellent customer experience by exceeding their expectations of quality and friendly service!

CORE VALUES

CUSTOMER FOCUSED | LEADERSHIP | ACCOUNTABILITY | SUSTAINABILITY | SAFETY

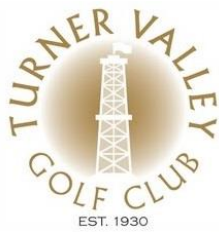


Core Values

Turner Valley Golf Club is committed to customer focus through honouring our history, contributing to our present community and embedding our place in the future!

Principles

1. **COMMUNICATION** - The most effective communication begins with listening. Leadership needs to set the example with active listening, especially when the information may be negative. An open environment encouraging discussion enhances involvement; feedback encourages improvement.
2. **TEAMWORK** - Teamwork is a necessity. Do not be limited by your job description but rather, act according to the situation. Draw on the skills and expertise of the team to achieve results.



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3. **TRAINING** – Training is provided in various methods for personal and professional growth for all employees in many areas related to but not limited to the position in which they hold.
4. **RESPONSIBILITY** - Each employee must understand his/her responsibilities clearly and execute them accordingly. Each Manager is responsible to assign and communicate those responsibilities.
5. **HANDS ON APPROACH** - Be available to contribute where required, visualize the situation, take the necessary action.

Open Door Policy

Turner Valley Golf Club's open door policy encourages employees to discuss issues of concern openly and candidly with any member of management including the General Manager and/or their Supervising Department Manager.

Employees will be assured full confidentiality regarding all issues or concerns discussed. Employees bringing out issues under this policy will not be discriminated against nor will they suffer any reprisal.

We will be honest and open with you and we trust you will do likewise.

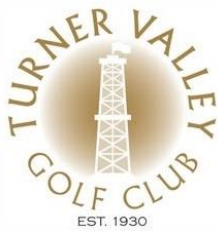
Mutual Trust

These two words, MUTUAL TRUST, best sum up our approach at Turner Valley Golf Club.

We believe each employee is a mature and responsible adult who deserves the full trust and respect of the TVGC and co-workers. Each of you will be treated with individual respect, dignity and fairness.

Obviously, not every person who applies for a job at Turner Valley Golf Club is hired. We were quite selective in choosing you. We are sure you were equally selective in choosing Turner Valley Golf Club as your place of employment.

As you read further in this manual, it will become more evident to you why mutual trust is important.



Turner Valley Golf Club

Anti-Theft Policy

Intent

Theft of Turner Valley Golf Club property affects everyone. Theft decreases morale and the overall safety of employees, their identities and their belongings. Also, additional expenses related to unnecessary theft recovery, replacement of products, investigations, surveillance materials, and audits, such unnecessary expense also reduces funds that could otherwise be available for enhancements to benefits, salaries and improvements to the property, for attracting and hiring new employees, as well as for charities and worthwhile programs.

Policy

Turner Valley Golf Club employs a Zero Tolerance policy towards theft. Any employee, visitor, contractor or guest that is found to have violated the anti-theft policy will be prosecuted to the full extent of the law, and they will be subject to an immediate suspension, or their employment will be terminated with cause, without compensation. Turner Valley Golf Club will not tolerate the theft of its property, either physical or intellectual, or the property of any employee or visitor on our premises.

Guidelines

When Dealing with Allegations of Theft, the action taken will depend upon the nature of the concern, and may be subject to:

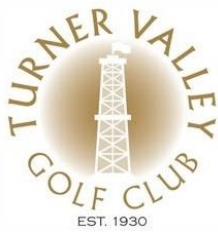
1. Investigation internally by Turner Valley Golf Club staff, or Internal Audit; and/or
2. Police involvement.
3. As theft is a serious criminal offence, and an egregious violation of TVGC policy, the need to follow steps outlined in progressive discipline are suspended.
4. Theft is a criminal offence and a serious violation of Turner Valley Golf Club Standards of Conduct and will result in either the immediate suspension or termination of employment and potentially to criminal prosecution.

Reporting

Any Turner Valley Golf Club employee who witnesses a theft or has a reasonable suspicion of theft taking place is required to report the incident(s) immediately to his/her supervisor or management department.

All reports will be treated as strictly confidential, and reporters will be protected from reprisal. Reports may also be made anonymously.

Failure to report any theft on Turner Valley Golf Club property will be viewed as both gross-negligence of duties and as an accessory to the crime, and will be subject to legal or corrective action.



Turner Valley Golf Club

Attendance Policy

Intent

The purpose of this policy is to establish, for each employee, the requirement that they work all scheduled hours as deemed necessary by their position and in accordance with established employment contracts. Turner Valley Golf Club places a high value on attendance and punctuality and expects all employees to arrive at work at their scheduled shift times. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of Turner Valley Golf Club and its business operations.

Policy

As a TVGC we want to reduce instances of unscheduled and/or disruptive absenteeism/attendance, as well as foster responsible leave usage by employees. We want to improve employee morale by reducing the negative effects of absenteeism on employees who perform the duties of their absent colleagues. Further we want to enhance service to members and guests by promoting excellence in employee attendance. Employees who are chronically absent or tardy adversely affect Turner Valley Golf Club productivity and staff morale, thus diminishing the quality and level of normal business operations.

Expectations

Turner Valley Golf Club considers an employee absent if he or she does not attend work as scheduled, regardless of cause.

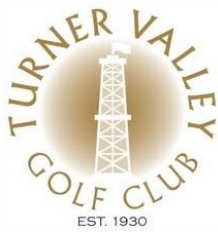
Any employee who has been absent due to illness or injury for more than five (5) individual days per calendar year shall have their attendance record reviewed; he or she may be required to submit a physician's note or other medical evidence to validate additional sick days registered for that year.

Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness.

Early departures during scheduled working hours are considered excessive if they exceed five (5) per calendar year, regardless of cause.

Employees are considered tardy if they arrive to work later than their scheduled start time.

Abuse of sick days will not be tolerated. Supervisors and managers have been instructed to remain vigilant of the following sick leave patterns, particularly if the patterns are chronic and persistent:



Turner Valley Golf Club

- Absence on weekends, Saturdays, or Sundays where the employee is scheduled to work.
- Absences during the day before and/or the day after scheduled vacation day(s) or general holiday(s).
- Absences during the day immediately following a pay day.
- Absences where an employee calls in sick immediately after another sick day has accrued.
- Situations where the absence(s) coincides with desirable days off.

Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence. Employees will not be allowed to apply for paid illness benefits following the unexcused absences.

Exceptions to this policy include absence due to approved legislated leaves, and pre-approved attendance of professional development activities. For absence due to family or spousal bereavement, please refer to Turner Valley Golf Club's Bereavement Leave Policy.

Absences approved under the provision of federal and provincial law, and absences approved for the purpose of complying with military requirements, will not be considered as an unscheduled, unapproved, or unexcused absence.

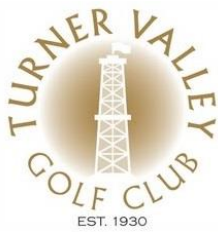
Call-In Procedure

An employee who does not intend to report to work because of illness (or any other reason) must notify his or her immediate supervisor/manager – either by telephone or e-mail/text message – prior to 2 hours of the employee's scheduled shift starting time. Failure to provide required notification of any absence whatsoever may result in disciplinary action.

Each employee is responsible for notifying his or her supervisor/manager of absence for each day that the absence occurs, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action.

Medical Notes

Employees who are absent for three (3) or more consecutive working days are required to submit a note from a licensed physician or medical practitioner stating the nature of the illness and/or medical condition that led to the absence.



Turner Valley Golf Club

Employee absenteeism due to a work-related illness or injury could be required to submit to a physical examination before returning to work in order to minimize liability to Turner Valley Golf Club.

Voluntary Resignation

Turner Valley Golf Club reserves the right to terminate any employee who is absent for three (3) or more consecutive working days without notification.

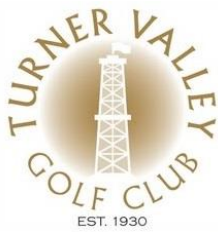
Any employee who remains absent for more than three (3) consecutive business days, without contacting the TVGC, shall be considered as having abandoned and resigned his or her position.

Disciplinary Action

Each department manager is required to maintain its own Tee-On Time Clock attendance & absenteeism records.

Disciplinary action for excessive absenteeism, poor attendance, or other violations of this policy shall be administered, in progression, according to the following procedures; however, Turner Valley Golf Club reserves the right to elevate discipline depending on the severity of the situation:

- Documented verbal counselling, to be signed by the employee.
- Warning letter, to be dated and signed by the employee.
- Second Warning letter; to be dated and signed by the employee.
- Termination of the employee from Turner Valley Golf Club's employ.



Turner Valley Golf Club

Cash-Handling and Storage Policy

Intent

To ensure proper and consistent cash handling and storage procedures.

Policy

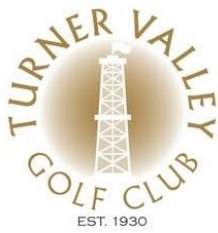
At no point may cash be left unattended. This measure has been adopted to avoid the potential for theft or robbery. All cash accepted must be deposited into an appropriate storage device, e.g. register, safe or lock-box.

Access to the safes must be limited to authorized personnel only, including management and department managers.

Delivery of cash to the bank shall be performed by Administration Manager, or General Manager. Deposits to the Bank must be done no less than weekly, preferred daily.

Guidelines for Cash Collection Points

- All cash collected must be accepted and received using a cash register, and a receipt must be generated. This measure has been adopted to ensure that all transactions are properly recorded, and documentation is created.
- Cash collection points will be provided with a Cash Float to ensure that transactions may be completed efficiently, and change may be made appropriately.
- All cash-out procedures are followed by all employees.
- Cash received and counted at the close of business must balance with the records indicated by the registers (Tee-On).
- All information entered in the Cash Reconciliation form. The amounts for each tender must balance to Tee-On. If not make notes to why it doesn't balance. The Cash-outs are to be verified by the department manager the following business day.
- Any cheques that are accepted must be made payable to Turner Valley Golf Club.
- Prior to the delivery of cash for deposit at the bank, a deposit slip must be created stating the total amounts.
- Only approved requests will be provided with funding.
- Petty Cash will be reconciled on a monthly basis.



Turner Valley Golf Club

Code of Ethics Policy

Intent

Turner Valley Golf Club is committed to conducting business in an open and ethical manner. We accomplish this by creating a workplace built on the strength of trust, accountability, and integrity in all our business practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting, and actively participating in the process.

This Policy shall:

1. Establish the roles employees are expected to take in establishing an ethical workplace;
2. Define behaviour that would be unethical;
3. Outline disciplinary actions for violations.

Policy

At Turner Valley Golf Club we strive to protect all of our employees, vendors, customers, and the TVGC itself from any illegal or damaging actions committed by individuals either knowingly or unknowingly.

Turner Valley Golf Club will not tolerate any wrongdoing or impropriety, and will immediately take the appropriate disciplinary actions to correct the problem.

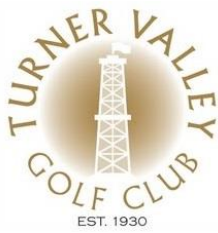
Employment Expectations

Management & Executives

- These TVGC officials are expected to set a prime example. In all their business dealings, honesty and integrity shall be required.
- Shall have an open door policy allowing for the free discussion of suggestions and concerns from employees.
- Must report any conflicts of interest regarding their position at Turner Valley Golf Club.
- Must report suspected violations &/or violators.

Employees

- All employees are expected to work together to promote a workplace built on trust, accountability and openness.
- Disclose any conflicts of interest regarding their position at Turner Valley Golf Club.
- Report suspected violations &/or violators.



Turner Valley Golf Club

**Retaliation against employees who use these reporting mechanisms to raise genuine concerns will not be tolerated.*

Unethical Behaviour

Anyone not working together to promote a workplace built on trust, accountability and openness is exhibiting unethical behaviour. Some examples are:

- Harassment or discrimination
- Improper use of confidential information or TVGC trade secrets
- Use of corporate assets or business relationships for personal use or gain
- Stealing (money, tangible inventoried items such as: liquor, food, all items from the ProShop, tools, etc.)
- Spreading gossip
- Conducting oneself inappropriately
- Being complacent; witnessing an infraction and not doing anything about it
- Encouraging another to violate policies

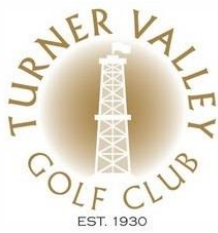
Violations

In the event that a violation of this policy occurs, Turner Valley Golf Club will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment. Turner Valley Golf Club will not be party to the intent or appearance of unethical or compromising practices in its business relationships.

Disciplinary action shall be administered, in progression, according to the following procedures; however, Turner Valley Golf Club reserves the right to elevate discipline depending on the severity of the situation:

- Documented verbal counselling, to be signed by the employee.
- Warning letter, to be dated and signed by the employee.
- Second Warning letter; to be dated and signed by the employee.
- Termination of the employee from Turner Valley Golf Club's employ.

Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures, including legal action may be pursued.



Turner Valley Golf Club

Confidential Information

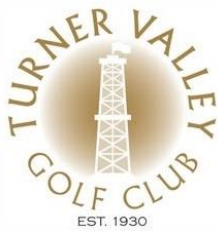
Intent

Turner Valley Golf Club has adopted this policy to clarify the proprietary rights pertaining to business information and intellectual property. We retain ownership rights to all information created for business purposes, regardless of the media used to create it, or the location of said information. Similarly, we retain ownership rights to all forms of intellectual property created by employees while under our employ regardless of the time, intent or location of its creation.

Definition

The following is classed as business information:

- TVGC marketing plans and campaign strategies
- TVGC members & guests lists
- Project management
- Quality management methods
- Operation rules
- Commercial network
- Supply chain information
- TVGC financial information, status and statements
- Object code and source code to TVGC software
- Any information, or documentation labelled "Confidential" by the TVGC, or listed as such by separate memorandum, or e-mail that informs of confidential status
- Any information pertaining to our membership
- Information licensed by our TVGC to customers under a confidentiality restriction
- Notes taken that pertain directly and/or indirectly to our business
- Client information
- Emails, letters, and any other forms of transmission that pertain to our business, regardless of media
- Emails, letters, and any other forms of transmission that are created and/or conducted using TVGC resources
- User names and passwords for TVGC owned and operated property, or for employee owned devices that contain business information.



Turner Valley Golf Club

Business Information and Intellectual Property

Any information relating to the TVGC that is freely in the public domain may not be considered "Confidential Business Information". In the event that an employee can prove that information was possessed before it was received from Turner Valley Golf Club, or that information was gained from an unrelated third party, said information will not be classified as "Confidential Business Information".

Nondisclosure

In working for Turner Valley Golf Club, employees shall not divulge, disclose, provide or disseminate business information to any third party not employed by our TVGC at any time, unless we give written authorization. Furthermore, business information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for Turner Valley Golf Club.

TVGC Owned and Operated Property

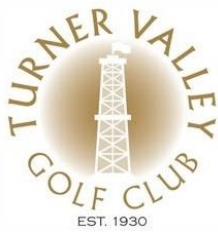
All Turner Valley Golf Club business is intended to be performed using TVGC owned and operated property, including computers, telephones, letter-head, note-books, etc. All information contained in, created or transmitted by TVGC owned and operated property is the property of Turner Valley Golf Club.

Employee Owned Property

Employees are prohibited from using personally owned equipment or property for the creation, transmission or storage of Turner Valley Golf Club business information.

In the event that an employee creates, stores or transmits Turner Valley Golf Club business information on personally owned property (including, but not limited to: lap-top computers, desk-top computers, mobile telephones, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information will remain the express property of Turner Valley Golf Club.

Turner Valley Golf Club reserves the right to inspect and/or audit the property of our employees on our premises, where it is either known that they use personally owned property for the purposes of conducting our business, or where it is reasonably suspected that such properties contain our business information. These inspections / audits may be conducted at any time, with or without notice. These inspections / audits are not intended as a punitive measure, and are employed only for the protection of TVGC business interests.



Turner Valley Golf Club

Upon Retirement, Layoff or Termination

Upon retirement, layoff or termination of employment with Turner Valley Golf Club, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to TVGC business in their possession including, but not limited to: all member lists, physical property (lap top, cell phones & keys), documents, electronic information storage media, manuals, letters, notes and reports. In the event that a device containing TVGC business information is password protected, the employee will be required to provide the correct user name and password for the device.

Intellectual Property

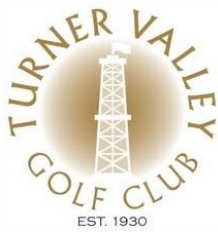
Works Made for Hire:

- Employees agree that any work they have created, or assisted in the creation of, at the request of Turner Valley Golf Club including but not limited to, software, sales materials, user manuals, training materials, and any written or visual work constitute works made for hire, and that Turner Valley Golf Club therefore holds the rights to said works.
- Employees cannot reproduce or publish these works, unless it is necessary to comply with normal Turner Valley Golf Club employment duties.

Inventions:

- Employees agree that any inventions, discoveries, technology or ideas developed while under the employ of Turner Valley Golf Club are owned by the said TVGC.
- Employees must sign all assignments and documents requested by Turner Valley Golf Club intended to establish TVGC ownership of the invention, discovery, technology or idea.
- Employees must permit Turner Valley Golf Club to obtain and retain patents, copyrights, trademarks and other indications of ownership without any further claim towards the discovery, technology, invention, or idea.
- If an employee has developed any technology, invention, discovery or idea prior to employment with Turner Valley Golf Club, they are required to report, and claim ownership of it before their employment begins.

Any information relating to the TVGC that is freely in the public domain may not be considered "Confidential". In the event that an employee can prove that information was possessed before it was received from Turner Valley Golf Club, or that information was gained from an unrelated third party, said information will not be classified as "Confidential".



Turner Valley Golf Club

Non-Compete Agreement

"Competition" in this agreement shall refer to any individual, TVGC, enterprise, partnership, department, association, or other association that conducts the same, or similar kind of business as Turner Valley Golf Club, provides services similar to those provided by Turner Valley Golf Club, or substantiates real or potential competition against Turner Valley Golf Club. Any organization which provides professional consultation or advisory services to any of the aforementioned groups of competitors shall also be viewed as "competition".

During Employment

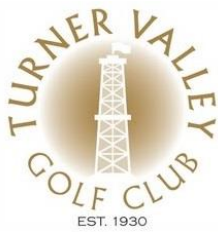
- While employed by our TVGC employees will not conduct any business on their own, or on behalf of others, with any business which competes with our TVGC either directly or indirectly without first obtaining written approval from Turner Valley Golf Club.
- While employed by our TVGC employees may not accept employment (either with or without compensation) in any position with any TVGC that competes either directly or indirectly with Turner Valley Golf Club, or any TVGC that has a direct financial relationship with Turner Valley Golf Club.
- Employees will not seek private gains through utilization of their position or authority at Turner Valley Golf Club.

Post-Employment

- Employees agree to a term of non-competition for the duration of one (1) year after the termination of their employment from Turner Valley Golf Club. Within this one year agreement, former employees cannot accept employment with any "Competition" within the geographic boundaries of our business.
- Employees agree that for the duration of their one (1) year non-competition period, they will neither encourage, entice, instigate, solicit nor otherwise attempt to affect, either directly or indirectly, any other staff member, or customer of Turner Valley Golf Club for the purpose of severing their relationship with Turner Valley Golf Club.
- For the duration of the one (1) year non-competition period, employees agree not to design, develop, sell, manufacture, license, distribute or solicit orders for Competitive products without the prior written permission of Turner Valley Golf Club.

Injunctive Relief

Should the employee breach this contract, they agree that the business of Turner Valley Golf Club would suffer irreparable harm, and that legal action may be inadequate in recouping the



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losses incurred. Employees agree that in the event of a breach, or threatened breach of this agreement, Turner Valley Golf Club is entitled to injunctive relief or a ruling of specific performance of this Agreement, as well as any other solutions available under law, and without the necessity to prove irreparable harm or special damages.

Binding Effects

- This Agreement is binding upon the employee, their heirs, representatives, successors and assigns.
- This Agreement shall remain in effect even in the event of Turner Valley Golf Club transferring or selling its business.

Modification of this Agreement

- Employees agree to the provisions of this Agreement in its entirety, and agree that they are both reasonable and fair. The employee's agreement shall supersede any prior written or oral understandings pertaining thereto. The employee's obligations under this Agreement may not be changed either in whole or in part, with the exception of a written agreement signed by the President of Turner Valley Golf Club and the employee, specifically referring to this Agreement.
- In the event of a court of law striking down any provision of this Agreement, all other provisions shall remain both valid and enforceable.

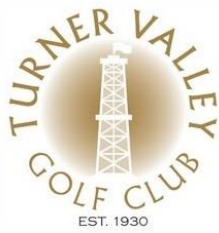
Confidentiality Employee Agreement

Turner Valley Golf Club requires all employees to handle any and all sensitive business information regarding confidential materials, pending business transactions, partnerships, sales and acquisitions gained through the course of their regular job duties in a confidential and appropriate manner.

Employees agree that if confidential information is not effectively protected, the operations and reputation of Turner Valley Golf Club may be threatened, and may suffer irreparably. Employees of Turner Valley Golf Club are required to keep all confidential information and relevant knowledge regarding the TVGC confidential both during and after their term of employment. These practices have been adopted as they have been deemed essential to the protection of Turner Valley Golf Club.

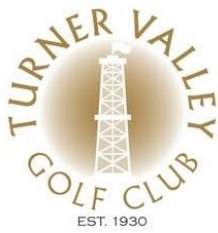
Expectations

In working for Turner Valley Golf Club, employees shall not divulge, disclose, provide or disseminate Confidential Information to any third party not employed by Turner Valley Golf



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Club at any time, unless Turner Valley Golf Club gives written authorization. Furthermore, Confidential Information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for Turner Valley Golf Club. Reasonable efforts will be made to limit access to confidential information to only those who need to know the information and those persons will be advised that the information is to be kept confidential until it has been publicly disclosed by a Turner Valley Golf Club spokesperson.



Turner Valley Golf Club

Contractor Management Policy

Intent

The purpose of this policy is to establish guidelines for contractors in order to provide and maintain a safe work environment for all employees, customers, contractors and visitors to our locations. Advance planning and quality site preparations are important for a safe, environmentally conscious, well organized construction site. The following document is a policy that applies to all contractors and subcontractors who provide services to Turner Valley Golf Club (TURNER VALLEY GOLF CLUB).

All employees and contractors are equally responsible for complying with the Alberta Occupational Health & Safety Act and its Regulations. Inefficient and incomplete Contractor Management Policies may affect the safety and well-being of its members and employees of Turner Valley Golf Club.

Scope

This policy applies to all Turner Valley Golf Club management and employees involved in the management of Contractor Agreements.

Policy

It is the policy of Turner Valley Golf Club that all contractors must be an approved contractor before the commencement of any work.

<http://www.afrea.ab.ca/filesaf/afrea/OHS-Bulletin-Prime-Contractor.pdf>

Standards and Regulations

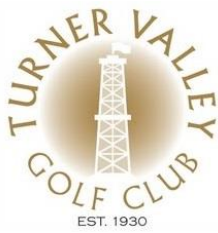
- Occupational Health & Safety Act Section 3 – Prime Contractor
- Occupational Health & Safety Act Section 18 – Serious Injuries and Accidents
- Occupational Health & Safety Act Section 25 – Regular Inspection of Work Sites

Definitions

The following definitions are provided by the Alberta Occupational Health and Safety Act.

<http://www.qp.alberta.ca/documents/Acts/O02.pdf>

TURNER VALLEY GOLF CLUB – The organization with legal possession of the work site or, if the person in legal possession does not request the work, the person with an ownership interest in



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the work site who requests that the work be done. TURNER VALLEY GOLF CLUB can also act as the “Employer”.

Prime Contractor – Every work site must have a prime contractor if there are 2 or more employers involved in the work at the work site at the same time. The prime contractor for the work site is the contractor, employer or other person who enters into an agreement with the owner of the work site to be the prime contractor, or if no agreement has been made or if no agreement is in force, the owner of the work site.

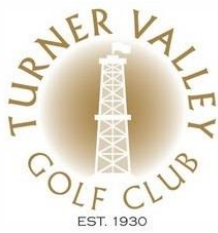
Project - The construction, demolition, repair, alteration or removal of a structure, building, complex, street, road or highway, pipeline, sewage system or electric, telecommunication or transmission line, the digging of, working in or filling of a trench, excavation, shaft or tunnel, the installation, modification, repair or removal of any equipment, machinery or plant, the operation of a manufacturing, industrial or other process, or any work designated by a Director of Inspection or a Director of Occupational Hygiene as a project.

Contractor – A person, partnership or group of persons who, through a contract or agreement or ownership, directs the activities of one or more employees involved in work at the work site.

Guidelines for Contractor Work

The following are classifications of contractor work performed at Turner Valley Golf Club.

1. Where TURNER VALLEY GOLF CLUB controls the project either in part or in whole, and acts as an Owner:
 - TURNER VALLEY GOLF CLUB shall exercise due diligence and ensure that all contractors hired have received appropriate training, maintain appropriate levels of qualifications to safely and competently perform the required work, and meets all obligations under the OHSA and applicable regulations.
2. Where TURNER VALLEY GOLF CLUB hires a Contractor to act as a Prime Contractor and maintain control of the project:
 - TURNER VALLEY GOLF CLUB shall not maintain responsibility for this type of construction project, where the Prime Contractor is provided with authority to completely control all required work and where TURNER VALLEY GOLF CLUB workers are not employed in the project and TURNER VALLEY GOLF CLUB has no control over the project daily activities in any way.



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- The Prime Contractor must ensure that as required under Section 178 of the OHSA, required first aid services, equipment and supplies. In this case, TURNER VALLEY GOLF CLUB shall maintain the owner obligations.
- In addition, the Prime Contractor, acting as if they were the “employer” must ensure that the equipment erected or installed complies with all applicable safety legislation.
- The Prime contractor must also ensure that any serious accidents or injuries are investigated as if they were the employer.
- More information regarding Prime Contractors can be found at <http://www.afrea.ab.ca/filesaf/afrea/OHS-Bulletin-Prime-Contractor.pdf>

3. Non-Construction work where Turner Valley Golf Club acts as the “Employer”:

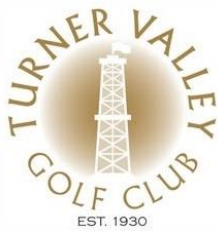
- TURNER VALLEY GOLF CLUB shall ensure that contractors are provided with appropriate training in safe work practices and policies, and provided with supervision in the performance of duties, acting in compliance with all applicable provisions of the OHSA.
- As the “Employer”, TURNER VALLEY GOLF CLUB will ensure that their Health and Safety Policy, including first aid and reporting requirements, is followed by any workers on the work site.

Guidelines for Contractor Management Procedures

Documents Provided by the Contractor

All contractors and Prime contractors hired must provide appropriate documentation prior to the start of any work indicating that they:

- Carry appropriate insurance;
- WCB coverage (provides a Clearance certificate);
- Have appropriate qualifications to successfully complete the required work;
- Maintain an appropriate health and safety policy; and
- Employ qualified and competent supervisors.



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Health and Safety Training

- Contractors are also required to submit information about their services and training of their employees to ensure that all of the appropriate safety training has been undertaken.
- Where the Prime Contractor is in place, the Prime Contractor is responsible for ensuring the training of workers and the retention of the training documents.

Record Retention

- The employer has the responsibility to retain all documentation relating to the relationship between the employer and the contractor(s) as well as any pertinent documents relating to inspections and/or site hazards.

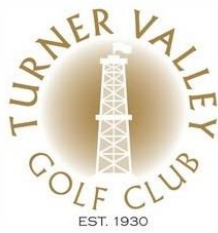
Written Agreement

For the protection of Turner Valley Golf Club and its members, and employees, the Prime Contractor will generate a written agreement to be signed prior to the commencement of any work projects. It should include, but not be limited to, the following:

1. The scope of the work to be completed;
2. Safety guidelines for the contractors and the Prime Contractor;
3. The expectations for the contractor and Prime Contractor, including the roles and responsibilities of the Contractor and/or the Prime contractor;
4. Applicable timelines;
5. Financial estimates for the work to be completed; and
6. The consequences for the Contractor and/or Prime Contractor for failing to abide by the agreement and applicable safety regulations while completing the project.

Site Inspections

- TURNER VALLEY GOLF CLUB (the employer) must conduct routine site inspections to verify the progress of the project and verify the use of proper personal protective equipment and safety procedures. In the cases where a Prime Contractor is designated for the project, the employer must ensure that the Prime Contractor is completing the Site Inspections and is retaining the documents as required by the OHSA.



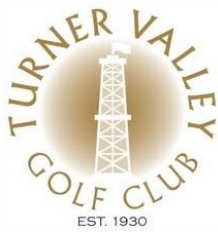
Turner Valley Golf Club

Site Hazards

- It is critical for the employer and contractor to communicate regarding any site hazards and the working conditions for the workers. This will require a risk assessment prior to the start of the project. In addition, there should a checklist maintained regarding expectations for the work site and the copies of the completed checklist should be retained for legal purposes by Turner Valley Golf Club.

Breach of Contract and/or Expectations

- In the event of a serious breach of expectations, the employer must be prepared to exercise their due diligence in halting the work until such time as the hazard is corrected or remedied.
- If the Breach of Contract relates to a breach of quality work, TURNER VALLEY GOLF CLUB (the employer) will take the appropriate steps to correct the matter, including severing the Contractor Agreement if necessary. In the case of a Prime Contractor overseeing the project, the Prime Contractor must communicate any breaches of Policy to the employer and must also take appropriate action as it relates to the severity of the issue.



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Customer Service Standards Policy

Policy Statement

Turner Valley Golf Club Management and Board of Directors is committed to upholding **Service with Excellence** standards to our members, guests, general public, and staff (herewith referred to as Customers) with a consistent level of customer service! In the pursuit of our commitment, the employees of Turner Valley Golf Club are given opportunities for ongoing professional development to implement excellent customer service standards.

Intent

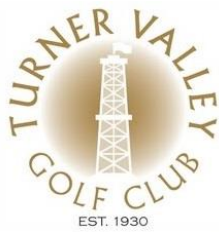
At Turner Valley Golf Club we will:

- Greet our Customers with eye contact and a smile
- Greet our Customers with a verbal WELCOME
- Greet our Customers with the utmost respect, kindness and friendly manner, to provide them quality service each and every visit
- Provide knowledgeable service to our Customers
- Engage our Customers in friendly conversation
- Resolving Customers concerns fairly, with respect and with dignity
- Interact with our Customers using patience and understanding
- Respect our Customers privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of **our** work
- Portray a professional image at all times
- Act with integrity at all times
- Find areas of interest and up-sell Customers with items they don't even know they need.

Policy

TURNER VALLEY GOLF CLUB will provide copies of the **Service with Excellence** Customer Service Standards Policy upon request, and will ensure any electronic policies will be in a format that is accessible for all our Customers. The Customer Service Standards Policy will be posted on our website as well.

TURNER VALLEY GOLF CLUB shall ensure that our products and services are accessible, and meet a consistent high standard of quality. Named brand clothing, shoes, golf clubs, accessories, playing lessons, high standards of snack foods, beverages and sit-down meals are



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just a few of the items that can be found in the Pro Shop, Dining Room, Lounge and Banquet Room.

TURNER VALLEY GOLF CLUB will ensure each customer receives exceptional **Service with Excellence** service by providing a customer friendly environment which includes greeting and acknowledging every customer, maintaining outstanding standards.

TURNER VALLEY GOLF CLUB has provided Customers various avenues for appropriate feedback to let us know how we're doing. Such as:

- Providing Employee Recognition cards located in four areas of the Clubhouse for Customers to give written feedback on a specific employee.
- Providing Customers instant feedback opportunity to speak with the department manager or supervisor.
- Providing an "open door" policy to contact the general manager regarding any concerns.
- Providing contact information of managers to email or leave a phone message. We take customer feedback seriously, and will work to address comments, suggestions, and concerns.

TURNER VALLEY GOLF CLUB frontline staff have been given strategies to empower their decision making in creating friendly feelings with Customers as a way to resolve customer concerns **immediately** upon a Customer displaying dissatisfaction.

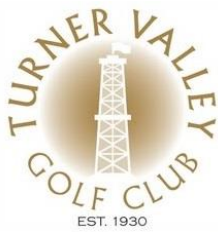
TURNER VALLEY GOLF CLUB will only collect and use customer information in a lawful manner that protects the privacy of our customers and is compliant with applicable legislation including the Privacy Act and PIPEDA.

TURNER VALLEY GOLF CLUB is in progress to ensure that our facilities, products and services are accessible to all persons including those with disabilities. All customer service provided shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

TURNER VALLEY GOLF CLUB employees, not just those on the frontline, shall provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.

TURNER VALLEY GOLF CLUB employees shall be provided with ongoing professional development in customer service to ensure the consistent delivery of exceptional service standards set forth.

Appropriate action will be taken to improve upon the customer service standards with more training given to any employee that does not meet these standards.



Turner Valley Golf Club

Dress Code & Personal Hygiene Policy

Intent

To ensure that our standards of appearance are consistent and that we project a professional and upscale establishment, Turner Valley Golf Club employees are required to wear Turner Valley Golf Club the current season's apparel (uniforms/clothing) and name tags during working hours.

Policy

Turner Valley Golf Club requires all employees to present themselves in a professional manner, with regards to attire, personal hygiene and appearance. These standards are commensurate with our organizational practices and are considered our "UNIFORM" policy. Violators will be sent home to comply with this policy.

Uniform / Clothing Provisions

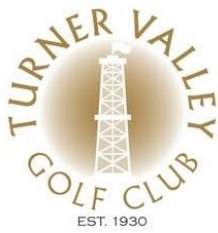
Employees will be given a discount toward the purchase of TURNER VALLEY GOLF CLUB branded uniform/clothing from the Pro Shop. The purchase of this mandatory uniform is the sole responsibility of the employee, but will be given at cost. These purchases will be taken off the employee's first or second (if required) payroll cheques.

Employees of Turner Valley Golf Club must wear current season's issued uniforms that consists of:

- Front-line (ProShop or Food & Beverage) employees - issued golf shirt and current issued name tag. A TURNER VALLEY GOLF CLUB golf hat or visor may be added. The bottoms (pants, capris, skorts, Bermuda shorts) shall coordinate with the current season's colour of golf shirt and will be determined before the staff orientation.
- Outside workers must wear TURNER VALLEY GOLF CLUB logoed wind jacket and TURNER VALLEY GOLF CLUB golf shirt. If a golf hat is added it must be a TURNER VALLEY GOLF CLUB logoed hat.
- Course & Grounds employees while working outdoors must wear TURNER VALLEY GOLF CLUB logoed golf shirt, TURNER VALLEY GOLF CLUB logoed outdoor jacket and TURNER VALLEY GOLF CLUB golf hat.

Purposes:

- To identify the staff that are on-duty.
- To enhance security.
- To promote a professional image of the organization.



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- Uniforms should be used only during working hours and should not be worn in places that would not represent the positive image of TURNER VALLEY GOLF CLUB.
- TURNER VALLEY GOLF CLUB will provide replacements (at cost to the employee) for normal wear and tear job-related reasons.

Work-appropriate hygiene

Turner Valley Golf Club employees are expected to meet hygiene requirements during regular business hours for the duration of their employment. Employees are expected to maintain personal cleanliness by bathing daily. Oral hygiene (brushing of teeth) required. Use deodorant/antiperspirant to minimize body odors. No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees. Clean and trimmed fingernails. ¼ inch long or less. Wash hands after eating, or using the restrooms.

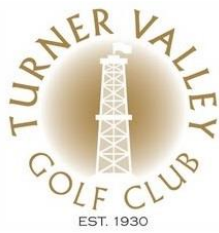
Acceptable levels of personal grooming

Uniforms and other clothing must be clean, pressed, in good condition and fit appropriately. Neat and well-groomed hair, sideburns, mustaches and beards (no artificial colors e.g. pink, green, etc. that would be deemed unprofessional). Moderate make-up. Secured long hair. Clothing must not interfere with the safe operation of equipment especially in the kitchen prep areas. No dark glasses (unless prescribed by a physician). Limited jewelry and no dangling or large hoop jewelry that may create a safety hazard to self or others. Tattoos that are not offensive do not have to be covered, however any tattoos that may be deemed offensive by the public should be covered.

Inappropriate attire

The following items are not permitted in any area during normal working hours: sweat pants, jogging pants, pants that expose the midriff, underwear or leggings, gym shorts, bicycle shorts or other athletic shorts, low-cut tops, halter tops, spaghetti strap tops, tops that expose the midriff or underwear, any form of clothing that is mesh, sheer, see-through or otherwise revealing, any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting, any form of clothing that is overtly commercial, contains political, personal or offensive messages.

Footwear: open-toed shoes of any description (incl. beachwear sandals, &/or plastic flip-flops) is not permitted.



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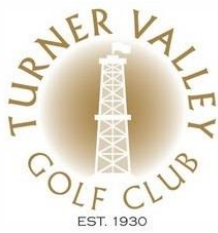
Employee Responsibilities

The purchase of a uniform is the sole responsibility of the employee, but will be given at a set cost. Employees will be given a discount toward the purchase of TURNER VALLEY GOLF CLUB branded uniform/clothing from the Pro Shop. These purchases will be taken off the employee's first or second (if required) payroll cheques.

Every TURNER VALLEY GOLF CLUB employee is responsible for exercising sound judgment and common sense for his or her personal hygiene and attire at all times. If an employee is deemed to be wearing inappropriate attire, their Manager is responsible for coaching the employee accordingly.

Policy Compliance

Any employee arriving for shift with inappropriate grooming, hygiene or uniform standards will result in being sent home. If employee chooses not to comply then disciplinary action up to and including termination will take place.



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Food Safety Policy

Intent

Food Safety is the number one concern of Turner Valley Golf Club. This policy has been adopted to ensure that food that is served by employees and volunteers meets the prescribed safety standards of Health Canada.

Policy

This policy applies to all employees and volunteers of Turner Valley Golf Club and shall outline the following:

- Food Allergies
- Food Poisoning
- Safe Food Handling Tips
- Safe Temperatures

Food Allergies

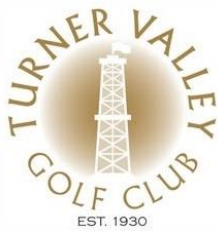
The human body's immune system responds aggressively to particular protein(s) when an individual is allergic to certain foods and can trigger reactions that can be life-threatening.

Some common allergic reaction symptoms can include but are not limited to the following:

- Trouble breathing, speaking or swallowing
- Hives or a rash
- Weakness or fainting
- Diarrhea
- Vomiting
- Cramps
- Swelling of the eyes, face, lips, throat and tongue
- Drop in blood pressure
- Shock
- Loss of consciousness
- Rapid heart beat
- Flushed or pale face

When serving food, it is important to consider that some people may have food allergies. If an individual informs you that they have a food allergy, be sure that their food allergy is taken seriously. Food prepared for the individual is not to come into contact with items they are allergic to. If in doubt, make the item from scratch, or suggest another menu item that does not contain an allergen.

More information about food allergies can be found on the [Canadian Food Inspection Agency](https://www.inspection.gc.ca/food) website.



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Food Poisoning

Food can easily be contaminated by foodborne pathogens – bacteria, viruses and parasites resulting in food poisoning.

Some symptoms of food poisoning include but are not limited to the following:

- Nausea
- Vomiting
- Diarrhea

When serving food, employees and volunteers of Turner Valley Golf Club are to ensure they handle food safely to prevent food poisoning.

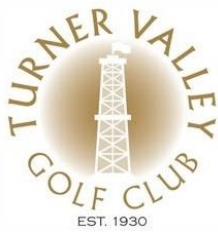
Safe Food Handling Practices

1. Make sure the surface area where food is being prepared is clean and free from contaminates.
2. Always Wash your hands prior to handling food, as well as in between handling different types of food.
3. Be sure to refrigerate leftover items at 4 degrees Celsius or below.
4. Only reheat refrigerated items once.
5. Be sure to keep raw foods separated from cooked items to eliminate cross-contamination.

Safe Temperatures

Always cook food to a safe internal temperature using the guidelines below and verify the temperature by using a digital food thermometer.

Food	Temperature
Beef, veal and lamb (pieces and whole cuts) – medium-rare	63°C (145°F)
Beef, veal and lamb (pieces and whole cuts) – medium	71°C (160°F)
Beef, veal and lamb (pieces and whole cuts) – well done	77°C (160°F)
Pork (pieces and whole cuts)	71°C (160°F)
Poultry (i.e. chicken, turkey, duck) – pieces	74°C (160°F)
Poultry – whole	85°C (160°F)
Ground meat and meat mixtures (i.e. burgers, meatloaf, casseroles, sausage, etc.) – beef, veal, lamb and pork	71°C (160°F)
Ground meat and meat mixtures - poultry	74°C (160°F)
Egg dishes	74°C (160°F)
Others (hot dogs)	74°C (160°F)



Turner Valley Golf Club

Hair Net Policy

Intent

To ensure the ongoing health and safety of our staff and customers, Turner Valley Golf Club has implemented the following Hair Net Policy. This policy will outline the mandatory requirements for all employees required to wear hair nets during the preparation of food in our kitchen facilities.

Policy

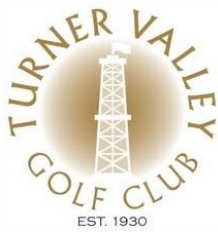
All Turner Valley Golf Club kitchen employees are required to wear a hair net while performing their duties in Turner Valley Golf Club kitchen facilities.

Hair nets must cover the entire hairline of an employee, securing all hair, regardless of length or amount. Hair nets must be put on at the beginning of every shift, before entering the kitchen facilities. If employees remove their hair nets while on a break or away from the kitchen they must put them back on before they re-enter any kitchen facility.

TURNER VALLEY GOLF CLUB logoed hats or the Chef hats worn over top of the hair net is preferred but not mandatory.

Any kitchen employee not wearing a hair net or wearing a hair net improperly may be subject to disciplinary action, up to and including termination.

For any other issues related to personal grooming, hygiene, or body hair, please consult with Turner Valley Golf Club's Dress Code and Hygiene policy, or the Food & Beverage Manager.



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Handwashing Policy

Intent

Turner Valley Golf Club (TURNER VALLEY GOLF CLUB) has adopted this policy to ensure that all reasonable measures are taken in preventing the spread of bacteria and diseases within the workplace, and to ensure the ongoing health and safety of our staff, clients and visitors.

Policy

- Hand hygiene shall be practiced on a regular basis, prior to any contact with clients and/or visitors (even if gloves are worn).
- All employees are required to wash, rinse, and dry their hands or apply an alcohol hand rub before beginning work, after using the rest room and prior to leaving work.
- For routine hand-washing, liquid lotion soap located in the dispensers shall be used.
- Antiseptic (antimicrobial) hand-washing products or alcohol hand rub shall be used for hand hygiene prior to any expected contact with clients and/or visitors. Hand hygiene will be performed after contact with clients or their environment.
- An alcohol hand rub, may be used for hand hygiene in place of an antimicrobial soap hand-wash. Hands that are grossly contaminated must be washed with lotion soap prior to hand disinfection with an alcohol hand rub.
- Gloves shall be worn when exposure to blood or any other body fluids, excretions or secretions is likely.

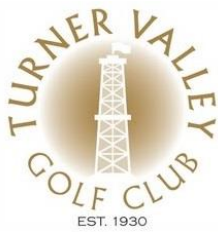
Guidelines

Routine Hand-Washing Procedure

- Use warm water to wet the hands.
- Apply lotion soap.
- Work up a good lather.
- Apply with vigorous contact on all surfaces of the hands.
- Wash hands for at least 15 seconds.
- Rinse, avoid splashing.
- Keep hands down so that run off will go into the sink and not down the arm.
- Dry hands well with paper towels and use the paper towels to turn off the faucet.
- Discard the paper towels into the appropriate container.

Hand Antiseptics

For hand washing, substitute an antimicrobial soap for the lotion soap. An alcohol hand rub may be substituted for antimicrobial soap.



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The following technique should be used:

- If hands are visibly soiled, wash hands with lotion soap prior to application of alcohol hand rub.
- Apply enough alcohol hand rub to cover the entire surface of hands and fingers.
- Rub the solution vigorously into hands until dry.
- Use of alcohol hand rubs may result in a sticky residue on the hands. Wash with lotion soap periodically to remove the hand rub residue.

Fingernails

TURNER VALLEY GOLF CLUB employees must maintain their fingernails so that the tips of the nails do not extend past the ends of their fingers. The nail surface should remain smooth.

Artificial nails/wraps or acrylic overlays are not permitted. Nail polish must not be chipped or cracked.

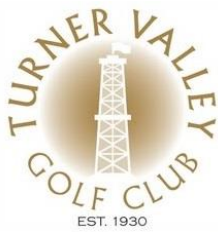
Allergies

Allergic contact dermatitis may be associated with hand hygiene products.

Allergic reactions to products applied to the skin may present as delayed type reactions or less commonly as immediate reactions. If a TURNER VALLEY GOLF CLUB employee suspects allergic contact dermatitis, they will be instructed to go to their family Doctor for assessment.

Monitoring

TURNER VALLEY GOLF CLUB will enforce this policy through the use of managerial supervision and spot-checks. In the event that a TURNER VALLEY GOLF CLUB employee witnesses a violation of this policy, they are expected to provide the violator with directions to complete the required hand-washing procedures as outlined. In the event that the violator refuses this direction, or continues in their work, the employee should inform their supervisor as soon as possible.



Turner Valley Golf Club

Impaired – Unfit for Work

Intent

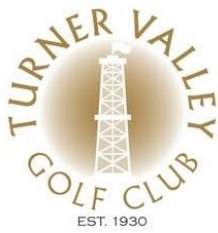
Turner Valley Golf Club prides itself on providing a safe working environment for all of its employees. Employees under the influence of “drugs” (includes doctor prescribed drugs—that impairs one’s senses, legal cannabis or illegal drugs of any kind) or alcohol on the job can pose serious safety and health risks both to themselves and their coworkers. To help ensure a safe and healthy workplace, Turner Valley Golf Club reserves the right to prohibit certain items and substances from being brought on to, or being present on TVGC premises. Turner Valley Golf Club also strictly prohibits the use of “drugs” (defined by: doctor prescribed—that impairs one’s senses, legal cannabis or illegal drugs of any kind) or alcohol during work hours and employees are further prohibited from reporting to work while under the influence of drugs or alcohol.

Policy

Suspicion of Impairment

Any employee reporting to work visibly impaired will be deemed unfit to perform required duties and will not be allowed to work. The following procedure will apply in these situations:

1. If possible, the employee's Manager/Supervisor will first seek another Manager/Supervisor's opinion to confirm the employee's status.
2. Next, the Manager/Supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee’s ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour that may include, but not limited to, slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol, the employee should not be permitted to return to their assigned duties to ensure their safety and the safety of their co-workers or visitors to the workplace.
3. If an employee is deemed “unfit for work” this decision is made based on the best judgment of two members of management and DOES NOT require a breathalyser or blood test. The employee should be advised TVGC has arranged a taxi or shuttle service to safely transport them to their home address; an unfit employee will be sent home without pay.
4. If, in the opinion of the Manager/Supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safer transportation



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alternative - depending on the determination of the observed impairment - and accompanied by the Manager/Supervisor or another employee if necessary.

5. A substance abuse evaluation test may be conducted by the Manager/Supervisor or Human Resources.
6. An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse this TVGC organized transportation and make the decision to drive their personal vehicle the TVGC is obligated to and will contact the Police to make them aware of the situation.
7. A meeting will be scheduled for the following work day to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

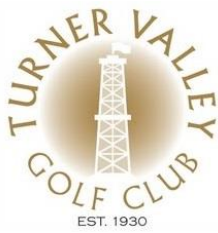
Inspections

Turner Valley Golf Club reserves the right to require its employees to cooperate with inspections of any and all property on its premises for the presence of drugs, alcohol or other contraband. Turner Valley Golf Club also reserves the right to require its employees to cooperate with any searches of their work area, or property that might be used to conceal drugs, alcohol or other contraband. Employees found to be in possession of such contraband, or who refuse to cooperate in these inspections may be subject to disciplinary action up to and including termination of employment.

Note: Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

Substance Dependency

- TVGC understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. TVGC promotes the early diagnosis of this disease, and encourages employees with a disability based on dependency on alcohol or drugs to pursue medical, and/or psychological treatment to become successfully cured of this disease.
- Employees are not excused from their duties as a result of their dependencies. Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.
- TVGC defines a rehabilitated drug user or alcoholic, or any individual engaged in a supervised drug or alcoholism rehabilitation program that is no longer using drugs or alcohol, as an employee with a disability. As such, TVGC would consider the application of an individual who had formerly been in violation of the drug and alcohol policy, if the



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candidate could show evidence of rehabilitation. The employee would be responsible for adhering to the TVGC's Agreement for the Continuation of Employment within this Policy.

- All medical information shall be kept confidential by Turner Valley Golf Club.

Agreement for the Continuation of Employment

In accordance with the employee's commitment to become, and remain alcohol and drug-free, it is agreed that the employee will be constrained by the following terms:

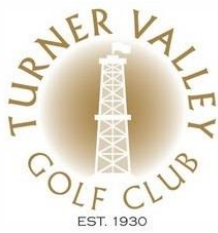
1. The employee must submit to an evaluation of potential alcohol or drug problems by a recognized and certified evaluation professional that has been referred by the TVGC.
2. The employee must agree to attend any and all rehabilitation treatment recommended by the counselor performing the evaluation.
3. The employee must authorize the evaluation counselor to provide a copy of the rehabilitation recommendations to the Employer.
4. The employee's attendance shall be monitored at the required sessions. The failure to satisfactorily adhere to the program for treatment will result in the termination of the employee.
5. In the event that the employee is absent from work during the period of rehabilitation treatment, he/she may be required to undergo subsequent alcohol or drug testing.
6. The employee must consent to random, unannounced follow-up substance testing for a period not exceeding twelve (12) months as part of a rehabilitation program.
7. The employee will not be compensated for time used during the regular workday for testing or treatment.
8. The Employer does not guarantee the availability of work during treatment or after the employee completes the treatment if the Employer determines that no work appropriate for the employee is available.

Any employee convicted of, or who pleads no contest to any substance related offense must inform the Management at TVGC within five (5) days of the conviction or plea. Failure to do so will result in disciplinary action up to and including termination of employment. In the event of an employee's conviction or plea to charges relating to the manufacture, possession, sale, use, distribution, receipt, or transportation of any substance, the TVGC will determine whether disciplinary action will be taken, including the appropriateness of continued employment.

Expectations

Management

- Shall identify any situations that may cause concern regarding an employee's ability to safely perform his/her job functions.

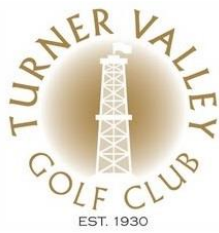


Turner Valley Golf Club

- If it is known or ought to have been known that an employee has a substance dependency, the employer shall accommodate the employee to the point of undue hardship.
- Shall ensure any employee who asks for help due to a drug or alcohol dependence will not be disciplined for doing so.

Employees

- All employees are expected to abide by the provisions of this policy.
- Employees will not report to work while under the influence of drugs or alcohol.
- Employees are strictly prohibited from bringing “drugs” (defined by: doctor prescribed—that impairs one’s senses, legal cannabis or illegal drugs of any kind) or alcohol onto TVGC property.
- Employees are strictly prohibited from using “drugs” (defined by: doctor prescribed—that impairs one’s senses, legal cannabis or illegal drugs of any kind) or alcohol during work hours.
- In the event that an off-duty employee is asked to come in to work, it is his/her responsibility to refuse the request and ask that the request be directed to another person if the employee is unfit due to the influence of alcohol or other drugs.
- Employees are encouraged to communicate to their manager that they may be under the influence of over the counter medications that may cause drowsiness or impairment.
- Employees are encouraged to communicate to their employer that they have a dependency or have had a dependency so that their rights are protected and they can be accommodated appropriately.
- Employees who fail to adhere to the above expectations or who engage in illegal activities such as selling drugs and/or alcohol while on TVGC premises will be subject to disciplinary action up to and including termination of employment and referral to legal authorities.



Turner Valley Golf Club

Internet Acceptable Use

Intent

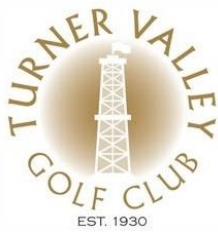
It is the policy of Turner Valley Golf Club that employee productivity can be greatly enhanced through the use of the Internet, and that Internet resources shall be provided to full-time, part-time, and contract staff. As such, the purpose of this policy is to outline and ensure that Turner Valley Golf Club's Internet resources are used appropriately at all times when conducting Turner Valley Golf Club business. Within this policy, "Internet Resources" include, but are not limited to: access to the World Wide Web, FTP (file transfer protocol) servers, the intranet, and Turner Valley Golf Club domain names and IP addresses. Use of these services is subject to the conditions delineated in this policy.

This policy applies to Internet access when using Turner Valley Golf Club hardware, software, and facilities, and when using IP addresses and domain names registered to Turner Valley Golf Club.

Policy

Internet Accounts

- Internet access at Turner Valley Golf Club is managed via individual user accounts and confidential passwords. With respect to account setup and network administration, unit managers are responsible for identifying and recommending Internet access levels for staff members in their department and for handing over that information to the IT department.
- Passwords must be at least 8 characters long, contain both letters and numbers, and be changed every 30 to 60 days.
- All user names and passwords for Turner Valley Golf Club owned and operated devices must be supplied to the HR department and maintained in a secure location.
- Turner Valley Golf Club employees will be required to provide the IT department with a minimum of two security questions / answers to be used in the event that a password is lost, forgotten or compromised. These security questions are intended to ensure the security of Turner Valley Golf Club's internet resources through confirmation of an employee's identity.
- In the event that a Turner Valley Golf Club employee loses, forgets, or believes that their password has become compromised, the employee must inform the HR department



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immediately. The HR department shall confirm the user name, reset the password, and inform the employee of changes made, and the procedures for changing their password.

- In the event that an employee terminates their employment with Turner Valley Golf Club for any reason, HR shall remove the former employee's access to Turner Valley Golf Club email and internet resources. This is an important measure in protecting the safety and integrity of Turner Valley Golf Club resources.

Acceptable Use

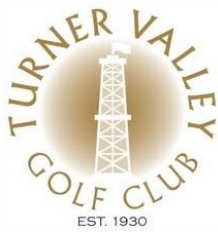
Employees of Turner Valley Golf Club may use the Internet only to complete their job duties, under the purview of Turner Valley Golf Club's business objectives. Permissible, acceptable, and appropriate Internet-related work activities include:

1. Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
2. Collaborating and communicating with other employees, business partners, and customers of Turner Valley Golf Club, according to the individual's assigned job duties and responsibilities.
3. Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulletin boards, Web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of Turner Valley Golf Club.
4. (During personal time or working-from-home situations) Retrieving non-job-related information to develop or enhance Internet-related skills, under the assumption that these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

Unacceptable Use

Internet use at Turner Valley Golf Club shall comply with all Federal and Provincial laws, and will not violate Turner Valley Golf Club's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

1. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.



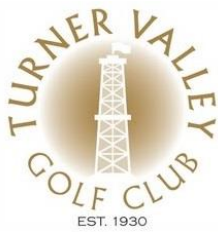
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2. Any usage that conflicts with existing Turner Valley Golf Club policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with Turner Valley Golf Club's mission, goals, and reputation.
3. Copying, destroying, altering any data, documentation, or other information that belongs to Turner Valley Golf Club or any other business entity without authorization.
4. Downloading unreasonably large files that may hinder network performance. All users shall use the Internet in such a way that they do not interfere with others' usage.
5. Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
6. Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon Turner Valley Golf Club.
7. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
8. Engaging in any activity that could compromise the security of Turner Valley Golf Club host servers or computers. Any and all passwords shall not be disclosed to, or shared with, other users.
9. Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
10. Any individual Internet usage that violates any of the policies of the accessed information's source network.
11. Allowing unauthorized or third parties to access Turner Valley Golf Club's network and resources.

Personal Use

This policy does allow room for limited and reasonable personal use of the Internet by authorized users. This privilege may be revoked at any time by the user's manager or the IT department.

This policy does not distinguish between Internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours, and scheduled breaks). Any personal Internet usage conducted through Turner Valley Golf Club's IT resources is covered by this policy, regardless of location or time of day.



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Limited and reasonable personal use of Internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Appropriate Use section of this policy. Personal use is limited to the following parameters, and shall not:

1. Have a negative impact on user productivity or efficiency.
2. Interfere with normal business operations.
3. Exceed reasonable time limits or duration (e.g. more than [...] minutes per day).
4. Cause expense or network overhead to Turner Valley Golf Club.
5. Compromise the integrity and security of Turner Valley Golf Club resources or assets.
6. Conflict with any of Turner Valley Golf Club's existing policies whatsoever.

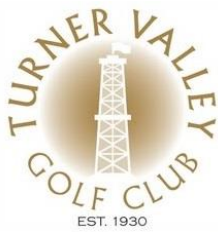
Social Networking Sites and Blogs

The use of social networking sites, e.g. Facebook, My Space, Friendster, etc. and personal Blogs / Twitter have been deemed an acceptable use of personal internet at Turner Valley Golf Club. The use of these sites during breaks is allowable. The use of social networking sites and blogs are subject to the same limitations and acceptable use regulations provided for Turner Valley Golf Club Internet Acceptable Use. The abuse of personal internet use on these sites using either Turner Valley Golf Club owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

Client, Visitor and Employee Privacy

The following measures have been adopted to ensure the ongoing privacy of our clients, visitors and employees:

- Turner Valley Golf Club employees are strictly prohibited from posting sensitive, libellous, incendiary or personal information regarding our clients, visitors and employees on the TVGC intranet, social networking sites and/or the internet in general.
- Turner Valley Golf Club employees are strictly prohibited from taking photographs of clients, visitors or employees on Turner Valley Golf Club premises for either personal or professional reasons, unless they have received prior authorization to do so. This authorization must be in writing.
- Turner Valley Golf Club employees are strictly prohibited from posting photographs of other employees, clients or visitors on the internet, unless authorized to do so. This authorization must be in writing.



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Employee Owned Property

Turner Valley Golf Club employees are prohibited from using personally owned equipment or property for the creation, transmission or storage of Turner Valley Golf Club business information.

In the event that a Turner Valley Golf Club employee creates, stores or transmits Turner Valley Golf Club business information on personally owned property (including, but not limited to: lap-

top computers, desk-top computers, mobile telephones, BlackBerry devices, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information will remain the express property of Turner Valley Golf Club.

Turner Valley Golf Club reserves the right to inspect and/or audit the property of Turner Valley Golf Club employees on Turner Valley Golf Club premises, where it is either known that they use personally owned property for the purposes of conducting Turner Valley Golf Club business, or where it is reasonably suspected that such properties contain Turner Valley Golf Club business information. These inspections / audits may be conducted at any time, with or without notice. These inspections / audits are not intended as a punitive measure, and are employed only for the protection of Turner Valley Golf Club business interests.

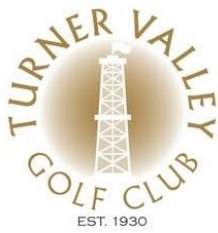
Upon Retirement, Layoff or Termination

Upon retirement, layoff or termination of employment with Turner Valley Golf Club, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to Turner Valley Golf Club business in their possession including, but not limited to: all customer lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.

In the event that a device containing Turner Valley Golf Club business information is password protected, the employee will be required to provide the correct user name and password for the device.

Security

Any and all passwords shall not be disclosed to, or shared with, other users or third parties. Any and all Internet accounts are to be accessed only by their assigned users for legitimate business purposes. Users shall not attempt to obtain anyone else's account password. If a user has reason to believe his/her password has been compromised, the user must inform the IT



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department immediately. Users are required to take all necessary precautions to prevent unauthorized access to Internet services.

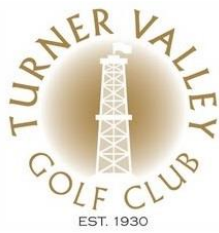
Furthermore, all Internet users at Turner Valley Golf Club must comply with the following security guidelines, rules, and regulations:

1. Personal files or data downloaded from the Internet may not be stored on Turner Valley Golf Club's PC hard drives or network file servers.
2. Video and sound files must not be downloaded from the Internet unless their use has been authorized for the purposes of conducting Turner Valley Golf Club business.
3. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
4. Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
5. Employees utilizing the Internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose Turner Valley Golf Club information or intellectual capital to unauthorized third parties.

Monitoring & Filtering

Turner Valley Golf Club reserves the right to monitor any Internet activity occurring on its hardware, software, equipment, and accounts. Specifically:

1. Turner Valley Golf Club [does/does not] utilize monitoring software for the purpose of enforcing acceptable use policies. Monitoring software blocks access to certain Web sites for which access is deemed to be a contravention of these policies.
2. Turner Valley Golf Club [does/does not] utilize filtering software to restrict access to Web sites deemed unsuitable for business use. Where Turner Valley Golf Club discovers activities that conflict with the law or this policy, Internet usage records may be retrieved and used to document any wrongdoing.
3. Individuals using Turner Valley Golf Club's hardware, software, equipment, and accounts to access the Internet are subject to having online activities reviewed by IT or security personnel. Use of Turner Valley Golf Club's Internet resources implies the user's consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that Internet sessions are likely not private.



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Policy Non-Compliance

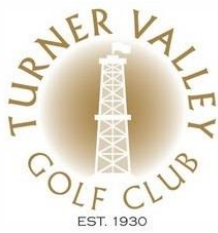
Any violation of the above policies will be treated like violations of other Turner Valley Golf Club policies. Any and all misconduct will be addressed according to established procedures.

Violations of this Internet Acceptable Use Policy may result in one or more of the following:

1. Temporary or permanent revoking of access to Turner Valley Golf Club's Internet resources and/or other IT resources.
2. Temporary or permanent revoking of Turner Valley Golf Club devices.
3. Disciplinary action according to applicable Turner Valley Golf Club policies, up to and including suspension or termination of employment.
4. Legal action according to Federal or State/Provincial laws.

Disclaimer

Turner Valley Golf Club does not accept responsibility for any loss or damage suffered by employees as a result of employees using Turner Valley Golf Club's Internet connection for personal use. Turner Valley Golf Club is not responsible for the accuracy of information found on the Internet. Users are responsible for any material that they access, download, or share through the Internet. Any questions regarding the Internet Acceptable Use Policy should be directed to Turner Valley Golf Club, General Manager.



Turner Valley Golf Club

Organization Events

Intent

Turner Valley Golf Club is committed to providing a team driven, friendly, safe and healthy work environment that promotes a high level of job satisfaction and a respectful, collegial atmosphere. We believe social events encourage and strengthen the relationships within our TVGC. However, it is imperative that employees are provided with a clear understanding of the expectations we have in regards to their behaviour while representing the TVGC. It is an expectation that all employees conduct themselves in an ethical and professional manner at all times. We anticipate your cooperation, as this policy has been adopted to protect the integrity of our public image, and to ensure the ongoing health and safety of our employees.

Supervisors shall have an open door policy allowing for the free discussion of suggestions and concerns from employees ensuring that violations are reported. Retaliation against employees who use these reporting mechanisms to raise genuine concerns will not be tolerated.

Policy

Attendance

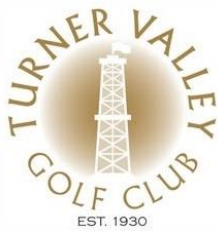
Attendance at TVGC sponsored events is voluntary. Employees, who elect to attend voluntary TVGC sponsored events, are provided with the following guidelines for appropriate and prohibited behaviour while engaging in TVGC sponsored social activities.

While we have no intention of influencing the activities of our employees outside of work, we have a reasonable expectation that our employees will conduct themselves in a manner that reflects both themselves and the TVGC in a positive light, and that employees will avoid the use of our uniforms when not conducting official TVGC business.

Professionalism

While attending TVGC sanctioned events, employees will conduct themselves in accordance with the regulations set forth in the Code of Ethics Policy. As such, employees are prohibited from engaging in any form(s) of behavior that is not conducive to the goals and ideals of our TVGC.

Employees in attendance at TVGC sponsored events will remain subject to all of our policies regarding conduct, ethical behavior, violence and harassment, and will remain subject to the



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disciplinary / corrective actions contained therein in the event of any misconduct / breach of policy.

Drinking and Driving

Employees are strictly prohibited from the consumption of alcoholic beverages while wearing TVGC issued uniforms. This measure has been taken to ensure that our organization is not viewed negatively by the public at large. TVGC issued uniforms are to be worn exclusively during the completion of work duties, or while representing the TVGC on official business. In accordance with the Drug and Alcohol Policy, employees are strictly prohibited from the use of drugs and/or alcohol while on duty, or reporting to duty while under the influence of drugs and/or alcohol.

In the event that Turner Valley Golf Club provides alcoholic beverages at a sponsored event, or where a TVGC sponsored event occurs in an establishment where alcoholic beverages are available, employees that choose to consume alcohol are expected to use reasonable judgment and moderate their alcohol consumption.

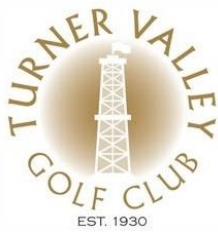
Under no circumstance should any employee drink and drive. We ask that you plan ahead, and have a designated driver, be a designated driver, or use a taxi to get home safely. We will offer taxi vouchers to employees, free of charge. In the event that a TVGC representative or other authority determines that an employee is intoxicated, and/or may not be in a legal state to operate a vehicle, they may request that the employee surrender their keys and accept a taxi voucher, or return home with a designated driver.

When employees leave a TVGC sponsored event (via taxi or designated driver or driving themselves), their actions after their departure become their own responsibility. The TVGC will take reasonable steps to ensure that employees leaving TVGC events do so in a safe manner.

Activities that occur after hours and not on TVGC property, even if attended by some (or all) Turner Valley Golf Club employees, do not constitute TVGC endorsed events.

Violations

In the event that a violation of this policy occurs we will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment. Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures, including legal action may be pursued.



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Release of Liability

Agreement to Borrow

- An organization borrowing equipment or vehicle but not transporting it. Turner Valley Golf Club (TVGC) will transport with its own equipment.
- An individual borrowing equipment or vehicle and will transport to/from TVGC using their own equipment.

Upon prior approval from the Board of Directors, General Manager, &/or Superintendent whenever TVGC loans equipment &/or vehicle to an organization or an individual:

- The organization or individual must produce a copy of their insurance provider's policy with the appropriate coverage.
- The organization or individual are solely responsible for any personal injury &/or vehicle damage resulting from an accident or collision while in possession of the equipment &/or vehicle.

Terms of Understanding

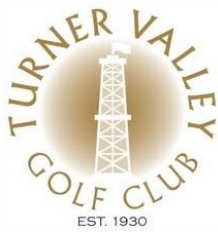
The organization understands TVGC will transport the equipment, and will pick-up at the same location at the end of the borrowing period.

The individual understands they have accepted full responsibility for pick-up and drop-off of any equipment or vehicle loaned to them by TVGC.

The organization and the individual agree to return the equipment or vehicle to TVGC in the same condition that it was in on the day of the loan, normal wear and tear excepted.

The organization and the individual understand that there is no charge for the loan however, in the event that the equipment is lost, damaged, or destroyed during the borrowing period, agree to replace the equipment at its own expense or elect to claim through their insurance provider.

The organization &/or the individual, hereby release from liability and agree to indemnify and hold harmless TVGC and any of its board of directors, members, employees, or guests representing or related to TVGC for any liability in connection with the use or possession of equipment &/or vehicle. This release is for any and all liability for personal injuries (including death) and property losses or damage occasioned by, or in connection with the possession or use of the equipment.



Turner Valley Golf Club

Social Media

Intent

Turner Valley Golf Club strives to maintain a positive image in the community, and has adopted this policy to ensure that our staff members are aware of their responsibility to maintain a positive image as a representative of our organization. Turner Valley Golf Club staff members that maintain personal social media pages (e.g. Face Book, LinkedIn, Blogs, Twitter, Four-Square, etc.) are expected to comply with the guidelines set out within this policy.

We would like to take this time to remind our staff that they continue to act as representatives of this organization outside of regular business hours, and should conduct themselves in a manner that is appropriate.

Policy

Expectations

Turner Valley Golf Club staff members that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with Turner Valley Golf Club.

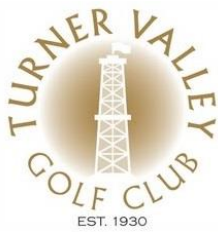
Where a staff member uses social media during regular working hours, this use shall not have a negative impact on user productivity or efficiency. As internet access at Turner Valley Golf Club is monitored, please be advised that excessive use of social media for personal reasons is a misappropriation of TVGC time and resources, and may be subject to disciplinary action.

Use of personal social media may not conflict with any of Turner Valley Golf Club's existing policies whatsoever. This includes (but is not limited to) the Standards of Conduct Policy, Confidentiality Policy and Media Communications Policy.

Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential TVGC information;
- Discriminatory statements or sexual innuendos regarding co-workers, management, customers, or vendors; and



Turner Valley Golf Club

- Defamatory statements regarding the TVGC, its employees, customers, competitors, or vendors.

Where an employee mentions the TVGC, they will be required to include a disclaimer stating that any opinions expressed are the employee's own and do not represent the TVGC's positions, strategies, or opinions.

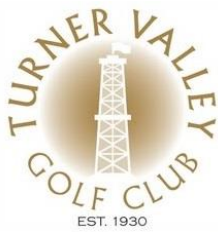
Employees are expected to comport themselves professionally both on and off duty. Where a staff member publically associates him/herself with the TVGC, all materials associated with his/her page may reflect on the TVGC. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.

TVGC policies governing the use of corporate logos and other branding and identity apply to electronic communications, and only individuals officially designated may "speak" (whether orally or in writing) on the TVGC's behalf.

The TVGC's systems may not be used for any illegal activity including downloading or distributing pirated software or data.

The TVGC reserves the right to take disciplinary action against an employee if the employee's electronic communications violate TVGC policy.

This policy is not intended to interfere with the private lives of our staff members, or impinge their right to freedom of speech. This policy is designed to ensure that Turner Valley Golf Club's image and branding are maintained, and remain impugned.



Turner Valley Golf Club

SECTION 2 – Employment, Compensation & Benefits Policies

Bereavement/Funeral Leave Policy

Intent

Turner Valley Golf Club understands that employees should have time off work to attend funeral services, grieve in private, and deal with family issues in the event of a death of an immediate family member. It is our intention to ensure that our employees are provided the time they need to properly take care of their family obligations, while maintaining their employment at Turner Valley Golf Club.

Definitions

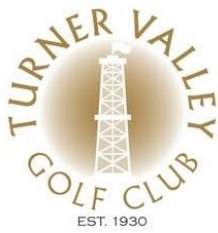
For the purposes of the Bereavement / Funeral Leave Policy, immediate family members consist of:

- | | | |
|-----------------|--------------------|-------------------|
| • Spouse | • Domestic Partner | • Parent |
| • Child | • Brother | • Sister |
| • Father-In-Law | • Mother-In-Law | • Brother-In-Law |
| • Sister-In-Law | • Son-In-Law | • Daughter-In-Law |
| • Grandparent | • Grandchild | |

Policy

Bereavement/Funeral Leave Benefits

- Only permanent, full-time employees are eligible for paid Bereavement / Funeral Leave benefits.
- A maximum of twenty four (24) hours (three working days) per occurrence will be paid to an employee in the event of a death in the immediate family. Additional unpaid time may be requested where extensive travel outside the immediate area is required to attend the funeral.
- Bereavement / Funeral Leave pay shall be equal to the regular hourly rate of the employee.
- Bereavement / Funeral Leave pay will not be considered hours worked for purposes of calculating overtime.
- In the event that Bereavement / Funeral Leave pay is granted, the employee is expected to attend the funeral of the relative for which the Bereavement / Funeral Leave was requested.



Turner Valley Golf Club

- Turner Valley Golf Club reserves the right to inquire as to the name, and nature of the relationship with the deceased, and the name of the funeral home responsible for handling the arrangements. Proof of relationship may be required.
- Bereavement / Funeral Leave pay will not be granted in the event that Turner Valley Golf Club does not receive reasonable advance-notice of the required absence, and the intended return to work date of the employee.

Funeral Leave without Pay:

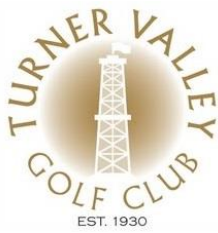
- If an employee does not qualify for Bereavement / Funeral Leave benefits, approved time off may still be awarded without pay.
- Time off without pay may be granted to attend a funeral in the event of the death of a close friend.
- Days required off for Bereavement / Funeral Leave without Pay shall be counted as an absence without pay.

Procedure

Employees are expected to notify their immediate supervisor and request Bereavement / Funeral Leave time off as soon as possible when a death occurs in their family.

Bereavement / Funeral Leave time is granted such that an employee may have time to attend a funeral, grieve, and deal with family issues in the event of a death in the immediate family as defined above.

Use of Bereavement / Funeral Leave time for any purposes other than the reasons listed above, are inappropriate and non-compensable.



Turner Valley Golf Club

Employee Hiring

Intent

Turner Valley Golf Club practices equal opportunity, and fair hiring processes when filling positions, and hires only the most qualified individuals to ensure the success of our business. Turner Valley Golf Club has adopted this policy to ensure that all employees and potential candidates are considered for employment opportunities in a fair and consistent manner.

Policy

Job Postings

Internal:

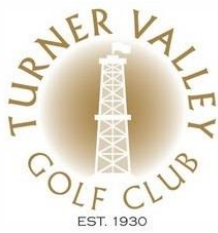
- Turner Valley Golf Club requires that all new postings of employment be circulated internally on the TVGC message board for a period of one week before being made public.
- This process is designed to give current Turner Valley Golf Club employees first priority in consideration for new employment opportunities within the TVGC, and to promote applicable employees whenever possible.
- Qualified applicants under the employ of Turner Valley Golf Club shall remain subject to the normal hiring processes, including interviews, etc.

External:

- After a period of one week, if internal postings have not yielded a sufficient field of fully qualified candidates to choose from, Turner Valley Golf Club shall make public any new employment opportunities.
- External job postings shall be based on necessity and budget requirements.

Application Process

- Turner Valley Golf Club requires that all NEW applicants complete a NEW to TURNER VALLEY GOLF CLUB application form for the consideration of employment.
- Applicants may also submit a resume and letters of reference.
- Turner Valley Golf Club will review all properly completed applications, and interview the most qualified candidates.
- Candidates that for any reason do not meet the requirements for employment shall remain classified as applicants and may re-apply once each month for reconsideration.



Turner Valley Golf Club

Interviews

- Interviews shall be scheduled and conducted by the department Manager or his/her designate. Interview questions have been provided in the HR folder for Managers.
- Upon completion of all scheduled interviews, the results shall be reviewed by the hiring manager.
- The hiring manager shall make hiring decisions at his/her discretion.
- Applications and resumes of applicants that were not selected for employment shall be forwarded to Human Resources to ensure the appropriate retention of information.
- Human Resources shall notify applicants interviewed but not selected for employment regarding the closure of the position.

References and Background Checks

- The department manager shall conduct reference and background checks on all potential candidates for employment at Turner Valley Golf Club.
- Background checks are designed to protect the safety of our employees by minimizing the hiring of potentially dangerous individuals with violent criminal backgrounds.
- References shall be checked to ensure a candidate's qualification for the position.

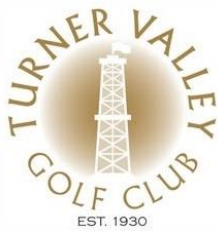
Offer of Employment

- Turner Valley Golf Club shall give a conditional offer of employment to applicants that have been selected through the application and interview process.
- Job offers shall be contingent on the applicant's agreement to TVGC policies, successful reference and background checks, and any other condition applicable to the position that are required of the employee.
- Should the applicant accept an offer of employment from Turner Valley Golf Club, he/she will be considered an employee, and provided with a start date and required location to report for duty. Completion of online training is required before the Employee orientation that will include workplace policies, rules and regulations, and other job specific information designed to assist the employee in his/her duties. Authorization forms and policies shall be signed during this period of orientation.

Potential Hiring Conflicts

Family Members:

- Turner Valley Golf Club shall accept applications from, and consider a member of an employee's immediate family for employment if the candidate has all the requisite qualifications.



Turner Valley Golf Club

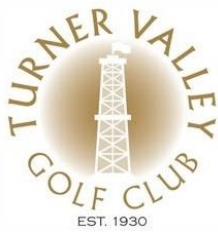
- An immediate family member shall not be considered for employment **if** by doing so, it might create a direct or indirect managerial/subordinate relationship with the family member, or if his/her employment could create a conflict of interest either real or imagined.
- For the purposes of this policy, immediate family members shall be defined as: Wife, Husband, Mother, Father, Brother, Sister, Son, Daughter, or any In-Laws.

Employee's Relationships:

- Employees engaging in romantic relationships and employees that become married or live in the same household may continue their employment with Turner Valley Golf Club provided that there is neither a direct or indirect managerial/subordinate relationship between the employees, or a conflict of interest, real or imagined, created as a result of the relationship.
- In the event that either a managerial/subordinate, or conflict of interest issue arise, Turner Valley Golf Club will work with the employees to accommodate them in a reasonable fashion. Possible resolution may require one of the employees to transfer to another position within the TVGC. If this is not possible, one of the employees must resign.

Former Employees:

- A former employee that left Turner Valley Golf Club on amicable terms may be eligible for reemployment.
- Former employees that left Turner Valley Golf Club without proper notice, or whose employment was terminated for disciplinary reasons, shall not be eligible for reemployment.



Turner Valley Golf Club

Employee Privacy of Information Policy

Intent

Protecting the privacy and confidentiality of personal information is an important aspect of the way Turner Valley Golf Club conducts its business. Collecting, using, and disclosing personal information in an appropriate, responsible, and ethical manner is fundamental to Turner Valley Golf Club's daily operations.

All employees of Turner Valley Golf Club are entitled to the rights of personal privacy. Employees are under no obligation to reveal their age, race, religion, political alliances, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, same-sex partnership status, family status, disability or the receipt of public assistance.

Policy

Applicability

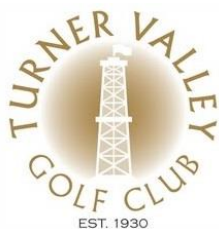
This Privacy Policy informs everyone of Turner Valley Golf Club's commitment to privacy and establishes the methods by which privacy is ensured. This Privacy Policy applies to all personal information within Turner Valley Golf Club's possession and control.

Personal information is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social insurance number, nationality, gender, health history, financial data, bank account numbers, opinions, and personal views.

Consent occurs and is obtained when an individual signs an application or other form containing personal information, thereby authorizing Turner Valley Golf Club to collect, use, and disclose the individual's personal information for the purposes stated on the form. Implied consent is granted by the individual when he/she signs the application or form. This allows Turner Valley Golf Club to obtain or verify information from third parties (such as banks, credit bureaus, lenders, or insurance companies) in the process of assessing the eligibility of an employee or job candidate.

Policy Statements

1. Turner Valley Golf Club assumes full accountability for the personal information within its possession and control. This organization has appointed Administration Manager as custodian of all privacy matters and legal compliance with privacy laws.



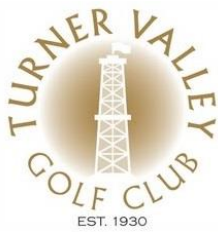
Turner Valley Golf Club

2. Turner Valley Golf Club obtains personal information directly from the individual to which the information belongs. Individuals are entitled to know how Turner Valley Golf Club uses personal information and this organization will limit the use of any personal information collected only to what is needed for those stated purposes.
3. Turner Valley Golf Club will obtain individual consent if personal information is to be used for any other purpose. Turner Valley Golf Club will not use that information without the consent of the individual. Except in situations that are permitted by Privacy Legislation.
4. Under no circumstances will Turner Valley Golf Club sell, distribute, or otherwise disclose personal information to third parties. However, limited disclosure may be required as part of Turner Valley Golf Club fulfilling its stated business duties and day-to-day operations.
5. Turner Valley Golf Club vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions. Turner Valley Golf Club maintains personal information through a combination of paper and electronic files. Where required by law or disaster recovery/business continuity policies, older records may be stored in a secure, offsite location.
6. Turner Valley Golf Club may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:
 - Turner Valley Golf Club is under obligation by law to disclose personal information in order to adhere to the requirements of an investigation of the contravention of a regional or federal, under the purview of the appropriate authorities.
 - An emergency exists that threatens an individual's life, health, or personal security.
 - The personal information is for in-house statistical study or research.
 - The personal information is already publicly available.
 - Disclosure is required to investigate a breach of contract.

Personnel Files

The purpose of the employee files is to maintain current employee data and information for business and employment related purposes, or where authorized or required by law. A personnel file is a record of facts about the employee and related employment status changes. It also contains a record of events including promotions, transfers, absenteeism, performance appraisals, letters of discipline and so on.

Employee files are the property of Turner Valley Golf Club, and may be reviewed upon request by the employee. Employees may challenge the accuracy of documentation in their personal



Turner Valley Golf Club

file(s), request that corrections be made, and request that a written note of their comments be added as an annotation to the documentation.

Confidentiality

Turner Valley Golf Club shall maintain separate personal files for each employee, which will include Personnel information, Payroll information, and Medical information. All files will be stored and kept confidential using appropriate safe guards, and only authorized personnel shall have access to these files.

At no point will any information contained within any of the employees' files be communicated publicly without the prior written consent of the employee, unless required by law or as permitted under the Freedom of Information or Privacy Legislation.

Personnel Files

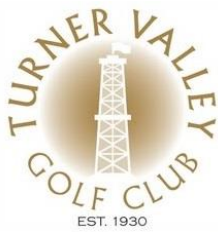
Documents stored in Turner Valley Golf Club personnel files shall include (but not be limited to):

- Employment application including the employees resume and references
- Current personal information, including address, phone number, etc.
- Employment contract/Offer of Employment
- Family emergency contact form
- Employee Handbook and Policy Manual signed acknowledgement and agreement forms
- Documented disciplinary actions
- Documentation of complaints filed by the employee
- Performance reviews/performance improvement plans
- Career planning documentation (if applicable)
- Attendance records
- Dates of vacation taken
- Accident / incident report forms involving the employee
- Records of recognition / commendation

Payroll Files

Documents stored in Turner Valley Golf Club payroll files shall include (but not be limited to): Turner Valley Golf Club employment history, citing dates of positions held and levels of compensation

- Employment Contract
- Tax forms
- Records of taxable benefits



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- Records of contractual bonuses, incentives, or salary increases
- Records of accrued sick leave, vacation, and overtime
- Documentation of rewards / bonuses
- Compensation records
- Commission records (where appropriate)
- Records of any loans / advances granted, with appropriate repayment information

Medical Documentation

Staff members' medical information shall be held strictly confidential. Employee medical information shall be maintained in a sealed envelope within the Personal or Payroll file or kept in a separate file and stored using appropriate safeguards.

Employee medical files shall only be made available to Human Resources staff and the employee whose records are retained in the file.

Documents stored in Turner Valley Golf Club medical files shall include (but not be limited to):

- Medical documentation for any required absence(s)
- Workers compensation Insurance claim forms
- Accident / incident forms resulting in an injury to the employee
- Functional abilities forms required in any Return to Work (RTW) process
- Documentation regarding forms of reasonable accommodation required as part of any RTW process and plans, including documentation of any updates or dialogue during this period

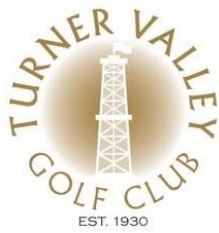
Viewing Files

Turner Valley Golf Club employees shall be allowed to review their files. Employees that wish to review their files must submit a request to view the files a minimum of three (3) business days prior to the date of review. Employees must be accompanied by a Turner Valley Golf Club Human Resources Representative while viewing their file(s).

Notwithstanding the above, employees *may not* review any documentation that would violate the confidentiality of another employee.

Any former employee of Turner Valley Golf Club that requests access to their personal file(s) must provide photo identification. The request and viewing processes shall be the same as for current employees of Turner Valley Golf Club.

Employees/former employees may request copies of documentation included in their personal file(s).

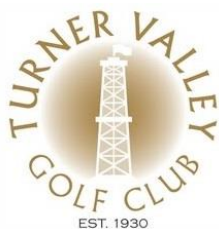


Turner Valley Golf Club

Third Party Requests

Any third party that requests access to any personal file(s) must provide photo identification and written authorization stating that they are permitted by the employee to review their file. The request and viewing processes shall be the same as for current employees of Turner Valley Golf Club.

All information maintained in Turner Valley Golf Club personal files are the sole property of Turner Valley Golf Club. The removal of any documentation or information from personal files by employees or third parties is strictly prohibited.



Turner Valley Golf Club

Employment Standards Protected Leaves

Intent

Turner Valley Golf Club has adopted this policy to ensure that its employees are provided with authorized time off as per the *Alberta Employment Standards Code* without fear of a negative impact on their employment status or opportunities with the organization. Turner Valley Golf Club is committed to providing a work-life balance for its employees and understands that situations can and will arise that call for immediate, emergency leave. This policy covers instances where employees may need to take planned/unplanned leave of absence in order to attend to situations that directly affect their families or dependants.

Policy

The following table outlines the protected leaves as per Alberta Employment Standards Code.

Province	Protected Leaves
Alberta Protected Leaves	<ul style="list-style-type: none">• Maternity Leave• Parental Leave• Reservists Leave• Jury Leave

Maternity/Parental Leave

Turner Valley Golf Club has adopted this policy to ensure that its employees are provided with authorized time off to coincide with the birth or adoption of a child. The Maternity and Parental Leave Policy has been designed to allow our employees to recover from childbirth, bond with, and care for their newborn or adopted child, without fear of a negative impact on their employment status or opportunities with Turner Valley Golf Club. Information contained in this policy has been derived from the Alberta Employment Standards Code Section 45 to 53, Division 7.

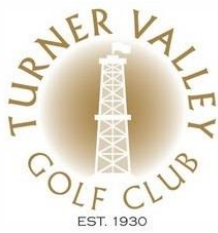
Permanent, full-time employees that have become a new parent in the following regards shall be eligible for either Maternity, or Parental Leave.

Pregnancy Leave

- Biological birth mother

Parental Leave

- Mother, Father, Adoptive Parent, or Domestic Partner



Turner Valley Golf Club

Qualifying for Pregnancy/Parental Leave

To be eligible to receive maternity / parental leave, staff members must have completed a minimum of one (1) year of continuous service with Turner Valley Golf Club.

To ensure that Turner Valley Golf Club can make the necessary arrangements to accommodate an employee taking Maternity or Parental Leave, employees are asked to provide six (6) weeks' notice before commencement of Leave. This is to help the TVGC procure staffing solutions and to alleviate any additional work stress on other employees that may occur as a result of the employee's absence.

Submission of a request for Maternity / Parental Leave shall be accompanied by any appropriate documentation.

Employees are expected to give four (4) weeks' notice regarding their expected date of return to work. Human Resources should be contacted as soon as possible in the event of any changes.

Benefits

Should the employee choose to continue with her/his health and disability insurance, or any other benefits made available by the TVGC, the employee may continue to receive such benefits by continuing to pay any employee-paid portion of the monthly premiums.

Duration of Leave Parameters

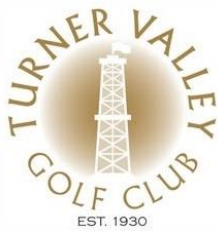
Maternity Leave can start at any time within twelve (12) weeks prior to the estimated date of delivery.

Parental Leave begins on the date of or after the date of birth or adoption and has to be completed within fifty two (52) weeks of date of birth or adoption. As such, employees are expected to advise Human Resources of the exact start date.

Turner Valley Golf Club will ensure that all staff members who require maternity and/or parental leave are provided with up to fifteen (15) weeks of Maternity Leave, and up to thirty seven (37) weeks of Parental Leave. The maximum duration of leave available (Maternity + Parental) shall be equal to fifty two (52) weeks, or one (1) year.

In the event that the employee requires leave before the actual birth or adoption due to medical reasons or to fulfill legal adoption obligations, documentation shall be required.

In the event that an employee requires more than the allotted fifty (52) weeks of available Maternity / Parental leave, an extension may be made by Human Resources at its discretion.



Turner Valley Golf Club

Use of Sick Leave Benefits, Vacation and/or Family Medical Leave

In the event that an employee requires use of sick leave benefits at any time prior to the commencement of a Maternity/Parental leave period, the Turner Valley Golf Club Sick Leave Policy shall apply. In cases where there is no Sick Leave Policy, an employee may be eligible for Employment Insurance Benefits to cover the time off prior to starting Maternity/Parental leave.

After the paid Maternity / Parental leave has concluded, employees shall be allowed to use up any unpaid vacation time, and/or sick days.

Turner Valley Golf Club employees who elect to extend their leave through the use of accrued Vacation time are required to comply with the Turner Valley Golf Club Vacation Policy, and provide 14 days/2 weeks' notice, prior to the exhaustion of their Maternity Leave.

Turner Valley Golf Club employees who elect to extend their leave through the use of Medical Leave are requested to provide Turner Valley Golf Club with as much advance notice as is possible prior to the exhaustion of their Maternity Leave.

Reservist Leave

Turner Valley Golf Club requests that whenever possible, employees provide notice thirty (30) days prior to any active military service requiring leave.

Unless prevented by military necessity, the employee shall obtain a Request for Leave of Absence Form from the Human Resources department.

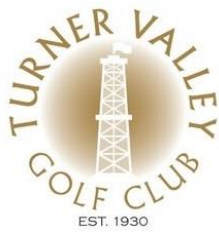
Human Resources shall review and approve the Request for Leave of Absence Form, and provide the employee with any pertinent documents.

Jury Duty Leave

Employees selected for jury duty must provide Human Resources with as much advance notice as is possible. Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.

Turner Valley Golf Club will ensure that staff required to report for jury duty are provided with time off to perform their civic duty. Jury duty leave shall be unpaid.

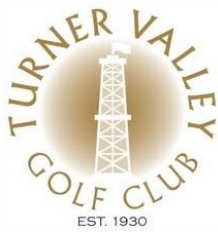
Any Turner Valley Golf Club that is required to appear in a court of law as a plaintiff, defendant, or witness shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time, or request an unpaid leave of absence.



Turner Valley Golf Club

Continuing Benefits while on Leave

For all necessary and approved leaves of absence, Turner Valley Golf Club will provide full-time / permanent employees with the appropriate pay at their regular rate. In instances where the use of accrued vacation pay is appropriate, it can and shall be used. For employees on an approved leave of absence for any duration of time exceeding five (5) days, TVGC health insurance may be continued providing the employee pays the full cost of their premium. In the event that a recognized holiday falls within a period of approved employee absence, that holiday shall be paid without the use of a sick / vacation day.



Turner Valley Golf Club

General Holidays Policy

Intent

Employees who qualify for general holiday pay shall receive holidays with pay as per the following procedures.

Policy

The following procedures are in accordance with the Alberta Employment Standards Code, General Holiday Pay. Permanent full-time employees who qualify for general holiday pay shall receive the following general holidays with pay:

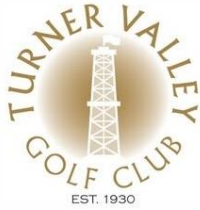
- New Year's Day (January 1)
- Family Day (third Monday in February)
- Good Friday (Friday before Easter)
- Victoria Day (Monday before May 25)
- Canada Day (July 1, except when it falls on a Sunday, then it is July 2)
- Labour Day (First Monday in September)
- Thanksgiving Day (Second Monday in October)
- Remembrance Day (November 11)
- Christmas Day (December 25)

In order to be considered eligible for general holiday pay, an employee is required to be employed by Turner Valley Golf Club for 30 calendar days or more in the 12 months before the holiday occurs.

An employee will not be eligible to receive holiday pay if he/she does not work on the holiday when required or scheduled, or if he/she is absent from work on the regularly scheduled day before or the regularly scheduled day after the holiday. The employee will still be eligible if he/she receives the employer's permission for the absence.

Any Turner Valley Golf Club eligible employee who is required to attend and perform work on a recognized general holiday will:

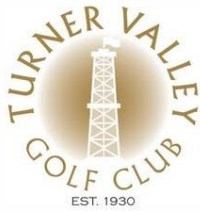
- Be paid an amount that is at least the average daily wage of the employee, **plus** pay an amount that is at least 1.5 times the employee's wage rate for each hour of work that the employee worked on the day of the general holiday; **or**,
- Be paid an amount that is at least the employee's wage rate on each hour of work that the employee worked on a the day of the general holiday, plus provide the



Turner Valley Golf Club

employee with one day of holiday no later than the employee's next annual vacation and general holiday pay of an amount that is at least the employee's average daily wage. Note: The replacement holiday must be a day on which the employee is normally scheduled to work.

- If an employee works on a general holiday that falls on a day that is not a normal work day for the employee and the employee works on that general holiday, the employer must pay the employee general holiday pay of an amount that is at least 1.5 times the employee's wage rate for each hour worked on the day of the general holiday.
- If an employee who is not normally scheduled to work on the general holiday does not work, the employee is not entitled to receive pay for the holiday nor another day off with pay.
- In the event that a general holiday occurs during an employee's annual vacation on a day they would have worked, their vacation will be extended by one day. The employee and employer can agree on a future date in lieu of.
- In the event that an employee is away on an unpaid leave of absence, away while receiving Worker's Compensation benefits or on Long Term Disability at the time of the holiday, the employee shall not be eligible for general holiday pay.
- Turner Valley Golf Club offers our employees the opportunity to request the substitution of a standard general holiday to an alternate date that coincides with a religious holidays of their faith.



Turner Valley Golf Club

Hours of Work

Intent

Turner Valley Golf Club believes it is important to establish work hours so that employees know the expectations of their job. We may require employees to work overtime during busy times in order to ensure that specific projects, products or assignments are completed on time.

Turner Valley Golf Club is committed to providing employees with appropriate compensation for overtime hours worked, in accordance with the law. This policy will clarify eligibility to receive overtime pay; outline the number hours in a regular workweek and the types and amount of overtime compensation; and articulate the procedures employees must follow in order to be compensated for extra hours worked.

Policy

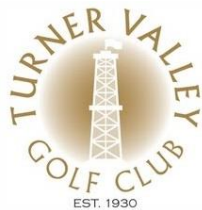
Hours of Operation

The “seasonal” operating hours of Turner Valley Golf Club are seven days a week from 7:00 am to 10:00 pm. from April 30th to October 15th each year. Full-time employees will be expected to work eight (8) hours per day, within Sunday to Saturday to makeup 44 hours per week.

The hours of work for all permanent part-time, seasonal full-time, seasonal part-time, and casual employees shall depend upon the operational requirements of Turner Valley Golf Club and is also conditional of receiving prior written approval from the General Manager and the department Manager/Supervisor.

Breaks/Rest Periods

In accordance with Alberta Employment Standards Legislation each full-time employee will be allowed a half hour unpaid lunch period after working five (5) consecutive hours in each workday. Such break times may be varied to suit the work schedule of the employee or their workload, at the discretion of the employee’s Manager/Supervisor. Although not legislated, Turner Valley Golf Club also gives employees two fifteen (15) minute breaks, again these break times may be varied that suit the work schedule of the employee or their workload, at the discretion of the employee’s Manager/Supervisor.



Turner Valley Golf Club

Coming-In Late/Calling-In Sick

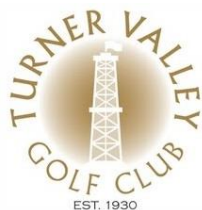
Being late for shifts will not be tolerated. If an employee is sick they must call at least 2 hours before the shift is to begin, giving the Supervisor time to find a replacement. Doctor's or Dentist appointments should be schedule during time off.

Office Closure

Turner Valley Golf Club offices may be closed under special circumstances such as;

- Extreme weather conditions i.e., heavy snowfall, freezing rain
- Unforeseen circumstances i.e. Power outage, heater malfunction

The decision to close the office shall be at the discretion of the General Manager. The office may remain open with essential services and reception services. Staff are required to leave a contact number and be available and on call during regular work hours otherwise may be deducted vacation or sick leave credits or leave without pay.



Turner Valley Golf Club

Human Rights Policy

Intent

Turner Valley Golf Club is committed to building and preserving an open, inclusive and healthy working environment for its employees based on mutual respect. In accordance with the [Alberta Human Rights Act](#), Turner Valley Golf Club does not condone or tolerate acts of discrimination or harassment in the workplace against or by any employee. Turner Valley Golf Club is also committed to upholding the Act in all of its practices and policies.

The intent of Turner Valley Golf Club's Human Rights Policy is to provide a working environment for all employees that fosters openness and tolerance. This Policy is intended to ensure that Turner Valley Golf Club's practices and the practices of all our employees are free from direct and indirect discrimination as well as any form of harassment. Under the Alberta Human Rights Act, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment.

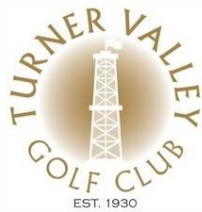
Definitions

All definitions are taken from the [Alberta Human Rights Commission](#).

Discrimination: Discrimination at work occurs when someone is refused a job, promotion or a training opportunity because of resistance to harassment based on any of the grounds listed below; someone is refused a place to live or denied services normally provided to members of the public based on any of the grounds listed above; the harassment causes an unfavourable influence on decisions affecting job performance; and/or the harassment is insulting or intimidating.

Harassment: Harassment occurs when an employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, place of origin, gender, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Alberta human rights law prohibits workplace harassment based on these grounds.

Sexual Harassment: Sexual harassment is any unwelcome sexual behaviour that adversely affects, or threatens to affect, directly or indirectly, a person's job security, working conditions or prospects for promotion or earnings; or prevents a person from getting a job, living



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accommodations or any kind of public service. Sexual harassment is unwanted, often coercive, sexual behaviour directed by one person toward another. It is emotionally abusive and creates an unhealthy, unproductive atmosphere in the workplace.

Policy

In accordance with workplace rights set out under the *Alberta Human Rights Act*, as well as the *Alberta Human Rights Commission* every employee has a right to freedom from:

- Discrimination when accessing and using goods and services. Every person has the right to equal treatment with respect to services, goods and facilities, without discrimination because of race, religious beliefs, colour, gender, physical disability, mental disability, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or class of persons, or of any other person or class of persons.
- Unequal treatment with respect to employment without discrimination because of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.
- Sexual harassment which can range from subtle to overt, from co-workers and supervisors.
- Workplace harassment, the *Alberta Human Rights Act* protects employees against harassment in and away from the workplace, if harassment is based on one of the protected grounds and the incidents occur in connection with their employment.

The Act states that every person has a right to equal treatment with respect to employment without discrimination or harassment because of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.

The right to equal pay states that where employees of both sexes perform the same or substantially similar work for an employer in an establishment the employer shall pay the employees at the same rate of pay.

Application of this Policy

Turner Valley Golf Club will not tolerate any form of harassment or discrimination against any individual, including job candidates, employees, managers, or customers, on any grounds. This commitment applies to, but is not limited to, such areas as training, performance,



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assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

Every Turner Valley Golf Club employee shall be held personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination and/or harassing behaviour. As such, employees must report every incident of harassment and/or discrimination immediately -- whether it was observed, happened to them personally, or if the problem was reported to them.

Religious Accommodation

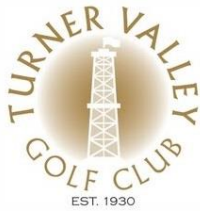
Turner Valley Golf Club is committed to respecting the religious beliefs and practices of all employees. Turner Valley Golf Club will strive to accommodate employees that require any type of accommodation or must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation. Employees that require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work. In the event that a day of religious observance falls on a day the employee is scheduled to work, and the organization is unable to accommodate the request, the employee shall be entitled to use standard provisions for time off with pay, or receive the day off without pay.

Dress Code: We will strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, or where the work uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

Break Policy: We recognize that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, we will work to accommodate the employee's needs, short of undue hardship. Where possible, Turner Valley Golf Club shall allow for a modified schedule for breaks.

Reporting Procedures

While Turner Valley Golf Club will ensure to adhere to following the Human Rights Act in all of its practices, it is essential that employees adhere to the Act as well. In the event that any employee feels they are being discriminated against or harassed, the following reporting procedures have been put into place:



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Informal Procedure

If you believe you have been harassed or have faced discrimination you may:

- Confront the individual personally, or in writing, clearly stating the unwelcome behaviour/action and requesting that it stop immediately; or
- Discuss the situation with the individual's supervisor, your supervisor or any other supervisor.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the occurrence to his/her supervisor or a manager.

Formal Procedure

If you believe you have been harassed or discriminated against you may make a written complaint to the management team. The written complaint must be delivered to General Manager &/or department Manager and include the following information:

- The date and time of each incident you wish to report.
- The name of the person(s) involved in the incident(s).
- The name of any person or persons who witnessed the incident(s).
- A full description of what occurred.

Investigating Reports of Harassment or Discrimination

Once a written complaint has been received, Turner Valley Golf Club will complete a thorough investigation. Harassment and discrimination should not be ignored as silence can, and often is, interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

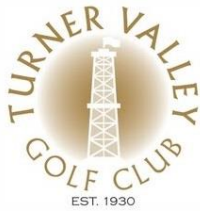
For the purposes of this section the following definitions apply:

Complainant – The person who has made a complaint about another individual who they believe committed an act of violence against them.

Respondent – The person whom another individual has accused of committing an act of violence.

The investigation will include:

- Informing the accused of the complaint.
- Interviewing the complainant, any person(s) involved in the incident and any identified witnesses.



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- Interviewing any other person(s) who may have knowledge of the incident(s) or complaint.
- Statements from all parties involved will be taken and a decision will be made.
- If necessary, Turner Valley Golf Club may employ outside assistance or request the use of our legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

A copy of the complaint, detailing the complainant's allegations, shall be provided to the respondent(s) and contain the following information:

- The respondent is invited to reply in writing to the complainant's allegations.
- The reply will be made known to the complainant before the case proceeds.
- Turner Valley Golf Club will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

If the complainant decides not to lay a formal complaint, Senior Management may decide that a formal complaint is required, which will be based on the investigation of the incident, and will file such document(s) with the person(s) against whom the complaint is laid.

If it is determined that personal harassment or discrimination has occurred, appropriate disciplinary measures will be taken immediately.

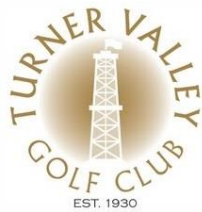
Confidentiality

All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

Turner Valley Golf Club will do everything it can to protect the privacy of the individuals involved and to ensure that the Complainant and the Respondent are treated fairly and respectfully. Turner Valley Golf Club will protect this privacy so long as doing so remains consistent with the enforcement of this Policy and adherence to the law.

Disciplinary Measures

If it is determined by the TVGC that any employee has been involved in the harassment or discrimination of another employee, immediate disciplinary action will be taken, up to and including immediate dismissal without further notice.



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Fraudulent or Malicious Complaints

This Human Rights Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations of personal harassment may cause both the accused person and the TVGC significant damage. If it is determined by the TVGC that any employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Managing and/or Coaching

Counselling, performance appraisal, work assignment, and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a manager/supervisor's responsibilities in these areas.

Roles in Maintaining a Positive Work Environment

We all have the responsibility to assist in eliminating and preventing discrimination and harassment and violence in the workplace and to report all acts of discrimination, harassment and violence which threaten, or perceive to threaten, a healthy and safe work environment.

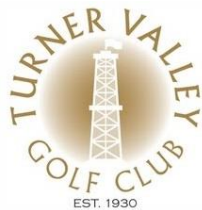
We shall continuously endeavour to eliminate and prevent harassment and discrimination in the workplace and trust that all of our employees will assist in this elimination and prevention. If you're a co-worker who has witnessed discrimination, harassment or violent act(s) or behaviour(s) in the workplace, you are required to immediately report the incident to a member of the management team.

Employer's Role

Turner Valley Golf Club's management team is legally responsible for creating and maintaining a healthy and safe workplace free from harassment and violence. Further management is legally

responsible for the provision of training of this Policy and will ensure all employees receive adequate training of the contents.

Managers must be sensitive to the climate in the workplace and address potential problems before they escalate. If a manager becomes aware of harassment in the workplace and opts to ignore it, the manager and Turner Valley Golf Club risk being named co-respondent in a complaint and may be found liable in legal proceedings.



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Turner Valley Golf Club must ensure as much as practical, that no employees are subjected to harassment in the workplace. We will ensure to take corrective action regarding any employee who harasses another employee.

Turner Valley Golf Club will not disclose the name of any complainant or alleged harasser, or the circumstances of the complaint to anyone except where disclosure is necessary to investigate the complaint or take corrective action, or; required by law.

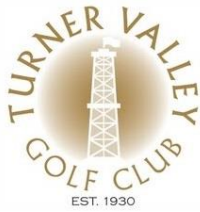
When an employee has asked their manager to deal with discrimination or harassment, the manager will:

- Support the employee without prejudice or bias of the situation.
- Work with the employee and document the action(s)/incident.
- Have the employee sign a complaint.
- Contact senior management and provide details of the incident on behalf of the employee.

Employee's Role

If you are a co-worker who has witnessed discrimination/harassment in the workplace:

- Inform the harassed person that you have witnessed what you believe to be discrimination/harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been discriminated against or harassed, then the incident shall be considered closed.
- Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable.
- Encourage the discriminated or harassed person to report the incident to his/her Manager.



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Jury/Witness Duty Paid Leave Policy

Note: Because the Alberta Employment Standards provides an unpaid Jury Duty Leave, you do not have to provide more than what is given under ESA, however if you would like to pay for this leave, details for this option are provided below. This policy can be removed if you are satisfied with the information provided under the Employment Standards Leaves above or it can be kept and used to provide more details about the Jury/Witness Duty time off work (i.e. returning to work if jury duty ends; how to request the time off etc.)

Intent

Turner Valley Golf Club recognizes and respects the necessary civic duty of Jury Duty, and shall make accommodations for employees that have been selected to perform it.

Policy

Permanent, full-time employees of Turner Valley Golf Club shall receive a paid leave of absence to perform jury duty for a period of five (5) days.

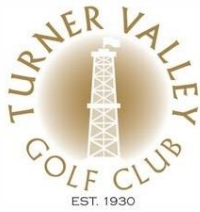
The amount of compensation the employee receives for their jury duty shall be deducted from their rate of pay for the duration of their jury duty leave of absence.

In the event that the jury duty requirement lasts for only part of a day, the employee shall return to work for the remainder of the day whenever possible.

Any Turner Valley Golf Club employee that is required to appear in a court of law as a plaintiff, defendant, or witness shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time, or request an unpaid leave of absence.

Procedure

- Employees selected for jury duty must provide Human Resources with as much advance notice as is possible.
- Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.
- Casual or part-time employees of Turner Valley Golf Club shall be granted leave without pay to perform their duty as a juror.



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Overtime Policy

Intent

Turner Valley Golf Club may require employees to work overtime during busy times in order to ensure that specific projects, products or assignments are completed on time. Turner Valley Golf Club is committed to providing employees with appropriate compensation for overtime hours worked, in accordance with the law.

Definition

Overtime – work completed outside of regular working hours.

Overtime Pay – monetary or paid time off compensation for the hours non-management (eligible) employees work in excess of eight (8) hours per day or forty four (44) hours in one workweek.

Lieu Time – paid time off of work in recognition of overtime hours worked.

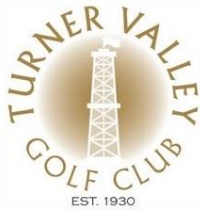
Policy

At Turner Valley Golf Club, a regular work week consists of 44 hours worked. Overtime pay at a rate of time and one half will be paid for hours worked over and above 8 hours in a day or 44 hours of work time in a workweek.

You will at times be asked to work overtime to maintain workflow or to meet other business demands. You are expected to be available for a reasonable amount of overtime work when requested. Managers will schedule overtime with as much advance notice as possible.

No overtime is permitted without prior approval from your Manager. You are not authorized to approve your own overtime.

Paid leave (holiday, vacation or sick time) may not be used towards overtime. Extra time worked at the employee's discretion, or without supervisory approval (working through lunch or breaks, arriving early or staying late), may not be used towards overtime. The workweek runs from Saturday morning at 12:00 am and ends at 11:59 pm on Friday night—our payroll cut-off schedule.



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Eligibility

At Turner Valley Golf Club all seasonal, part-time employees are eligible for overtime compensation. Exemptions include management, salary paid positions.

Overtime Approval Process

Employees are not contractually entitled to work overtime. As such, all overtime hours must be authorized by a supervisor or management in advance of overtime hours worked. Once the additional hours have been verified by your Manager, the overtime pay will be included in your next pay cheque; otherwise the overtime will be credited to your Lieu Time Bank.

To use banked overtime as time off, discuss your workload with your Manager and get his/her approval in writing. Send a copy of this to Human Resources for updating your Lieu Time Bank.

Paid time off work must be taken within three (3) months after it was earned, unless otherwise approved by a supervisor. Supervisors may extend this period to no more than twelve (12) months.

Overtime Agreements and Lieu Time

An employee or the majority of a group of employees can enter into an overtime agreement that authorizes time off with pay instead of overtime pay. If an overtime agreement is made Turner Valley Golf Club will provide an employee with time off in lieu of overtime pay at the employee's regular salary rate. The lieu time must be taken by the employee within the calendar year of which it was earned.

Abuse of Overtime

Employees who do not gain approval before working overtime hours may be subject to discipline. Subsequent offences may result in disciplinary action up to or including termination.

Supervisors who authorize overtime on a regular basis, where it should not be necessary, will receive a warning from their manager and may be placed on a performance improvement plan.



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Progressive Discipline

Intent

Turner Valley Golf Club has adopted a policy of Progressive Discipline to ensure that employees have the opportunity to correct any performance or behavioural problems that may arise. We have established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of our employees, but rather they are in consideration of their safety, and the overall protection of our employees, property, and our business practices.

Policy

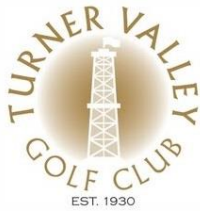
In the event that an employee of Turner Valley Golf Club violates TVGC policy or exhibits problematic behaviour, a system of progressive discipline shall be utilized. Progressive Discipline can be issued on either: attendance, conduct, health & safety or performance concerns.

Employees will be given four (4) opportunities to correct the unwanted behaviour, unless the behaviour or concern is one of a severe nature, in which case, progressive discipline can be accelerated to match the violation. Typically, progressive discipline will progress through the following steps:

1. Coaching
2. Verbal Warning
3. Written Warning
4. Final Written Warning with Possible Suspension
5. Termination

With each violation or apparent problem, the employee will be provided with a written document to: (1) alert them to the problem, and provide a reiteration of the correct TVGC policy regarding the violation, (2) advise them of the consequences associated with further infractions, and (3) provide a suggestion towards a method of improvement.

All formal warnings will be kept active for a period of eighteen (18) months. If no further discipline happens within the time period, the warning will become inactive. If further offences relating to the issue have taken place, the warning will be attached to the next set of progressive disciplinary actions. Degrees of discipline shall be used in relation to the



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problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation,

Turner Valley Golf Club reserves the right to skip the three step disciplinary process and move straight to termination where necessary.

Suspensions

At Turner Valley Golf Club there are two kinds of suspension:

- Suspension with review; and
- Suspension pending investigation.

Suspension with Review

A Final Written Warning may be accompanied by a suspension with review. This is the final opportunity for an employee to correct problematic behaviour. Typically a suspension with review follows after the employee has gone through each step of progressive discipline, but can be administered depending on the seriousness of the infraction.

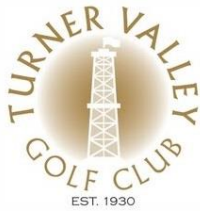
Employees put on suspension with review will be excluded without pay from the workplace for a period of one (1) to three (3) days depending on the violation. In addition, employees will be put on a review period following the final written warning. This review period will involve frequent and regular performance evaluations to ensure that the employee is attempting to correct the issue. The review period will last six (6) months. During the review period the employee will be excluded from wage increases and advancement and shall not be allowed to receive vacation unless required to by relevant employment standards.

Suspension Pending Investigation

A suspension pending investigation is not disciplinary, but is intended to allow Turner Valley Golf Club to examine a serious issue thoroughly and to determine appropriate action.

Employees placed on suspension pending an investigation are required to:

- Not have contact with anyone from Turner Valley Golf Club other than a specifically designated point of contact;
- Temporarily turn over their office keys, access passes and TVGC identification and credit cards.
- Leave any and all Turner Valley Golf Club property, equipment, information, etc. on Turner Valley Golf Club premises.



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- Any Turner Valley Golf Club property, equipment or information at the employee's residence must be turned over to Turner Valley Golf Club until such time as the investigation is completed.

In the event that an employee is placed on a suspension pending the results of an investigation, the employee will be notified of the decision, a stated timeline for the investigation and the actions that predicated the decision. During the course of the investigation, the suspended employee will be given an opportunity to respond to the allegations. Should the investigation not be completed during the stated timeline, Turner Valley Golf Club reserves the right to extend the suspension, as necessary.

As the suspended employee will be suspended without pay. The suspended employee will have the right to legal representation, or a Turner Valley Golf Club representative present at any such interview, and will be given twenty four (24) hours' notice prior to any interviews taking place. Should the suspended employee need to leave town or be otherwise unavailable for interviews, they must submit a request and be granted approved leave. If the suspended employee fails to be available, we will proceed with the investigation and make a determination based on the information available.

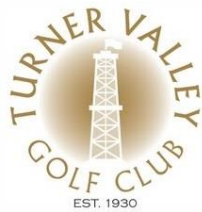
Termination of Employment

The final stage of progressive discipline is termination of employment. Termination of employment with Turner Valley Golf Club may occur following an employee committing multiple violations of TVGC policy, after the logical steps for progressive disciplinary action have been taken or immediately following a severe violation.

Performance Improvement Plans

Upon the issuance of a verbal warning or higher step of progressive discipline, Turner Valley Golf Club may place the employee on a performance improvement plan. The Performance Improvement Plan incorporates a review period which will involve frequent and regular performance evaluations to ensure that the employee is attempting to correct the issue. The plan will typically be put in place for a period of three (3) months, but can be in place for up to six (6) months.

During the review period the employee will be excluded from wage increases and advancement and shall not be allowed to receive vacation unless required to by relevant employment standards.

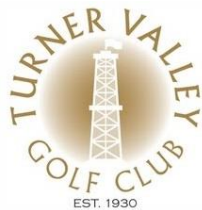


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Appeals

In the event that an employee feels that they have been wrongfully accused, or disciplined, they may file a written appeal with Human Resources. Written appeals must contain:

- Details of the discipline;
- Events surrounding the discipline;
- Why the employee feels the discipline is not warranted or appropriate.



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Termination of Employment Policy

Intent

Turner Valley Golf Club employs this policy to ensure that the termination of employees is handled with due diligence, and with a minimum of disruption to TVGC business. This policy is designed to define the types of employee termination, the responsibilities of terminated employees, the subsequent Human Resources actions required, and information regarding employee benefits.

Policy and Procedures

Turner Valley Golf Club classifies termination of employment in three categories:

- Administrative
- Voluntary
- Involuntary

ADMINISTRATIVE

Administrative terminations are generally due to retirement, failure to return to work in a timely manner after an approved leave of absence, permanent or long-term disability where the employee is unable to perform his or her job duties (with or without reasonable accommodation), or the death of an employee.

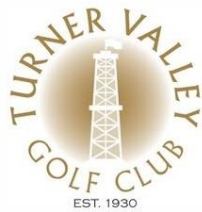
Voluntary

Voluntary terminations are due to voluntary resignation by the employee or job abandonment. "Job abandonment" shall be defined as the failure to report back to work after three consecutive business days missed without prior notification to their supervisor.

In the event of a voluntary termination of employment, managers should attempt to retain the employee if it is in the best interests of Turner Valley Golf Club. If this is not possible, the manager shall attempt to determine the employee's specific reason for leaving.

Resignations should be confirmed by the employee's department, in writing, and are binding on the employee and Turner Valley Golf Club and cannot be changed except by mutual agreement.

**Turner Valley Golf Club requests, as a courtesy, that employees voluntarily resigning their positions give at least two (2) weeks written notice to allow the TVGC time to find a suitable replacement. Failure to give adequate notice may result in a not able-to-rehire status.*



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Involuntary

Involuntary terminations are generally due to unsatisfactory performance, misconduct, layoff due to reduction or reorganization of the work force, or failure to meet the expectations of the TVGC. The TVGC reserves the right to terminate an employee with or without cause and with or without prior written notice in accordance with applicable laws.

Turner Valley Golf Club will take an employee's service record into consideration prior to any involuntary termination. In the event that the employee has previously proven to be a valuable TVGC asset, Turner Valley Golf Club may explore the possibility of a demotion, or transfer.

With the exception of termination of employment due to layoff, position elimination, lack of work or other non-performance related rationale, if an employee is involuntarily terminated, he/she may not be eligible for rehire. If an employee is rehired, and has failed to disclose an involuntary termination at another Turner Valley Golf Club location, the employee may be terminated for falsification of employment records.

**In all categories of termination, the employee will be paid all accrued, unused vacation pay through the last date of employment. The employee will receive his/her final paycheque in accordance with applicable federal, state and provincial laws.*

Employee Responsibilities

Terminated Employees

Employees are expected to return all TVGC property, including (but not limited to) keys, parking passes, security passes, keys, Turner Valley Golf Club Identification, as well as any client lists.

All employees privy to Turner Valley Golf Club confidential information must be debriefed by a TVGC officer no later than their last full day of employment.

General Responsibilities for Involuntary Terminations

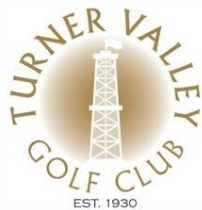
Supervisor Responsibility

Whenever possible, Turner Valley Golf Club managers will give warnings pertaining to unwanted behaviour. In the event that the employee fails to correct the behaviour, or violates TVGC policy in other respects, they may incur disciplinary action, up to and including termination. Depending on the severity of the offence, an employee may be terminated without warning.

It is the responsibility of the immediate supervisor to ensure that staff members leaving Turner Valley Golf Club return all items which are the property of the department/Turner Valley Golf Club. Managers will inform the employee of the rationale for their termination of employment.

Human Resources Responsibility

All staff members leaving Turner Valley Golf Club's employment normally will be interviewed by Human Resources. It is the responsibility of Human Resources to arrange the exit interview.



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Human Resources will arrange for and disburse all final monies owing to the staff member and discuss arrangements with respect to social security benefits on the last working day. Upon notice of an employee's resignation / termination, managers must immediately alert Human Resources to the change in personnel, along with all pertinent information (e.g. reason for leaving, last day of work, etc.).

Human Resources will prepare a Record of Employment for the departing employee, and fulfill all reporting duties.

The HR Administrator shall supervise the terminated employee's exit-procedure.

The procedure is as follows:

- The return of TVGC property;
- Notify the employee of the termination of all insurance and their conversion rights;
- When appropriate, conduct an exit interview. The exit interview allows the terminated employee to openly disseminate information pertaining to his/her work experiences at Turner Valley Golf Club. These interviews will be held in confidence. Turner Valley Golf Club shall compile pertinent information from exit interviews to create feedback which may be used for future considerations towards TVGC policy, and management directives.

Employee Benefits

Health and Dental Coverage / Insurance

All health and dental coverage or insurance will be stopped on the last day of employment, unless otherwise agreed upon in a written separation agreement.

Short and Long-Term Disability

Short and long-term disability insurance will be stopped on the last day of employment.

Life Insurance

Life insurance will be stopped on the last day of employment.

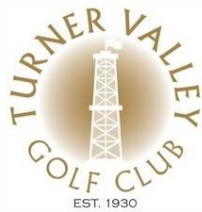
Severance Pay

Severance pay is granted at the discretion of Turner Valley Golf Club. In the event that severance pay is granted, it shall be based on the length of service given to the TVGC, level of responsibility, and the rationale for separation, etc.

No employee is entitled to severance pay upon termination.

Legal Compliance

All terminated employees will be paid in accordance with state, provincial and federal laws. All employee terminations will be conducted within the boundaries of the law.



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Vacation Policy

Intent

Turner Valley Golf Club meets the minimum standards set by the Alberta Government and in some cases exceeds those standards.

Turner Valley Golf Club understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation, and personal pursuits.

Turner Valley Golf Club recognizes that other paid time off may be required from time to time. As such, the purpose of this policy is to explain the standards, guidelines, and procedures for paid time for all full-time salaried staff members.

All seasonal part-time staff are paid 4% vacation pay on each pay period. Therefore are not eligible for paid time off.

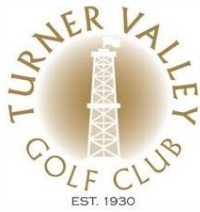
Policy

All full-time salaried employees are encouraged to use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures for Turner Valley Golf Club staff.

1. Full-time Employees (including probationary employees) with less than one (1) year of service will be granted paid vacation at the rate of 0.83 days for each complete month of service. (Reference Employment Standards Code, Section 34)
2. Full-time Employees with one (1) or more years of service will be granted paid vacation every reference year according to the following schedule:

Service with TVGC	Time Allowed
After each of the first four (4) years of employment	Two (2) weeks (10 working days) paid vacation
After five (5) consecutive years of employment	Three (3) weeks (15 working days) paid vacation

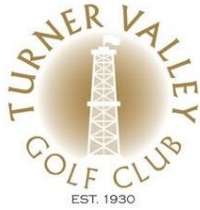
3. Casual or temporary employees shall receive vacation pay at the rate of four (4) percent of their earnings for the vacation year. After five consecutive years of service



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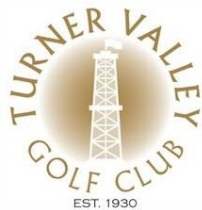
employees will receive six (6) percent of their earnings for the vacation year. Vacation pay is paid-out every pay period.

4. For vacation purposes, the reference year spans Turner Valley Golf Club's fiscal year, running from January 1st to December 31st. Vacation days earned by an employee during a reference year will be granted to the employee at the end of that reference year and may not be taken prior to then.
5. In the spirit of fair and equitable treatment, new employees who begin service prior to the 16th day of a month will be granted credit for a full month of service.
6. Paid vacation time granted to an employee must be used in its totality within one month after the end of the reference year in which it is earned.
7. If a mutually acceptable time for vacation cannot be found, Turner Valley Golf Club reserves the right to schedule vacations for employees as a method of ensuring that banked vacation time is utilized prior to year-end. The employee will receive at least two weeks written notice of the start date of their vacation.
8. Turner Valley Golf Club reserves the right to schedule mandatory vacation days for employees as a means of cost-cutting as necessary. These days will count against accrued vacation days.
9. Vacation days may be rolled over into the following year under certain circumstances. Instances such as these will be addressed on a case-by-case basis.
10. Vacation scheduling is the responsibility of department/business unit managers or supervisors who will ensure that all employees are given their full vacation entitlement while taking into account the efficiency of the department/business unit.
11. Vacation time may be divided into more than two periods if desired by the employee, provided that his or her supervisor/manager can effectively allocate tasks to remaining employees.
12. Employees are required to submit in writing notification of their wish to take vacation time at least two (2) weeks in advance. Time off requests during peak vacation seasons (e.g. summer, spring break, Christmas, etc.) must be submitted at least four (4) weeks in advance. Notification must include departure date, return-to-work date, and the number of vacation days or weeks required. Vacation may only be taken once approval is received from their supervisor/manager.
13. Any conflict in vacation requests between employees will be decided based on employee seniority, TVGC needs, and the good judgment of the supervisor/manager.



Turner Valley Golf Club

14. If an employee's services are terminated, compensation will be paid in lieu of vacation time earned but not taken, according to applicable labour laws.
15. Employees are not entitled to accrued vacation during periods of sabbatical, or suspension from the TVGC.
16. If a general holiday occurs during an employee's vacation period, the employee will be granted one (1) additional day of vacation. Brief illnesses that occur during a vacation period may not be counted towards sick pay.
17. If an employee is absent due to Maternity or Parental Leave they will continue to accrue vacation time ONLY, vacation pay is not accrued during such absences.



Turner Valley Golf Club

SECTION 3 – HEALTH AND SAFETY

Contractor Management Policy

Intent

The purpose of this policy is to establish guidelines for contractors in order to provide and maintain a safe work environment for all employees, customers, contractors and visitors to our locations. Advance planning and quality site preparations are important for a safe, environmentally conscious, well organized construction site. The following document is a policy that applies to all contractors and subcontractors who provide services to Turner Valley Golf Club (TVGC).

Policy

This policy applies to all Turner Valley Golf Club management and employees involved in the management of Contractor Agreements. All contractors must be an approved contractor before the commencement of any work. Contractors must hold adequate insurance and be covered by WCB.

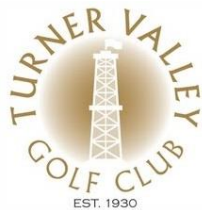
All employees and contractors are equally responsible for complying with the Alberta Occupational Health & Safety Act and its Regulations. Inefficient and incomplete Contractor Management Policies may affect the safety and well-being of its members and employees of Turner Valley Golf Club.

Definitions

Turner Valley Golf Club – The organization with legal possession of the work site, “owner” of the worksite.

Project - The construction, demolition, repair, alteration or removal of a structure, building, complex, street, road, pipeline, sewage system or electric, telecommunication or transmission line, the digging of, working in or filling of a trench, excavation, shaft or tunnel, the installation, modification, repair or removal of any equipment, machinery or plant, the operation of a manufacturing, industrial or other process, or any work designated by the Superintendent &/or the General Manager.

Contractor – A person, partnership or group of persons who, through a contract or agreement with TVGC to complete a portion of a project whereby TVGC directs the activities and is responsible for the work site.



Turner Valley Golf Club

Prime Contractor – A person, partnership or persons who, through a contract or agreement with TVGC accepts full responsibility of the entire project, worksite, and its employees.

Guidelines for Contractor Work

The following are classifications of contractor work performed at Turner Valley Golf Club.

Where TVGC controls the project either in part or in whole, and acts as an Owner:

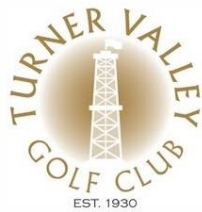
- TVGC shall exercise due diligence and ensure that all contractors hired have received appropriate training, maintain appropriate levels of qualifications to safely and competently perform the required work, and meets all obligations under the OHSA and applicable regulations.

Where TVGC hires a Contractor to act as a Prime Contractor and maintain control of the entire project:

- TVGC shall not maintain responsibility for this type of construction project, where the Prime Contractor is provided with authority to completely control all required work and where TVGC workers are not employed in the project and TVGC has no control over the project daily activities in any way.
- The Prime Contractor must ensure that as required under Section 178 of the OHSA, required first aid services, equipment and supplies. In this case, TVGC shall maintain the owner obligations.
- In addition, the Prime Contractor, acting as if they were the employer must ensure that the equipment erected or installed complies with all applicable safety legislation.
- The Prime contractor must also ensure that any serious accidents or injuries are investigated as if they were the employer.

Non-Construction work where Turner Valley Golf Club acts as the Employer:

- TVGC shall ensure that contractors are provided with appropriate training in safe work practices and policies, and provided with supervision in the performance of duties, acting in compliance with all applicable provisions of the OHSA.
- As the Employer, TVGC will ensure that their Health and Safety Policy, including first aid and reporting requirements, is followed by any workers on the work site.



Turner Valley Golf Club

Guidelines for Contractor Management Procedures

Documents Provided by the Contractor

All contractors and Prime contractors hired must provide appropriate documentation prior to the start of any work indicating that they:

- Carry appropriate insurance;
- WCB coverage (provides a Clearance certificate);
- Have appropriate qualifications to successfully complete the required work;
- Maintain an appropriate health and safety policy; and
- Employ qualified and competent supervisors.

Health and Safety Training

Contractors are also required to submit information about their services and training of their employees to ensure that all of the appropriate safety training has been undertaken.

Where the Prime Contractor is in place, the Prime Contractor is responsible for ensuring the training of workers and the retention of the training documents.

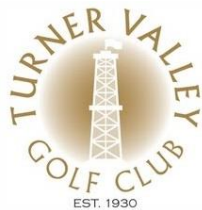
Record Retention

The employer has the responsibility to retain all documentation relating to the relationship between the employer and the contractor(s) as well as any pertinent documents relating to inspections and/or site hazards.

Written Agreement

For the protection of Turner Valley Golf Club and its members, and employees, the Prime Contractor will generate a written agreement to be signed prior to the commencement of any work projects. It should include, but not be limited to, the following:

- The scope of the work to be completed;
- Safety guidelines for the contractors and the Prime Contractor;
- The expectations for the contractor and Prime Contractor, including the roles and responsibilities of the Contractor and/or the Prime contractor;
- Applicable timelines;
- Financial estimates for the work to be completed; and
- The consequences for the Contractor and/or Prime Contractor for failing to abide by the agreement and applicable safety regulations while completing the project.



Turner Valley Golf Club

Site Inspections

TVGC (the employer) must conduct routine site inspections to verify the progress of the project and verify the use of proper personal protective equipment and safety procedures. In the cases where a Prime Contractor is designated for the project, the employer must ensure that the Prime Contractor is completing the Site Inspections and is retaining the documents as required by the OHSA.

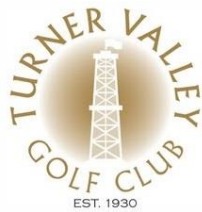
Site Hazards

It is critical for the employer and contractor to communicate regarding any site hazards and the working conditions for the workers. This will require a risk assessment prior to the start of the project. In addition, there should a checklist maintained regarding expectations for the work site and the copies of the completed checklist should be retained for legal purposes by Turner Valley Golf Club.

Breach of Contract and/or Expectations

In the event of a serious breach of expectations, the employer must be prepared to exercise their due diligence in halting the work until such time as the hazard is corrected or remedied.

If the Breach of Contract relates to a breach of quality work, TVGC (the employer) will take the appropriate steps to correct the matter, including severing the Contractor Agreement if necessary. In the case of a Prime Contractor overseeing the project, the Prime Contractor must communicate any breaches of Policy to the employer and must also take appropriate action as it relates to the severity of the issue.



Turner Valley Golf Club

Duty of Persons Directing Work

Intent

Turner Valley Golf Club will comply with all Federal and Provincially mandated workplace compliance regulations and legislation, and will ensure that our management staff members have been made aware of their obligations under the law. This policy (previously known as Bill C-45) is designed to outline the legal obligation of management staff to ensure the ongoing health and safety of all employees under their direction.

Definition

Bill C-45 is federal legislation that amends the Canadian Criminal Code. Bill C-45 became law on March 31, 2004 and is now the new Section 217.1 in the Criminal Code which reads:

"217.1 Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person.

The bill established new legal duties for workplace health and safety, and imposes serious penalties for violations that result in injuries or death. It also establishes rules for attributing criminal liability to organizations, including corporations, for the acts of their representatives and also creates a legal duty for all persons directing work to take "reasonable steps" to ensure the safety of workers and the public.

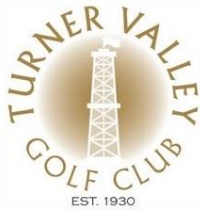
Main Provisions of Section 217.1 in the Criminal Code

Section 217.1 in the Criminal Code:

- Creates rules for establishing criminal liability to organizations for the acts of their representatives.
- Establishes a legal duty for all persons "directing the work of others" to take reasonable steps to ensure the safety of workers and the public.
- Sets out the factors that courts must consider when sentencing an organization.
- Provides optional conditions of probation that a court may impose on an organization.

The most significant amendments to the Criminal Code are:

- TVGC representatives acting in any supervisory capacity whatsoever are now subject to a strict duty of care, and Corporations and other organizations are exposed to broader liability, not only for the actions or omissions of their "directing minds" (i.e., executives and



Turner Valley Golf Club

management), but also for the actions or omissions of lower level employees, as well as agents and contractors.

- These amendments are of great significance to employers and to individual supervisors who are now subject to meaningful criminal sanctions in the sphere of occupational health and safety.

Criminal Liability under Bill C-45

- Bill C-45 represents the federal government's effort to ensure that the weight of criminal sanctions can be more readily brought to bear in cases of serious health and safety violations.
- In that regard, the amendments expand the personal liability of supervisors at all levels, by establishing a broad duty of care applicable to "everyone who undertakes, or has the authority, to direct how another person does work or performs a task".

Broadened Personal Liability

- Bill C-45 expands the direct application of criminal punishment to individuals within organizations.

In that regard, it expressly prescribes the following duty of care:

- *Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person arising from that work or task.*
- This duty is broad enough to include officers, managers, and any other employee who functions in a supervisory capacity. Failure to meet the duty can form the basis of criminal negligence charges which can attract lengthy prison sentences, i.e., criminal negligence causing bodily harm is punishable by up to 10 years in prison, and the maximum penalty for criminal negligence causing death is life imprisonment.

Policy

Responsibilities under Bill C-45

Employees:

- Responsibility to work in compliance with OH&S acts and regulations
- Responsibility to use personal protective equipment and clothing as directed by the employer
- Responsibility to report workplace hazards and dangers
- Responsibility to work in a manner as required by the employer and use the prescribed safety equipment.



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Employees have the following three basic rights:

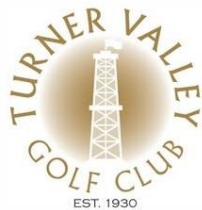
- Right to refuse unsafe work
- Right to participate in the workplace health and safety activities as a worker health and safety representative
- Right to know, or the right to be informed about, actual and potential dangers in the workplace

Manager/Supervisor:

- Must ensure that workers use prescribed protective equipment devices
- Must advise workers of potential and actual hazards
- Must take every reasonable precaution in the circumstances for the protection of workers.
- Managers and supervisors act on behalf of the employer, and hence have the responsibility to meet the duties of the employer as specified in the Act.

Turner Valley Golf Club shall:

- Establish and maintain at least one health and safety representative
- Take every reasonable precaution to ensure the workplace is safe
- Train employees about any potential hazards and in how to safely use, handle, store and dispose of hazardous substances and how to handle emergencies
- Supply personal protective equipment and ensure workers know how to use the equipment safely and properly
- Immediately report all critical injuries to the government department responsible for OH&S
- Appoint a competent supervisor who sets the standards for performance, and who ensures safe working conditions are always observed.



Turner Valley Golf Club

Emergency Evacuation Procedures

Once the Alarm is set follow these procedures for an emergency evacuation:

STOP

- STOP WHATEVER YOU'RE DOING, exit the building IMMEDIATELY when you hear the fire alarm or when you are instructed to do so.

FOLLOW INSTRUCTION

- AVOID PANIC, and cooperate with emergency response team.

EXIT

- Proceed to the nearest designated exit. Do NOT delay your exit from the building by searching for belongings or other people.
- Located over by the Driving Range on the east-side of the building. When leaving the building, go to this area as quickly as possible without panic.

PROCEED TO MUSTER

- Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment.
- Do not re-enter the building until instructed to do so by your supervisor or fire/rescue worker.

The above rules will be enforced. Periodic fire emergency drills will be conducted. Your life and the lives of others will depend on your cooperation.

Emergency Response Plan:

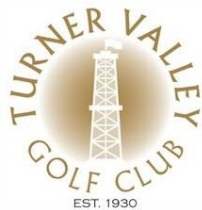
Turner Valley Golf Club has a responsibility for minimizing the danger to life, property, and job security arising from the effects of fire, riots, civil commotion, and natural and man-made disasters. To accomplish this purpose, management and supervisory positions are required to respond to emergencies, and ensure the safety of our employees.

The responsibilities of supervisors/managers include the following:

- Arrange for evacuation of employees.
- Provide first aid, if necessary.
- Salvage and restore TVGC operations.

Medical Emergency

- Remain calm! Immediately contact ProShop desk to activate the Medical Emergency Response Plan. They'll dial 911 on the telephone and give the operator our address and the location of the patient.



Turner Valley Golf Club

Trained First Responder

- Give the location of the patient to the trained first responder (Supervisor or Manager).
- They will take equipment out to where the patient is and begin CPR and/or AED if a cardiac arrest situation.

First Aid Policy

Intent

Turner Valley Golf Club has adopted this policy to ensure the ongoing health and safety of our staff, customers and visitors. Turner Valley Golf Club will ensure that appropriate First Aid supplies are maintained and accessible at all times, and that a trained and competent individual is on-site at all times.

Turner Valley Golf Club is committed to meeting all legislative regulations regarding First Aid facilities, training, records, and reporting under the Occupational Health and Safety Code.

Policy

Turner Valley Golf Club shall provide all First Aid services, supplies and equipment, and when required, a first aid room.

All First Aid services, First Aid equipment and supplies shall be located in the clubhouse and in the maintenance shop, they are accessible during operational hours.

All First Aid supplies and equipment will be maintained by Turner Valley Golf Club in a clean, dry and working condition.

Turner Valley Golf Club shall post in a conspicuous place signs which will indicate the location of the First Aid services and equipment.

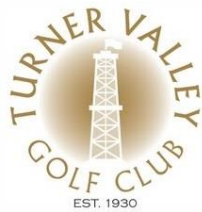
Turner Valley Golf Club shall create and implement an emergency procedures to summon the Emergency Medical Services.

First Responders

Turner Valley Golf Club shall ensure that the number of First Responders, their qualification as well as their training complies with the Occupational Health and Safety Code.

Turner Valley Golf Club shall ensure that all designated First Responders hold a valid certificate in First Aid and have completed all appropriate First Responders training courses.

Turner Valley Golf Club will maintain an up to date record of who are First Responders.



Turner Valley Golf Club

Records

In the event of an acute illness or injury Turner Valley Golf Club shall create records of the incident and so as is practicable of the incident is reported.

Records will include the following information as outlined in section 183(2) of the Occupational Health and Safety Code:

- the name of the worker;
- the name and qualifications of the person giving First Aid;
- a description of the illness or injury;
- the first aid given to the worker;
- the date and time of the illness or injury;
- the date and time the illness or injury was reported;
- where at the work site the incident occurred; and
- the work-related cause of the incident, if any.

All First Aid related records will be kept for a minimum of three years from the date the incident was recorded.

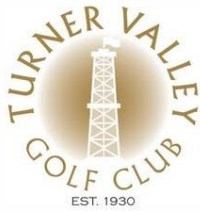
If an employee requests a copy of the records pertaining to their injury Turner Valley Golf Club will provide them.

Turner Valley Golf Club shall ensure that no employee will have access to another employees records unless:

- the record does not identify the worker;
- the worker has given their written permission; or
- access, use and disclosure of the information is in accordance with an enactment of Alberta or Canada that authorizes or requires the disclosure.

First Aid Kit Requirements

Turner Valley Golf Club will stock all First Aid kits in a manner that complies with Occupational Health and Safety Act.



Turner Valley Golf Club

Health and Safety Committee

Intent

This Policy has been created to provide information pertaining to the duties and responsibilities of Turner Valley Golf Club's Joint Health and Safety Committee. Each Canadian Province has established Health and Safety Legislation providing clear requirements in organizing the committee, the structure, meeting frequency and roles and responsibilities of committee members.

Policy

In the Province of Alberta, a JHSC is only required for those worksites under Ministerial Order. For all other worksites the JHSC is voluntary. Turner Valley Golf Club is committed to maintaining the health and wellbeing of its employees. As such, Turner Valley Golf Club has established a Joint Health and Safety Committee which is comprised of one half worker representative and one half management representatives. The following document outlines the duties of this committee.

The committee/representative has four (4) principal functions:

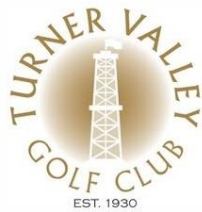
- To identify potential hazards;
- To evaluate these potential hazards;
- To recommend corrective action; and
- To follow-up on implemented recommendations.

Responsibilities and Process

Duty of Employer – The employer is responsible for providing a safe and healthy work place and for taking all necessary steps to protect the safety and health of employees.

Duty of the Employee – Employees are required to take all reasonable and necessary precautions to ensure their own safety and health as well as that of their fellow employees.

Joint Health and Safety Committee – Joint work site health and safety committees are only mandatory for those work sites required by Ministerial Order to have a committee. For all other work sites in Alberta, the establishment of a committee is voluntary.



Turner Valley Golf Club

By voluntarily establishing a committee at Turner Valley Golf Club the management and employees are making a commitment to improving the health and safety culture of our workplace. We can eliminate hazards and reduce incidents associated with work processes.

The responsibilities of a joint health and safety committee are:

- Inspects the work site for hazards.
- Responds to health and safety concerns brought to it by workers.
- Helps find solutions to difficult health and safety concerns — problems that can only be solved through co-operative efforts.
- Analyses the causes of incidents to prevent recurrence.
- May assist in the development of realistic safety policies and safe work procedures.
- May help with new employee orientation to identify potential health and safety hazards.
- Promotes health and safety awareness throughout the work force.

Committee Meetings

To carry out its functions, the committee is required to hold meetings and carry out regular inspections of the workplace. The Joint Health and Safety Committee will hold a meeting at least once every three months during regular working hours and on urgent matters.

Committee Meeting Notes

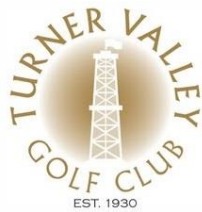
Minutes of each meeting must be recorded. Minutes should contain details of all matters discussed, as well as a full description of issues raised, any action recommended by the committee members and the employer response to the recommendation(s).

Minutes should identify members by title and not by name. Members' names should be used only for attendance purposes. Minutes should be signed by the co-chairs and posted in the workplace within one week of the meeting.

Committee Role in Workplace Inspections

The joint Health and Safety Committee must ensure that the workplace is inspected every month. Other workers, as well as the employer must give the Committee any information and assistance needed to carry out these inspections.

In some cases, the committee must also participate in the development of assessment reports and control-program reports required under the designated substance regulations.



Turner Valley Golf Club

Confidentiality

The Committee may from time to time come across confidential information. The Health and Safety Committee may not:

- Disclose any information about any workplace test or inquiries conducted under the Act or regulations;
- Reveal the name of any person from whom information is received;
- Disclose any secret or trade information, etc.;
- Disclose the results of any medical examinations or test of workers in a way that identifies the individual(s).
- Committee members will not be held personally liable for anything done or omitted in good faith.

Selection of Committee Members

Committee members will be selected by the employees of Turner Valley Golf Club. Turner Valley Golf Club will choose the remaining members from persons in the workplace who exercise managerial functions. Committee members will be selected as vacancies occur through a nomination and voting process.

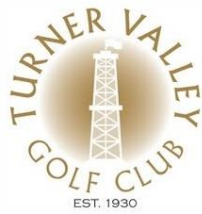
Training of Committee Members

Turner Valley Golf Club will ensure that two members of the committee (one representing workers and one representing persons who exercise managerial functions) are adequately trained to perform their duties.

Management Support

Our Management Team supports our safety committee and has instructed our safety committee to:

- Identify and assess potential unsafe conditions in our workplace;
- Make recommendations to management for the improvement of the health and safety of all employees;
- Review and make recommendations to management regarding the ongoing maintenance and monitoring procedures of all health and safety issues in the workplace;
- Assist with hazard identification and control reports, inspection reports and accident investigation reports and where appropriate, make recommendations;
- Physically meet and then inspect the workplace at intervals of not less than once every month.



Turner Valley Golf Club

Legal Requirements – Employer’s Duty

Turner Valley Golf Club shall provide employees with the information, instruction, training and supervision necessary to ensure their safety and health. Turner Valley Golf Club shall ensure that each employee is informed of every known or foreseeable safety and health hazard in the area where the employee works. Turner Valley Golf Club shall train their employees to ensure that all hazardous substances are stored, handled and used in the manner prescribed.



Turner Valley Golf Club

Protection of Evidence Policy—Incident Investigation

Intent

The intent of this policy is to demonstrate Turner Valley Golf Club's commitment and concern for the health and safety of our employees through appropriate incident investigation. Turner Valley Golf Club is committed to protecting the evidence, as necessary, for any accident investigations and to determine the root causes of an incident. The purpose is not to lay blame, but to seek out new processes so that the accident does not reoccur.

This policy will outline guidelines for the protection of evidence in the event of a workplace incident or accident and is designed to be compliant with the Alberta Occupational Health and Safety Act.

Guidelines

Under the Alberta Occupational Health and Safety Act, tampering or moving evidence at a serious workplace incident/accident site is an offence punishable by monetary fines and/or charges brought against the offending party/parties under the Occupational Health and Safety Act.

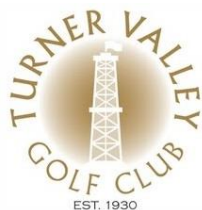
All Turner Valley Golf Club employees and management must preserve the incident/accident scene so that information may be gathered in order to educate workers, or to change conditions for the prevention of any future accidents.

In the event that there were no any witnesses present at the incident, the evidence is the only way that Turner Valley Golf Club can reconstruct the events leading to the incident/accident.

The preservation of evidence will also allow Turner Valley Golf Club to reconstruct the sequence of events leading to the incident/accident and discover any underlying factors that were present.

Procedures for Preserving Evidence

- Turner Valley Golf Club management will begin the process of evidence collection as soon as possible following a workplace incident. This will ensure that memories are fresh and evidence has not degraded.
- Turner Valley Golf Club employees must immediately inform management of the incident and should also make the effort to preserve evidence. If the incident warrants the emergency services do not get in their way from accessing the injured party, collect evidence once the scene is clear.
- Once the employee has been transported to a hospital (if necessary) or has left for their doctor's or for their home, these are the methods that are to be used (as necessary) by Turner Valley Golf Club employees and managers to preserve evidence:
 - Taking photos and/or videos of the incident site;



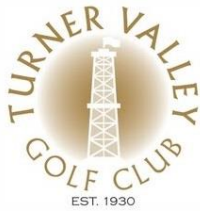
Turner Valley Golf Club

- Should the incident has taken place outdoors, it may be necessary the cover the site with plywood or a board until the evidence can be retrieved;
- Emergency services and first aid trained individuals only are permitted to move aside evidence as needed to access the injured party.
- All Turner Valley Golf Club employees and management must fully cooperate with any authorities that may have been dispatched to the incident or accident scene.
- Employees and management should refrain from speculating on the accident until there has been a thorough investigation and the findings are released (where appropriate).

Evidence checklist

Evidence to be gathered should include:

Evidence checklist	
<input type="checkbox"/>	<i>Witness statement(s)</i>
<input type="checkbox"/>	<i>Photographs of the scene</i>
<input type="checkbox"/>	<i>Defective machinery (if applicable)</i>
<input type="checkbox"/>	<i>Any other item(s) that contributed to the accident</i>
<input type="checkbox"/>	<i>Security camera footage</i>
<input type="checkbox"/>	<i>Accident reports</i>
<input type="checkbox"/>	<i>Medical documentation</i>
<input type="checkbox"/>	<i>Related policies</i>
<input type="checkbox"/>	<i>Employee's previous safety record (where applicable)</i>
<input type="checkbox"/>	<i>Checklists from the daily machine check (if necessary)</i>
<input type="checkbox"/>	<i>Daily construction checklist (if necessary)</i>
<input type="checkbox"/>	<i>Any machinery/equipment manuals</i>
<input type="checkbox"/>	<i>Any previous records concerning the repair of any machinery involved</i>
<input type="checkbox"/>	<i>Any other related records</i>



Turner Valley Golf Club

Right to Refuse Work

Intent

To ensure the health and safety of all employees, Turner Valley Golf Club has developed the work refusal policy to outline when an employee may refuse work they feel is unsafe and the procedures the TVGC will take when a refusal is made. Any employee who refuses to perform their duties because of a legitimate safety concern will not face any reprisal because of this action.

Applicable Legislation: Alberta's [*Occupational Health and Safety Act*](#).

Definition

Imminent Danger: Under Section 35(2) of Alberta's *Occupational Health and Safety Act* imminent danger is defined in relation to any occupation as:

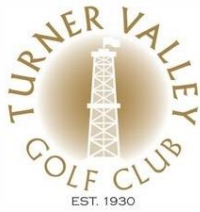
- A danger that is not normal for that occupation, or
- A danger under which a person engaged in that occupation would not normally carry out the person's work.

Policy

All workers have the legal right to refuse unsafe work that either puts them in imminent danger, requires them to perform work they have not been properly trained to do, or with safety hazards that could reasonably be avoided with proper safety equipment, procedures, or necessary repairs.

Section 35 of Alberta's *Occupational Health and Safety Act* states that a worker may refuse to work or do particular work where there exists imminent danger, no worker shall:

- a) Carry out any work if, on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker;
- b) Carry out work if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health and safety of that worker or another worker present at the work site; or
- c) Operate any tool; applicant or equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site.



Turner Valley Golf Club

Turner Valley Golf Club takes the health and safety of our employees very seriously. No employee who refuses work that they deem to be unsafe will be subject to employer reprisals in the form of discipline, dismissal, threats of dismissal, penalties, or suspension.

Work Refusal Procedure

In the event of work being refused or stopped, the following actions are required:

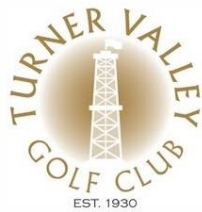
Employee

1. The worker must immediately inform the supervisor, or an appropriate designate, of a work refusal with an explanation of the circumstances they believe put them in danger.
2. The refusing worker must remain in a safe place near the workstation and available to the supervisor or employer for the purposes of investigation until an investigation has been completed. If the situation is resolved at this point than the worker will return to work.
3. Should the worker deem the situation to no longer be dangerous, the worker will return to work.
4. In the event that a worker is unsatisfied with the results of the investigation, they may continue to refuse the work provided they have reasonable grounds to base their refusal on.
5. In the event of a continued refusal the employee should file a complaint with an Occupational Health and Safety Alberta officer. An investigation by a Government officer shall be conducted. Please refer to the Continued Work Refusal Section below for more information.

Supervisor/Employer Representative

1. The supervisor or employer representative must investigate the situation immediately and resolve the issue in the presence of the worker and if there is such, one of the following:
 - A Joint Health and Safety Committee member who represents the worker.
 - A Joint Health and Safety Committee representative.
 - Another worker that has been chosen by his or her peers (or union) to represent the workers.

The supervisor or employer representative should interview the worker and complete a work refusal form to ensure sufficient information has been collected in order to conduct a proper investigation.



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Following the investigation, immediate steps must be taken to correct any problems or issues discovered.

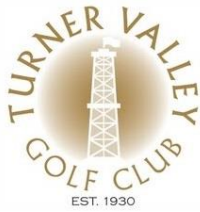
2. The supervisor should ensure that no other worker is assigned to use or operated the tool/equipment or perform the work for which the work refusal was made until the investigation has been completed and any resolutions have been implemented.
3. When the investigation has been completed, Turner Valley Golf Club will prepare a written report detailing the nature of the refusal, the investigation that took place and the actions taken, if any. A copy of the final written report will be given to the worker who originally made the refusal.
4. In the event that a worker is unsatisfied with the provided resolution and continues to refuse work, an Occupational Health and Safety Alberta officer will be notified and a request for an investigation must be made. Please refer to the continued work refusal section below for more information.
5. The supervisor or employer representative may assign other reasonable work during the employee's normal work hours for a worker that has refused work. The worker will receive no loss of pay or reprisal for refusing unsafe work.

Continued Work Refusal

In the event that a worker continues to refuse work:

1. The worker, employer, or a representative of either must notify an Occupational Health and Safety Alberta officer. They can be reached at the toll free number 1-866-415-8690.
2. In the event that the officer concurs that the work is unsafe, and is satisfied that the worker has legal rights to refuse the work, the officer may either direct a solution or come to the workplace to investigate the continued refusal. If there is a worker committee member, health and safety representative or union representative, the Officer will consult with them as part of the investigation.

Pending an investigation and a decision from the officer, no worker will be assigned to use or operate the machine, equipment, or tool, or work in the workplace or the workstation being investigated, unless, (in the presence of a joint health and safety committee member, representative, or another worker that has been chosen by his or her peers (or union) to represent the workers) that individual has been advised of the previous worker's refusal and their reasons for the refusal and there is no risk of imminent danger.



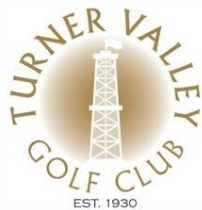
Turner Valley Golf Club

While waiting for the officer's investigation to be completed, the worker must remain in a safe place near the workstation, unless the employer assigns some other reasonable work during normal working hours. In the event that the worker is covered by a collective agreement, any provision in the collective agreement that covers this situation will apply.

3. The officer will determine if the work is likely to endanger the worker or any other person. If the work is found to be unlikely to endanger anyone, the refusing worker will be expected to return to work. If the employee continues to refuse to return to work following the confirmation the assignment/work is safe, the employee is able to go through the appeal process with the Occupational Health and Safety Council.
4. If the Council declares the work safe, the employees continued refusal to return to work may be considered insubordination and disciplinary action may be initiated.
5. If the work is concluded to be unsafe, Turner Valley Golf Club will implement all necessary changes or precautions as recommended by the Officer to remove the threat of danger from the position, tools, machines or equipment.

Payment for Refused Work

- A worker is entitled to payment at their appropriate rate during a refusal of unsafe work, up to the point the Occupational Health and Safety Officer makes a ruling that the job is safe, or a solution to address the complaint is initiated.
- A person acting as a worker representative during a work refusal is paid at either the regular or the premium rate, whichever is applicable.
- The TVGC is not required to continue payment in the event that refused work has been inspected and a safe ruling has been made and a written decision has been issued by an Occupational Health and Safety Officer.



Turner Valley Golf Club

Safety Drill Policy

Intent

The intent of the Facility Safety Drill Policy is to ensure the health and safety all Turner Valley Golf Club Employees, Members, and Customers during safety drills and in real evacuation situations.

Definition

Evacuate is to remove (someone) from a place of danger to a safer place; leave or cause the occupants to leave (a place of danger) (Oxford Universities Press, 2011).

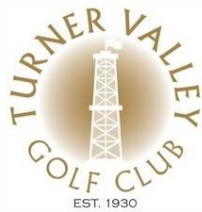
Guidelines

Turner Valley Golf Club employees and managers are expected to proactively participate in the following prevention measures:

- Be aware of evacuation points and the location of fire alarms, extinguishers, and evacuation points throughout the building.
- Ensure hallway, stairways and fire escapes are clear at all times and are not used for storage.
- Combustible items such as paper and cardboard and flammable materials are kept to a minimum.
- Avoid using long and/or multiple extension cords for electronic devices.
- Refrain from using electrical devices with known problems, such as frayed electrical cords.

If you are aware of any damage to the building or equipment, be sure to report it to your manager. All fire safety equipment shall be checked, tested and inspected on a (insert frequency) basis.

All fire alarms and sprinkler systems shall be maintained on a regular basis. Safety drills will be held periodically (dates & times to be set at the start of each season) and every Turner Valley Golf Club employee is expected to participate.



Turner Valley Golf Club

Facility Fire Safety Equipment

Fire Alarm System: Mircom FA 1000 maintained by Valley Fire & Safety	Smoke Alarms: Yes
Location of Main Panel: Front entrance on right by the coat room/storage room	
Portable Fire Extinguishers: Yes, 6 around clubhouse building	
Sprinkler Systems: Yes Fire Suspension in Kitchen	
Emergency Lighting: Yes	
Exit Signs: Yes, 9 signs around building	

In the event of a fire, employees are expected to:

- Pull the fire alarm, if it hasn't been pulled already.
- If you have been properly trained on how to use a fire extinguisher, and it is not a hazard for you to do so, attempt to extinguish the fire.
- Evacuate using the closest and safest emergency exit.
- Exit the building, and meet at the designated evacuation point, MUSTER POINT, next to the driving range ball dispenser.
- Do not re-enter the building until you have been informed that it is safe to do so.

In the event of a fire, management is expected to:

- Call 911 and provide the address of the building.
- Ensure all employees are evacuating the premises.
- Direct and guide employees to the designated evacuation point.
- Provide evacuation assistance to those who require it.
- Once everyone has been evacuated, perform a headcount to ensure all employees are present.
- Ensure that no one re-enters the building until it has been made known that it is safe to do so.



Turner Valley Golf Club

Safe Driving Policy

Intent

Turner Valley Golf Club has adopted this policy to provide our employees with a set of guidelines to ensure the safe operation of motor vehicles (including golf carts) while under the employ of Turner Valley Golf Club, and to provide a set of procedures for acceptable use when operating Turner Valley Golf Club owned and operated vehicles, or while travelling on Turner Valley Golf Club business.

Policy

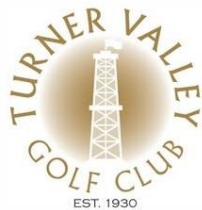
All Turner Valley Golf Club Employees are Responsible for the Following:

1. Compliance with Turner Valley Golf Club Safe Driving Policy and procedures.
2. Must notify managers of any health and safety concerns, so that they may be dealt with promptly.
3. Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the TVGC.
4. Use appropriate safety equipment as required.
5. Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.
6. Performance of their duties in a manner conducive to safety, following all safety practices and procedures.
7. Reporting of any incident, injury or hazard as outlined in procedures.

Complying with the Rules of the Road

Any Turner Valley Golf Club employee that operates a Turner Valley Golf Club owned and operated vehicle (including Golf Cart, Tractor, Gator, Picker, and any other moving vehicle while on the premises), or a personal vehicle while conducting Turner Valley Golf Club business is required to:

- Hold a valid Driver's License &/or Learner's Permit;
- Maintain the appropriate level of insurance (only applicable for employees using personal vehicles for TVGC business off site);
- Carry their license at all times;



Turner Valley Golf Club

- Adhere to all applicable traffic laws;
- Drive in a safe and courteous manner.

Safe Driving Techniques

- Drivers are expected to employ safe driving techniques at all times while operating Turner Valley Golf Club owned and operated vehicles (including Golf Carts, Mowers, Tractors, Picker, Gators, and any other moving vehicle).
- Obey all posted speed limits and applicable traffic laws.
- Drivers should maintain a safe following distance between them and the vehicle in front of them, using the 3-6 second rule, depending on vehicle length.
- Avoid risk-taking when driving.
- When changing lanes, drivers must check mirrors and blind spots, and start signalling well before they begin to change lanes.

Speeding

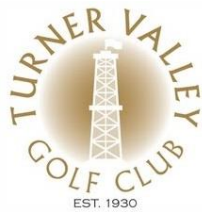
- Turner Valley Golf Club employees are directed to drive within the posted speed limit at all times.
- Vehicles should be operated at speeds that are safe for the conditions, recognizing that, in some circumstances (such as rain or fog) this may be below the posted speed limit.

Alcohol, Drugs and Driving

- Never drive under the influence of alcohol, narcotics, medications or other drugs that are likely to affect your alertness or driving performance.
- Do not drive if you are unfit to do so.

Use of Mobile Phones

- Turner Valley Golf Club strictly prohibits the use of mobile phones, and PDA's while operating Turner Valley Golf Club owned and operated vehicles, or while operating a vehicle on Turner Valley Golf Club business.
- The use of hands-free mobile phones should be kept to a minimum when driving.
- To make or receive calls:
 - Pull over and stop;
 - Allow a passenger to operate the phone;
 - Use voice mail and respond to the call at a safer time; or



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- Let someone else drive, freeing you up to make or receive calls.

Avoid Distractions

- Distractions may include: Adjusting the radio, Mobile Phones, Food and Drink, Personal Grooming and other Electronic Devices (e.g. GPS devices, Laptops, etc.).
- Drivers are expected to make all necessary preparations prior to beginning their journey, and should either pull over and stop their vehicle before using any electronic devices, eating or drinking, or attending to any personal grooming matters.

Vehicle Maintenance

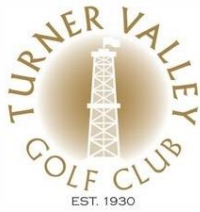
- Turner Valley Golf Club owned and operated vehicles will be subject to regular vehicle maintenance.
- Turner Valley Golf Club employees that are required to operate an Turner Valley Golf Club owned and operated vehicle are required to complete a pre-trip safety check to ensure that the vehicle is up to date with maintenance and in safe operating condition.
- In the event that a maintenance issue exists, employees are directed to fill out a vehicle maintenance form.

Inclement Weather

- Inclement Weather may include Snow, Fog, Rain, Ice, Hail, and/or High Winds.
- During periods of inclement weather, drivers should reduce their speed and drive in a safe fashion to allow for decreased visibility, decreased traction and increased stopping distances.
- In the event that the inclement weather is at a level that makes driving unsafe, or the roads are impassable, Turner Valley Golf Club employees are directed to stop their vehicle in a safe position, and wait until it is safe to proceed. If they have not yet left for their destination, drivers are directed to inform their immediate supervisor and/or manager as soon as possible to alert them to the situation, and the inability to travel safely.

First Aid Kits / Road Safety Kits

- Turner Valley Golf Club owned and operated vehicles should contain a first aid kit and a road safety kit in the trunk for use in case of emergencies.

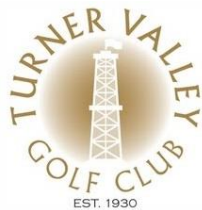


Turner Valley Golf Club

- Where an employee operates their own personal vehicle for Turner Valley Golf Club business purposes, they are highly encouraged to carry a first aid kit and road safety kit.

In the Event of an Accident

- In the event of a motor vehicle accident, Turner Valley Golf Club employees that are operating a Turner Valley Golf Club owned and operated vehicle should assess the situation, and call the appropriate authorities where necessary (Ambulance, Fire Department, Police).
- Where possible, the driver should obtain the appropriate contact information from the other parties involved in the accident, including their insurance information, names and phone numbers.
- Drivers are required to share their appropriate insurance information and contact information with the other parties involved in the accident as well.
- If it is safe to do so, the driver should contact their immediate supervisor and/or manager to inform them of the altercation, and provide as much pertinent information as possible.
- Drivers involved in an accident should be aware of the first aid kit stored in the trunk of Turner Valley Golf Club owned and operated vehicles.
- In the event of an accident the driver is specifically directed not to reference or assume any responsibility for the accident. This direction is provided to permit the individuals conducting the investigation to make their determination based on all the evidence and factors influencing the incident which may not be available to the driver.



Turner Valley Golf Club

Slips, Trips and Falls Policy

Intent

Turner Valley Golf Club has adopted this Policy to ensure the ongoing health and safety of our employees, and to provide a safe and healthy working environment. This Policy is intended to provide information for the prevention of injuries caused by slips, trips, and falls.

Policy

Turner Valley Golf Club will take all reasonable precautions in the prevention of workplace hazards that may cause slips, trips and falls. The employees each year will be trained to identify and eliminate potential areas that may cause slips, trips and falls.

Statistics

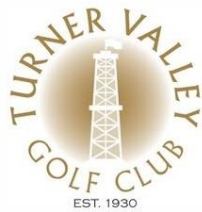
The Workplace Safety and Insurance Board, (WSIB) provide the following statistics regarding slips, trips, and falls in Ontario workplaces:

- Slips, trips, and falls cause 20% of all workplace injuries.
- Slips, trips, and falls cause over 18,000 injuries per year.
- Same-level slips and trips account for 65% of all fall-related injuries.
- About 20 people die each year due to falls.

Avoid slip, trip, and fall hazards using the following workplace practices:

Housekeeping and Maintenance Practices:

- Avoid the accumulation of clutter and waste.
- Properly storage of material and equipment.
- Clean up spills as soon as possible.
- Avoid placing extension cords, conduits, cables, and hoses across walking surfaces.
- Secure loose and unsecured floor mats, carpets, and coverings.
- Report damaged or missing flooring materials to maintenance.
- Report stairs and ramps with loose or missing handrails to maintenance.
- Report areas with inadequate lighting to maintenance.



Turner Valley Golf Club

Walking and Working Surface Conditions:

- Report slippery, wet or icy walking surfaces to an immediate supervisor or maintenance.
- Report any unsafe uneven walking surfaces to maintenance.
- Be aware of surface changes such as carpet to tile or level to sloped.
- Be aware of surface protrusions or depressions such as thresholds, cover plates, and gratings.

Work Practices:

- Wear appropriate footwear for the task.
- Carry items in a manner that maintains clear sight-lines.
- Avoid rushing to complete work.

Personal Behaviour:

- Wear properly fitted, and tightly laced footwear.
- Avoid cutting through areas not designated or intended as walkways.
- Avoid horseplay and running in the workplace.
- Pay attention to your surroundings at all times!

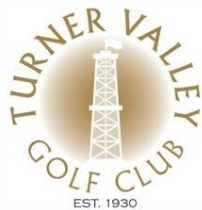
Preventing Slips, Trips And Falls

Supervisors Must:

- Be aware of slip, trip, and fall hazards.
- Conduct detailed inspections of the work area on a regular basis.
- Investigate all slip, trip, and fall hazard reports.
- Investigate all incident reports involving falls.
- Provide training.

Workers Must:

- Be aware of slip, trip, and fall hazards.
- Report slip, trip, and fall hazards to their supervisor.
- Report all incidents of falls to their supervisor even if no injury occurs.
- Avoid work practices and personal behaviours that may cause slips, trips, and falls.
- Attend training.



Turner Valley Golf Club

Smoke-Free Workplace Policy

Intent

Turner Valley Golf Club maintains a commitment to the health and safety of all its employees. Smoking has been scientifically proven to be harmful to the health of both smokers, and non-smokers that come into contact with second-hand smoke. In the interest of promoting a safe and healthy work environment, Turner Valley Golf Club has adopted a smoke-free workplace policy that abides by the [Tobacco Reduction Act](#) of Alberta.

Definitions

Tobacco Product - a product composed in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves, but does not include any product for use in nicotine replacement therapy

Workplace - all or any part of a building, structure or other enclosed area in which employees perform the duties of their employment, whether or not members of the public have access to the building, structure or area as of right or by express or implied invitation, and includes reception areas, corridors, lobbies, stairwells, elevators, escalators, eating areas, washrooms, lounges, storage areas, laundry rooms, enclosed parking garages and work vehicles;

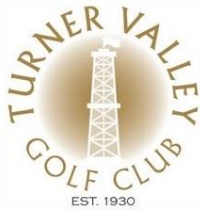
Work Vehicle - a vehicle owned or leased by an employer and used by employees during the course of their employment.

Policy

1. Smoking shall be prohibited in the clubhouse or maintenance shop areas, including a work vehicles. This is applicable to all employees, guests, contractors and customers. However, there are designated areas in the back of the clubhouse that are considered "smoking areas".
2. Turner Valley Golf Club has no intentions towards influencing the actions of employees smoking habits outside of the workplace, and will not pursue disciplinary action for those that smoke off of Turner Valley Golf Club premises.
3. Turner Valley Golf Club will not discharge employees, or refuse to hire applicants on the grounds that they are smokers.

Violations

In the event of a violation of this policy, Turner Valley Golf Club may pursue disciplinary action up to, and including termination of employment. Employees that witness violations are required to report the infraction to their manager, or Human Resources director.



Turner Valley Golf Club

Staff Orientation Policy

Intent

Turner Valley Golf Club has adopted this Staff Orientation Policy to ensure that all employees are provided with orientation designed to familiarize new and returning seasonal employees with the services and functions provided by Turner Valley Golf Club, and to effectively orient them to their responsibilities. Orientation shall cover information concerning policies and procedures, occupational health and safety, customer service standards, as well as organizational goals. It is the policy of Turner Valley Golf Club to integrate new employees in a manner that will generate a positive and lasting employment relationship.

This policy is also intended to provide for legislative compliance and protection of the health and safety of Turner Valley Golf Club employees and others that may work on Turner Valley Golf Club premises by ensuring that all health and safety training is conducted for employees before the assignment of regular work.

Scope

This policy applies to all newly hired employees and to any employees (including acting positions) who are assigned new or unfamiliar work and/or equipment.

Definitions

Health and Safety Orientation – Familiarizing new employees to the Turner Valley Golf Club health and safety program and work-related hazards they may come into contact with on Turner Valley Golf Club premises.

Job-Specific Health and Safety Training – A health and safety training program designed to provide information regarding the health and safety hazards that they may reasonably be expected to come into contact with in the course of their regular job duties, and the knowledge and skills required to safely perform their job duties, including the use of any necessary equipment and Personal Protective Equipment (PPE).

Policy

Health and Safety training must be completed by the new employee prior to the start of their regular job duties.



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Departments Are Required To:

- Provide the necessary time and resources for the successful implementation of this policy, and the successful completion of the training program by each new employee.
- Ensure that health and safety orientation and job-specific health and safety training are completed for each department and role as necessary.
- Distribute and communicate this policy to all affected parties.
- Provide the Health and Safety Committee with the opportunity to provide feedback into the creation and review of training programs, and assist in the delivery of these training programs.

Supervisors Shall:

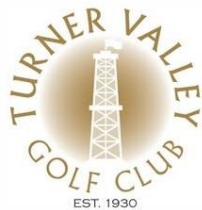
- Ensure that each new employee has attended and successfully completed the required levels of health and safety training information relevant to their position, prior to the start of their regular job duties.
- Attend and successfully complete all applicable training programs (including online training) that are required for staff that they are responsible for supervising.
- Review staff performance levels in health and safety training, making recommendations for necessary changes as needed.

HR Department Shall:

- Ensure all Staff have the necessary documents and have returned it for filing.
- Update and maintain training records as required.
- Act as a knowledgeable source of information for staff that requires assistance in health and safety matters.
- Assist the Safety Committee in all aspects of their responsibilities.

When Hiring Contractors:

Ensure that all workers of contractors and sub-contractors are adequately trained to perform the required work, have appropriate insurance coverage, are aware of workplace hazards, and are competent to perform the work. This should all be captured in the contract language.



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When Hiring Volunteers, Students and Trainees:

Ensure that all volunteers, students and trainees attend and successfully complete health and safety orientation are aware of workplace hazards and are competent to perform the work they are assigned to.

Safety Committee Shall:

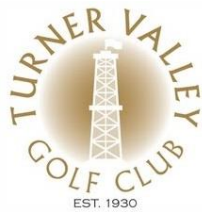
- Create, implement and deliver general health and safety training.
- Review and revise health and safety training programs as necessary.
- Post all necessary health and safety information in accordance with OH&S regulations.
- Update and maintain training records.
- Make training records available to joint health and safety committees and the Ministry of Labour, upon request.
- Ensure that all staff members complete job-specific health and safety training prior to the start of any new role.

New Employees Shall:

- Complete and return all necessary paperwork / documentation prior to the start of their orientation and/or job duties.
- Attend and successfully complete all required health and safety training.

Students, Volunteers and Trainees Shall:

- Complete and return all necessary paperwork / documentation prior to the start of their orientation and/or assigned duties.
- Attend and successfully complete all required health and safety training.



Turner Valley Golf Club

Workplace Anti-Violence and Harassment Policy

Intent

Turner Valley Golf Club is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, we do not condone nor tolerate acts of violence and/or harassment against or by any of our employees or managers. Turner Valley Golf Club believes that every employee is entitled to work free of harassment.

Our Workplace Anti-Violence and Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. It is important to remember it is the perception of the receiver of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

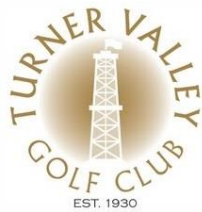
Definition

Workplace Violence

Means but is not limited to: The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker. A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker. Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault). Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property. Disruptive behaviour that is not appropriate to the work environment (e.g., yelling, swearing).

Personal Harassment

Any behaviour that demeans, humiliates or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (e.g. touching, pushing), comments (e.g. jokes, name-calling), or displays (e.g. posters, cartoons). The Alberta Human Rights, Citizenship and Multiculturalism Act prohibits harassment related to race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability, pardoned



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conviction, or sexual orientation (Government of Canada, 2010). Harassment can also occur when an individual is in a vulnerable position because he or she is in the minority - the only woman, member of a visible minority, aboriginal person or person with a disability - and is, for example, ostracized by colleagues (Government of Canada, 2010).

Disrespectful Behavior

Disrespectful Behavior involves unwelcome behavior that demeans or embarrasses an employee (Government of Canada, 2010).

Sexual Harassment

Sexual Harassment includes offensive or humiliating behavior that is related to a person's sex, as well as behavior of a sexual nature that creates an intimidating, unwelcome, hostile, or offensive work environment, or that could reasonably be thought to put sexual conditions on a person's job or employment opportunities. Sexual harassment is frequently more about power than about sex. It occurs in situations where there is unequal power between the parties involved, and is an attempt by one person to assert power over the other.

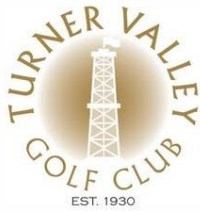
Abuse of Authority

Abuse of Authority occurs when a person uses authority unreasonably to interfere with an employee or the employee's job. It includes humiliation, intimidation, threats, and coercion. It does not include normal managerial activities, such as counselling, performance appraisals, and discipline, as long as these are not done in a discriminatory manner (Government of Canada, 2010).

Policy

Turner Valley Golf Club is committed to providing a safe and healthy work environment free from violence, threats of violence, discrimination, harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the TVGC's premises and violators will be subject to discipline action and the incident will be reported to the police. This policy prohibits physical or verbal threats, with or without the use of weapons, discrimination, intimidation, or violence in the workplace.

It is a violation of Turner Valley Golf Club's Workplace Anti-Violence and Harassment Policy for anyone to knowingly make a false complaint, or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and / or corrective action, up to and including termination of employment.



Turner Valley Golf Club

This Policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Turner Valley Golf Club will ensure that all employees are trained and educated on violence and harassment and that they are clear about the roles and responsibilities as well as this policy and its procedures. In addition a copy of this policy will be made available to all employees.

Application of This Policy

Turner Valley Golf Club will ensure as much as is possible that no employees are subjected to harassment or violence during their course of work with Turner Valley Golf Club. We will not tolerate any form of harassment or discrimination against any individual, including job candidates, employees, managers, or members and the general public, on any grounds. This commitment applies to such areas as training, performance, assessment, promotions, layoffs, remuneration, and all other employment practices and working conditions.

Every Turner Valley Golf Club employee shall be held personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination and/or harassing behaviour. As such, employees must report every incident of harassment immediately -- whether it was observed, happened to them personally, or if the problem was reported to them.

For the purposes of this policy, violence and harassment can occur:

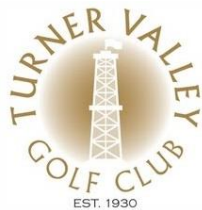
- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person harassed or who has suffered an act of violence is there as a result of work-related responsibilities or a work-related relationship

Reporting Procedures

Turner Valley Golf Club Immediate Assistance Procedures:

In the event that a violent or threatening situation is imminent or occurring, the following measures and procedures have been established:

- Go directly to the Supervisor and/or the Manager aware of the situation immediately.



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- Go directly to the Human Resource Manager, if available.
- Go directly to the General Manager.
- Calling 911 for Police assistance if the event is life threatening to an individual or group of people.

Informal Reporting Procedure

If you believe you have been harassed you may:

- Confront the harasser personally, or in writing, clearly stating the unwelcome behaviour/action and requesting that it stop immediately; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the occurrence to their supervisor or a manager.

Formal Reporting Procedure

If you believe you have been harassed you may make a written complaint to the management team. The written complaint must be delivered to (TVGC Representative/Job Title) and include the following information:

- The date and time of each incident you wish to report.
- The name of the person(s) involved in the incident(s).
- The name of any person or persons who witnessed the incident(s).
- A full description of what occurred.

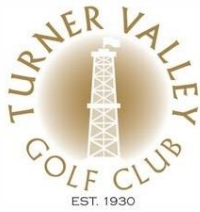
Investigating Reports of Violence or Harassment

Once a written complaint has been received, Turner Valley Golf Club will complete a thorough investigation. Harassment should not be ignored as silence can, and often is, interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:

Complainant – The person who has made a complaint about another individual who they believe committed an act of violence against them.

Respondent – The person whom another individual has accused of committing an act of violence.



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The investigation will include:

- Informing the accused of the complaint.
- Interviewing the complainant, any person(s) involved in the incident and any identified witnesses.
- Interviewing any other person(s) who may have knowledge of the incident(s) complaint.
- Statements from all parties involved will be taken and a decision will be made.
- If necessary, Turner Valley Golf Club may employ outside assistance or request the use of our legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

A copy of the complaint, detailing the complainant's allegations, shall be provided to the respondent(s) and contain the following information:

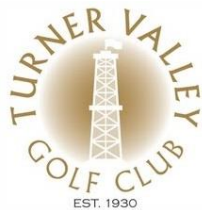
- The respondent is invited to reply in writing to the complainant's allegations.
- The reply will be made known to the complainant before the case proceeds.
- Turner Valley Golf Club will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

If the complainant decides not to lay a formal complaint, Senior Management may decide that a formal complaint is required, which will be based on the investigation of the incident, and will file such document(s) with the person(s) against whom the complaint is laid.

If it is determined by the TVGC that any employee has been involved in the violence and/or harassment of another employee, immediate disciplinary action will be taken, up to and including termination of employment.

Seeking Immediate Assistance

Canada's Criminal Code deals with matters such as violent acts threats and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor or client/ customer then an immediate call to "911" is required.



Turner Valley Golf Club

The Right to Refuse Unsafe Work and the Right to Assistance

- This is a legal right of every worker. Turner Valley Golf Club is committed to ensuring a safe workplace.
- If you wish to pursue this right, please refer to the Work Refusal Policy in this Manual.

Special Circumstances

Should an employee have a court order, also known as a restraining order or “no-contact” order, against an individual, the employee is encouraged to notify his/her supervisor, manager or Human

Resources of the situation and provide a copy of the order. This will be required particularly in situations where the employee strongly feels that the aggressor may attempt to violate the order and contact the employee at Turner Valley Golf Club. Any information received and disclosed will be held by Turner Valley Golf Club with the utmost confidentiality.

If Turner Valley Golf Club is aware that domestic violence is likely to expose an employee or the workplace to harassment, violence, injury or risk, management will take every reasonable precaution to protect the individual and the workplace.

If any visitor to Turner Valley Golf Club is seen with a weapon, or is known to possess one, makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police.

Fraudulent or Malicious Complaints

This Anti-Violence and Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the TVGC significant damage. If it is determined by the TVGC that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Disciplinary Measures

If it is determined by the TVGC that any employee has been involved in a violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in

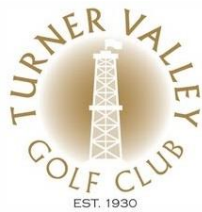


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immediate dismissal without further notice. Disciplinary action shall be determined by the TVGC and will be proportionate to the seriousness of the situation.

Confidentiality

Turner Valley Golf Club will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Turner Valley Golf Club will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Turner Valley Golf Club shall provide appropriate assistance to any employee who is victim of discrimination or violence and/or harassment.



Turner Valley Golf Club

Workplace Hazard Identification

Intent

Turner Valley Golf Club has adopted this policy to ensure that all workplace hazards are identified and controlled appropriately. These measures have been taken to ensure the ongoing health and safety of our staff.

Definition

Hazard

An occupational hazard is a thing or situation with the potential to harm a worker. Occupational hazards can be divided into two categories:

- Safety hazards that cause accidents that physically injure workers;
- Health hazards which result in the development of disease.

It is important to note that a "hazard" only represents a potential to cause harm. Whether it actually does cause harm will depend on circumstances, such as the toxicity of the health hazard, exposure amount, and duration.

Hazards can also be rated according to the severity of the harm they cause - a significant hazard being one with the potential to cause a serious injury or death.

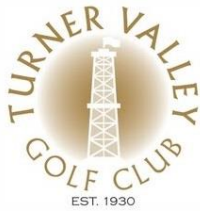
Policy

To reduce the potential for injuries at Turner Valley Golf Club, we will conduct a hazard assessment of all work areas and work processes. During the workplace hazard assessment, Turner Valley Golf Club will work to identify potential hazards that exist in work areas, processes and procedures.

Turner Valley Golf Club employees are required to report any workplace hazards to their supervisor or manager.

Where a hazard is identified, Turner Valley Golf Club shall work to determine the possibility of any injuries caused by the hazard, and the level of risk associated with the hazard.

Where a hazard creates dangerous working conditions, the work shall be halted until such time as it may be controlled effectively.



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Turner Valley Golf Club shall address and resolve workplace hazards using appropriate controls either at the source of the hazard, between the source and the worker, or at the worker.

Where possible, Turner Valley Golf Club shall strive to control hazards at the source. Turner Valley Golf Club shall determine appropriate safe work procedures and practices, and provide training and education in safe work practices, policies and procedures.

Risk vs. Hazard

Risk

The hazard posed by some material or situation is its potential to cause harm. Risk is the probability, or chance, that a hazard will actually harm someone.

Removing occupational hazards is only one way of improving worker protection. A more practical approach to the limitation of occupational hazards is the control or management of the risks that hazards pose.

Sometimes, in addition to the probability of a hazard causing harm, risk includes a consideration of the seriousness of the hazard.

The consequences of exposure to some hazards may be so harmful that, even if there is little chance of a worker being exposed, the risk is so great that extreme precautions must be taken to prevent even that small possibility.

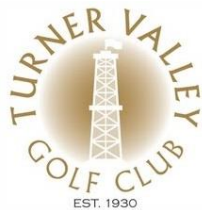
Hazard

The term "hazard" refers to the potential to cause harm. In the case of a workplace health hazard, the harm is to a worker's health and usually takes the form of an injury or illness.

Dealing with Workplace Hazards

There is a three-step process for dealing with workplace hazards:

1. **Identify** – Report any workplace hazards to your immediate supervisor. Recognition involves both identifying a hazard and determining if there is a possibility of workers being affected by it. If there is such a possibility, it must be assessed and if it is found to be significant, the hazard must be controlled. Employees are required to report any workplace hazards to their immediate supervisor immediately, to reduce the dangers to all other employees.
2. **Assess** – Determine the level of risk associated with the hazard. Discontinue work in the event that a workplace hazard creates excessive and dangerous work conditions.
3. **Control** – Turner Valley Golf Club will use all elements available to address and resolve dangerous workplace hazards. Control can be applied at the source of the hazard,



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along the path between the source and the worker, or at the worker. Control at the source is preferred.

Hazard Control

Where a workplace hazard is identified, Turner Valley Golf Club shall utilize the following process to ensure workplace safety:

Step 1: Engineering Controls – Where possible, hazards shall be eliminated or mitigated through engineering controls, including either the substitution of hazardous materials, work processes or equipment used with less hazardous options, the isolation of hazardous work to physically remove the worker from the hazard, or through ventilation of the area.

Step 2: Design of Safe Work and Hygiene Practices – Turner Valley Golf Club shall design safe work practices that provide guidelines for working safely with workplace hazards, and limit exposure to hazards.

Step 3: Administrative Controls – Turner Valley Golf Club shall employ administrative controls, including job rotation schedules, work-rest cycles and timing of maintenance procedures to limit the amount of time that workers are exposed to hazards.

Step 4: Personal Protective Equipment – Where appropriate, PPE that is designed to reduce, or eliminate a hazard shall be provided.

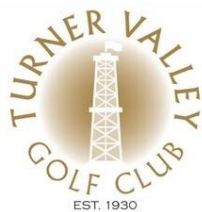
Step 5: Education and Training – Turner Valley Golf Club will provide staff with the appropriate training and education in safe work practices, and working with or near identified workplace hazards.

Personal Protective Equipment

Turner Valley Golf Club will take every reasonable precaution in the circumstances to protect workers; this may include requiring them to wear personal protective equipment through the course of their job duties.

All PPE used by this TVGC and its employees will be maintained in accordance with manufacturer's instructions and requirements. TVGC-issued PPE will be inspected at the time of issue and before each use by the employee. All PPE that is damaged or in need of service or repair will be removed from service immediately.

Any employee found not wearing the required safety equipment may result in disciplinary action.



Turner Valley Golf Club

Workplace Hazardous Materials Information System (WHMIS) OR Globally Harmonized System (GHS)

Intent

Turner Valley Golf Club values the safety and well-being of our employees, and will work with them to provide every reasonable safety measure possible. In pursuit of our high-safety standards, and in compliance with Federal and Provincial compliance regulations, Turner Valley Golf Club will provide WHMIS 2015 (Workplace Hazardous Materials Information System) training for employees.

Definition

Controlled products

WHMIS is the system in Canada used for classifying and labelling hazardous workplace chemicals ("controlled products"). This system is being updated to align with the Globally Harmonized System for classifying and labelling chemicals (GHS). Countries around the world are adopting a consistent system to enable a single international system for chemical classification and labelling. Both the European Union and the United States are well on their way to implementing changes consistent with GHS and Canada is doing the same. Once updated, the system will continue to be called WHMIS 2015 in Canada.

Supplier

A person or TVGC that manufactures, processes or packages a controlled product or that sells or imports a controlled product.

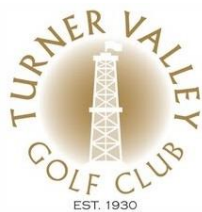
Source

The Workplace Health and Safety Bulletin, WHMIS – Information for Employers by the Government of Alberta Employment and Immigration. <https://work.alberta.ca/documents/OHS-Bulletin-CH009.pdf>

Policy

WHMIS is a Canada-wide system designed to give employers and workers information about hazardous materials used in the workplace.

In Alberta, WHMIS applies to all workplaces covered by the Occupational Health and Safety Act, and to all federal government workplaces.



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1. Turner Valley Golf Club will meet all provincial legislative standards as outlined in the [Alberta Occupational Health and Safety Code](#) - Part 29 Workplace Hazardous Materials Information System (WHMIS) (Sections 395 to 414) and will ensure that information and training on hazardous materials is provided to all staff.
2. Turner Valley Golf Club will ensure that all containers that hold hazardous materials have appropriate labels and are no more than three years old.
3. Turner Valley Golf Club will ensure that Safety Data Sheets (SDS) are available to provide additional information and detail hazard and precautionary information.
4. Turner Valley Golf Club will ensure that all workplace hazardous materials include Supplier labels, and that suppliers provide the appropriate supplier labels and SDS.
5. Turner Valley Golf Club shall ensure that workers will have full access to supplier labels and SDS information.
6. Under WHMIS, there are 3 (three) ways in which information on hazardous materials is to be provided:
 - a) Labels on the containers of hazardous materials, labels on temporary containers of hazardous materials;
 - b) Safety data sheets (SDS) to supplement the label with detailed hazard and precautionary information about a chemical's classification;
 - c) Worker education programs where workers are provided with 2 different types of information. One is a general overview of WHMIS and the other is a specific hazard information and safe work procedures form for use at their workplaces.

Controlled Products

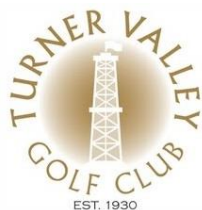
WHMIS 2015 legislation applies to specific chemicals which are labeled controlled products. In the Global Harmonized System (GHS) there are three major hazard groups:

1. Physical Hazards
2. Health Hazards
3. Environmental Hazards

Within the Physical Hazard Group there are classes of chemicals as follows:

- Explosives, Flammable gases, Aerosols, Oxidizing gases, Gases under pressure, Flammable solids, Flammable liquids, Self-reactive substances and mixtures, Pyrophoric solids, Pyrophoric liquids, Self-heating substances and mixtures, Substances and mixtures which, in contact with water, emit flammable gases, Oxidizing liquids, Oxidizing solids, Organic peroxides & Corrosive to metals.

Within the Health Hazard Group there are classes of chemicals as follows:



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- Acute toxicity, Skin corrosion/irritation, Serious eye damage/eye irritation, Respiratory or skin sensitization, Germ cell mutagenicity, Carcinogenicity, Reproductive toxicity, Specific target organ toxicity-single exposure, Specific target organ toxicity-repeated exposure, & Aspiration hazard.

Within the Environmental Hazard Group there are two classes:

- Hazardous to the aquatic environment (acute and chronic), & Hazardous to the ozone layer.

Supplier Requirements

The supplier of the hazardous material must provide the labels and Safety Data Sheets (SDS) to the employer.

Employer Requirements

An employer in charge of a worksite where controlled products are used has specific duties to perform including:

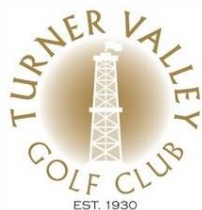
1. Ensure that all controlled products are labeled or identified with appropriate WHMIS labels;
2. Ensure that WHMIS SDSs are up-to-date (can be no more than three years old);
3. Ensure WHMIS SDSs are provided for all controlled products at the work site and the SDSs are easily accessible to any employees at the work site;
4. Ensure workers have received the appropriate WHMIS worker education to protect their health and safety;
5. The employer must also ensure that until the supplier container is empty, the supplier label is not deliberately removed, destroyed or changed;
6. The employer is obligated to consult the joint health and safety committee (if there is one), or a worker health and safety representative, about the content and delivery of the education program.

Employee Responsibilities

Turner Valley Golf Club employees must participate in WHMIS training and education.

Turner Valley Golf Club employees must cooperate with their employer in order to protect their own personal health and safety as well as the health and safety of all others at the work site.

Turner Valley Golf Club employees must report any violation of the Act or regulations to their immediate supervisor, manager, Human Resources or safety representative.



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Turner Valley Golf Club employees shall inform their immediate supervisor, manager, Human Resources or safety representative in the event that they do not have the proper information on a controlled product, e.g. the SDS is missing, damaged or illegible.

Labels

There are two types of WHMIS labels, Supplier Labels and Work-site labels. Supplier labels must appear on the original container holding the chemical and include products sold by Canadian companies and controlled products imported into Canada for use at work locations.

Work-site labels are used for containers into which the controlled product was transferred; containers of controlled products that are produced at the work-site for the work-site; and supplier containers where the label was damaged and cannot be replaced by a new supplier label.

The basic supplier label contains information on six required pieces of information:

1. Product Identifier;
2. Supplier Identifier;
3. Pictogram;
4. Hazard Statement;
5. Signal Word; and
6. Precautionary Statements.

A work-site label has three required components:

1. Product Identifier;
2. Information for Safe Use of the Product; and
3. Reference to the MSDS.

Training and Education

Turner Valley Golf Club shall provide appropriate WHMIS training and education for all staff members who are exposed or likely to be exposed to hazardous materials in the performance of their regular job duties.

Turner Valley Golf Club employees will be compensated for time spent at training sessions, considered to be normal work time, and employees will be paid at the regular rate. Turner Valley Golf Club will respect the right of workers by consulting them regarding the development and implementation of the instruction and training, and will open the discussion process to suggestions in a consultation period. Workers will be provided with an



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opportunity to comment on the content of the program, the amount of training, who is to receive what training, who delivers the training and so on.

The worker education program must cover the following 6 areas:

1. Labels—the information required, the purpose of the information and the significance of the information;
2. Modes of identification when used at the workplace instead of labels;
3. MSDSs—the information required, the purpose of the information and the significance of the information;
4. Procedures for the safe use, storage (including temporary use containers), handling and disposal of a controlled product, including a controlled product in a piping system or vessel;
5. Procedures to be followed where fugitive emissions are present; and
6. Procedures to be followed in case of an emergency involving a controlled product.

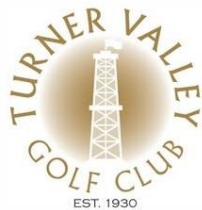
Generic Instructions will be provided for:

- Content required on supplier labels, workplace labels and material safety data sheets;
- How WHMIS works;
- Hazards of a group of products which have similar properties and for which it is acceptable to use a generic material safety data sheet, provided there is instruction in hazards peculiar to any one product in the group;
- Work procedures for a group of products if the procedures are basically the same for all the products in the group;
- Work procedures that apply to a variety of worksites if the work procedures are basically the same at each site;
- Preliminary stages of instruction in a multi-stage instruction program.

Educational Standard:

The education is considered sufficient when workers can answer the following four questions:

1. What are the hazards of the controlled products?
2. How are you protected from these hazards?
3. What do you do in case of emergency?
4. Where can you get additional hazard information?



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Follow-Up Education

Turner Valley Golf Club will review the education program at least once a year or more often in the event that:

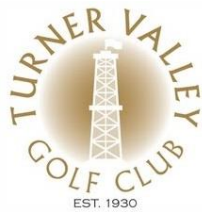
- Conditions at the workplace change; or
- New information on a controlled product becomes available.

The review must take place in consultation with the joint health and safety committee, if any, or the worker health and safety representative, if any. In the event of any changes, staff will be trained and educated regarding the change(s).

Employee Rights

WHMIS gives workers the right to know about the hazardous materials they are exposed to on the job. This includes:

- The right to review labels and SDSs, and to receive instruction and training.
- The right to be consulted regarding the development and implementation of the instruction and training. This means that workers have the right to be included in discussions of the content of the program, the amount of training, who is to receive what training, who delivers the training, etc.



Turner Valley Golf Club

Workplace Injuries

Intent

Turner Valley Golf Club will comply with all required Federal and Provincial regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies and programs.

Definition

Workplace Injury

Any injury that occurs on Turner Valley Golf Club premises or during the transaction of approved Turner Valley Golf Club business that requires either First-Aid or Health-Care.

First Aid

First Aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First Aid includes, but is not limited to:

- Cleaning minor cuts, scrapes, or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack, or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit

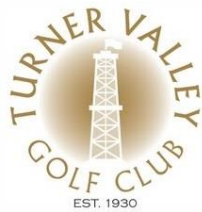
Medical Aid

includes medical and other services provided by a person licensed to practice the healing arts in Alberta, and nursing, hospitalization, drugs, dressing, x-ray treatment, special treatment, appliances, apparatuses, transportation and any other matters and things that the Board authorizes or provides. Coverage is also extended when an accident results in the loss, damage or breakage of an artificial limb, eyeglasses, dentures etc.

Serious Injury or Accident

In accordance with the Alberta Occupational Health & Safety Act, a serious injury or accident must be reported to the Director of Inspection. Serious injuries or accidents include:

- An injury or accident resulting in death



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- An injury or accident that results in a worker being admitted to a hospital for more than two (2) days
- Fracture of a major bone, including skull, spine, pelvis, femur, humerus, fibula or tibia, radius or ulna;
- Amputation other than a portion of a finger or toe
- Loss of sight of an eye
- Internal hemorrhage
- Third degree burns
- Unconsciousness that results from concussion, electrical contact, asphyxiation or poisoning and / or an injury that results in paralysis (i.e. permanent loss of function)
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing serious injury
- The collapse or upset of a crane, derrick or hoist
- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building structure (*Alberta Queen's Printer, 2010*).

Policy

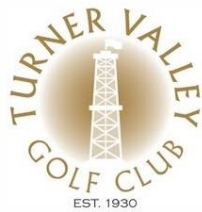
Reporting Workplace Injuries

Every worker must ***immediately*** report all incidents and near-misses, no matter how small, to their immediate Manager and / or the Safety Coordinator.

All Turner Valley Golf Club staff members are required to complete an Accident and/or Incident Report in the event of a health and safety violation that the employee has either caused or witnessed. Accident and Incident Reports should be filled out and submitted to management promptly to ensure the safety of other employees, and to rectify the problem as quickly as possible.

Failure to report health or safety violations will be viewed as gross negligence, and may result in disciplinary action up to, and including termination.

**Failure to comply with Turner Valley Golf Club health and safety guidelines, or engage in conduct which creates risk for an employee, contractor, customer or visitor, will be met with disciplinary action and/or termination of employment.*



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WCB Reportable Injuries

Employers

The TVGC is required to report any accident/injuries to WCB within 72 hours of acquiring knowledge of the accident or the allegation of an accident. The TVGC will also provide a copy of the report to the injured party for their records. However, Turner Valley Golf Club will strive to report all incidents as soon as reasonably possible. *The sooner an employee reports an injury to their Manager, the sooner it can be properly reported to the appropriate Safety Authorities.*

The Workers' Compensation Board allows Turner Valley Golf Club to report accidents through the use of an [Employer's Report of Injury or Occupational Disease](#) form.

Turner Valley Golf Club shall immediately report the following incidents regardless of whether there is an injury:

- An unplanned / uncontrolled explosion;
- Fire or flood that causes or has potential to cause serious injury;
- Failure of a safety device on a hoist, hoist mechanism or hoist rope;
- Collapse or failure of any building component or structure necessary for structural integrity;
- Collapse or upset of heavy equipment;
- Collapse or failure of a temporary support structure;
- Collapse or cave-in of a trench, excavation wall, or stockpile;
- Incidental release of a designated substance; and / or
- Contact with an electrical power line above or underground.

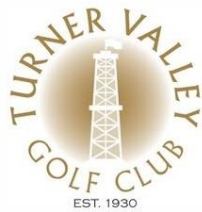
Accidents or incidents that result in the **death or serious injury**, as defined above, of an employee must be immediately reported to the Government of Alberta Workplace Health and Safety contact Centre: 1-780-415-8690 (Local Edmonton) or 1-866-415-8690.

Employees

Workers must report all accidents to their employers when a personal injury is sustained or when, regardless of injury, the worker is entitled to medical aid.

As soon as possible after an accident, workers must file a claim for benefits. The worker should complete the [Worker's Report of Injury or Occupational Disease](#) form.

Workers must give Turner Valley Golf Club a copy of the completed form at the same time they give a copy to the WCB. In the case of occupational diseases, workers must give a copy of the claim to the employer who most recently employed them in the employment to which



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the disease is associated.

If the injury occurred over a period of time the employee should complete the [Worker's Progressive Injury Questionnaire](#).

A claim must be filed within twenty four (24) months or the date in which the worker became aware of the accident. The WCB may extend the 24 month deadline if there are reasonable and justifiable grounds for the delay.

Claiming after the 24-month deadline

Whether or not the WCB issued an initial benefit payment, the WCB does not accept a worker's claim and consent past the 24-month deadline unless it agrees to waive the requirements, or extend the deadline.

If a worker fails to file a claim by the respective deadline, the WCB allows the claim to be filed at a later date if the worker can show that exceptional circumstances existed at the deadline.

Exceptional circumstances can include:

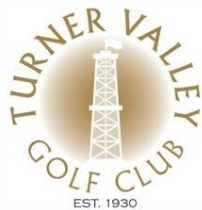
- There was a medical uncertainty about whether the injury or disease was related to employment
- The worker has an occupational disease, such as asbestosis, that did not develop until a long time after the work exposure that caused the disease.
- The worker was medically incapable of reporting the circumstances of the injury or disease.
- The worker did not miss time from work at the time of the accident.
- The worker or the workers' dependents did not know and were not informed about their reporting obligations for workers' compensation.
- The employer, doctor or someone else who was supposed to report on the worker's behalf did not submit a claim.

If there are reasons for a delay in reporting, the worker should send WCB a detailed explanation of those reasons and ask WCB to review and determine whether the circumstances justify exceeding the 24-month limitation period.

Failure to Comply

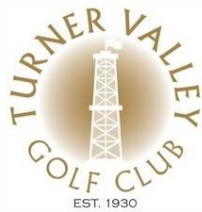
Due to the serious nature of workplace injuries and the importance of accurate and timely reporting, Turner Valley Golf Club employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

In the event that a workplace accident is not properly reported, Turner Valley Golf Club may be subject to the following penalties:



Turner Valley Golf Club

- Pay an administrative penalty in respect of each contravention in the amount set out in the notice by the board.
- The penalty incurred may encompass each day in which the contravention occurred.
- The administrative penalty cannot exceed \$25,000 for each contravention.



Turner Valley Golf Club

Workplace Occupational Health & Safety Policy

Intent

Turner Valley Golf Club is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Turner Valley Golf Club will make every effort to provide a safe, healthy work environment. All supervisors, employees, contractors, constructors and suppliers must be dedicated to the continuing objective of reducing risk of injury. Turner Valley Golf Club is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

Turner Valley Golf Club is committed to promoting a safe and healthy workplace for all employees, contractors, customers and visitors. In pursuit of our commitment, Turner Valley Golf Club will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. Turner Valley Golf Club understands the importance of safety to the well-being and productivity of its people, and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Turner Valley Golf Club will act in compliance with the [Occupational Health and Safety Act](#) of Alberta and its *Regulations*.

Policy

Communication

Turner Valley Golf Club encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Employees that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed by Safety Committee and the General Manager. The Safety Committee will initiate an investigation on each reported and/or potential hazard.
- Employees are encouraged to inform their supervisor or Safety Committee of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.



Turner Valley Golf Club

Employer Responsibilities

Board of Directors

- These TVGC officials are responsible for supplying an effective Business Plan and convey their direction to the General Manager.
- They must ensure that resources are allocated and governed properly to achieve the goals established during the annual strategic planning meetings.
- Review the policies efficacy on an annual basis, and revise where necessary.

General Manager

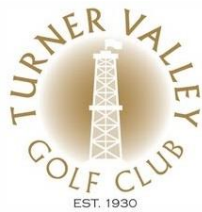
- Responsibilities include their assistance in developing, implementing, and enforcing Turner Valley Golf Club policies and preferred practices.
- In collaboration with the Safety Committee, they develop the strategy to manage the occupational health and safety concerns of Turner Valley Golf Club.
- They review the health and safety requirements of employees, and maintain the policies compliance with all legal obligations.
- Must continually promote health and safety awareness with instruction, information, and training.
- Foster a workplace culture of safety, with appropriate leadership.

Departmental Managers

- Must continually review and give supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Held accountable for the health and safety of workers under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.

Health & Safety Committee

- Liaison with government agencies to ensure workplace health and safety compliance.



Turner Valley Golf Club

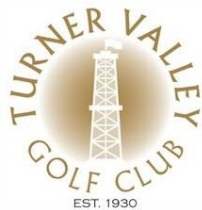
- Act as an advisor to management on safety and health policy issues.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop Best Practices.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Conduct health and safety meetings.
- Design and develop accident / incident reports and investigation procedures.
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state.
- Design and develop TVGC policies and procedures on workplace safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

Employees

- Responsible for compliance with occupational health and safety policies and procedures.
- Must notify managers of any health and safety concerns, so that they may be dealt with promptly.
- Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the TVGC.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.

All Staff Are Responsible for the Following

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace.
- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.



Turner Valley Golf Club

Young Workers Safety Policy

Intent

The purpose of this policy is to ensure the safety of all workers, both part time and full time, employed at Turner Valley Golf Club. In order to succeed with this goal, Turner Valley Golf Club is implementing this policy to outline the expectations of employees and employers in regards to the health and safety of the workplace. Young workers are especially at risk of workplace health and safety incidents and accidents, and as such there is special attention to the procedures that could minimize their risk.

POLICY

At all times, Turner Valley Golf Club shall meet our legislative obligations when employing young persons, and will act reasonably in assigning duties taking into account the age, knowledge, education and work experience of the young person, identifying any potential danger and giving appropriate instructions, supervising the work by ensuring an experienced adult does so, and providing adequate training before authorizing a young person to perform unsupervised work.

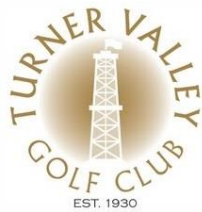
Guidelines

Assigning Suitable Work

Before developing or implementing any training Turner Valley Golf Club will take great care in assigning suitable work for young workers taking into consideration that jobs which require long training times or a high degree of skill, have a great deal of responsibility, contain critical or risky tasks to be performed (e.g. working with hazardous chemicals) or working alone provide high risk for health and safety issues for young workers.

Thus Turner Valley Golf Club will consider the following factors when considering the appropriate work for a young worker:

- Potential hazards are in the workplace environment around the worker;
- Special work situations which may come up which could lead to new risks for this worker; and
- Any occasional risks from co-workers, such as welding or machining which could affect the workers nearby.



Turner Valley Golf Club

In slow periods, a young worker might be asked to "help out" other employees. Turner Valley Golf Club will ensure that any hazards associated with those jobs are reviewed with the young worker, by both you and the co-worker which will supervise those tasks.

Training

Turner Valley Golf Club managers will have communication with the new worker about the job tasks clearly and frequently, repeating and confirming this training over the first few weeks of work, as some new workers may be overwhelmed with instructions at first, and may need to hear this information repeated more than once.

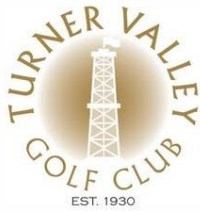
Young workers are specifically required:

- Not to perform any task until they have been properly trained;
- Not to leave their work area unless they've been told to do so. Other work sites may have special hazards of which they may be unaware; and
- Young workers are encouraged to ask before they do something they are unsure of.

Responsibilities

Managers

- Assist in developing, implementing, and enforcing Turner Valley Golf Club health and safety policies and procedures.
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Held accountable for the health and safety of workers under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.
- Ensure equipment, materials and protective devices required by law are provided and used. This includes guards on machinery and the use of protective equipment.



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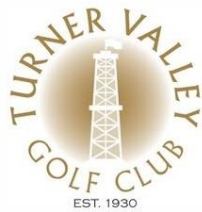
- Ensure that all hazards, illnesses and injuries are reported immediately.
- Understand the hazards in the workplace and inform supervisors of said hazards and how to handle them.
- Encourage all workers, especially young ones, to alert their supervisors immediately if they see something that could endanger their safety.
- Ensure lots of time is allotted to train young workers.
- Demonstrate your commitment to health and safety with your own consistent, safe work practices – and emphasize that unsafe work practices are unacceptable.
- Respond promptly to all health and safety concerns.
- Distribute appropriate testing tools to ensure Young workers are knowledgeable, well trained and confident in their rights and responsibilities in their role.

Human Resources

- Liaison with government agencies to ensure workplace health and safety compliance
- Act as an advisor to management on safety and health policy issues
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions
- Develop best practices
- Develop and Implement programs using the Young Workers Awareness Safety program.
- Design and develop accident / incident reports and investigation procedures
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state
- Plan and implement TVGC policies and procedures on workplace safety and health issues
- Review injury and illness trends, and identify problem areas and solutions
- Ensure workplace health and safety policies, procedures and programs are current.
- Ensure ample time is allotted to train young workers.
- Provide training for managers to ensure they maintain their competence.
- Respond promptly to all health and safety concerns.

Employees

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.



Turner Valley Golf Club

- Reporting of any incident, injury or hazard as outlined in procedures.
- Promoting a hazard-free workplace
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.
- Reporting all hazards, illnesses and injuries immediately.
- Understand the hazards in the workplace and inform managers of any unforeseen or potential hazards.

Accident and Incident Reports

- It is the responsibility of every young employee to complete an Accident and Incident Report in the event of a health or safety violation that the employee has either caused or witnessed.
- Accident and Incident Reports should be filled out and submitted to management promptly to ensure the safety of other employees, and to rectify the problem as quickly as possible.
- Failure to report health or safety violations will be viewed as gross negligence, and may result in disciplinary action up to, and including termination.
- If you are unable to complete a report, please contact human resources so they may guide you thru the process.

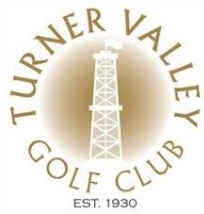
Failure to comply with Turner Valley Golf Club health and safety guidelines, or engage in conduct which creates risk for an employee, contractor, customer or visitor, will be met with disciplinary action and/or termination of employment!

Communication

Turner Valley Golf Club encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

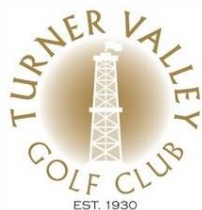
To prevent any young worker from feeling apprehensive about voicing their concerns in regards to the health and safety of their role, all concerns will be kept anonymous.

- Employees that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed by Human Resources. The Human Resources team will initiate an investigation on each reported and/or potential hazard.



Turner Valley Golf Club

- Employees are encouraged to inform their supervisor or Human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.



Turner Valley Golf Club

ACKNOWLEDGMENT & AGREEMENT

We, the Board of Directors for the Turner Valley Golf Club, acknowledge that we have received a copy of the Turner Valley Golf Club Policy Manual. We approve these policies and procedures to be followed by all employees of Turner Valley Golf Club.

**Tracy Bertsch, President
Board of Directors**

Date

JD Scheller, General Manager

Date