



Banff Caribou Properties Ltd.

Employee Handbook





Hello

Welcome to Banff Caribou Properties Ltd. (BCPL) that is employee-owned company located in the heart of the Canadian Rockies that operates hotels, restaurants, spas, a sports store a cinema and more.

We're a group of over 850 employees from all corners of the world and we are here to provide the best hospitality to visitors to Banff and Canmore. This is what is important for us:

- Be passionate about guest service
- Choose our attitude
- Have fun
- Be enthusiastic in all that we do
- Be community-minded
- Take chances
- Show initiative & seek innovation

How to Use Your Employee Handbook

We will introduce you things in a simple way with useful references you can read if you want to learn more. Look for the 'Find Out More' information boxes for more information;

Find Out More...

Find a pdf version of your handbook on [BLCEmployees.com](https://www.blcemployees.com) or in your Dayforce account in 'Getting Started- Resources'.

We're happy you've joined us!

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PART 1:

About Banff Caribou Properties Ltd.

MEET SHAWN BIRCH

PRESIDENT & CEO

Shawn joined Banff Caribou Properties Ltd. in 2002 (as Accounts Payable Clerk). Shawn has played a key role in developing and maintaining the financial health of our company since then and he has extensive background and success in both Finance and Projects within Caribou.

As a Sherpa always ready, willing and able to take on a heavy load (both literally and figuratively), he transitioned into the role of President & CEO in May 2021 and puts the keys to Caribou in great hands.



PART 1: ABOUT BANFF CARIBOU PROPERTIES LTD. (BCPL)

Meet Wim Pauw

Wim is the man who started it all. Born in Holland in 1946, Wim first arrived in Banff as a hitchhiker on his way from Canada's north to Panama in 1971. He stopped to find a job and earn a little money but never left!

In 1985, after several years as an electrician, and later owner, of Henry's Electric, Wim acquired Caribou Corner. Banff Caribou Properties Ltd. was born! In the years that followed, Wim sold Henry's Electric and focused on Banff Caribou Properties Ltd.

Today Wim spends much of his life cycling the world, covering over 10,000 kilometres each year, and spends his time in Banff and also home-away-from-home in Arizona. Wim is still involved in decisions making for Banff Caribou Properties Ltd but the day-to-day operations are now in the hands of the Executive Team.

The Wim & Nancy Pauw Foundation

The Wim & Nancy Pauw Foundation is a private charitable foundation that wants to give back into the community. Through the foundation, we give back with a goal of supporting a more active, vibrant, and happy community. In 2019, the Foundation has approved over \$600,000 for disbursement to Pauw Programs that focuses on: **Active Lifestyles, Education, and Community Building.**

- ✓ Athletics and outdoor education at Banff Community High School;
- ✓ Nature Explorers and Outdoor Pursuits at Banff Elementary School;
- ✓ The Banff Canmore Community Foundation;
- ✓ The Banff Child Care Centre, and after school programs like Mountain Adventurers;
- ✓ Student scholarships;
- ✓ The Pauw Youth Sports Fund supporting competitive athletes and sports clubs in the Bow Valley;



For more information, visit pauwfoundation.com.



1971



1985



Today

What does it mean to be Employee Owned?

Wim Pauw started Banff Caribou Properties Ltd. Share Ownership Plan (ESOP) in 2008. The main goals are:

- Transition ownership of the company to our employees
- Keep the company locally owned and operated (keep employees and the local community in mind when making decision)
- Provide employees with an opportunity to invest in their workplace and save for retirement

It is not only about future; employee-owned company are usually stronger than the traditionally owned companies. Banff Caribou Properties Ltd. is no exception! Here's why;

- ✓ ESOP offers stability to employees who want to build their career and raise a family in Banff or Canmore
- ✓ ESOP encourages a high level of professionalism and supports a sense of opportunity
- ✓ More employees understand that they can directly impact our business results
- ✓ Local community trusts our Company a lot more now

Our ESOP now includes over 150 employee-owners, all living within the local community.

How do I become an Employee Shareholder?

Complete an ESOP subscription agreement with the HR Department to purchase shares after a new share price is set until February 1st of that same year and confirm how much money you want to invest in ESOP in the upcoming year and how you want to pay for shares:

- ✓ Pay the full amount by cash or cheque
- ✓ Deduct a set amount from your paycheque throughout the year
- ✓ Use seniority bonuses, or an ESOP loan to purchase shares

Payment is due in full by October 31st, and your shares are issued in December.

Eligibility

You have to work 1000 insurable hours (6 months of full-time work or 1 year of part-time work) or more with the Company within the 12 months before February 1st of the subscription. Please read and understand the additional available resources.

Find Out More...

- [Factsheet: Employee Share Ownership Plan \(ESOP\) - FAQ](#)

PART 1: ABOUT BANFF CARIBOU PROPERTIES LTD. (BCPL)



BANFF CARIBOU PROPERTIES LTD.



Banff Lodging Company & Canmore Lodging Company

- Hotels
- Restaurants
- Spas
- Movie Theatre
- Sports Retail Store



Caribou Contracting

- Development
- Renovation
- Construction
- Large Maintenance Projects



Commercial Property

- Wolf & Bear Mall
- Caribou Corner
- Chustas Mall
- Town Centre



Residential Property

- Employee Housing
- Private Rental Suites

Banff Caribou Properties Ltd.

Banff Caribou Properties Ltd. (BCPL) or 'Caribou' for short is the legal name of the company that includes all other companies above. The Company was officially created in the year 2000. The name 'Caribou' was taken from the first building that Wim acquired; Caribou Corner, located at the intersection of Banff Ave. and Caribou Street.

Banff Lodging Company & Canmore Lodging Company

These are the largest companies within Banff Caribou Properties Ltd. and include all of our hotels, restaurants, cinema, spas, retail and sports store.

Caribou Contracting

We only use our fellow employees as contractors for all renovation and construction projects. Within the Contracting Team, there are carpenters, labourers, administrators, purchasers and managers.

Commercial Property Division

Banff Caribou Properties Ltd. is one of the largest commercial landlords in town. We do operate a few of our businesses there too (Lux Cinema, Downtown Keg, and Ultimate Sports) but we do lease spaces to third party restaurants, retail, and office tenants. These tenants are an important part of our business – their success is our success!

For more information, visit banffcommercialleasing.com.

Residential Property Division

Over 400 people live in our employee housing in Banff and Canmore. We provide clean, comfortable, modern, and affordable place to stay.

PART 1: ABOUT BANFF CARIBOU PROPERTIES LTD. (BCPL)

History of Banff and Banff Caribou Properties Ltd.

1883	Three railway workers discover hot springs at the foot of Sulphur Mountain	2003	BCP completes major expansion of the Hidden Ridge Resort
1885	Prime Minister John A. Macdonald designates 26 square kilometers as Banff Hot Springs Reserve; Canada's first National Park	2005	BCP acquires Inns of Banff, Swiss Village, and Wildfire Grill
1887	The Banff Hot Springs Reserve is expanded to 674 square kilometers and renamed the Rocky Mountains Park	2007	BCP opens The Fox Hotel & Suites and Chili's Grill & Bar
1946	Wim Pauw, the first of 11 siblings is born in Utrecht, Holland	2008	BCP launches Employee Share Ownership Plan
1949	The present day, 6,641 square kilometer Banff National Park is defined	2009	BCP completes further major expansion at the Hidden Ridge Resort
1971	Wim Pauw arrives in Banff – penniless	2010	BCP acquires Ultimate Sports, Banff Rocky Mountain Resort and Alpha Bistro
1984	Banff designated as UNESCO World Heritage Site	2011	BCP acquires Wild Bill's Legendary Saloon and Banff Railway Station Leasehold
1985	Wim Pauw acquires Caribou Corner. The seed of Banff Caribou Properties is planted!	2014	BCP acquires the LUX Cinema, Tunnel Mountain Resort, and Bumpers Inn. Rundle Manor, Arrow Motel, and Driftwood Inn are demolished to begin construction on the Moose Hotel & Suites
1988	BCP builds Wolf & Bear Mall and Kirby Lane Mall.		
1991	BCP builds Town Centre Mall	2016	BCP opens Moose Hotel & Suites, Meadow Spa & Pools, and Pacini. BCP sells Banff Train Station
1993	Wim Pauw sells Henry's Electric and BCP diversifies into the hospitality industry, opening the Banff Caribou Lodge and Keg Steakhouse.		
1995	BCP builds Chustas Mall at 117 Banff Avenue and opens second Keg Steakhouse at 117 Banff Avenue	2018	BCP acquires Rocky Mountain Ski Lodge, marking the Company's expansion into Canmore
1996	BCP acquires Banff Ptarmigan Inn, Driftwood Inn, and Arrow Motel	2019	BCP acquires Pocaterra Inn & Waterslides BCP sells Wild Bill's Legendary Saloon
2000	The Company; Banff Caribou Properties Ltd. is officially formed BCP acquires Hidden Ridge Resort	2020	BCP begins major renovation on the Inns of Banff BCP acquires Eureka Escape Room, Rundlestone Lodge, Irwin's Mountain Inn, and Red Carpet Inn
2002	BCP acquires Rundle Manor	NOW	You begin your career with the Banff Lodging Company

Introductions



Shawn Birch | President & CEO

Shawn joined the Company in 2002 as Accounts Payable Clerk. Shawn has extensive background and success in both Finance and Projects and transitioned into President & CEO role in May, 2021. Shawn is renowned for his willingness and ability to take on any challenge, work or play.



Chris Thorburn | Vice President, Operations

Chris started in 2004 as Front Office Manager at Hidden Ridge Resort. He's now responsible for companywide guest and employee happiness (at the right price). A keen outdoorsman, Chris is an expert hand at building a campfire. He also enjoys his beer and the occasional cigar!



Cathy Geisler | Vice President, Sales & Marketing / Fund Director, Pauw Foundation

Cathy is a leading figure in our busy Sales & Marketing department, working diligently to ensure our business outlook is healthy! Cathy is also the Fund Director of the Pauw Foundation and a Company ambassador to the local community.



Shannon Birnie | Senior Business Systems Analyst

Shannon has held several leadership roles, including Controller and General Manager of the Banff Caribou Lodge & Spa. Secretly Shannon is a big softie, currently providing a foster home to four homeless pups.



Jessica Munn | Controller

All the way from Canada's largest city (Toronto, ON), Jessica made the move to smalltown Banff in 2019 to join our Accounting Team. She completed her CPA designation after graduating from Wilfred Laurier University, and brings with her a strong background in public accounting. Jessica's outdoor hobbies include skiing, snowboarding and hiking.



Vince Osborne | Manager, Information Systems

As an avid cyclist, Vince possesses super-human focus, stamina, and perseverance. These qualities serve him well on his perpetual quest to keep the lights of our information and communications systems turned on and happily blinking green. Don't be alarmed, this is Vince's happy face.



Heather Bodnarchuk | Human Resources Manager

Heather has been making hospitality dreams come true since she started dishwashing at the not-so-legal age of 13. From there, she moved to waiting tables, slinging drinks, selling meeting space, managing backcountry lodges, and then hotels & resorts. Heather knows that hospitality creates the best friendships, rewarding work experience, and really fun times. Join Heather on her adventures on skis, bikes, and with dogs on Instagram @angusb16.

PART 1: ABOUT BANFF CARIBOU PROPERTIES LTD. (BCPL)



Robyn Fisher | Human Resources Generalist

Originally from the UK, Robyn made a second home out of Banff after securing Permanent Residency in Canada. While her British accent is an added bonus, Robyn brings to the department a diverse background that includes everything from HR, to healthcare, to a degree in Media Studies. She's an avid hiker, snowboarder, and dog cuddler.



Radka Hajkova | Employee Experience Coordinator

Originally from Czech Republic, Radka arrived in Banff in 2014 for one winter season. 7 years later she is still enjoying the Rockies, hiking, camping, skiing & snowboarding. If she is not outdoor she enjoys yoga and latin dancing. If you need help with employee benefits or you are attending any of Caribou events, she is the person behind it all.



Amy Osbaldeston | Recruitment Coordinator

Amy has been helping Caribou attract and select new employees since 2014. Before joining the Company, Amy completed studies in Human Resources and recruited for various organizations. Outside work, Amy enjoys spending time with her family, mountain biking and Pilates classes.



Caroline Sheeran | Human Resources Administrator

Caroline arrived to Banff in 2018 from Ireland. We have been very lucky to have her join Caribou family as part of our Reservation team and in May 2021 she joined our HR team. When Caroline's not living and breathing Dayforce, she likes to snowboard, climb or make a delicious vegan meal.



Yumiko Suzuki | Payroll Manager

Yumiko holds arguably the most important job in the Company; making sure we all get paid, that we get paid right, and that we get paid on time! Yumiko has worked in Payroll in the Bow Valley for over six years. Outside of work, Yumiko enjoys skiing and is involved as a volunteer with the Alberta Free Style Skiing Association.



Midori Barczewska | Payroll Administrator

Midori began her career with the Company as a Room Attendant and Front Desk Agent before joining the Accounting Team. Ever seeking new challenges, Midori joined our busy Payroll Department in 2015. Outside work, Midori runs a popular kids' Japanese storytime program in Banff and enjoys walks with her two young children.



Annie Lebel | Manager, Employee Housing

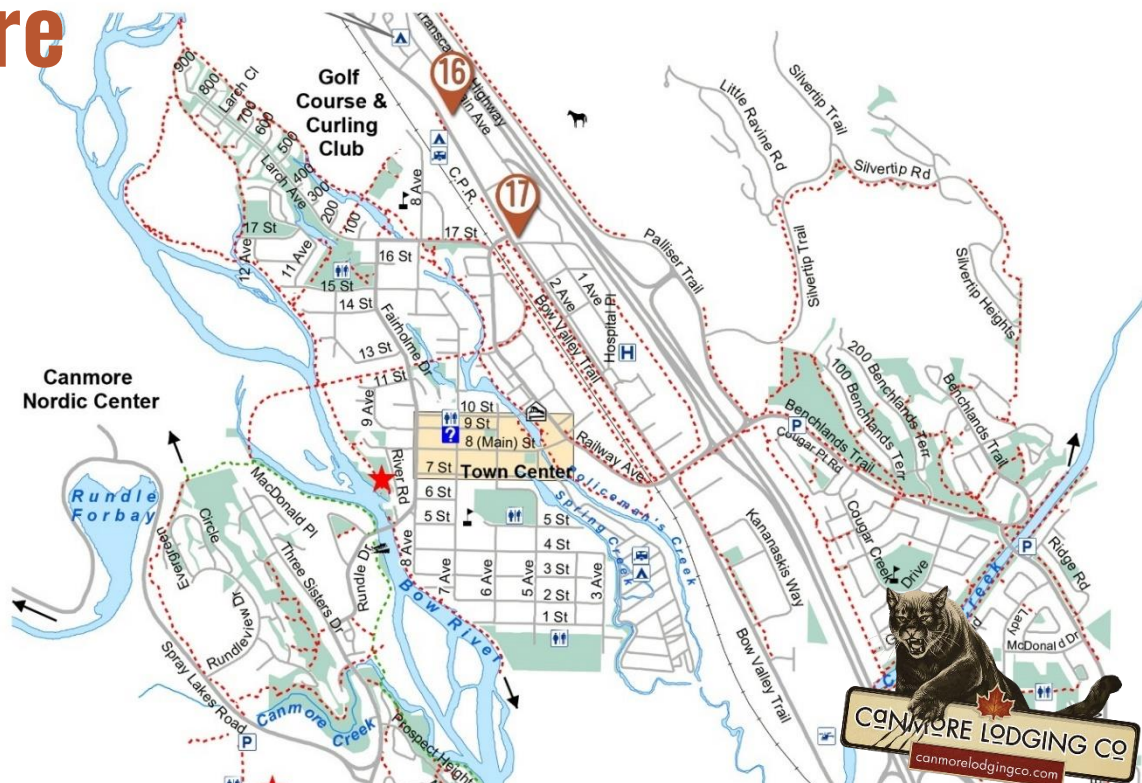
Annie has moved to Banff from Quebec in 2004, started as a room attendant at Hidden Ridge, worked at the Ptarmigan Inn as well and then Employee housing in 2012; it's my 10 year! I like spending time with my family camping, going at the lakes and hiking.

Banff & Canmore Lodging Co. Locations

Banff



Canmore



PART 1: ABOUT BANFF CARIBOU PROPERTIES LTD. (BCPL)



HEAD OFFICE
+ Lux Cinema
Lux Manager: **Chris Wright**
229 Bear St.



ULTIMATE SPORTS
Retail Manager: **Nicola Widdowson**
206 Banff Ave.



MOOSE HOTEL & SUITES
+ Pacini & Meadow Spa & Pools
Gen. Manager: **Peter DuBeau**
345 Banff Ave.



IRWIN'S MOUNTAIN INN
Gen. Manager: **Arjun Gersappe**
429 Banff Ave.



BANFF CARIBOU LODGE
+ The Keg Steakhouse & Red Earth Spa
Gen. Manager: **JC Whiteside**
521 Banff Ave.



DOROTHY MOTEL
Gen. Manager: **JC Whiteside**
250 Marmot Cres.



ROCKY MOUNTAIN RESORT
+ Alpha Bistro & RMR Fitness Club
Gen. Manager: **Glen Dressler**
1029 Banff Ave.



HIDDEN RIDGE RESORT
Gen. Manager: **Tim Carter**
901 Hidden Ridge Way.



ROCKY MOUNTAIN SKI LODGE (Canmore)
Gen. Manager: **Jon Dearing**
1711 Bow Valley Trl.



THE KEG STEAKHOUSE
Gen. Manager: **Matt Wigston**
117 Banff Ave.



BANFF PTARMIGAN INN
+ The Meatball Pizza & Pasta
Gen. Manager: **David Pearson**
337 Banff Ave.



RED CARPET INN
Gen. Manager: **Arjun Gersappe**
425 Banff Ave.



FOX HOTEL & SUITES
+ Chili's Grill & Bar
Gen. Manager: **Cathy Smith**
461 Banff Ave.



RUNDLESTONE LODGE
Gen. Manager: **Michael Hall**
537 Banff Ave.



INNS OF BANFF
* Under Construction
600 Banff Ave.



TUNNEL MOUNTAIN RESORT
Gen. Manager: **Brittany Laidman**
502 Tunnel Mountain Rd.



POCATERRA INN & WATERSLIDES (Canmore)
Gen. Manager: **Jon Dearing**
1725 Bow Valley Trl.

Our Core Philosophies

The nine core philosophies that guide the way we do business are;

1. We choose our attitude, have fun, and are passionate in all that we do.
2. We take risks, show initiative, and seek innovative 'made at caribou' solutions.
3. We understand that great ideas and solutions can originate from any employee.
4. We do our best to amaze our guests every day. We listen and learn from unfavourable feedback so we can amaze our guests in the future.
5. We are professional and accountable, and at the same time, flexible, responsive, and family-orientated.
6. We work hard because we understand that hard work builds trust and creates opportunities.
7. We are results-driven and committed to efficiency and steady growth. We understand that profitability is essential to job security and a healthy work environment, and are committed to the reinvestment of profits in the community.
8. We respect, appreciate, and are active in our mountain community and our National Park.
9. We believe that the hospitality industry and the community of Banff provide great career opportunities for everyone,





PART 2:

Hours of Work & Getting Paid

Part 2.1 - Hours of Work

Your First Three Months

When start your work you have a 90-day trial period (probationary period). This gives you a chance to learn everything about your role and the Company. During this time, you or your Manager can choose to end your employment without prior notice. This doesn't happen often and there are lots of resources and support available to help avoid this.

The first of your performance reviews will give you an important feedback and opportunity to work with your Manager and continue to be successful in your role.

Restrictions during Your First Three Months

- I. An application for a job in another department will not usually be considered.
- II. Some employee benefits are not available to you from the 1st day (see *Benefit Eligibility Criteria*).

Employment Terms Defined

Contract Types

- | | |
|------------|--|
| Full-Time: | ➤ 30 hours of work/week or more |
| Part-Time: | ➤ 20-29 hours of work/week |
| Casual: | ➤ Less than 20 hours of work/week, scheduled as-needed |
| Seasonal: | ➤ Work ends on a specified date (after peak season finishes) |

Basis of Pay

- | | |
|---------|--|
| Hourly: | ➤ Paid based on an hourly amount |
| | ➤ The number of hours changes every week (depending on demand) |
| | ➤ Duties completed within a scheduled shift |
| Salary: | ➤ Fixed annual amount |
| | ➤ A salary is divided between 26 pay periods throughout the year |
| | ➤ Duties completed over an extended period of time |

Introducing Dayforce HCM

Thanks to Dayforce HCM you can access your pay and work schedule information on any desktop, laptop or your phone with an internet access.

There are two ways of using Dayforce;

1. Go to DayforceHCM.com using your preferred Internet browser or;
2. Download the Dayforce Mobile application on your smartphone or tablet from Google Play or the Apple App Store.

1. Account Activation

You receive an e-mail as per picture attached. You will need to enter your company and username identifiers;

1. Company ID; *banff*
2. Username; *firstname.lastname*
3. Password; *last 4 digits of your phone number used in your application*

You will log in for the first time and Dayforce will lead you through all the steps to activate your account and you will create your new password.

2. Security Questions

Please keep your new password safe! You can set up security questions in Profile & Settings, under the Security tab on the top navigation bar. This will help you if you lose your login information in the future.

Problems Logging in?

Contact the HR Department; hr@bestofbanff.com or stop by Head Office during an HR Drop-In Session.

Reviewing Your Work Schedule

Your Manager will post your work schedule on Dayforce.

1. Select the **Calendar** icon to see your work schedule
2. See the hours you worked

Important: The completed work hours shown in the Calendar include breaks, and so it may differ from those shown in your bi-weekly pay statements.

Reviewing Your Pay Information

1. Select the **Earnings** icon either from the home screen ➤ choose the month and pay period you want to view
2. Use the **From** and **To** for specific range of dates
3. **IMPORTANT!** Check that your pay is correct every two weeks
4. If the pay is not correct speak with your Manager as soon as possible

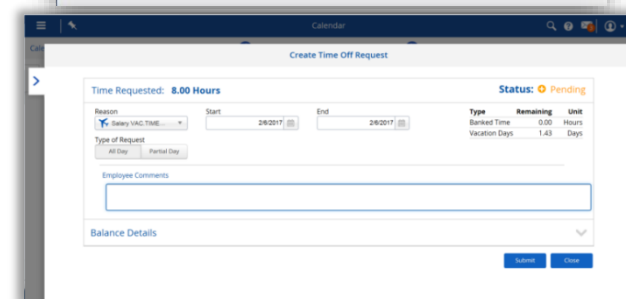
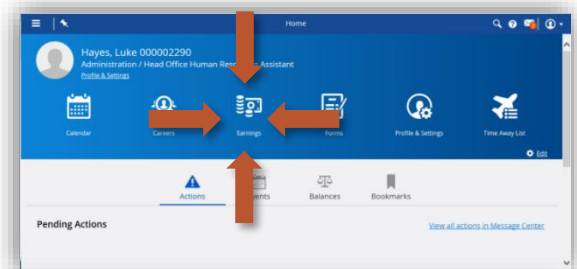
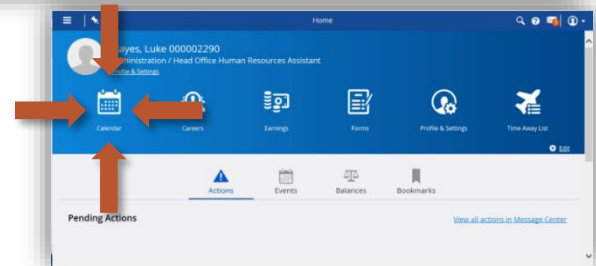
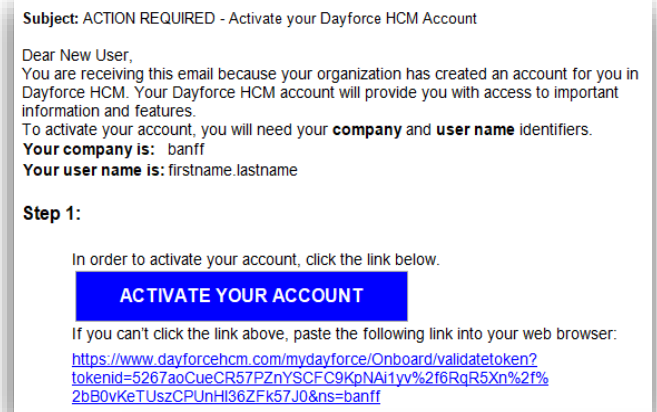
Updating Your Personal Information

Keep your personal information up-to-date, mainly your email and phone number

1. Click on **Profile & Settings** page
2. select and open the **Contact Details** form
3. in the **Electronic Addresses** click Add to input a new email address, or click on an existing email address to update your information
4. select **Submit** to save the form

Making a Vacation (time off) Request

1. On the **Calendar** screen, select the day you would like to take off work
2. Select the first day you would like to take off for multiple days together



HOURS OF WORK AND GETTING PAID

3. Select **Create time off request**
4. Select **Salary** or **Hourly** from the **Reason** menu
5. Add the End date as the last day you plan to take off
6. To request just one day off then start and end dates will be the same
7. Press **Submit**

Your manager will review it and confirm if it is accepted or not.

Note: Find available **Vacation Days** in the request form as well. If you request more time off than you have available, the time remaining will show with minus.

Receiving Messages in Dayforce

To review and/or reply to a message, or to send a new message, click on the Message icon from the menu bar. To receive an alert to your email address about a message in Dayforce follow the steps above (see *Updating Your Personal Information*), then check the **Alerts** box to turn it on.

The Canadian Income Tax System: What You Need to Know

Understanding the Documents

You will complete a TD1 and TD1AB during your onboarding process in Dayforce. This is used by Payroll to work out your tax credits and deductions. Each February, your T4 statement (summarizing the total income you earned and tax you paid during the tax year) will be available from the Earnings menu in Dayforce.

Working Multiple Jobs at the Same Time

If Banff Caribou Properties Ltd. is not your only employer, make sure you are not claiming tax credits for more than one job. You can adjust your tax forms at any time through your Dayforce account. It is important to be aware that if you work multiple jobs, you may pay a higher rate of tax on your earnings.

Filing a Tax Return

If you've worked in Canada, you must file a tax return with Canada Revenue Agency (CRA) at the end of the tax year. Keep your T4 safe; you will need this when filing your return.

General information; *All About Your Tax Return* can be found on the Canada Revenue Agency (CRA) Website; cra-arc.gc.ca or by calling CRA's service line on 1 (800) 959-8281.

Find Out More...

- [Fact Sheet: Your Tax Return - Getting Ready](#)

Normal Hours of Work (Hourly Employees)

Your work hours will fit into a 12-hour workday, up to a maximum of 12 hours. Hours may vary from week to week according to your needs, the needs of your colleagues, and the operational needs of the business. Your Manager will work with you to ensure your work schedule accommodates life's other demands to the most reasonable extent possible.

You are expected to remain flexible; evening, weekend, and general holiday shifts are a part of regular life for most of us in the hospitality industry. On the bright side, you get the mountains to yourself while most of those city slickers are at work!

Knowing Your Work Schedule (Dayforce HCM)

Your new work schedule will be provided to you in advance through Dayforce. It's your responsibility to know your work schedule, so be sure to log in regularly (see *Reviewing Your Work Schedule*).

Changes to Your Work Schedule

If a change is made to the days on which you're scheduled to work, your Manager will notify you with as much time as possible, but at least 24 hours in advance. If for any reason you wish to change your work schedule, discuss this with your Manager with as much notice as possible.

If it's really quiet, your Manager may ask you to finish early on the day of your shift. In this case, you may be paid for a minimum of three hours (even if you work less). This is usually a last resort, and you will be offered alternative work at your normal rate of pay wherever it's available.

Sick Days

Occasionally you may be unable to attend work due to unexpected health reasons or a personal emergency. If you are unable to attend work, you must call your on-duty Supervisor at least two hours before the scheduled start of your shift (or with as much notice as reasonably possible under the circumstances).

It is not sufficient to pass a message via a colleague or to send an email or text message.

If you are absent from work due to medical reasons for three consecutive days or more, or three isolated days within 30 days, you may be asked to provide a doctor's note including information about;

- ✓ Your anticipated date of return to work;
- ✓ Restrictions, limitations, and considerations necessary to accommodate your return to work;
- ✓ Whether a prescribed treatment or medication will affect your ability to perform your duties safely and effectively.

Breaks (Rest Periods)

You're entitled to a minimum 30 minutes of rest during each shift when you work for five consecutive hours or more. Rest may be taken as one 30-minute break or two 15-minute breaks. Check-in with your Manager or Supervisor before taking your break.

Your breaks may be paid or unpaid, depending on the nature of your role. If it is not reasonably practicable to take a break, such as in the event of an emergency, your break will be paid. Speak with your Manager to find out about your entitlements.

It may not always be possible to schedule breaks at set times, or you may work unsupervised. In this case, flexible break periods will apply. Monitor your workload, coordinate with your colleagues on shift, and take a rest at the best opportunity.

Break areas are provided for a quiet and comfortable place to switch off, grab some food, read a book or catch up with the notice board. Please remember to be respectful of colleagues who share these spaces.

Smoking when on your break on Company property is strictly confined to designated smoking areas.

Weekly Rest Days

You're entitled to at least one day of rest each workweek or two consecutive days of rest in each period of two consecutive workweeks. Your rest day(s) may not occur on the same day of the week each week, depending on the changing demands of the hospitality industry.

Find Out More...

- [Alberta Employment Standards: Hours of Work and Rest](#)

Working for Multiple

Employers Simultaneously

If you're working another job alongside your role with Banff Caribou Properties Ltd., or have a second position within the Company, it is up to you to manage your days off and to communicate your availability to your Manager(s) on time.

Medical Appointments

You are expected to schedule routine medical, dental, and optical appointments outside of working hours as far as reasonably possible. Please inform your Manager as far in advance as possible if your medical appointment will interfere with your scheduled work hours. All reasonable steps will be taken to accommodate your request. You may be asked to provide a note from your healthcare provider.

Vacation (Annual Leave)

You will build up paid annual vacation based on a percentage of the total number of hours you work. Your paid vacation entitlement is based on how long you've worked for Banff Caribou Properties Ltd. (unless otherwise stated in your letter of offer or employment contract);

- ✓ Less than 5 years: 2 weeks, or 4%
- ✓ 5 years or more; 3 weeks, or 6%

We understand that you've chosen to live in Banff or Canmore to get the most out of your time in the mountains. We support a healthy work-life balance, and we encourage you to take time off to relax and rejuvenate from time to time.

Speak with your Manager to request time off and/or access to your accrued earnings (see [Making a Vacation \(time off\) Request](#)). Vacation dates will be approved at the discretion of your Manager based on the needs of your place of work. Remember, the more notice you provide, the more likely it will be that arrangements can be made to accommodate your request.

You can take vacation time in full-day or half-day increments. Your vacation must be taken in the 12 months immediately after you become entitled to it; for example, vacation accrued in your first year of employment must be taken during the subsequent year. In the unlikely event that a mutually acceptable time can't be found for your vacation by the end of a given eligibility period, your Manager will assign an appropriate time, giving you at least two weeks' notice.

Discretionary Leave of Absence

Looking to go travelling, visit family, take a course or work on that new novel? If so, you may request an unpaid, extended leave of absence without pay for a period of up to 90 days. Just make sure you give your manager one month's written notice and get their approval.

You will not lose your seniority and associated benefit entitlements if you return within 90 days; however, you will remain responsible for keeping up with payments relating to any agreements you have signed, such as an employee ski pass purchase or Employee Share Ownership Plan contributions (see *Making Due Payments*). Your Manager will take all reasonable steps to hold your position while you're away, although this can't be guaranteed, especially if your absence causes undue hardship at your place of work.

Note: You will not accrue vacation time or vacation pay while on a voluntary leave of absence.

Job Protected Leave

From time to time, circumstances may arise that require you to take extended time away from work. After you've been employed for 90 days or more, you are entitled to receive unpaid job protection for a variety of leave types covered within Alberta's *Fair and Family-friendly Workplaces Act* (2018).

Job protection means that you'll be offered the same or similar role when you return to work. For calculating years of service, you will be considered continuously employed while on leave.

We have plenty of useful information and resources on hand to help you navigate the complexities that may accompany a leave of absence, helping you to stay focused on what's most important.

Types of leave include;

Maternity Leave:	Up to 16 consecutive weeks away from work, starting within the 13 weeks leading up to your estimated due date, or within 12 weeks at the direction of the Company if pregnancy impacts the performance of your duties. Under normal circumstances, birth mothers must take at least 6 weeks after birth for health reasons.
Parental Leave:	Up to 62 weeks away from work within 78 weeks of the birth of a child, or the adoption of a child under the age of 18. Parental leave may be taken by the birth mother immediately following maternity leave, the other parent, an adoptive parent, or both parents when shared between them.
Compassionate Care Leave:	Up to 27 weeks away from work as a primary or non-primary caregiver of a gravely ill family member.
Death or disappearance of a child under 18:	Up to 52 weeks away from work in the event of a child's disappearance as a result of a crime. Or, up to 104 weeks if a child died as a result of a crime.
Critical illness of a child:	Up to 36 weeks away from work for parents of critically ill or injured children.
Long-term Illness or Injury leave:	Up to 16 weeks away from work per year in the event of long-term personal sickness or injury, subject to providing a medical certificate and reasonable notice.
Domestic Violence Leave:	Up to 10 days per year to address a situation of domestic violence.

HOURS OF WORK AND GETTING PAID

Personal and Family Responsibility Leave:	Up to 5 days away from work for the employee to meet his or her family responsibilities in relation to a family member or for their personal health needs.
Bereavement Leave:	Up to 3 days away from work per year for bereavement of an immediate or extended family member.
Citizenship ceremony Leave:	Up to a half-day away from work to attend your own citizenship ceremony.
Critical Illness of an Adult Family Member:	Up to 16 weeks away from work to care for an ill or injured adult family member.
Reservist leave:	Up to 20 days away from work per year for annual training, and unrestricted time away from work to perform duties of a reservist in the Canadian Armed Forces on an international or domestic deployment.

Medical Leave

Banff Caribou Properties Ltd. will take all necessary steps to accommodate a physical or mental illness or disability, including time away from work for medical reasons. If you are unable to work due to medical reasons, provide your Manager with as much notice as possible in writing. You will also need to provide a note from your health professional stating that you are unfit to work. While on medical leave, we may request information from you on behalf of your medical professional about;

- ✓ Your prognosis for full or partial recovery;
- ✓ Your fitness to return to work;
- ✓ Your fitness to perform specific duties for which you were responsible before taking leave;
- ✓ The likely duration of any physical or mental restrictions or limitations following your return to work;
- ✓ How accommodation of your medical condition(s) can be achieved upon your return to work.

Your job-related medical information will be kept strictly confidential and only released as necessary to accommodate your needs.

Medical leave is unpaid; however, you may be entitled to Employment Insurance (EI) while you're not receiving wages. To ask questions and find out about eligibility, call EI on [1-800-206-7218](tel:1-800-206-7218).

Find Out More...

- [Alberta Human Rights Commission: Medical Leave](#)

Provisions to Employment Conditions while on Extended Leave

Employment Insurance (EI)

Most forms of leave are unpaid. You may be entitled to Employment Insurance (EI) while you're not receiving wages. For more information and eligibility, call EI on [1-800-206-7218](tel:1-800-206-7218). Banff Lodging Co. is not able to influence any such decisions.

Making Due Payments

It is important to make considerations for due payments, particularly in the absence of earnings to cover normal payroll deductions. While on leave you may be required to keep up with payments based on agreements held with the Company, for example, relating to employee housing fees, Group Insurance Plan premiums or the purchase of an employee ski pass.

Visit the Payroll Team at Head Office to discuss your situation and to make payment arrangements before beginning leave. Payments can be made in advance, either by cash, cheque or payroll deduction. Alternatively, regular payments can be made no later than the first business day of each calendar month during your leave.

Employee Housing

If residing in Employee Housing immediately before beginning leave, and depending on your circumstances and type of leave, you may be required to vacate your accommodation until you return to work. Speak with a member of the Employee Housing Team as far in advance as reasonably possible to discuss your unique circumstances.

Employee Benefit Entitlements while on Leave

While on leave, all of your employee benefits will remain available to you for the first three months of your leave. You will maintain the benefit entitlements available to you at the point of beginning leave (see *Benefit Eligibility Criteria* for details).

Anniversary Bonus

Your anniversary bonus will be calculated on a pro-rated basis according to the hours you worked during your employment year. If you are on leave during your work anniversary date, your bonus will be included in the pay period following your first ten shifts upon returning to work.

Group Insurance Plan

Banff Caribou Properties Ltd. will pay 50% of your Group Insurance Plan premiums as standard for the first three months of your leave. If you remain on leave after three months, you can then choose to put your plan membership on hold for up to six months. You could also choose to pay 100% of your plan premiums for the duration of your leave in advance. You could also downgrade your plan coverage for a reduced premium while on leave. Contact the Payroll Team; payroll@bestofbanff.com for more information.

Find Out More...

- [Alberta Employment Standards website](#)
- [Government of Canada website: Employment Insurance Benefits](#)

Part 2.2 - Getting Paid

Method of Payment

Your pay will be direct deposited into your bank account per the account information you entered in Dayforce.

How Our Pay Cycles Work

Your pay will be deposited directly into your bank account every two weeks on Fridays. You will be paid for the two weeks ending the Saturday before each payday. The final day of each two-week pay period is called the pay cut-off date. Anything you earn between the pay cut off date and the payday immediately following will be processed in the pay cycle after that.

Partial Pay Periods (Salaried Employees)

Salary payments to employees who are employed for less than a full pay period because of leave without pay, resignation, or commencement of employment at dates other than the beginning or the end of the pay period are calculated on the basis of actual days worked during the pay period. If you work less than 40 hours per week, your salary will be pro-rated based on your contracted number of weekly work hours.

Sun 1 st	Mon 2 nd	Tue 3 rd	Wed 4 th	Thu 5 th	Fri 6 th	Sat 7 th
						PAY CUT OFF
Sun 8 th	Mon 9 th	Tue 10 th	Wed 11 th	Thu 12 th	Fri 13 th	Sat 14 th
					PAY DAY	
Sun 15 th	Mon 16 th	Tue 17 th	Wed 18 th	Thu 19 th	Fri 20 th	Sat 21 st
						PAY CUT OFF
Sun 22 nd	Mon 23 rd	Tue 24 th	Wed 25 th	Thu 26 th	Fri 27 th	Sat 28 th
					PAY DAY	
Sun 29 th	Mon 30 th	Tue 31 st	Wed 1 st	Thu 2 nd	Fri 3 rd	Sat 4 th
						PAY CUT OFF

In the above example employees are paid on Friday 13th for two weeks ending on Saturday 7th (the pay cut off date). On payday, employees will have worked one week into the next two-week cycle, which will end on the pay cut-off date of Saturday 21st. The payday for this period is one week later (Friday 27th).

Seeing Your Pay Information

Log-in to Dayforce to check out your pay statements, summarizing your earnings and pay deductions for each pay cycle. You can also see the vacation pay you've built up (see *Overtime (Hourly Employees)* and *Vacation (Annual Leave)*).

Recording Your Hours

You must record your hours so that you get paid accurately for the time you've put in. It is your responsibility to clock in at the beginning of your shift and clock out when you're done using your six-digit Employee ID Number.

Payroll Deductions

There are three types of deductions that you may see in your pay statements;

Federal & Provincial Tax

Nothing is certain in life other than death and taxes. Each pay cycle you will certainly see deductions for income tax, Canada Pension Plan, and Employee Insurance (EI). These are required by law.

Voluntary Deductions

With your written agreement and signature, we will deduct funds to cover your group insurance premiums, deposits, and employee housing fees, etc. We will also deduct charges from your pay for any employee benefit programs that you decide to participate in.

Court Ordered Deductions (Garnishments)

In rare cases, a provincial or federal court of law may order an employer to deducted funds directly from an employee's pay as a measure of collecting a debt. Banff Caribou Properties Ltd. will honour all legal obligations.

Payroll Questions & Corrections

If there's something in your pay statements that doesn't look right or doesn't make sense, first speak with your Manager.

If you still need more help to resolve an issue, email the Payroll Team; payroll@bestofbanff.com for help or to book an appointment.

General Pay Rate Structure

Banff Caribou Properties Ltd. embraces a philosophy of providing fair and equal pay for similar work. Our pay bands reflect the expectations of each position and are consistent among all of our locations. Your rate of pay within a given band will be based on objective factors relating to your experience, education and performance on the job. This should be discussed and documented with your Manager as part of your regular performance reviews.

Find Out More...

- [Alberta Employment Standards Website: *Deductions from Earnings*](#)
- [Alberta Human Rights Commission Website: *Equal Pay for Similar Work*](#)

Overtime (Hourly Employees)

Banff Caribou Properties Ltd. follows Alberta employment standards on overtime hours and overtime pay. Time worked in excess of 8 hours in a day, or 44 hours in a week is considered overtime and will be administered in accordance with the terms of your Individual Overtime Agreement.

Here's how it works;

- ✓ For every hour of overtime you work, one hour will be banked;
- ✓ Banked hours will be paid as time off with pay at your normal pay rate;
- ✓ Hours worked in overtime will remain banked until the next pay period in which you did not receive the maximum number of normal working hours.

If a banked hour is not paid out as time off with regular pay within six months of the corresponding pay cut-off period, or if your employment with Banff Caribou Properties Ltd. ends, you will receive overtime pay in accordance with the Alberta Employment Standards Code.

Before working non-scheduled overtime hours, you must get the approval of your on-duty Supervisor.

General Holidays

Banff Caribou Properties Ltd. observes nine general holidays for hourly employees. Salaried employees are entitled to additional annual holidays; Heritage Day and Boxing Day (see [Table 2.2: General Holiday Calendar](#)).

Working in the Hospitality Industry, it's likely that some scheduled workdays will fall on a general holiday. You're expected to work these shifts as normal, although you may be entitled to general holiday pay.

General Holiday Pay (Hourly Employees)

Working on a General Holiday

Our payroll system will automatically determine your holiday pay entitlement. If you worked on the General Holiday, you would receive your average daily wage*, plus 1.5 times your wage rate for each hour worked on that day.

To remain eligible to receive general holiday pay, you must meet the following criteria;

- ✓ You worked at least 30 shifts in the 12 months before the statutory holiday;
- ✓ If you were scheduled to work on the general holiday, you were present for your shift;
- ✓ You were present for your most recent scheduled shift before the general holiday;
- ✓ You were present for the first shift scheduled after the general holiday,
- ✓ You received consent from your Manager to be absent from work if you missed any or all of the three shifts mentioned above.

January	New Year's Day January 1 st
February	Family Day 3 rd Monday in February
March	
April	Good Friday
May	Victoria Day Mon before May 25 th
June	
July	Canada Day July 1 st
August	Heritage Day (Salaried Employees Only) 1 st Monday in August
September	Labour Day 1 st Monday in September
October	Thanksgiving Day 2 nd Monday in October
November	Remembrance Day November 11 th
December	Christmas Day December 25 th Boxing Day (Salaried Employees Only) December 26 th

Table 2.2: General Holiday Calendar

Not Working on a General Holiday and General Holiday Pay

If you did not work on a general holiday but are eligible for general holiday pay, you will receive your average daily wage.*

*Your Average Daily Wage

Your Average Daily Wage is calculated at 5% of your earnings (wages, general holiday pay, and vacation pay) during the 4 calendar weeks immediately before the general holiday.

Working Overnight on a General Holiday

If you work overnight on a general holiday, it is important to consider the calendar day on which your shift started. If your shift begins at 11:00 pm on a general holiday, the entire shift is considered part of that general holiday (even if the majority of hours worked occur on the following calendar day). Alternatively, if your shift begins at 11:00 pm on the day before the general holiday, all hours worked within that shift will be considered normal hours, as opposed to general holiday hours.

Time Off in Lieu (Salaried Employees)

If a general holiday falls on a regularly scheduled work day, you might take that day off with pay. However, to meet the operational needs of the Hospitality Industry, you may be required to work on a General Holiday. If this is the case, you will take another day off in lieu. If a general holiday falls on your regularly scheduled day off, you will take another day off in lieu.

General Holiday arrangements and time off in lieu should be discussed directly with your manager. A General Holiday lieu day must be taken within 30 days following the general holiday when it is earned; lieu days are not intended to be saved up indefinitely as additional vacation time. It is not necessary to notify the Payroll Team when general holiday lieu days accumulated or taken.



PART 3:

Workplace Policies

Fair & Equal Treatment

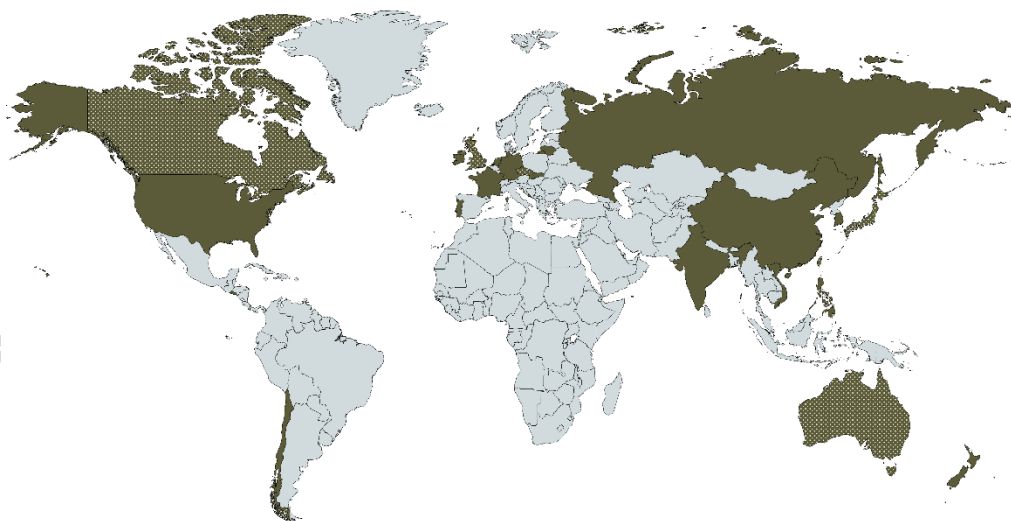
The success of Banff Caribou Properties Ltd. is built upon the contributions of an employee base that is diverse as it is talented. The unique insights, perspectives, and experiences of individuals from over 30 countries bring exceptional value to all that we do (See [Table 3.1: Top Countries of BLC Employee Citizenship](#)).

We work hard to create an inclusive environment which is sensitive to individual differences, and where everyone has a fair chance to succeed. This means that decisions are based on objective factors that directly impact the success of what we do as a business and that our policies apply equally to all. No employee shall be disadvantaged by any condition, requirement, or decision, based on areas and grounds covered under the *Alberta Human Rights Act*, for example; race, religious beliefs, gender or age.

Banff Caribou Properties Ltd. is a proud participant of the Bow Valley Workplace Inclusion Charter. The Inclusion Charter, developed by Bow Valley Immigration Partnership (BVIP), outlines targeted actions that local employers agree to take, paired with appropriate resources and support for implementation. The Charter includes 15 commitments that have been identified as key for integration and inclusion in the Bow Valley.

As confirmed by multiple research studies; diverse and inclusive workplaces perform better. The Inclusion Charter was built on this principle to provide foreign born employees and other marginalized groups the opportunity to succeed in the workplace and be contributing members of the community. The Charter serves as a toolkit to help achieve this goal by improving communication and collaboration between local settlement service providers and employers, and support the inclusion and integration of all residents to ensure the Bow Valley is a welcoming community.

Banff Caribou Properties values the mission, vision and objectives set out by the Bow Valley Inclusion Charter, and is continuously looking for new ways to strengthen our commitment to diversity and inclusion in our organization.



Rank	Country of Residence
1	Canada (Citizens & PR)
2	Australia
3	United Kingdom
4	Taiwan
5	Japan
6	Czech Republic

Table 3.1: Top Countries of BLC Employee Citizenship

Find Out More...

- [Alberta Human Rights Commission Website: Protected Areas and Grounds](#)
- [Bow Valley Immigration Partnership: Bow Valley Workplace Inclusion Charter](#)
- [BCPL Employee Handbook: Harassment Policy](#)

Promotions & Transfers

Wherever possible, Banff Caribou Properties Ltd. will promote a current employee before hiring someone new to the company. Many of our senior colleagues began their career in a front-line role. If you get the opportunity, ask the Supervisors and Managers you meet where their journey began.

Employees are required to complete a 90-day probationary period in the position they were hired in. To get you off to the best possible start, an application for a job in another department will not usually be considered until your probationary period has ended.

Follow these steps when applying for a promotion transfer:

1. Speak to your current manager to advise that you are applying for another roles.
2. Apply for the desired position(s) through the Careers section on Dayforce.
3. Put your best foot forward and introduce yourself to the hiring manager. If you are not sure of who they are you can speak to your manager or the General Manager.
4. Once hired in a new role or location, both department managers determine timing that ensures the move happens in an undistruptive manner.
5. Generally a notice period of at least two weeks is required before a transfer takes place.

Job opportunities will be posted in the **Careers** section on Dayforce, and in the weekly Employee Newsletter.

Grooming Policy

Overview

The primary purpose of the BCPL dress code and grooming policy is to provide guidelines for acceptable workplace attire. To maintain a safe healthy, and well-functioning workplace, and to present a professional image to guests, co-workers, and the public, BCPL requires employees to maintain dress code and personal grooming standards appropriate to their job.

Uniform and Work Attire

Personal Hygeine:	Practise good personal hygiene and report to work clean and tidy.
Hair:	Hair should be neat and tidy at all times and arranged off the face and collar with suitable hair ornamentation if past shoulder level. If your job involves handing food, administering spa treatments, or operating machinery, you must keep long hair tied back and to wear personal protective equipment (PPE).
Beards/Moustaches:	An employee's beards and/or moustaches should be kept well-groomed and neatly trimmed, otherwise clean-shaven daily.
Fragrance:	Perfumes, body sprays, and other scented products may be used conservatively; however, fragrance-free is preferred for the comfort of all employees and guests. In some work locations, the use of scented products may be prohibited.
Cosmetics:	Makeup and nail polish may be worn conservatively.
Jewellery & Piercings:	Jewellery and piercing should be discreet, appropriate to professional attire, should not cause reasonable offence, or be a health and safety hazard. You must cover or remove any items of

WORKPLACE POLICIES

	jewellery and piercings that create the potential for injury or present the possibility for entanglement.
Tattoos:	Visible tattoos should not be offensive to the reasonable person, and if deemed offensive or inappropriate for the work environment by the employee's manager, the tattoos must be covered up while the employee is on-duty.
Uniform:	Employees working in a job that requires wearing a uniform, must wear the job-specific uniform at all times when on-duty. The uniform worn must be clean and presentable when the employee reports for duty. Some component items on the uniform will be loaned to the employee by BCPL, and the employee may be responsible for obtaining other required uniform items i.e. black pants, at their own expense.
Uniform Agreement:	Employees working in a job that requires wearing a uniform will be required to sign a Uniform Agreement at the commencement of their employment in that job. Employees working in multiple roles with different respective uniforms may have more than one Uniform Agreement.
Shoes:	All footwear is to be provided by the employee at their own expense. Footwear must be clean, sensible, and in good order with a non-slip sole. Employees working in a guest-facing job should wear black, leather (or leather-like) material, closed-toe shoes. Maintenance and operations employees should wear sturdy work boots.
Nametag:	Employees should wear their nametag on their outermost uniform so that it is visible.
Laundry:	Employees are responsible for washing and ironing by the care instructions on the garment tag, their uniform regularly, and whenever it becomes soiled.
Lost or Damaged Items:	Employees must report lost or damaged uniform items to their manager as soon as possible so that the uniform item may be repaired or replaced. The employee may be held responsible for major damage to uniform items, beyond normal wear and tear.
Smoking:	If smoking, employees should ensure their uniform is fully covered to prevent the odour from absorbing into their clothes. Smoking while wearing a uniform is not permitted in view of guests.
Off-duty:	Employees should not wear their uniform when off-duty or off company premises unless travelling to and from work. When an employee is wearing their uniform, even when off duty, they are expected to assist guests if approached to do so.
Personal Protective Equipment (PPE):	Must be worn as required by company policy and Alberta Occupational Health & Safety legislation.

Uniform Loan

On-loan Basis:	For most employees, uniform items provided by BCPL are done so on an on-loan basis. Uniform items remain the property of BCPL at all times. Loaned uniform items will be recorded on the Uniforms Agreement.
Uniform Return:	Employees are required to return all loaned uniform items to their manager within 24 hours of their day of work with BCPL. Uniform items must be washed before being returned.

WORKPLACE POLICIES

Replacement Costs	Employees are liable to pay the replacement cost of uniform items not returned within 24 hours of the employee's last day of work, lost, or unreasonably damaged. Replacement costs are specified on the Uniform Agreement and will be deducted from the employee's paycheque where applicable.
Alternative Arrangements	Some employees may have an alternative arrangement for the provision of their uniform. In such cases, this arrangement will be documented by the employee's manager.

Non-Uniform Work Attire

If your position does not require a uniform, a Google search of 'business casual' will provide endless inspiration for suitable workplace attire. Skirts, blouses, collared shirts or tops, sweaters, jackets, dresses, chinos, suits, smart pants, sports jackets, blazers, etc. are all deemed appropriate.

Inclusivity

Dress styles decreed by religious beliefs or ethnicity will be accommodated; however, where necessary, employees are expected to remove facial coverings while on duty to ensure they remain identifiable to others.

Mindfulness & Guest Awareness

Guests will have expectations of how hospitality employees should behave and we must ensure a respectful, tolerant environment at all times. Please be mindful of your words and actions while in view and earshot of guests, and avoid conversation that contains confidential information or coarse language, features topics that are inappropriate to disclose to guests, and/or is non-work related. Avoid the use of cellphones and other personal devices in public areas while on duty.

Punctuality & Attendance

You are expected to arrive in good time for your shift. Arriving a little early will give you that all-important time to settle in and be ready for what the day may bring. If arriving late or leaving early, please ensure you have the approval of your Manager to do so. If unforeseen circumstances unavoidably interfere with your normal work hours, notify your on duty Supervisor directly as quickly as reasonably possible so that alternative arrangements can be made.

Readiness to Work

Emotional Wellbeing & Mindset

As you're working in Banff or Canmore, there's a good chance that you're a short-term resident from another town, province or country. This means that your normal networks of support – friends or family, that you rely upon and confide in are far away. So when life gives you lemons, it can become more difficult to deal with things on your own.

The great news is, of course, that you're not alone. Banff and Canmore are packed with resources, information, support groups, and seasoned community figures that you can turn to and rely upon when things get tough. So, if something is keeping your mind from your work and a state of well-being, we encourage you take time to make things right. If you do not feel like you're able to work then notify your on-duty Supervisor with as much notice as possible.

Turn to [Community Connections in the Bow Valley: Connect to Health](#) for an extensive list of local support services. Alternatively, call, email, or drop-in and speak with a Human Resources Team member.

Sobriety

It's no secret that Banff has an outstanding nightlife scene. Chances are there's something going on most nights of the week. We ask that you please drink responsibly and remember that everything in life is best in moderation. Alternatively, Banff has some pretty incredible and unique communities that support a seemingly endless variety of healthy, sociable, fulfilling, and mentally and/or physically engaging pastimes.

It is your responsibility to come to work fit to effectively and safely perform the duties of your role. Think carefully if planning a big night before that 7:00 am start. This is essential to avoid poor guest experiences, costly mistakes, and more importantly; injury to yourself and others. If your Manager or Supervisor deem that you are not in a sober state to work you will be sent home. Depending on the nature of the issue, a performance plan may be required (see [Performance Management](#) and [Workplace Misconduct](#)).

Resources are also available to help manage addiction and support mental wellness. See [Local Directory](#) for more information. Alternatively, call, email, or drop-in and speak with a member of the Human Resources Team.

Health & Safety

Overview

As you may have already heard, at Banff Caribou Properties Ltd. we don't take ourselves too seriously; however, we do take our work seriously. We take our responsibility to keep our workplace healthy and safe particularly seriously, along with our commitment to meeting our obligations outlined in the Alberta Occupational Health & Safety Act, Regulations and Code.

The goal of our Health & Safety Program is to prevent workplace injuries. Our success depends upon the meaningful participation and involvement for all employees. Staying healthy and safe at work means that we can keep enjoying the things we all love doing when we're not at work. It is your responsibility as an employee to be familiar with our Health & Safety Policy and to follow the health and safety rules and procedures in your workplace. Information and documentation, including a copy of the Alberta Occupational Health & Safety Handbook (the Blue Book) is available from your General Manager. Disregard of the Health & Safety Policy may result in injury to you or others, and disciplinary action including termination.

Fire Safety & Emergency Procedure

Every property has a unique fire procedure and emergency evacuation plan. Ensure you are familiar with this plan, including the location of all fire-fighting equipment, emergency exits and fire alarms, and evacuation assembly points. Your Manager will ensure you know how to use all firefighting equipment available in your place of work.

Upon discovering a fire, sound the alarm and call 9-1-1. Use any available firefighting equipment to tackle the blaze only if you are comfortable in its proper use and if it is safe to do so. **Never put yourself in danger.** Evacuate the building and leave all personal belongings behind. Do not use elevators in the event of a fire. Once evacuated, do not re-enter until you are instructed by a fire officer on scene that it is safe to do so.

First Aid

Every location has Appointed First Aiders who have completed a training course accredited by a recognized body, such as the Canadian Red Cross. Ask your Manager who your Appointed First Aiders are. Ensure you are aware of the location of all first aid kits in your place of work. After using any first aid supplies, notify your Manager without unreasonable delay so that supplies may be replenished.

Hazardous Conditions & Near Misses

If you observe a situation or incident where the potential for injury or damage to property has occurred, it is your responsibility to report this to your on-duty Manager or Supervisor without unreasonable delay. Only by providing information can corrective action can be taken to minimize the risk of injury. You have the right to refuse to do unsafe work.

Health & Safety Training

Health and safety training appropriate to the foreseeable risks of the duties of your role will be provided to you, either on the job or within a formal course. It is your responsibility to complete all training and apply the knowledge acquired in the workplace to the best of your ability.

Health & Safety Employee Representatives

The involvement and participation of all employees is essential to the success of our Health & Safety program. Speak with your Manager if you're interested in joining the Health & Safety Committee for your place of work.

Find Out More...

- *Alberta Health & Safety Act, Regulations and Code Handbook*
- *Banff Caribou Properties Ltd. Health & Safety Policy*



Workplace Injuries

Workers: If you're injured at work;

1. Report your injury to your on-duty Manager or Supervisor as quickly as possible;
2. Seek medical attention if required;
3. Report the injury to Worker's Compensation Board (WCB) Alberta.

It is particularly important to report an injury if the treatment required is anything beyond first aid or if you missed time from work. If in doubt, report it anyway.

The fastest way to report your injury is online at; wcb.ab.ca/claims. The sooner you report the injury, the faster WCB can process your claim and provide you with the support you need.

Commitment to Employee Recovery

We are committed to working with employees to provide modified work duties where reasonably possible. If you are injured at work, speak with your Manager about your recovery plan.

Harassment Policy

What is Workplace Harassment?

The definition of harassment in the *Occupational Health and Safety (OHS) Act* includes a broad range of harassing behaviours workers can be subjected to or participate in. Workplace harassment is behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group.

Our Policy

Banff Caribou Properties Ltd. is committed to preserving your right to pleasant, enjoyable, safe, fair, respectful, and inclusive working environment. If you believe you have been treated unreasonably or that a policy has not been applied fairly and consistently, it is important that you speak up, and speak up in the right way.

Workplace problems are always best resolved as early as possible. Left unaddressed, problems inevitably escalate and become more complex to resolve. They can often also create an unpleasant work environment for others.

This workplace is committed to eliminating the hazard of harassment. Reports of harassment will be investigated with corrective action taken as required to address the incident(s). As the employer we will not disclose the circumstances related to an incident of harassment or the names of the complainant, the person alleged to have committed the harassment, and any witnesses, except where necessary to investigate the incident or to take corrective action, or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident, or as required by law; a statement that a harassment prevention policy is not intended to discourage a worker from exercising rights pursuant to any other law, including the Alberta Human Rights Act.

Expectation of all Employees

- Staff must not engage in violence towards other workers & report if violence is observed or experienced.
- Staff are never to put their own safety at risk & tell a guest “no” if they are uncomfortable with their actions. Always ensure of your own safety and the safety of others.
- Any employee who finds or considers themselves in imminent danger while on duty can call 911.
- When you feel threatened or uncomfortable, excuse yourself from the situation and leave the area. Contact a supervisor or manager immediately.
- Make a formal report to a supervisor or manager. Non-urgent threats that don’t present an immediate risk of physical harm, but make you feel concerned for your safety must be reported to a supervisor or manager. Examples include bullying behavior, threatening comment, note, email or gesture.

Find Out More...

- [Harassment and violence: OHS requirements for works and employers](#)
- [Occupational Health and Safety Act](#)

Procedure for Resolving Workplace Problems

If you’re unsure about a situation or the right way to proceed, you can always get confidential advice without making a formal complaint. Speak with a member of the Human Resources (HR) Team during a drop-in session or by making an appointment (see [Human Resources: Invested in Your Success](#)).

Importantly, no employee shall be subjected to discrimination or adverse treatment for reporting a problem or seeking advice.

Step 1: It is recommended that you first attempt to address the issue directly with the person(s) concerned as early as possible. Try to have a private and informal conversation at a suitable time. Explain the problem as clearly and objectively as you can and see if you can reach an agreement of how the issue can be resolved.

- Step 2:** If you are unable resolve the issue on your own, or if you feel too uncomfortable given the nature of the issue, speak with your General Manager or Manager in private. If your uncomfortable speaking with your own General Manager or Manager, or if they're unavailable, you can tell any manager you feel comfortable speaking with.
- Step 3:** If you feel the issue is still unresolved, make an appointment to meet with a member of the Human Resources Team. Your situation will be heard in confidence, and the Team will only intervene with your consent (unless deemed necessary under the circumstances).

Approaching Difficult Conversations (DESC Tool)

Our Harassment Policy and Procedure embody the principle that problems are almost always easier to fix when addressed early. Yet in reality, resolving conflict can involve difficult conversations and is often much easier said than done.

Many people naturally avoid or accommodate the disruptive behaviour of others. If and when an issue is addressed, it is often done with aggression and frustration, only to be met with hostility or defensiveness.

When we are assertive, it is entirely possible to work with those who present a problem to achieve an outcome that's beneficial to all. The Describe/ Express/ Specify/ Clarify (DESC) tool is designed to help you gather your thoughts and present them in a constructive and assertive way.

DESC Tool

Describe the other person's behaviour and/or actions as you see them.

"I see..."

Express how you feel about the other person's behaviour and actions, and the impact they have.

"I feel..."

Specify the change you desire in the behaviour and actions of the other person.

"I need..."

Clarify the benefits this change will bring. Find common ground in how the workplace will improve for all people involved.

"We will benefit..."

Performance Management

If your work performance is unsatisfactory, or you are failing to meet the expectations of your role, we will exercise our performance management policy to resolve the issues in an appropriate, fair and timely manner. The goal of our performance management policy is to help you identify opportunities for improvement so that you can be successful in your role.

Performance concerns will be addressed by your Manager with a series of increasingly formal efforts to provide feedback and improve performance.

- Step 1:** Wherever possible, your Manager will address potential issues with you informally and discretely through verbal communication.

Should the issue be more serious, or your performance fails to improve within a reasonable time, efforts may be escalated to Step 2.

- Step 2:** A performance plan will be created which may include additional coaching or training, access to the right resources and support, and periodic reviews. A written agreement will summarize the issues at hand, outline the performance standards expected, and clearly detail all measures and objectives of your performance plan.

Should your performance fail to improve within a reasonable time, efforts may be escalated to Step 3.

Step 3: Unwillingness or inability to improve and meet performance expectations may conclude in termination of employment.

Workplace Misconduct

Misconduct is defined as improper or unacceptable behaviour demonstrated by an employee while at work, on any BCPL location whether on or off duty, when representing BCPL formally or informally by association including when on or off-duty in any manner. Misconduct can be at two different levels: misconduct and serious misconduct. Incidents of misconduct will be addressed through our *Progressive Disciplinary Policy*. Where BCPL considers that an employee has engaged in serious misconduct, BCPL may dismiss the employee without notice.

Examples of misconduct and serious misconduct include but are not limited to;

Misconduct:

- ✓ Failing to share relevant information with BCPL;
- ✓ Unacceptable disruptive behaviour;
- ✓ Discourtesy to a guest;
- ✓ Unauthorized absences;
- ✓ Unauthorized lateness;
- ✓ Unauthorized access to BCPL property;
- ✓ Unauthorized access to guest rooms, guest room floors, or guest facilities;
- ✓ Unauthorized use of BCPL information and communications technology systems or services;
- ✓ Failing to report a health and safety hazard or violation;
- ✓ Unintentional leakage of sensitive data or information.

Misconduct:

Serious Misconduct:

- ✓ Misrepresentation of qualifications
- ✓ Dishonesty (fraud and theft being examples);
- ✓ Insolence and insubordination;
- ✓ Breach of trust and/or the duty of fidelity;
- ✓ Conflict of interest;
- ✓ Chronic absenteeism or lateness;
- ✓ Harassment, or threatening behaviour;
- ✓ Sexual harassment;
- ✓ Competing with the employer's interest;
- ✓ Wilful disobedience;
- ✓ Physical violence, or the threat of physical violence;
- ✓ Willful damage to property belonging to BCPL, a guest, partner, contractor, employee, or supplier;

Serious Misconduct:

- ✓ Gross negligence;
- ✓ The intentional unauthorized disclosure of confidential information to a third party;
- ✓ Providing liquor to a minor;
- ✓ Possessing, using, selling, purchasing illegal drugs, cannabis, or alcohol while at work;
- ✓ Working while impaired by alcohol, illegal drugs, cannabis or any other intoxicant.

Steps of the Progressive Disciplinary Procedure

The following steps may occur during the formal progressive disciplinary procedure. Each step may be repeated instead of moving forward to the next step or skipped over at the discretion of the employee's manager or the Human Resources

Manager. The employee will be advised by their manager when the progressive disciplinary procedure is launched so as not to be confused with the normal performance feedback an employee may receive in the course of doing their job.

- ✓ Informal conversation
- ✓ Written Warning
- ✓ Loss of Employee Benefits and Perks
- ✓ Suspension/Demotion
- ✓ Dismissal

Find Out More...

- [Banff Caribou Properties Ltd. Disciplinary Policy & Procedure](#)

Information & Privacy Policy

Your Personal Information & Privacy

Banff Caribou Properties Ltd. collects and uses personal information of employees deemed reasonable to establish, manage and terminate an employment relationship. The Company will take all reasonable steps to protect your personal information and privacy. Personal information of employees will never be disclosed to third parties, unless required by law, requested by the employee, or where consent is provided. Collection, use, and disclosure of personal information are handled according to the rules set out within the *Personal Information Protection Act (PIPA)*.

Accessing Your Personal Information

You have the right to access your personal information held by Banff Caribou Properties Ltd., and to request that your information is corrected if required. When reviewing your file, you may take notes, but not remove or deface any documents. You can request access or correction to your personal information by contacting the Human Resources Team during Drop-In Sessions, or by appointment. You can update your personal information at any time in Dayforce (see [Updating Your Personal Information](#)).

Protecting the Information & Privacy of Others

While performing your duties you may have access to personal information of others, such as colleagues or guests. Such information may be shared with colleagues only when necessary for performing work duties. Others' personal information should not be shared with anyone outside of the company, unless with the express permission of those individuals.

Commercial Confidentiality

During your employment, you may have access to information about Banff Caribou Properties Ltd. deemed commercially sensitive. During and after your employment with Banff Caribou Properties Ltd., such information should never be shared with colleagues or individuals outside of the Company. If you are asked to disclose information and are unsure, please check with your Manager or by contacting the Human Resources Team.

Social Media Mindfulness

We live in an age where all aspects of life are increasingly visible on social media platforms such as Facebook, Twitter, and Instagram. We ask you to be mindful of the appropriateness of your content when posting and to consider the impact it might have once available in the public domain, especially if it concerns the affairs and reputation of Banff Caribou Properties Ltd. employees, guests or other stakeholders.

General Media Enquiries

From time-to-time, representatives from the local, regional, and national press may be interested in things going on that effect or directly involve Banff Caribou Properties Ltd. Please refer all such questions to your General Manager.

Information Technology

Acceptable Use

We trust that you'll be responsible when handling the Company's IT resources and data, the Company will take all necessary steps to fulfil its duty of care to safeguard against the potential consequences of negligence and misuse. It is your responsibility to familiarize yourself with the [Information Technology Policy](#).

Banff Caribou Properties Ltd. will provide you with the information technology (IT) and communications equipment and services necessary to fulfill your duties. IT resources are provided to advance the Company's business and service objectives and to enhance the Company's reputation. Any access to, or use of, a resource that interferes with, interrupts or conflicts with these purposes is not acceptable and will be considered a violation of the Acceptable Use Policy.

Find Out More...

- [Service Alberta: servicealberta.ca/pipa](#)
- [Information Technology Policy](#)

Company Facilities & Security

Overview

Banff Caribou Properties Ltd. is committed to providing a safe and secure environment across all locations. As an employee, you play a vital role in protecting the wellbeing and property of the Company, guests, visitors and colleagues alike. You must remain mindful and security-conscious as you go about your normal duties, observing all relevant procedures and protocols.

Public Areas

Public areas, such as restaurants, hotel lobbies and outdoor communal areas remain open to visitors during normal hours of operation. You are welcome to visit these areas outside of your hours of work at the discretion of the Manager or Front Desk Supervisor on duty. If authorized, it is expected that you do not wear Company uniform, distract or impede on-shift colleagues from performing their duties, or impact the experience of guests in a negative way. Remember, the experience of our guests comes first. Please be prepared to give up your seat if necessary. You are responsible for the conduct of your personal guests.

Guest Rooms/Facilities

You must have authorization from the General Manager to access guest rooms and guest room floors, and only when necessary to perform your duties. An invitation from a guest is not acceptable permission. Fraternization with guests is not acceptable.

If an occupying guest is present while you're performing your duties, only enter the room with the guest's consent.

If your friends and/or family are staying at the hotel, get approval from the Manager or Front Desk Supervisor on duty before going into guest room areas.

Back Office Areas

Back office areas may be accessed when necessary in performing your duties, and outside of scheduled work hours with authorization from your Manager. You must close and secure all lockable doors and devices after use, especially those restricting access to confidential information, cash, equipment, and/or other valuable or sensitive materials.

You mustn't facilitate access to back-office areas to unauthorized persons. Report all lost or stolen keys, and compromised security access codes immediately to your Manager.

Employee Lockers

You may have access to a locker to store your personal belongings at work, depending on your role and location, and subject to availability. Do not store perishable and/or dangerous goods, non-prescription drugs, alcoholic beverages, or company property (aside from uniform) in your locker.

You will be required to supply your own padlock. Your on-duty Supervisor has the right to access your employee locker to ensure compliance with health and safety and other legal requirements.

Personal Guests

Personal guests are not permitted to visit you during scheduled work hours, or to access back of house areas at any time.

Company Expenses & Personal Gifts

General Expenses

From time to time you may incur expenses while performing your duties. You are responsible for obtaining authorization from your Department Head before incurring any expense on behalf of the Company.

You can receive reimbursement by correctly completing and submitting an Expense Report to your manager for approval. A valid payment receipt for each expense incurred must be provided with your expense report (excluding personal vehicle business mileage).

Expenses should be claimed in the month they are incurred so that they can be assigned to the correct month in the financial statements. A reimbursement cheque will be issued to you in the company cheque run following the submission of your expense report. An expense template for each work location can be found on the Network. Review the Expense Instruction Guide prior to completing an Expense Report. Special instructions for claiming mileage expenses and expenses incurred in a foreign currency are included in the instruction guide.

Using a Personal Vehicle for Business Purposes

We will reimburse you should you need to use your vehicle for business purposes at a rate of \$0.30 per KM. It is your responsibility to ensure that your vehicle is suitably roadworthy and meets the minimum requirements specified by Banff Caribou Properties Ltd. insurance provider. Speak with your Manager for details. You are also responsible for maintaining a valid driver's license. Journeys between your home and normal place of work do not qualify for reimbursement under regular circumstances.

Length of Employment	Notice Period
More than 90 days but less than 2 years	1 Week
2 years but less than 4 years	2 Weeks
4 years but less than 6 years	4 Weeks
6 years but less than 8 years	5 Weeks
8 years but less than 10 years	6 Weeks
10 years or more	8 Weeks

Table 3.2: Termination Notice Periods

Personal Gifts

From time-to-time, you may be offered gifts from representatives of other organizations or guests. Such gifts sometimes present a conflict of interest. If the value of a gift exceeds \$50.00, report the gift to your Manager as soon as reasonably possible, and before accepting it.

Ending Employment

Regardless of the reasons why termination of employment may occur, how you leave Banff Caribou Properties Ltd. is just as important to us as how you are welcomed on your first day.

Resignation

If you wish to end your employment, please inform your Manager in writing a minimum of two weeks before your intended final day of work. Failure to do this may impact your chances of success when applying for future roles at other Banff Caribou Properties Ltd. locations.

Termination Procedure

Return all uniform, your Staff ID Card, transit pass, and any other company property to your Manager on or before your final day of work. If your employment ends due to dismissal, Banff Caribou Properties Ltd. will ensure that "for just cause" or "without just cause" conditions under Alberta Employment Standards are observed.

Your employment will not be terminated on grounds protected under the Alberta Human Rights Act.

Notice of Termination

If your employment is terminated without just cause, you will receive written notice of termination and/or pay in lieu of termination notice appropriate to the length of your employment.

In some circumstances, you will not receive notice of termination. These include;

- ✓ If you are dismissed with just cause;
- ✓ If you are employed on a seasonal basis and your employment ends on completion of the season;
- ✓ If you are employed for 90 days or less;
- ✓ If you are employed for a definite term or task for a period of 12 months or less;
- ✓ If you choose to cease work during the notice period.

Termination Pay (pay in lieu)

Your Manager may not require you to work within your termination notice period, in which case you'll receive pay in lieu of termination notice. This pay is calculated according to the weekly average of your regular wages for the 13 weeks in which you worked before the date of termination (not simply the 13 calendar weeks immediately before termination).

You will not be required to use entitlements such as vacation or overtime during a termination notice period unless you make such an agreement with your Manager.

Termination with Cause

If your employment is terminated with just cause, you will not receive termination notice, and your employment with Banff Caribou Properties Ltd. will end with immediate effect. You will not be eligible to apply for another role within the Company.

Examples of just cause for termination include, but are not limited to; theft, fraud, willful disobedience, unapproved leaves of absence (failing to show for two or more consecutive shifts), chronic absenteeism or tardiness, serious incompetence, etc.

Employee Housing Check Out

Please notify the Employee Housing Team as soon as possible if your employment with Banff Caribou Properties Ltd. is coming to an end. It is your responsibility to complete the Check-Out Cleaning Checklist (see your employee housing communal notice board) in time for your final room inspection. You should vacate your staff accommodation within 24 hours of your final shift.

Final Deductions

Your final paycheck will be issued after your last day of work in the normal pay cycle. Deductions will be taken to cover any outstanding pre-authorized payments relating to employee benefit programs, employee housing, or unique agreements. Your employee housing deposit will not be refunded if you fail to complete the check-out procedure (see *Staff Residence Agreement*).

Final Payment

Your final pay will be deposited into the same Canadian bank account that you have used while employed with BCPL. Please keep your bank account open until your final payroll is received. If you are leaving Canada at the end of your employment, you can prearrange a closing date of your bank account with your bank. If you must close the account before your final pay is deposited, please inform your manager or the Payroll department in advance, so we can issue a pay cheque instead of a direct deposit. Please note that in some countries it can be difficult to deposit a cheque in Canadian funds. We don't process wire transfers or e-transfers as an alternative.

Confirmation of Employment

You may request a written confirmation of employment from the Human Resources Team.

Record of Employment

A Record of Employment (ROE) provides information on employment history. It is the most important document used by employees in establishing a claim for Employment Insurance (EI) benefits. When your employment ends, Banff Caribou Properties Ltd. will submit an ROE to Service Canada electronically. Visit canada.ca and sign up for a My Service Canada Account to view and print copies of your ROEs.

Accessing Your Pay Information

Your bi-weekly and annual pay statements (including your T4s) will continue to remain available to you in Dayforce for two years after your final day of work. Your log-in credential will remain the same; however, you will no longer have access to some tools and features in Dayforce.

Find Out More...

- [Alberta Employment Standards Website: *Termination and Termination Pay*](#)

Rehire with Banff Caribou Properties Ltd.

Employees leaving on good terms are eligible to be considered for future positions with Banff Caribou Properties Ltd. Whenever possible we look forward to welcoming employees back along with the additional experience, education, and insight they bring.

Your rehire status will be subject to your past performance reviews and confirmed after a discussion with your Manager. If your employment is terminated for just cause, you will not be considered eligible for rehire at any Banff Caribou Properties Ltd. division. If you are rehired within three months of leaving Banff Caribou Properties Ltd., you will resume your level of seniority and associated benefits.

If rehired after three months away from the Company, your employee number will remain the same; however, you'll receive the benefits and entitlements of a new employee, unless otherwise stated in your letter of offer or contract of employment. Your seniority date will be your first day of work upon returning.



PART 4:

Employee Benefits & Perks

Your Staff ID Card

Your Staff ID Card is your passport to one of the most comprehensive employee benefit structures in the Bow Valley. Show your card to the member of staff assisting you to redeem your employee benefits.

- ✓ Our employee benefits programs are a privilege of working for Banff Caribou Properties Ltd. and for that reason you cannot give or lend your Staff ID Card to other people to use.
- ✓ You must present your Staff ID Card at the beginning of a sales transaction or before being seated in a restaurant. Staff discounts are not guaranteed. Gratuities are not included and are at your discretion.

How to Get Your Staff ID Card

Your first Staff ID Card is free and will be provided to you during first couple of weeks of employment by your manager.



Replacing a Lost, Stolen, or Damaged Card

If your card is lost or stolen, a replacement can be purchased for \$20. Cards damaged due to normal wear and tear will be replaced free of charge when you hand in your old card. Email hr@bestofbanff.com to order your replacement.

Ending Employment

Please return your Staff ID Card on or before your final day of work. Failure to do so will result in a \$25 deduction from your final pay, as per your Staff ID Card Agreement.

Group Insurance Plan

Overview

Banff Caribou Properties Ltd. offers a group insurance plan to all part-time and full-time employees. Contact the Payroll Team or visit Green Shield Plan Member Online Services (current plan members only) for information about your coverage. You may add dependent family members to your plan. Dependent partners or spouses must have lived with you for a minimum of one year. You should advise the Payroll Team as soon as possible when you become a parent.

Eligibility

To join the Group Insurance Plan, you must maintain a minimum of 20 hours of work per week. Hourly employees are eligible to join upon completing six months of continuous employment, and salaried employees are eligible to join immediately upon commencement of employment. Please note; it is important to complete an application to join the plan either before or as soon as you become eligible. Joining as a late applicant will result in a reduction in policy coverage during your first year of membership. Download and complete the [Total Guard Employee Enrollment Form](#) from blcemployees.com/benefits and submit it to our Payroll Team: payroll@bestofbanff.com.

Payment

You will pay 50% of insurance plan premiums via payroll deduction. This will cover the life, accidental death & dismemberment, and long-term disability (salaried members only) elements of the plan. Banff Caribou Properties Ltd. will pay the remaining 50% on your behalf. Contact the Payroll for information on our current Group Insurance Premiums.

Suspending or Exiting the Plan

You may suspend your membership of the group insurance plan for up to a maximum of six months, and you may exit the Group Insurance plan at any time. Speak with a member of the Payroll Team about your options. Your plan membership will automatically end upon termination of your employment.

Anniversary Rewards Program

Overview

Each year, on the pay cycle following the anniversary of your first day of work, you'll receive a reward payment as a thank you (see [Table 4.2: Anniversary Reward Payments](#)).

Each year you celebrate with the Company, your bonus payment will increase up to a maximum of \$1,000. Speak with the HR Team to invest your bonus in the Employee Share Ownership Plan.

Anniversary	Full-Time	Part-Time
After 1 Year	\$600	\$450
After 2 Years	\$700	\$525
After 3 Years	\$800	\$600
After 4 Years	\$900	\$675
After 5 Years	\$1000	\$750

Table 4.2: Anniversary Reward Payments

Eligibility

Anniversary Rewards are available to active full-time and part-time employees in good standing (see [Employment Terms Defined](#)). You must work shifts in the 26 consecutive pay periods preceding your anniversary date to be eligible, and your reward amount will be calculated based on the average number of hours you worked per week in the year. Your reward entitlements may change in the event of an extended leave of absence (see [Anniversary Bonus](#) for more information).

Home Purchase Loan Program

Overview

With tight planning regulations and a shortage of affordable housing, for many, buying a home in the Bow Valley can be a difficult and daunting prospect. To help you get into the property market, Banff Caribou Properties Ltd. will match your down payment on the purchase of a home in Banff or Canmore with a principle loan of up to \$50,000, plus interest at the Canada Revenue Agency (CRA) prescribed rate at the date of the loan advance. The loan is repayable when you no longer occupy the home, six months after the end of your employment with the Company, or after ten years, whichever occurs first.

View the [Factsheet – Home Purchase Loan FAQ](#) for more information.

Eligibility

Any full-time employee who has worked for a minimum of 12 consecutive months with the Company is eligible to take advantage of the Home Loan Program (see [Employment Terms Defined](#)).

English as a Second Language (ESL) Reimbursement Program

Overview

Is English your second language? Take an English language course and help develop communications skills that will help you get more out of your time in Banff and Canmore? We'll reimburse 80% of your course fees up to a maximum of \$200 as soon as you have completed your course and worked for us for three months. See the [Community Connections: Connect to Language](#) guide to find a course.

Eligibility

You must be an active employee at the time of reimbursement. You must complete an [ESL Funding Agreement](#), and provide a payment receipt and a certificate or letter confirming your studies are complete. Reimbursement applies to courses started after your first day of employment.



Employee Share Ownership Program (ESOP)

Overview

The Employee Share Ownership Plan was established in 2008 by the principal owner, Wim Pauw, with the goals of transitioning ownership of Banff Caribou Properties Ltd. to its employees, keeping the company locally owned and operated, and providing employees with an investment plan. Banff Caribou Properties Ltd. now has over 150 employee-owners all living within the local community. Turn to [What does it mean to be Employee Owned?](#) for more information.

Eligibility

Any employee who worked 1000 insurable hours or more with the Company within the 12 months before February 1st of the subscription year is eligible to join the plan. The sign-up window opens between November and February each year. ESOP is more complex compared to our other employee benefit programs so be sure to take time to read the additional available resources if you're interested in joining.

Find Out More...

- [Factsheet: Employee Share Ownership Plan \(ESOP\) - FAQ](#)

Employee Referral Program

Know someone who would be a great fit with Caribou Culture? Banff Caribou Properties Ltd. will reward you with up to \$600 for recommending a friend. Read Terms and Conditions and more information [here](#).

Health & Wellness Benefits

Take advantage of our Health & Wellness Benefits designed to keep you in peak physical, mental and emotional shape;

Elevation Place (Canmore)

If you sign up for a monthly recurring membership, you receive an immediate 20% discount off the full membership rate. On top of your discount, the Company will subsidize the cost of your membership by \$10 per month. Submit your payment receipts for every three months of your recurring membership to Human Resources at hr@bestofbanff.com to receive a \$30.00 subsidy in your following pay.



Fairmont Fitness Centre

Go to the Willow Stream Spa reception desk at the Fairmont Banff Springs and show your Staff ID Card to receive over 15% off on select fitness & aquatic memberships. You can choose your length of commitment from 3-month, 6-month & 12-month memberships.



BRMR Fitness Centre

Keep in shape in our gym (including weight and cardio equipment), or on the squash, tennis or basketball courts then relax in our indoor or outdoor swimming pool. Purchase an Employee Fitness Club Membership for \$20 per month (no contract required)!



EMPLOYEE BENEFITS & PERKS

Spa Discounts

Enjoy 25% off spa services Monday to Thursday, and 25% off retail every day at Meadow Spa or Red Earth Spa. Employees also receive 40% off spa services during the week of their birthday.



Free Yoga Classes

Relax, unwind and reconnect body and mind in the quiet company of your fellow Caribous! Free Yoga Classes are hosted by the Red Earth Spa every Tuesday & Thursday at 5:30 pm. Email redearthspa@bestofbanff.com to be added to the yoga email distribution list.



Beatnik Salon Discounts

Get 10 % off all services and 15% off on your first visit at Beatnik Salon. To book an appointment, call (403) 985-5550 or visit the Salon located in the Wolf & Bear Mall. Remember to show your Staff ID card when you show up for your appointment.



Summer Activities

Free Canoe Passes

Paddle on the Bow River and Vermillion Lakes all summer for free with one of our employee canoe passes! Passes are valid for a 2-hour canoe rental based on 2 people per canoe.

Employee Golf Programs

Enjoy the Fairmont Banff Springs Golf Course at a discount or for free! Our free-use golf passes to the Tunnel 9-hole course can be reserved each week. Passes are limited and subject to availability. Do you want unlimited play of the Tunnel 9 course? You can access discounted membership pricing when buying your very own season pass!



Bicycle Rentals

You receive 50% off of mountain bike and road bike rentals all summer long at Ultimate Sports. Visit Ultimate Sports at [206 Banff Ave.](#) or call [\(403\) 762-0547](#) for more information.

Winter Activities

Employee Ski Pass Program

Enjoy fantastic employee discounts on season lift tickets at our local ski resorts, including Mount Norquay, Lake Louise, and Sunshine Village, or enjoy all three hills with a Ski Big 3 season pass. Mid-week and full-week options are available. Pay by cash, credit or cheque, or spread the cost with convenient bi-weekly payroll deductions.

Information and pricing are released each fall, and passes can be purchased until mid-December. If you remain a Banff Caribou Properties Ltd. employee in good standing and maintain at least 20 hours of work per week throughout the winter, you may be eligible for a subsidy towards the cost of your ski pass. See the [Staff Ski Pass Purchase Agreements](#) for terms and conditions.

Discounts at Ultimate Sports

Employees can save up to 50% on snow sport equipment rentals and tuning on select items. You also receive 25% off on regular priced retail items.



Food & Beverage Discounts

Enjoy 40% off food and 27% alcoholic beverages at all Banff Caribou Properties Ltd. restaurants and bars. When dining with friends or family, food & beverage discounts apply to items you personally consume.

The discount is not guaranteed and is subject to availability at the restaurant, prioritizing guests over staff. You must present your Staff ID Card to the host upon arrival, and also to your server after being seated to check that the discount is available.

Subsidized Meal (Salaried Employees)

Overview

The Subsidized Meal Program for salaried employees is designed to provide you with an affordable meal during your shift while avoiding any unnecessary tax implications. As a salaried employee, you can enjoy a meal and non-alcoholic beverage for \$7.50 (including GST) at any BCPL restaurant when you present your Staff ID Card to your server. Please remember; gratuities are not included in the price.

The program is also available to encourage you to experience Banff Lodging Company restaurants so that you can:

- ✓ Provide constructive and objective feedback on product and service quality;
- ✓ Be a more effective promotor of the restaurants;
- ✓ Help create and enhance the friendly and inviting dining environment.

Program Terms & Conditions

1. There is no taxable benefit related to this benefit;
2. The settlement slip **MUST** be filled in as follows;
 - a. You must legibly write both your first and last name on the bill;
 - b. You, or the person collecting a take-out meal on your behalf, must provide a valid signature on the bill.
3. Subsidized Meals can consist of any single food item and beverage item from the menu, but **CANNOT** include desserts, supplementary side dishes, or alcoholic beverages;
4. Restaurant Managers reserve the right to restrict menu items from the Subsidized Meal Program;
5. You are entitled to only one Subsidized Meal per working day (except restaurant managers on duty, who can consume more than one meal at their restaurant of employment, at the discretion of the Restaurant General Manager);
6. This entitlement cannot be carried over to future days (that is, you cannot have 2 meals in a day or a meal during a day off just because you did not have any meal on a previous day);
7. Subsidized Meals are for your consumption and cannot be shared or transferred in any manner;
8. Your Subsidized Meal must be consumed during your shift or normal working hours (i.e. your meal would normally be breakfast or lunch and would not be a dinner after a daytime shift).

EMPLOYEE BENEFITS & PERKS

Lux Cinema Discounts

Enjoy great discounts at our very own movie theatre! You can save up to 50% off on select movie tickets and concessions. Some restrictions may apply.

Visit Lux Cinema at 229 Bear St. or go to luxbanff.com for showtimes.



Hotel Stays

Complimentary Hotel Stays

Enjoy a complimentary 1-night stay at the Banff Caribou Properties Ltd. hotel of your choice every three months of your employment. Speak with your Manager to arrange your stay.

You must be a room occupant, and you are responsible for all upgrade and incidental charges during the stay. Complimentary Hotel Stays are intended for quiet enjoyment. Parties, excessive noise and misconduct of any occupant will result in immediate eviction. Please note some restrictions apply during busy times throughout the year. You can't save your free stays to make a multi-night booking (your three months are counted from your first day of work or from your last free stay) so be sure to use them! Download the [Complimentary Hotel Room Agreement](#) for terms and conditions and to sign up.

Friends & Family Hotel Discounts

Got friends or family visiting from out of town? Get discounts on room rates at any of our properties when booking online. Contact hr@bestofbanff.com to receive the exclusive promo code. Some restrictions apply during busy times throughout the year.

Leadership Days (Salaried Employees)

Salaried employees are eligible to participate in Banff Lodging Company's Leadership Day Program. Each year, you'll get the chance to enjoy a day and/or evening out on us. There are usually around five or six choices of activities each year, ranging from; snow-shoeing, skiing, caving, ice climbing, fine dining, live NHL games, spa days, and more!

Leadership Days are an excellent way to relax, get to know your colleagues better, and often present an opportunity to try something new! You may attend a Leadership Day on a regular work day with the approval of your General Manager. Should you choose to participate in a Leadership Day on a regular day off, you are not entitled to a day off in lieu. Watch out for the invitation email in the spring!



Transportation Discounts

Roam Local Transit Pass Program

Enjoy unlimited annual travel on local Roam Transit services for a one-time fee of \$20 (payable by payroll deduction). Don't forget to swap out your smart card for a new one in December! Sign up at [Head Office, 229 Bear St., 3rd Floor, Wolf & Bear Mall.](#)

Find the [Roam Local Transit Pass Agreement](#) here.



Roam Regional Transit Pass Program

Travelling between Banff and Canmore? You can pay the cost of your pass up-front, or take advantage of bi-weekly payroll deductions and spread payment across your next four paycheques. Your pass is good for unlimited travel on Regional and Local Roam Transit services.

Brewster Travel Regional Service Discounts

Get 25% off scheduled coach services to Calgary Airport, Downtown Calgary, Canmore, Lake Louise and Jasper with Brewster Travel. Take your staff ID Card to the Brewster travel booking office at [100 Gopher St.](#) or call [1 \(866\) 606-6700.](#)



Enterprise Rent-a-Car Discounts

Enjoy employee discounts on vehicle rentals with Enterprise Rent-a-Car. Contact hr@bestofbanff.com for the exclusive promo code and enter it when you book online at enterprise.ca. Alternatively, visit the Enterprise booking office at [Banff Caribou Lodge & Spa, 521 Banff Ave.](#) or call [\(403\) 762-2688.](#)



Banff Airporter Discounts

Get 15% off return transportation for the Calgary International Airport when you book at Banffairporter.com. Contact hr@bestofbanff.com for the promo code.



Benefit Eligibility Criteria (Hourly Employees)

Availability	Employee Benefit Program	Full time	Part time	Casual
Immediately	Avalanche Safety Training Course Discount	✓	✓	✓
	Banff Airporter Discounts	✓	✓	✓
	Beatnik Salon Discounts	✓	✓	✓
	Brewster Transport Discounts	✓	✓	✓
	Caribou Awards	✓	✓	✓
	Caribou Kids Ski Rental Program	✓	✓	✓
	Elevation Place Membership Discount	✓	✓	✓
	Employee Housing	✓	✓	✓
	Employee Referral Program	✓	✓	✓
	Employee Subsidized Ski Pass	✓	✓	✓
	Enterprise Car Rental Discounts	✓	✓	✓
	Eureka Escape Room Discount	✓	✓	✓
	English Language Course Reimbursement	✓	✓	✓
	Fairmont Fitness Centre Discounts	✓	✓	✓
	Food & Beverage Discounts	✓	✓	✓
	Free Canmore Eagles Hockey Tickets	✓	✓	✓
	Free Canoe Pass	✓	✓	✓
	Free Golf Pass	✓	✓	✓
	Free Yoga	✓	✓	✓
	Friends & Family Room Rates	✓	✓	✓
	Golf Membership Discounts	✓	✓	✓
	H&R Block Tax Service Discounts	✓	✓	✓
	Ice Climbing Experience Discount	✓	✓	✓
	Lux Cinema Discounts	✓	✓	✓
	Manager Days	✗	✗	✗
	Manager Meals	✗	✗	✗
	Mountain Park Transportation	✓	✓	✓
	Roam Bus Pass Programs	✓	✓	✓
	Rock Climbing/ Alpine Adventures Discount	✓	✓	✓
	RMR Fitness Centre Discount	✓	✓	✓
	Ski Pass Employee Pricing	✓	✓	✓
	Spa Service & Retail Discounts	✓	✓	✓
	Ultimate Retail/Rental Discounts	✓	✓	✓
	Staff Events	✓	✓	✓
After 3 months	Complimentary Hotel Room	✓	✓	✓
After 6 months	ESOP	✓	✓	✗
	Group Insurance Plan	✓	✓	✗
After 1 year	Home Loan Program	✓	✗	✗
	Anniversary Bonus	\$600	\$450	✗
After 2 years	Anniversary Bonus	\$700	\$525	✗
After 3 years	Anniversary Bonus	\$800	\$600	✗
After 4 years	Anniversary Bonus	\$900	\$675	✗
After 5 years	Anniversary Bonus	\$1000	\$750	✗

All benefits are subject to change without notice. Always refer to [Dayforce HCM](#) or [BLCemployees.com](#) for the most up-to-date version of the Banff Caribou Properties Ltd. Employee Handbook.

Benefit Eligibility Criteria (Salaried Employees)

Availability	Employee Benefit Program	Full time	Part time
Immediately	Avalanche Safety Training Course Discount	✓	✓
	Banff Airporter Discounts	✓	✓
	Beatnik Salon Discounts	✓	✓
	Brewster Transport Discounts	✓	✓
	Caribou Awards	✓	✓
	Caribou Kids Ski Rental Program	✓	✓
	Elevation Place Membership Discount	✓	✓
	Employee Housing	✓	✓
	Employee Referral Program	✗	✗
	Employee Subsidized Ski Pass	✓	✓
	Enterprise Car Rental Discounts	✓	✓
	Eureka Escape Room Discount	✓	✓
	English Language Course Reimbursement	✓	✓
	Fairmont Fitness Centre Discounts	✓	✓
	Food & Beverage Discounts	✓	✓
	Free Canmore Eagles Hockey Tickets	✓	✓
	Free Canoe Pass	✓	✓
	Free Golf Pass	✓	✓
	Free Yoga	✓	✓
	Friends & Family Room Rates	✓	✓
	Golf Membership Discounts	✓	✓
	H&R Block Tax Service Discounts	✓	✓
	Ice Climbing Experience Discount	✓	✓
	Lux Cinema Discounts	✓	✓
	Leadership Days	✓	✓
	Manager Meals	✓	✓
	Mountain Park Transportation	✓	✓
	Roam Bus Pass Programs	✓	✓
	Rock Climbing/ Alpine Adventures Discount	✓	✓
	RMR Fitness Centre Discount	✓	✓
	Ski Pass Employee Pricing	✓	✓
	Spa Service & Retail Discounts	✓	✓
	Ultimate Retails/Rental Discounts	✓	✓
	Staff Events	✓	✓
After 3 months	Complimentary Hotel Room	✓	✓
After 6 months	ESOP	✓	✓
	Group Insurance Plan	✓	✓
After 1 year	Home Loan Program	✓	✗
	Anniversary Bonus	\$600	\$450
After 2 years	Anniversary Bonus	\$700	\$525
After 3 years	Anniversary Bonus	\$800	\$600
After 4 years	Anniversary Bonus	\$900	\$675
After 5 years	Anniversary Bonus	\$1000	\$750

All benefits are subject to change without notice. Always refer to [Dayforce HCM](#) or [BLCemployees.com](#) for the most up-to-date version of the Banff Caribou Properties Ltd. Employee Handbook.

Employee Events

Christmas Party | December

The Employee Christmas Party is the highlight of our event calendar. Enjoy a fun-packed evening with complimentary food, live music, employee awards, fantastic prize draws, a photo booth and much, much more.

Summer BBQ | September

Celebrate the end of the busy summer season and enjoy a great big 'Caribou thank you' in the form of great food, cheap drinks, games and music.

Community Events

Town Parades | July & November

Each year Banff Caribou Properties Ltd. joins over 40 organizations and greets thousands of spectators at the Parade of Lights in November, and Canada Day Parade in July. Contact the Human Resources Team and ask how you can participate.

Housekeeping Olympics | May

Each year, housekeeping teams from across the Bow Valley hospitality community come together for this fun yet highly competitive event that allows participants to showcase their incredible tools of the trade. Speak to your Manager about representing your hotel.

Event Sponsorship | Year-Round

Banff and Canmore are home to a great number of world-class sporting, entertainment and charitable events. From keeping athletes hydrated and motivated at the Banff Marathon, to sponsoring the Folk Fest, Banff Caribou Properties Ltd. is proud to be an active force in our mountain community.

Get Involved: Volunteer Opportunities

There are lots of ways you can be involved in our community events. Look for featured opportunities in the Employee Newsletter or contact the Human Resources Team for information.

You Can Be Big Bear!

Big Bear is our beloved mascot, making appearances at most major events within the local community. Many distinguished friends and colleagues have sported the Big Bear costume to entertain the fans.

Want to strut your stuff and represent Banff Caribou Properties Ltd.? Ask the Human Resources Team how you can be Big Bear at an upcoming event.



Keeping Up-to-Speed

Weekly Newsletter

Check out the weekly Employee Newsletter for the latest information about your employee benefits & perks, employee events, and community programs and events in the local area.

You can receive the Employee Newsletter directly to the personal email address of choice that you enter in Dayforce. See [Receiving Updates from Banff Caribou Properties](#) to learn how to update your communication preferences.

If you have access to a company network computer, you will automatically receive a copy of the Employee Newsletter to your Company email address.

BLCemployees.com (Employee Website)

Head to BLCemployees.com at any given time to access everything you'll need to know to maximize your experience as an Employee and a local.



Social Media

Follow [BLC employees Instagram](#) and [BLC employees facebook](#) to receive latest information about benefits and community events and offerings.



PART 4:

Local Resources & Amenities

Banff & Canmore in Context

Banff National Park

Established in 1885, Banff National Park is Canada's oldest national park. The park encompasses 6,641 square kilometres (2,564 square miles) of mountainous terrain, with hundreds of glaciers and ice fields, dense coniferous forest, and alpine landscapes.

Banff National Park is an important part of the Canadian Rocky Mountain Parks World Heritage Site, alongside three other national parks (Jasper, Kootenay, and Yoho), and three provincial parks (Hamber, Mount Assiniboine, and Mount Robson). Together, the parks are a UNESCO World Heritage Site.

People are known to have been living in the Bow Valley for over 12,000 years. First nation peoples, including the Stoneys, Kootenay, Tsuu T'ina, Kainai, Peigans, and Siksika, resided in the region where they hunted bison and other game. Today the town of Banff is the main commercial centre of the park, attracting over four million visitors from around the world every year.



Town of Banff

Banff is a resort town and one of Canada's most popular tourist destinations. Known for its mountainous surroundings and hot springs, it is a destination for outdoor sports and features extensive hiking, biking, scrambling and skiing destinations within the area.

The Town of Banff was the first municipality to incorporate within a Canadian national park. At an elevation of 1,500 m (5,000 feet) above sea level, Banff has the highest elevation of any town in Canada and is the second-highest community in Canada after Lake Louise.

Banff has a permanent population of approximately 9,300, which means you are one of the lucky few who get to call Banff home.

Town of Canmore

The town of Canmore sits on the eastern edge of Banff National Park with a population of just under 14,000 people. Originally a coal-mining town, Canmore faced tremendous change in the late 1970s when the mines were closed, and it was left as a struggling community before hosting the 1988 Calgary Olympic Games.

In its new era, Canmore has more than tripled its population and become a vibrant recreational tourism-based community, with a focus on reconciling environmental sensitivity and economic sustainability.

At an elevation of 1,309 m (4,296 feet), Canmore has over 160km of trails within town boundaries, making it a popular place for cross country skiing, mountain biking and outdoor playground for the adventurous spirit.

Getting Settled In

When you attend orientation around the time that you begin work with the Company, you will receive a Confirmation of Employment (COE) letter. Your COE letter will be useful for accessing many resources & amenities in the local area.

Canada Post

Post mail is not delivered to physical addresses in Banff but can be sent to the Post Office for collection. You must register for one of the two methods for collecting mail before it arrives. Do not use your work location address for personal mail.

1. **Register for General Delivery**

When using general delivery, the first 3 months are free. After that, you may continue to purchase 3-month registration periods at the service desk.

2. **Open a P.O. Box**

Registering for a P.O. Box is completely free; however, you must provide proof of residency. Take your COE letter, residential lease agreement, and government-issued photo ID to the counter during normal hours of operation. Opening a P.O. Box will enable you to collect your mail seven days a week until 10:00 pm.

In Canmore, mail is delivered to your physical address.

Public Libraries

The Banff Public Library and Canmore Public Library both offer free Library Memberships to all residents. Bring with you your COE letter or other proof of residency. Both libraries offer these technology & printing services:

- ✓ Public computer use (Free)
- ✓ Wi-Fi access (Free)
- ✓ Printing, Scanning & Photocopying (Fees apply)

Banff Registry Office

The Banff Registry provides corporate, motor vehicle, Alberta Healthcare licensing and registration services. This is the only place in the Bow Valley where you can register for Alberta Healthcare in person.

Driving in Alberta

You can drive in Alberta with a license from a different country or Canadian province for up to 90 days after your date of arrival. To change over your license, bring your COE letter with you to the Banff Registry Office or Canmore Registry Office, along with these documents;

Find Out More...

- www.thebanffregistry.com/
- www.canmoreregistry.com/

- ✓ Current driver's license
- ✓ Proof of status in Canada (passport, birth certificate, permanent residency card, etc.)

Alberta Healthcare

Hospital treatment, especially if it involves an over-night stay can potentially cost thousands of dollars. Alberta Health Services provides many medical services to residents of Alberta free of charge, including hospital stays and treatment, medically necessary surgery, visits to the doctor, and flu shots.

Alberta Healthcare does not cover the cost of ambulance services, prescription drugs, dental, or optometry treatment. Additional medical and healthcare expenses can be covered through group health insurance.

How to Get an Alberta Health Card

Read the [BLC Factsheet: Alberta Health Care Coverage](#) to check if you're eligible, and find out how you can get an Alberta Health Card.

Other Healthcare Resources

Health care isn't just for when you are sick. Health care services and resources are there to help you stay healthy! Everyone living in Canada has access to medically necessary services. Understanding and using health care services in Canada is very important.

Community Connections in the Bow Valley: Connect to Health Guide

This guide will provide you with a directory of health care services and resources in the Bow Valley (Banff, Canmore, Lake Louise and Kananaskis).

Many of these resources are provided for free! [View the Connect to Health Guide](#).

Bow Valley Primary Care Network

Bow Valley Primary Care Network uses a team-based healthcare model; family physicians work collaboratively with other healthcare professionals (nurses, dietitians, pharmacists, etc.) to enhance the delivery of primary care needs within the Bow Valley.

In addition to free appointments and programs, they can also help you find a doctor that is accepting new patients. Find out more at the [Bow Valley Primary Care Network Website](#).



Stress Management Tips

- ✓ Build rewarding relationships with coworkers
- ✓ Talk openly with managers or employees about work or personal concerns
- ✓ Prepare for the future by keeping abreast of likely changes in job demands
- ✓ Don't greatly exceed your skills and abilities
- ✓ Set realistic deadlines; negotiate reasonable deadlines with managers
- ✓ Act now on problems or concerns of importance
- ✓ Designate dedicated work periods during which time interruptions are avoided
- ✓ When feeling stressed, find time for detachment or relaxation
- ✓ Don't let trivial items take on importance; handle them quickly or assign them to others
- ✓ Take short breaks from your work area as a change of pace

The Basics of Living in a National Park

Parks Canada

Banff National Park is managed by Parks Canada under the *Canada National Parks Act*. Parks Canada sets guidelines to preserve the natural beauty and ecological history of this region. The Town of Banff is a municipality that lies within Banff National Park and residents and visitors are required to abide by these guidelines.

Find Out More...

- [Canada National Parks Act](#)
- [Parks Canada Website](#)

Banff Resident's Parks Pass

A Resident's Park Pass is required in order to park your vehicle in Banff. To pick up a pass, go to the Banff Visitor Centre. You will need to produce your vehicle registration, driver's license and proof of residency in Banff.

The validity duration and expiry date will be recorded on the pass. You must renew your pass on or before the expiry date.

Living Near Wildlife & Backcountry Safety

We share this place with wildlife like deer, elk, bears and many other types of animals, so we need to be aware of how our actions impact them and also ways to protect ourselves if we encounter wildlife.

Bears, in particular, are extremely sensitive to the stress of human activity. The best approach to protecting them and yourself is to avoid encounters. In the event you do encounter a bear, it's important to understand their behaviour and be educated on how to respond effectively, including the use of bear spray.

If you have an encounter with wildlife, see any large carnivores or spot elk in the town of Banff, report it to Parks Canada by calling (403) 762-1470.

Parks Canada provides accessible resources and information on wildlife safety. You can also find information at Visitor Centres such as maps, brochures, backcountry reservations, up-to-date park information, and weather, trail avalanche and road reports.



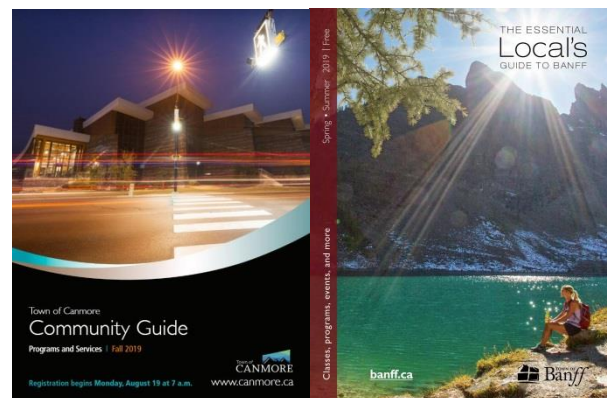
Find Out More...

- [Parks Canada: Safe travel in bear country](#)
- [Parks Canada: Keep the Wild in Wildlife](#)
- [Town of Banff: Bear Awareness](#)
- [Town of Banff: Living Near Wildlife](#)

Community Programs & Classes

The Town of Banff and Town of Canmore both offer a variety of programs and classes for residents of all ages and skill levels within the community. A wide range of drop-in sports sessions and recreation classes are offered on a seasonal basis.

Have a look at the [Essential Local's Guide to Banff](#) or [Town of Canmore Community Guide](#) to learn about local programs and classes. Download the most recent edition or pick up a copy at Town Hall.



Affordable Living Programs

The cost of living in the Bow Valley region is very high, making it challenging for families and especially single-person households to live comfortably. Luckily, there are financial assistance programs that provide eligible residents with discounts on classes, programs, transit passes, purchases at participating businesses, and more.

- ✓ Banff Access Program (Banff Residents)
- ✓ Affordable Services Program (Canmore Residents)

To check eligibility requirements and apply to your community's affordable service programs, visit the [Town of Banff Website](#) or the [Town of Canmore Website](#).

In addition to access programs, there are other local resources available to make the Bow Valley a livable community for all.

Find Out More...

- [Bow Valley Affordability Guide](#)
- [Free and Low-Cost Things to Do \(Banff\)](#)
- [Free or Low-Cost Fun in Canmore](#)

Facebook Pages to Follow

Other opportunities to save money or find affordable housing can be identified through community Facebook Pages. Buy and Sell pages on Facebook offer new or used products including; clothing, furniture, home appliances, basic necessity items, sports equipment and much more.

Although Banff Caribou Properties Ltd. offers employee housing, you can also view private rental listings on Home Finder pages if you are searching for an alternative place to live.

- ✓ Banff Buy and Sell
- ✓ Canmore Buy and Sell
- ✓ Bow Valley Home Finder
- ✓ Bow Valley Pet-Friendly Home Finder



Social Organizations in the Community

There are a lot of opportunities to become involved in the Banff and Canmore community, and to make connections with other locals!

BanffLIFE

BanffLIFE is dedicated to promoting accessible and educational connections for healthy, well-rounded lifestyles for young adults living and working in Banff. BanffLIFE hosts many free or low-cost events for young adults, including;

- ✓ Weekly Pasta Night (winter);
- ✓ DJ & Play in the Park (summer);
- ✓ Mountain Adventure Program;
- ✓ Christmas Dinner.

For more information on upcoming event details, visit their website or Facebook page. Contact BanffLIFE directly by emailing banfflife@banff.ca.



CYAN (Canmore Young Adult Network)

CYAN is a non-profit organization located in Canmore that gives young adults the opportunity to connect with each other and with local resources, and to make a difference within our mountain community. CYAN hosts many free or low-cost events geared towards young adults, including;

- ✓ Pasta Night – every 3rd Tuesday of the month;
- ✓ Monthly board games night;
- ✓ Move Mountains Festival;
- ✓ Free yoga in the Park (summer).

For more information on upcoming event details, visit their [website](#) or [Facebook page](#). Contact CYAN or subscribe to their newsletter by emailing admin@cyancanmore.ca.



Banff Ambassador Program

Banff & Lake Louise Tourism, a destination marketing organization for Banff National Park, offer the **Banff Ambassador Program**. They encourage all residents to complete the program to help them learn more about Banff National Park so that they can share their knowledge with visitors. There are two parts to the program;

1. Attend an information session
2. Interpretive sightseeing tour

Upon completion of Parts One and Two of the program, participants receive a Passport valued at over \$500. For more information and upcoming course dates, visit www.banfflakelouise.com/ambassadors.



Support for New Residents of Canada

Settlement Services in the Bow Valley

This free service provides support to Permanent Residents, Live-in Caregivers, Refugees and Temporary Foreign Workers transitioning to permanent status who are living in the Bow Valley.



- ✓ Permanent Resident responsibilities and benefits;
- ✓ Family reunification, language learning, housing, citizenship, health, career, finances, cultural training, and more;
- ✓ Connection to community and resources;
- ✓ Questions about living in Canada.

For more information, visit their [official webpage](#) or [Facebook page](#). To contact Settlement Services directly, e-mail settlement.support@banff.ca or call (403) 762-1149.

Temporary Foreign Worker Support Services (TFW)

This free service provides support to Temporary Foreign Workers in the Bow Valley. TFW is provided in partnership with the Calgary Catholic Immigration Services (CCIS) and the Town of Banff. Services provided include but are not limited to;



- ✓ Matters relating to Work Permits, Permanent Residency, AINP, and LMO;
- ✓ 1-on-1 or group workshops;
- ✓ Document assistance.

For more information, visit their [official webpage](#) or [Facebook page](#). To contact TFW, e-mail tfw@banff.ca or call (403) 763-1700.

Local Directory (Banff & Canmore)

General Directory

211 Alberta 2-1-1

Emergency

Fire, Police, Ambulance	9-1-1
Police (RCMP Banff Detachment)	(403) 763-6600
Police (RCMP Canmore Detachment)	(403) 678-5516
Park's Canada Warden's Office	(403) 762-1470
Report a Wildfire	310-FIRE (3473)
Report a Poacher	1 (800) 642-3800
Environmental Emergency or Complaints	1 (800) 222-6514

LOCAL DIRECTORY

Medical, Health & Support Services

Health Link (Alberta Health Services)	8-1-1
Bow Valley Primary Care Network	(403) 675-3000
Banff Mineral Springs Hospital	(403) 762-2222
Canmore General Hospital	(403) 678-5536
Mental Health Support Line	1(877) 303-2642
Banff YWCA	(403) 762-3560
Workers Compensation Board (WCB)	1 (866) 922-9221

Family, Affordability and Community Support Services

Settlement Services in the Bow Valley	(403) 762-1149	
Temporary Foreign Worker Support	(403) 763-1700	tfw@banff.ca
Banff Housing Corporation	(403) 762-1115	bhc@banff.ca
Bow Valley Community Connections	(403) 497-4471	community.connections@banff.ca
Banff Family & Community Support Services	(403) 762-1251	
Canmore Family & Community Support Services	(403) 609-3743	

Social & Recreational Services

BanffLIFE	(403) 760-2423	banff.life@banff.ca
Canmore Young Adult Network (CYAN)		admin@cyanacanmore.ca
Banff Lake Louise & Tourism	(403) 762-8421	info@banfflakelouise.com
Fenlands Recreation Centre	(403) 762-1235	
Canmore Recreation Centre	(403) 678-8920	
Banff Centre for Arts & Creativity	(403) 762-6100	

Local Municipality

Town of Banff	(403) 762-1200
Town of Canmore	(403) 678-1500
Banff Visitor Centre	(403) 762-8421
Canmore Visitor Centre	(403) 678-5277

Company Directory

Hotel

Banff Caribou Lodge & Spa	(403) 762-5887
Banff Ptarmigan Inn	(403) 762-2207
Banff Rocky Mountain Resort	(403) 762-5531
Pocaterra Inn & Waterslides	(403) 678-4334
The Fox Hotel & Suites	(403) 760-8500
Hidden Ridge Resort	(403) 762-3544

Moose Hotel & Suites	(403) 760-8570
Rocky Mountain Ski Lodge	(403) 678-5445
Tunnel Mountain Resort	(403) 678-4334

Restaurant

Alpha Bistro	(403) 762-5531
Chili's Grill & Bar	(403) 760-8502
The Keg Steakhouse (Downtown)	(403) 760-3030
The Keg Steakhouse (Banff Caribou Lodge)	(403) 760-3030
The Meatball Pizza & Pasta	(403) 762-2207
Pacini	(403) 760-8580

Retail & Entertainment

Lux Cinema	(403) 762-8612
Ultimate Sports	(403) 762-0547

Spa

Meadow Spa & Pools	(403) 760-8577
Red Earth Spa	(403) 762-9292

Head Office

Main	(403) 762-2642	
Human Resources	(403) 760-8521	hr@bestofbanff.com
Employee Housing	(403) 762-2200	staffres@bestofbanff.com

Your Legal Rights as an Employee in Alberta

Disclaimer

The information contained within the Banff Caribou Properties Ltd. (BCPL) Employee Handbook is intended as a reference to Company policies and procedures and is valid on the date of publication. BCPL will make all reasonable efforts to communicate changes to employees; however, reserves the right to change and/or amend any information contained herein without notice. Contact the Human Resources Department to obtain an up-to-date version of all documents.

The Banff Caribou Properties Ltd. Employee Handbook and associated policies and procedures have been written in compliance with the Alberta Employment Standards Code and all other applicable Provincial and Federal legislation and enhanced by best practice guidelines. All Federal and Provincial legislation supersedes any policy or procedure that should fall below the minimum standards required by law.

Building on the Foundation

Importantly, Banff Caribou Properties Ltd. recognizes Alberta employment law is the foundation of good employment practices; however, we also recognize that this is just the beginning. In many cases, our policies and practices go above and beyond basic legal expectations, and we are continually working to enhance and enrich your experience in every area of the employment relationship.

Where to Find More Information

Information regarding your legal rights as an employee in Alberta is available from the Alberta Ministry of Labour. For enquiries, call the Alberta Employment Standards Contact Centre toll-free on **1 (877) 427-3731**, or visit alberta.ca/employment-standards.aspx.

If you are in Canada on a work permit, you can also call the Temporary Foreign Worker Helpline Toll-free in Alberta on **1 (877) 427-6419**.

