



Banff Caribou Properties Ltd.

Employee Handbook





Hello

Welcome to Banff Caribou Properties Ltd. (BCP) 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 950 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. We're happy you've joined us!

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**PART 1: About Banff Caribou Properties
Ltd.**

President's Introduction

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.



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!

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

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

Wim and Nancy Pauw established their private Foundation so residents and visitors could directly benefit from the financial success of the hospitality company Wim founded in 1985.

From the Nancy Pauw Pedestrian Bridge, which connects Banff's trail system, to the donation of adaptive sports equipment that enables individuals with accessibility needs to enjoy their favourite mountain activities and outdoor educational programs designed to support local schools, Indigenous communities, and residents in the Bow Valley, the Foundation is making a tangible impact. As of 2024, the Foundation has approved over \$53 Million for disbursement

Pauw Foundation donations support projects that promote active lifestyles, enhance education opportunities, and nurture strong connections within our community. These programs and initiatives make the Bow Valley a better place for people to live, raise families, and enjoy mountain life. Our Foundation is creating positive, generational change across the Bow Valley.



For more information, visit pauwfoundation.com.

What does it mean to be Employee Owned?



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

- ✓ 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

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...

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

BANFF CARIBOU PROPERTIES LTD.

Banff 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

Banff Caribou Properties Ltd.

Banff Caribou Properties Ltd. (BCP) 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. You will see and hear the company called BCP throughout your employment and this handbook.

Banff Lodging Company

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

Caribou Contracting

Our fellow employees work on all our 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!

Residential Property Division

Over 600 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. (BCP)

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.
		2007	BCP opens The Fox Hotel & Suites and Chili's Grill & Bar.
1887	The Banff Hot Springs Reserve is expanded to 674 square kilometers and renamed the Rocky Mountains Park.	2008	BCP launches Employee Share Ownership Plan (ESOP).
1946	Wim Pauw, the first of 11 siblings is born in Utrecht, Holland.	2009	BCP completes further major expansion at the Hidden Ridge Resort
		2010	BCP acquires Ultimate Sports, Banff Rocky Mountain Resort and Alpha Bistro.
1949	The present day, 6,641 square kilometer Banff National Park is defined.	2011	BCP acquires Wild Bill's Legendary Saloon and Banff Railway Station Leasehold.
1971	Wim Pauw arrives in Banff – penniless!	2013	The Wim & Nancy Pauw Foundation is established.
1984	Banff designated as UNESCO World Heritage Site.	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.
1985	Wim Pauw acquires Caribou Corner. The seed of Banff Caribou Properties is planted!		BCP sells Banff Train Station.
1988	BCP builds Wolf & Bear Mall and Kirby Lane Mall.	2018	BCP acquires Rocky Mountain Ski Lodge, marking the Company's expansion into Canmore.
1991	BCP builds Town Centre Mall.	2019	BCP acquires Pocaterra Inn & Waterslides.
1993	Wim Pauw sells Henry's Electric and BCP diversifies into the hospitality industry, opening the Banff Caribou Lodge and Keg Steakhouse.		BCP sells Wild Bill's Legendary Saloon.
1995		2020	BCP begins major redevelopment on the Inns of Banff.

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

	BCP builds Chustas Mall at 117 Banff Avenue and opens second Keg Steakhouse at 117 Banff Avenue.		BCP acquires Eureka Escape Room, Rundlestone Lodge, Irwin's Mountain Inn, and Red Carpet Inn.
1996	BCP acquires Banff Ptarmigan Inn, Driftwood Inn, and Arrow Motel.	2023	The Inns of Banff redevelopment is complete and the property is opened as Hotel Canoe & Suites along with Sudden Sally. Downtown Sally Opens.
2000	The Company; Banff Caribou Properties Ltd. is officially formed. BCP acquires Hidden Ridge Resort.		
2002	BCP acquires Rundle Manor.	2024	BCP acquires a Commercial Laundry plant to service all hotels. Otter Hotel and Goof Folk Restaurant open to complete the redevelopment at 600 Banff Ave.

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 a good whiskey and the occasional cigar!



Jessica Munn | Vice President Finance, Sales & Marketing

All the way from Canada's largest city (Toronto, ON), Jessica made the move to small town 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 moved back to Banff in 2020 after a 10-year hiatus, drawn back to what she considers the most extraordinary place to live and work. During her time away, she built a successful career in hotel operations, working in some of the sunniest and scenic destinations across BC. Eventually, she came to her senses and returned to Banff, where she now enjoys the perfect balance of work and play.



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 cat cuddler.

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



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 story time 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. I like spending time with my family camping, going at the lakes and hiking.

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, whether you are here for a season or a lifetime.





PART 2: Hours of Work & Getting Paid

HOURS OF WORK AND GETTING PAID

Part 2.1 - Hours of Work

Your First Three Months

When starting employment 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 performance review 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 |

Dayforce

Dayforce is the software used for managing all employee information. Before your first day of work, please complete all onboarding tasks in Dayforce to ensure your employee file is complete.

- Once you become an active employee, you will use Dayforce for the following:
- Viewing your schedule.
- Clocking in (via the mobile app only).
- Viewing pay information and vacation balances.
- Accessing employee resources (via the website only).
- Applying for new jobs (via the website only).
- Updating personal information (via the website only).
- Requesting vacation pay.

Dayforce allows you to access your pay and work schedule on any desktop, laptop, or smartphone with internet access. You can use Dayforce in two ways:

HOURS OF WORK AND GETTING PAID

1. Visit DayforceHCM.com using an internet browser.
2. Download the **Dayforce Mobile App** from Google Play or the Apple App Store on your smartphone or tablet.

Account Activation

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

- Company ID; Banff
- Username; *firstname.lastname*
- Password; *last 4 digits of your phone number used in your application*

You will log in for the first time, you activate your account and then you will create your new password. Be sure to also set up account recovery questions so you can access your account if you forget your password.

Dayforce Security

Strong security for Dayforce is important to protect personal information, such as your SIN, and pay details, from being accessed by unauthorized people. It helps prevent identity theft, ensuring that no one can use your information for fraudulent purposes. Follow these tip to ensure your information is secured:

1. **Use the Correct URL:** Use <https://can242.dayforcehcm.com/> to log in to Dayforce. If you use an internet search to find the URL, you might unknowingly end up on a fraudulent site. Save it as a bookmark for easy and secure access.
2. **Use Strong Passwords & Multi Factor Authentication (MFA):** Create a unique password that combines uppercase and lowercase letters, numbers, and symbols. Avoid using easily guessed passwords, such as "password123" or your name and birthdate. Do not reuse passwords from other accounts.

Enable MFA in Dayforce for an additional layer of security. This requires a second verification step (e.g., a code sent to your phone) in addition to your password.

3. **Keep Your Login Information Private:** Never share your Dayforce username or password with anyone, including coworkers or managers. Be cautious of phishing attempts that might ask for your login credentials.
4. **Log Out When Done:** Always log out of Dayforce, especially when using a shared or public computer. Close the browser tab or app after logging out to ensure no one can access your session.
5. **Update the App Regularly:** Keep the Dayforce mobile app updated to ensure you're using the latest security features and patches. Enable automatic updates for convenience.
6. **Monitor for Suspicious Activity:** Regularly review your account for unusual activity, such as unrecognized logins or changes to your information. Report any suspicious activity to your HR department or IT team immediately.

HOURS OF WORK AND GETTING PAID

Problems Logging in?

Select "Can't access your account?" below the login button for password reset instructions. This is available for up to 2 years after you are an active employee. If this doesn't work, you can contact hr@banfflodgingco.com for assistance.

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 you have more than one 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 your requests 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. It's your responsibility to know your work schedule, so be sure to log in regularly (see [Reviewing Your Work Schedule](#)).

HOURS OF WORK AND GETTING PAID

Changes to Your Work Schedule

If a change is made to your work schedule, your Manager notifies you with as soon as possible (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 at minimum wage (even if you work less).

Sick Days

If you are unable to attend work due to unexpected health reasons or a personal emergency, you must call your on-duty Supervisor at least two hours before the scheduled start of your shift. 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;

- ✓ The date you expect to return to work;
- ✓ Restrictions, limitations, and considerations necessary to accommodate your return to work;
- ✓ Will your prescribed treatment or medication allow you to work safely and effectively.

You will get a minimum 30 minutes of rest during each shift when you work for five hours or more. Rest may be taken as one 30-minute break or two 15-minute breaks. Talk to your Manager before taking your break.

If it is not possible to take a break, such as in the event of an emergency, your break will be paid. Ask your manager if your breaks are paid or unpaid or if you have any other questions.

It may not 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.

You can smoke when on your break on Company property only in 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.

Find Out More...

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

Working for Multiple Employers Simultaneously

If you have a second job, make sure you communicate your availability to your Manager(s) on time.

HOURS OF WORK AND GETTING PAID

Medical Appointments

You are expected to schedule any medical appointments outside of working hours if possible. If that's not possible, inform your Manager as far in advance as possible and your Manager will try to accommodate your request. You may be asked to provide a note from your healthcare provider.

Vacation

The longer you work for Banff Caribou Properties Ltd. the more vacation time you accumulate. You can accumulate up to:

- ✓ 2 weeks, or 4% of your earnings if you work less than 5 years;
- ✓ 3 weeks, or 6% of your earnings if you work 5 years or more (unless your employment contract states otherwise).

We understand that you want 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 (see *Making a Vacation (time off) Request*). Your manager will approve your vacation based on the needs of your place of work. Remember, the more notice you provide, the more likely it will be that your Manager can approve your request.

You can take full-day or half day as your vacation time. You must use your vacation in the 12 months immediately after you become entitled to it. If by the end of a given eligibility period, you and your Manager can't find a time that you both agree as your holiday time, your Manager will assign an appropriate time with at least two weeks' notice.

Discretionary Leave of Absence

If you want to go travelling, visit family or take a course, you can request an unpaid, extended leave of absence without pay for a period of up to 90 days. You need to 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 during your absence, although this can't be guaranteed.

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

Time Off for Cultural and Faith-Based Holidays

To support observance of cultural and faith-based holidays, employees can use their accrued banked time or vacation pay

When a religious holiday, that is not an observed statutory holiday as per Alberta Employment Standards, falls on an employee's regularly scheduled workday, the employee, using a personal vacation day, banked

HOURS OF WORK AND GETTING PAID

time in lieu, if available, or leave without pay, will be entitled to that day off to observe the religious holiday.

Speak with your Manager to request time off. Your manager will approve your vacation based on the needs of your place of work. Remember, the more notice you provide, the more likely it will be that your Manager can approve your request.

As an employer, we understand that employees need a flexible time away from work policy to thrive in both their personal and professional life. In return we ask that employees only utilize this policy when they legitimately meet the criteria, and that they communicate regularly with us to ensure we can plan operations adequately while they are absent from work.

If employees are found to be in violation of eligibility criteria in this flexible time away from work policy, or are dishonest about their circumstances, disciplinary action up to and including termination may apply.

Job Protected Leave

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.

Types of leave include;

Maternity Leave: Up to 16 consecutive weeks away from work starting within the 13 weeks prior 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.

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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 try 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 and also 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 can we accommodate your medical condition(s) upon your return to work.

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

Medical leave is unpaid. 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)

HOURS OF WORK AND GETTING PAID

If you are on unpaid leave, 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). BCP is not able to influence any such decisions.

Making Due Payments

You will be required to make payments based on agreements held with the Company during your extended leave, for example, payments for employee housing fees, BLC Employee Health 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 you live in employee housing immediately before beginning leave, you might need to leave your employee housing until you return to work. Speak with a member of the Employee Housing Team to discuss your situation.

Employee Benefit Entitlements while on Leave

You can use all of your employee benefits 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 based on 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.

BLC Employee Health Insurance Plan

Banff Caribou Properties Ltd. will pay 50% of your BLC Employee Health Insurance Plan premiums 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 can 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](#)

HOURS OF WORK AND GETTING PAID

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

You will receive your pay 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** that immediately follows will be paid in the next pay.

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

Working Less than 40 Hours per Week (Salaried Employees)

If you work less than 40 hours per week you will get paid for the number of hours or days you worked in the pay period, instead of your regular salary.

Seeing Your Pay Information

Log-in to Dayforce to see your pay statements, showing your earnings and pay deductions for each pay. You can also see the vacation pay you've built up.

Recording Your Hours

You must record your hours so that you get paid accurately for the time you've worked. It is your responsibility to punch in at the beginning of your shift and punch out when you finish using a clock with your six-digits Employee ID Number or Dayforce app.

HOURS OF WORK AND GETTING PAID

Payroll Deductions

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

Federal & Provincial Tax

You will see deductions for income tax, Canada Pension Plan, and Employee Insurance (EI). These deductions are required by law.

Voluntary Deductions

With your written agreement and signature, we will deduct payments for your BLC Employee Health Insurance premiums, deposits, and employee housing fees, employee benefits, etc.

Court Ordered Deductions (Garnishments)

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.

General Pay Rate Structure

Banff Caribou Properties Ltd. provides fair and equal pay for similar work. Your rate of pay within a given pay range will be based on your experience, education and performance on the job. This is 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. If you work more than 8 hours in a day, or 44 hours in a week you work overtime and this time will be saved and paid later (=banked hours). So you will have paid time off that you earned through working overtime hours later. For more details you can see the Individual Overtime Agreement.

Here's how it works;

- ✓ 1 hour of overtime = 1 hour banked;
- ✓ We will pay you the banked hours as time off at your normal pay rate;
- ✓ All banked hours will be used in the next pay period when you work less than 8 hours a day, or 44 hours a week.

HOURS OF WORK AND GETTING PAID

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

You must get the approval of your on-duty Supervisor to work overtime hours that were not scheduled.

General Holidays

There are 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](#)).

You can be scheduled to work on a general holiday. You're expected to work these shifts as normal. You may be entitled to general holiday pay.

General Holiday Pay (Hourly Employees)

Working on a General Holiday

If you work on a general holiday, you receive your average daily wage, plus 1.5 times your wage rate for each hour worked on that day.

You are eligible to receive general holiday pay when;

- ✓ you worked at least 30 workdays in the 12 months before the general holiday;
- ✓ 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,
- ✓ your Manager approved your absence 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.

Working Overnight on a General Holiday

If you work overnight on a general holiday, the calendar day on which your shift started is the most important. If your shift begins at 11:00 pm on a general holiday, the full shift is part of that general holiday (even if the majority of hours worked are on the following calendar day). 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.

HOURS OF WORK AND GETTING PAID

Time Off in Lieu (Salaried Employees)

If a general holiday is on your regularly scheduled work day, you might take that day off with pay. If you are scheduled to work on that day, you will take another day off in lieu. If a general holiday is on your regularly scheduled day off, you will take another day off in lieu.

Discuss with your manager questions about general holiday arrangements and time off in lieu. If you take a day off in lieu you must take it within 30 days following the general holiday when it is earned. You don't need to notify the Payroll Team when you accumulate general holiday lieu days or when you take it.



PART 3: Workplace Policies

Fair & Equal Treatment

Banff Caribou Properties Ltd. employees people from over 30 countries. We are successful thanks to their diversity, talent, perspectives, and experiences (See *Table 3.1: Top Countries of BLC Employee Citizenship*).

We are inclusive and sensitive to individual differences, and everyone has a fair chance to succeed. No employee will be treated differently based on race, religious beliefs, gender or age.

Banff Caribou Properties Ltd. is a part of the Bow Valley Workplace Inclusion Charter. The Charter includes 15 commitments that have been identified as key for integration and inclusion in the Bow Valley. The Inclusion Charter makes sure that foreign born employees and minority groups succeed in the workplace and are contributing members of the community. The Charter improves communication and collaboration between local settlement service providers and employers, and supports the inclusion and integration of all Bow Valley residents.

If your first language is not English, we encourage you to request interpretation for meetings related to training, health and safety information, performance evaluation, or tax forms. Interpreters help people who speak different languages understand each other. They must follow rules and they will not share what you say with anyone else. If you would like interpretation, please contact hr@bestofbanff.com.

French:

Si votre langue maternelle n'est pas l'anglais, nous vous encourageons à faire une demande d'interprétation pour les réunions concernant la formation, les renseignements sur la santé et la sécurité, l'évaluation du rendement ou les formulaires de déclaration fiscale. Les interprètes facilitent la compréhension entre des personnes parlant des langues différentes. Ils sont soumis à des règles et ne communiqueront pas ce que vous dites à qui que ce soit. Si vous souhaitez recourir aux services d'un interprète, veuillez communiquer avec hr@bestofbanff.com.

Japanese:

英語が母語でない方の場合、研修、安全衛生情報、業績評価、または、確定申告に関連する会議の際、通訳を依頼することを推奨します。通訳者は、異なる言語を話す人々がお互いに理解できるようにお手伝いします。通訳者は、規則に従わなければならない、あなたの発言が他の誰にも共有されることはありません。通訳を希望される方は、hr@bestofbanff.com までご連絡ください。

Tagalog:

Kung hindi Ingles ang una mong wika, hinihikayat ka naming humiling ng interpretasyon para sa mga pulong na may kaugnayan sa pagsasanay, impormasyong pangkalusugan at pangkaligtasan, pagsusuri sa pagganap, o mga form sa buwis. Tinutulungan ng mga tagapagsalin-ng wika ang mga taong nagsasalita ng iba-ibang wika na magkaintindihan. Dapat silang sumunod sa mga alituntunin at hindi nila sasabihin sa sino man ang iyong sinasabi. Kung gusto mo ng interpretasyon, mangyaring makipag-ugnayan sa hr@bestofbanff.com.

Spanish:

Si su idioma materno no es el inglés, le animamos a solicitar servicios de interpretación para las reuniones relacionadas con capacitación, información sobre salud y seguridad, evaluación de desempeño, o formularios de impuestos. Los intérpretes ayudan a las personas que hablan idiomas diferentes a entenderse. Ellos deben seguir determinadas normas y no compartirán con nadie lo que usted diga. Si desea recibir servicios de interpretación, sírvase comunicarse con hr@bestofbanff.com.

Korean:

영어가 모국어가 아닌 경우, 교육, 보건 및 안전 정보, 성과 평가 또는 세금 양식과 관련된 회의에 통역 서비스를 요청하실 권장합니다. 통역사는 다른 언어를 사용하는 사람들이 서로를 이해하도록 돕습니다. 통역사는 반드시 규칙을 따라야 하며, 여러분이 발설한 내용을 누구와도 공유하지 않을 것입니다. 통역 서비스를 원하는 경우, hr@bestofbanff.com (으)로 연락하십시오.

Czech:

Pokud vaším mateřským jazykem není angličtina, doporučujeme vám požádat o tlumočení na jednáních týkajících se školení, informací o zdraví a bezpečnosti, hodnocení vašeho pracovního výkonu nebo daňových formulářů. Tlumočníci pomáhají lidem, kteří mluví různými jazyky, se navzájem dorozumět. Tlumočníci musí dodržovat pravidla a nebudou sdílet to, o čem jste hovořili, s nikým jiným. Máte-li zájem o tlumočení, kontaktujte prosím hr@bestofbanff.com.

Traditional Chinese (Used in Hong Kong and Taiwan):

假如英語不是你的母語，我們鼓勵你申請傳譯服務，幫助你明白培訓、健康和安全、工作評估、稅表等相關會議的內容。傳譯員能夠協助不同語言的人互相了解。他們須遵守保密協議，不會與其他人分享你們的談話。如果你需要翻譯員的協助，請聯繫 hr@bestofbanff.com

Simplified Chinese (Used in mainland China):

假如英语不是你的母语，我们鼓励你申请传译服务，帮助你明白培训、健康和安全、工作评估、税表等相关会议的内容。传译员能够协助不同语言的人互相了解。他们须遵守保密协议，不会与其他人分享你们的谈话。如果你需要翻译员的协助，请联系 hr@bestofbanff.com.

Vietnamese:

Nếu ngôn ngữ mẹ đẻ của bạn không phải là tiếng Anh, chúng tôi khuyến khích bạn sử dụng thông dịch viên trong các cuộc họp liên quan đến đào tạo, thông tin về bảo hộ lao động, đánh giá về hiệu suất làm việc; hoặc các biểu mẫu thuế. Thông dịch viên sẽ hỗ trợ các bạn từ những ngôn ngữ khác nhau hiểu nhau hơn. Thông dịch viên luôn tuân theo luật lệ và sẽ không chia sẻ thông tin trong cuộc đối thoại với bạn cho bất kỳ ai. Nếu bạn có nhu cầu sử dụng thông dịch viên, vui lòng liên hệ hr@bestofbanff.com

Find Out More...

[Alberta Human Rights Commission Website: Protected Areas and Grounds](#)

[Bow Valley Immigration Partnership: Bow Valley Workplace Inclusion Charter](#)

Promotions & Transfers

Banff Caribou Properties Ltd. will promote a current employee before hiring someone new to the company. Employees are required to complete a 90-day probationary period in the position they were hired in. We will not usually consider an application for another until your probationary period has ended.

Follow these steps when applying for a promotion transfer:

1. Speak to your current manager to tell them that you are applying for another position.
2. Apply for a position(s) through the Careers section on Dayforce.
3. Introduce yourself to the hiring manager or the General Manager.
4. If you are hired, both department managers decide together when you start at your new position.
5. Expect to work at your current position at least two weeks before you start at your new position.

You can find job opportunities in the [Careers](#) section on Dayforce, and in the weekly Employee Newsletter.

Dress Code & Grooming Policy

Overview

Banff Caribou Properties Ltd. requires employees to follow dress code and personal grooming policy as stated below.

Uniform and Work Attire

Personal Hygiene: Practise good personal hygiene and report to work clean and tidy.

Hair: Keep hair neat, tidy and off the face and use suitable hair decoration (for hair past shoulder level). If you hand food, do spa treatments, or operate machinery, keep long hair tied back and wear personal protective equipment (PPE).

Beards/Moustaches: Keep beards and/or moustaches well-groomed and neatly trimmed or keep clean-shaven daily.

Fragrance: Use perfumes, body sprays and scented products sensibly; fragrance-free is better for the comfort of all employees and guests. Talk to your manager if you can use scented products in your work locations.

Cosmetics: Use makeup and nail polish conservatively.

Jewellery & Piercings: Cover or remove any jewellery and piercings that could be dangerous or cause injury. Jewellery and piercing should be discreet, suitable for professional attire, should not cause reasonable offence, or be a health and safety hazard.

Tattoos: Visible tattoos should not be offensive to the reasonable person, and if considered offensive or inappropriate for the work environment by a manager, the tattoos must be covered up while the employee is on-duty.

WORKPLACE POLICIES

Uniform:	Wear a job-specific uniform at all times when on-duty. The uniform must be clean and presentable at the start of your shift. BCP will provide some items of the uniform, employees have to get some other uniform items i.e. black pants.
Uniform Agreement:	Sign Uniform Agreement when you start your job. If you work more than one job you might need to sign more than one Uniform Agreement.
Shoes:	Buy all required footwear. Footwear must be clean, sensible, and in good order with a non-slip sole. Wear black, leather (or leather-like) material, closed-toe shoes if you work with guests. Wear sturdy work boots if you are maintenance and operations employee.
Nametag:	Wear a nametag so it is visible.
Laundry:	Wash and iron uniform by the tag instructions regularly, and when it is dirty.
Lost or Damaged Items:	Report lost or damaged uniform items to your manager immediately so it can be repaired or replaced. Employees are responsible for major damage to uniform items, beyond normal wear and tear.
Smoking:	Cover your uniform fully if you smoke to so it the uniform doesn't absorb it. When you wear a uniform you cannot smoke in view of guests.
Off-duty:	Don't wear your uniform when off-duty or off company property unless travelling to and from work. Employees are expected to assist guests when wearing a uniform, even when off duty.
Personal Protective Equipment (PPE):	PPE must be worn as required by company policy and Alberta Occupational Health & Safety legislation.

Uniform Loan

On-loan Basis:	BCP provides most uniform items on an on-loan basis (=property of BCP at all times). Uniform Agreement will record all uniform items provided.
Uniform Return:	Return all provided uniform items to your manager within 24 hours of your last day of work with BCP. Wash all uniform items before being you return them.
Replacement Costs:	Employees must pay a 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 if applicable.
Alternative Arrangements:	Your manager will document any other agreements for the provision of your uniform.

Non-Uniform Work Attire

WORKPLACE POLICIES

If your position does not require a uniform, wear 'business casual'. Skirts, blouses, collared shirts or tops, sweaters, jackets, dresses, chinos, suits, smart pants, sports jackets, blazers, etc. are all appropriate.

Inclusivity

We accommodate any dress styles based on religious beliefs or ethnicity. When on-duty you are expected to remove any face coverings so others can identify you, where necessary.

Mindfulness & Guest Awareness

Be respectful and tolerant at all times when working with guests. Mind your words and actions while around guests and avoid conversation with confidential information or coarse language, 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 time to settle in and be ready for work. If arriving late or leaving early, you have to have the approval of your Manager to do so. If you are unable to work your scheduled hours, let your on duty Supervisor know immediately.

Readiness to Work

Emotional Wellbeing & Mindset

As for many others in the Bow Valley your friends or family might be far away and it can be more difficult to deal with things on your own. You're not alone. Banff and Canmore offer resources, information, support groups, and a lot more that you can use 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.

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

Sobriety

Drink responsibly and remember that everything is best in moderation. It is your responsibility to come to work fit to effectively and safely perform the work duties. So you can avoid poor guest experiences, costly mistakes, and more importantly; injury to yourself and others. If your Manager or Supervisor find that you are not in a sober state to work you will be sent home and a performance plan can be required (see [Performance Management](#) and [Workplace Misconduct](#)).

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

Health & Safety

Overview

At Banff Caribou Properties Ltd. we take our responsibility to keep our workplace healthy and safe and we follow the Alberta Occupational Health & Safety Act, Regulations and Code.

The goal of our Health & Safety Program is to prevent workplace injuries. Employees are responsible to be familiar with our Health & Safety Policy and to follow the health and safety rules and procedures in their workplace. Information and documentation, including a copy of the Alberta Occupational Health & Safety Handbook (the Blue Book) is available from your General Manager. Ignoring the Health & Safety Policy can result in injury to you or others, and disciplinary action including termination.

We will provide a health and safety training either on the job or within a formal course. It is your responsibility to complete all training and use the knowledge in the workplace.

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:

1. Sound the alarm
2. Call 9-1-1
3. Use any available firefighting equipment (ONLY if you are comfortable & it is safe to do so)
4. **Never put yourself in danger**
5. Evacuate the building and leave all personal belongings behind
6. Do not use elevators in the event of a fire
7. Once evacuated, do not re-enter until instructed by a fire officer otherwise

Emergency Response for a Local Emergency

In the event of an emergency affecting the Town of Banff and surrounding areas, we will follow direction from the Town of Banff, Town of Canmore or Parks Canada. To be prepared for local emergency all employees should register for alerts for the town they live in and the town they work in: [Register for Alerts Here](#)

When you register, or at a later date when you log in, you can also add locations in neighbouring communities that use the Voyent Alert system. For example you can "add location" and type in Canmore to place a pin there and receive alerts from the Town of Canmore. Or you can type in Lake Louise and enter a pin at that location for alerts from Parks Canada.

Use Google Translate to translate messages that come through the Voyant Alert System.

It is important you are prepared in the event of an emergency. We encourage employees to have an Emergency Kit and review the [Emergency Kit Checklist](#).

Emergency Communications

In the event of a local emergency we will share pertinent information using 1 or more of the following channels:

WORKPLACE POLICIES

1. Your direct manager
2. Company and Personal Email
3. Posted on Dayforce Hub
4. Posted at Housing Office at 407 Beaver St and at Head Office at 229 Banff Ave if Internet is not available

Workplace Injuries

If you're injured at work;

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

It is really 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 financial support you need.

Commitment to Employee Recovery

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

First Aid

Every location has First Aiders who have completed a training. 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

Report any situation that could cause an injury or damage to your Manager or Supervisor. You have the right to refuse to do unsafe work.

Anti Abuse Policy

What is Workplace Abuse?

Workplace abuse involves harassing or violent behavior intended to intimidate, offend, degrade, hurt, or humiliate a person or group. This behavior is carried out knowingly by the aggressor and is likely to cause intimidation, harm, or humiliation to the targeted individual(s).

Our Policy

You have the right to pleasant, enjoyable, safe, fair, respectful, and inclusive working environment free from abuse of any kind. 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.

Workplace problems are always best resolved as early as possible otherwise they can escalate and harder to resolve. They can also create an unpleasant work environment for yourself or others.

Banff Caribou Properties Ltd. is committed to eliminating the hazard of abuse. We will investigate reports of abuse and we will take action to address the incident(s). As the employer we will not disclose the details of an incident of abuse or the names of people involved, except where necessary for investigation or taking corrective action, or if required by law.

Expectation of all Employees

- Do not engage in abuse towards other workers & report if you see or experience abuse.
- Don't put your own safety at risk & tell a guest or colleague "no" if you are uncomfortable with their actions. Always ensure of your own safety and the safety of others.
- Call 911 if you are in immediate danger while on duty.
- Excuse yourself from the situation and leave the area when you feel unsafe or uncomfortable. Contact a supervisor or manager immediately.
- Make a formal report to a supervisor or manager for threats that are not an immediate risk of physical harm, but make you feel concerned for your safety. Examples include bullying behavior, threatening comment, note, email or gesture.
- If you are not comfortable reporting to your supervisor or manager you can report to HRconfidential@banfflodgingco.com

Find Out More...

[Harassment and violence: OHS requirements for works and employers](#)

Procedure for Resolving Workplace Problems

If you're unsure about a situation or how to resolve it, you can 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. No employee will experience discrimination or poor treatment for reporting a problem or seeking advice.

Step 1: Address the issue directly with the person(s) involved as early as possible:

1. Have a private and informal conversation at a suitable time.
2. Explain the problem as clearly and objectively as you can
3. See if you can reach an agreement of how the issue can be resolved.

Step 2: If you can't resolve the issue on your own, or if you feel too uncomfortable, 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)

Resolving conflict can involve difficult conversations. Many people avoid or accommodate the disruptive behaviour of others. If and when you address an issue, the other person can get aggressive, frustrated, hostile or defensive.

When we are assertive, it is possible to resolve the conflict. The Describe/ Express/ Specify/ Clarify (DESC) tool can help you communicate 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 wish for 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 everyone.

"We will benefit..."

Performance Management

If your work performance is unsatisfactory, or you don't meet the expectations of your role, we will use our performance management policy to resolve the issues. The goal of our performance management policy is to help you identify opportunities for improvement so that you can be successful in your role.

Your Manager will follow the steps below:

Step 1: Address issues with you informally and discretely through verbal communication.

If the issue is more serious, or your performance doesn't improve within a reasonable time, your manager will move to Step 2.

Step 2: Create a performance plan that can include additional coaching or training, access to the right resources and support, and periodic reviews. A written agreement will summarize the

performance issues, standards expected, and clearly state all measures and objectives of your performance plan.

If your performance doesn't improve within a reasonable time again, your manager will move to Step 3.

Step 3: Terminate your employment if you are not willing or able to improve and meet performance expectations.

Workplace Misconduct

Misconduct is an unacceptable behaviour that an employee shows while at work, on any BCP location whether on or off duty, when they in any formal or informal way represent BCP. Misconduct can be at two different levels: misconduct and serious misconduct. BCP will use a *Progressive Disciplinary Policy* to address any misconduct.

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

Misconduct:

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

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;
- Working while impaired by alcohol, illegal drugs, cannabis or any other intoxicant.
- Competing with the employer's interest;
- Wilful disobedience;
- Physical violence, or the threat of physical violence;
- Willful damage to property belonging to BCP, a guest, partner, contractor, employee, or supplier;
- Gross negligence;
- 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;
- Harassment of any kind towards another person;

Steps of the Progressive Disciplinary Procedure

The following steps are an example of the formal progressive disciplinary procedure. Your manager or the Human Resources Manager can repeat each step instead of moving forward to the next step or skip over any step. The manager will inform the employee when they start the progressive disciplinary procedure so it is clear it is not a regular performance feedback. BCP may dismiss an employee without notice in case of serious misconduct.

- ✓ 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 that are necessary to start, manage and terminate an employment relationship. The Company takes all reasonable steps to protect your personal information and privacy. The Company never provides personal information of employees to third parties, unless required by law, requested by the employee, or where the employee provides a consent. The Company collects, uses, and discloses personal information 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 BCP corrects your information if required. When you review your file, you may take notes, but you can not remove or deface any documents. You can request assess 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.

Protecting the Information & Privacy of Others

When working you may have access to personal information of others, such as colleagues or guests. You may only share such information with colleagues and only when necessary for performing work duties. You should not share others' personal information with anyone outside of the company, unless you have a permission of those individuals.

Commercial Confidentiality

WORKPLACE POLICIES

During your employment, you may have access to sensitive information about Banff Caribou Properties Ltd. During and after your employment with Banff Caribou Properties Ltd., you should never share such information with colleagues or individuals outside of the Company. If someone asks you to share information and you are not sure, please check with your Manager or contact the Human Resources Team.

Social Media Mindfulness

We ask you to be mindful of it is appropriate or what not when posting on social media. Consider the impact it can have, especially if it could affect the reputation of Banff Caribou Properties Ltd. employees, guests or others.

General Media Enquiries

If a representative of local, regional, and national press contacts you about things that effect or involve Banff Caribou Properties Ltd., please refer them to your General Manager.

Information Technology

Acceptable Use

It is your responsibility to familiarize yourself with the Information Technology Policy. The Company will take all necessary steps to fulfil its duty of care to safeguard against the potential consequences of negligence and misuse.

Banff Caribou Properties Ltd. will provide you with the information technology (IT) and communications equipment and services necessary for your work. 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.

Company Facilities & Security

Overview

Banff Caribou Properties Ltd. works hard to provide a safe and secure work environment. Employees play an important role in protecting the wellbeing and property of the Company, guests, visitors and colleagues. You must be mindful and follow all safety and security procedures and protocols when at work.

Public Areas

Public areas, such as restaurants, hotel lobbies etc. are open to visitors during hours of operation. You can visit these areas outside of your work hours if the Manager or Front Desk Supervisor on duty allow that. We expect you not to wear Company uniform or distract on-shift colleagues from performing their duties, or cause a negative guest experience. Remember, the experience of our guests comes first. Please be prepared to give up your seat if necessary. You are responsible for your personal guests' behaviour.

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. Accompany guests in the guest rooms or guest floors is not acceptable.

If a guest is in their room while you're performing your duties, ask the guest if you can enter the room.

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

You can access back office areas may when necessary in performing your duties. If you are not at work you have to have an approval of your Manager. You must close and secure all lockable doors and devices after use. Double check those that have confidential information, cash, equipment, and/or other valuable or sensitive materials.

You cannot allow unauthorized persons to back-office areas. 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. Do not store food and/or dangerous goods, non-prescription drugs, alcoholic beverages, or company property (aside from uniform) in your locker.

You will need to have your own lock. Your on-duty Supervisor has the right to access your employee locker to ensure if they have any health and safety concerns.

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

You may need to purchase things on behalf of the Company while performing your duties. You have to get an approval from your Department Head before hand.

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

Claim all expanses in the month they are incurred and receive a reimbursement cheque in the next company cheque run. You can find an expense template for each work location 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 if 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 in a good condition. You are also responsible for having a valid driver's license. Journeys between your home and normal place of work do not qualify for reimbursement under regular circumstances.

Personal Gifts

Representatives of other organizations or guests may offer you gifts. Such gifts can be a conflict of interest. If the value of a gift is more than \$50.00, report the gift to your Manager as soon as possible, and before accepting it.

Ending Employment

If you want to end your employment, we expect that you inform your Manager in writing a minimum of two weeks before your expected final day of work. This will help you if you would like to join us again in the future.

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 if it falls under the Alberta Human Rights Act.

Notice of Termination

WORKPLACE POLICIES

If we terminate your employment not because of serious misconduct, you will receive written notice of termination and/or pay in lieu of termination notice appropriate to the length of your employment.

You will not receive notice of termination, if you are;

- ✓ Terminated because of a serious misconduct;
- ✓ Employed on a seasonal basis and your employment ends;
- ✓ Employed for 90 days or less;
- ✓ Employed for a definite term or task for a period of 12 months or less;
- ✓ Choosing to end employment during the notice period.

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

Termination Pay (pay in lieu)

If your Manager doesn't require you to work within your termination notice period, you will receive pay in lieu of termination notice. This pay is calculated based on 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 cannot use entitlements such as vacation or overtime during a termination notice period unless your Manager agrees with that.

Termination with Cause

If we terminate your employment because of a serious misconduct, you will not receive termination notice, and your employment with Banff Caribou Properties Ltd. will end immediately. You will not be able to apply for another role within the Company.

Examples of such 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

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

We will issue your final pay after your last day of work in the normal pay cycle. We will deduct any outstanding pre-authorized payments relating to employee benefit programs, employee housing, or other agreements. We will only refund your employee housing deposit if you complete the check-out procedure (see *Staff Residence Agreement*).

Final Payment

WORKPLACE POLICIES

You will receive your final pay into the same Canadian bank account that you have used while employed with BCP. Please keep your bank account open until you receive your final payroll. If you are leaving Canada at the end of your employment, you can organize a closing date of your bank account with your bank. If you must close the account before you receive your final pay, 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.

Confirmation of Employment

You can 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 when starting a claim for Employment Insurance (EI) benefits. When your employment ends, Banff Caribou Properties Ltd. will submit an ROE to Service Canada electronically on the date of your last pay. Visit canada.ca and sign up for a My Service Canada Account to view and print copies of your ROEs.

Accessing Your Pay Information

You will be able to access your bi-weekly and annual pay statements (including your T4s) in Dayforce for two years after your final day of work. Your log-in credential will be the same; however, you will no longer have access to some tools and features in Dayforce. [Find out more about Termination and Termination Pay here.](#)

Rehire with Banff Caribou Properties Ltd.

Employees leaving on good terms will be considered for future positions with Banff Caribou Properties Ltd. Whenever possible we welcome employees back along with the additional experience, education, and insight they bring. If we terminated your employment because of serious misconduct, you will not be considered to work with us again. If we rehire you within three months of leaving us, you will keep your level of seniority and associated benefits.

If we rehire you 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 your letter of offer or contract of employment states otherwise. Your seniority date will be your first day of work upon returning.



PART 4: Employee Benefits & Perks

LOCAL RESOURCES & AMENITIES

Your Staff ID Card

Show your Staff ID Card to enjoy our employee benefits. Remember:

- ✓ You cannot give or lend your Staff ID Card to other people to use.
- ✓ You must show your Staff ID Card at the beginning of a sales transaction or before you are seated in a restaurant. Staff discounts are not guaranteed. Gratuities are not included and are optional.

How to Get Your Staff ID Card

Your first Staff ID Card is free and you will receive it at orientation.

Replacing a Lost, Stolen, or Damaged Card

We can replace lost or stolen card when you pay a replacement fee of \$20. We will replace cards that are damaged due to normal wear and tear free of charge when you provide the old card. Email hr@banfflodgingco.com to order your replacement.

Ending Employment

Return your Staff ID Card on or before your final day of work to avoid \$25 deduction from your final pay.

BLC Employee Health Insurance Plan

Overview

Banff Caribou Properties Ltd. offers a BLC Employee Health 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 can add dependent family members (living with you for a minimum of one year) to your plan. You should advise the Payroll Team as soon as possible when you become a parent.

Eligibility

To join the BLC Employee Health Insurance Plan, you must work a minimum of 20 hours of work per week and you can join:

- 6 months after you start working (Hourly employee).
- Immediately when you start working (Salaried employee).

You have to complete an application to join the plan as soon as you are eligible. If you join as a late applicant it will result in a reduction in the 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@banfflodgingco.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). Banff Caribou Properties Ltd. will pay

LOCAL RESOURCES & AMENITIES

the remaining 50% on your behalf. Contact the Payroll for information on our current BLC Employee Health Insurance Plan Premiums.

Suspending or Exiting the Plan

You can suspend your membership of the BLC Employee Health Insurance plan for up to a maximum of six months, and you can exit the BLC Employee Health Insurance Plan at any time. Speak with a member of the Payroll Team about your options. We will end your plan membership upon termination of your employment.

Anniversary Rewards Program

Overview

Each year you'll receive a reward payment as a thank you that we will add to your paycheck following the anniversary of your first day of work (see [Table 4.2: Anniversary Reward Payments](#)).

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

Eligibility

Anniversary Rewards are available to active full-time and part-time employees. You must work shifts in the 26 consecutive pay periods before your anniversary date to be eligible, and we will calculate your reward amount based on the average number of hours you worked per week in the year. Your reward entitlements can change if you use an extended leave of absence.

Home Purchase Loan Program

Overview

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 \$70,000, 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.

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

Any full-time employee who has worked for a minimum of 12 consecutive months with the Company is eligible for the Home Loan Program.

LOCAL RESOURCES & AMENITIES

English as a Second Language (ESL) Reimbursement Program

Overview

Take an English language course and we will reimburse 80% of your course fees up to a maximum of \$200 after you complete your course and you have worked for us for three months. See the [Community Connections: Connect to Language](#) guide to find a course.

Eligibility

You must:

1. Be an active employee (at the time of reimbursement)
2. Complete an [ESL Funding Agreement](#)
3. Provide a payment receipt
4. Provide 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

Wim Pauw, the principal owner, created the Employee Share Ownership Plan in 2008 with the following goals:

- Transition ownership of Banff Caribou Properties Ltd. to its employees
- Keep the company locally owned and operated
- Provide employees with an investment plan

See 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. Employees can sign-up between November and February each year.

Find a factsheet and more information about subscription here: [Factsheet: Employee Share Ownership Plan \(ESOP\) - FAQ](#)

LOCAL RESOURCES & AMENITIES

Health & Wellness Benefits

Enjoy our Health & Wellness Benefits and stay physically and mentally healthy;

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 if you want to sign-up for 3-month, 6-month & 12-month memberships.

Spa Discounts

At Meadow Spa or Red Earth Spa you can enjoy:

- 25% off spa services Monday to Thursday
- 25% off retail every day

40% off spa services during your birthday

Free Yoga Classes

Join free Yoga Classes are hosted by the Red Earth Spa every Tuesday & Thursday at 5:30 pm. Email redearthspa@banfflodgingco.com and they will add you 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](tel:4039855550) or visit the Salon located in the Wolf & Bear Mall. Remember to show your Staff ID card when you show up for your appointment.



LOCAL RESOURCES & AMENITIES

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! You can reserve a golf pass to the Tunnel 9-hole course each week at a preferred rate or the practice area for free. 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 own season pass!



Bicycle Rentals

Receive 50% off of mountain bike and road bike rentals 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 employee pricing and financing on season passes 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. We send information and pricing each fall.

Discounts at Ultimate Sports

Receive 50% off snow sport equipment rentals and discounts on tuning on selected items. Receive 25% off on regular priced retail items.



LOCAL RESOURCES & AMENITIES

Food & Beverage Discounts

Enjoy discounts at all Banff Caribou Properties Ltd. restaurants and bars. You cannot use the discount for food & beverage that your friends or family.

The discount is not guaranteed and is subject to availability at the restaurant. Guests always come first. Present your Staff ID Card to the host when you arrive, and also to your server after being seated.

Lux Cinema Discounts

Enjoy employee pricing on select movie tickets and discounts on popcorn and selected drinks. Some restrictions may apply.

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

Eureka Escape Rooms

Enjoy 25% off on your total booking. Contact HR for a discounted code.

Visit Eureka Escape Rooms at 229 Bear St. (lower level) or go to eurekabanff.com.

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 occupy the room, 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. Some restrictions may 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). Download the [Complimentary Hotel Room Agreement](#) for terms and conditions and to sign up.

Friends & Family Hotel Discounts

Get discounts on room rates for your friends or family visiting Banff at any of our properties when booking online. Contact hr@banfflodgingco.com to receive the exclusive promo code. Some restrictions apply during busy times throughout the year.

Transportation Discounts

Roam Regional Transit Pass Program

Travelling between Banff and Canmore? Pay the cost of your pass up-front, or use bi-weekly payroll deductions over four paycheques. The pass is good for unlimited travel on Regional and Local Roam Transit services.



LOCAL RESOURCES & AMENITIES

Banff Airporter Discounts

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

Mountain Park Transportation

BLC Employees receive \$20 off of their shuttle services. To book a shuttle please contact MPL directly at 403.522.2700 or email info@mtnparktrans.com.

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](tel:18666066700).

Enterprise Rent-a-Car Discounts

Enjoy employee discounts on vehicle rentals with Enterprise Rent-a-Car. Contact hr@banfflodgingco.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](tel:4037622688).

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



LOCAL RESOURCES & AMENITIES

Employee Events

Free Immigration Sessions | Multiple Sessions/Year

Are you interested in extending your stay in Canada? You can learn more about your options by speaking with Manprit Aujla-Grewal, BCP's preferred Immigration Consultant.

Caribou Family Dinners | Multiple Events/Year

Share a nice meal for affordable price, have a drink on and play some games with your colleagues.

Leadership Days | Multiple Events/Year

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, spa days, and more!

You can attend a Leadership Day on a regular work day with the approval of your General Manager. If 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!

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.

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 more.

We organize several other events. Read BLC Employee Newsletter every week to make sure you don't miss any of those events.

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.

Keeping Up-to-Speed

Weekly Newsletter

See 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 will receive the Employee Newsletter directly to the personal email address that you enter in Dayforce. If you have a Company email address you will receive the Employee Newsletter there as well.

BLCemployees.com (Employee Website)

LOCAL RESOURCES & AMENITIES

Visit BLCemployees.com to see more details about benefits, check out Resource Hub and a lot more.

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 has 6,641 km² (2,564 mi²) of mountainous terrain, with hundreds of glaciers and ice fields, dense forest, and alpine landscapes.

Banff National Park is an important part of the Canadian Rocky Mountain Parks World Heritage Site, together with 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 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, lived 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 that offers amazing 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.

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 went through a big 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

Canada Post



Canada Post doesn't deliver to physical addresses in Banff but you can collect it at the Post Office. 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

Register for a P.O. Box for free when you provide proof of residency. Ask employee housing for more information. If you do not live in housing, take your Confirmation of Employment (COE) letter, residential lease agreement, and government-issued photo ID to the Post Office during normal open hours. Then you will be able 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 the following 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:

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

Find Out More...

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

Alberta Healthcare

Hospital treatment, especially if it is an over-night stay can 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. BLC Employee Health Insurance Plan can cover additional medical and healthcare expenses.

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.

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

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

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 works towards preserving the natural beauty and ecological history of this region. The Town of Banff is part of Banff National Park and residents and visitors are required to follow the parks 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 provide your vehicle registration, driver's license and proof of residency in Banff. The pass will show the validity and expiry date. 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 way to protect them and yourself is to avoid encounters. If you do encounter a bear, it's important to understand their behavior and know 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](tel:403-762-1470).

Parks Canada provides resources and information on wildlife safety. You can also find information at Visitor Centre's 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. See [Town of Banff](#) or [Town of Canmore](#) website to learn about local programs and classes.

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. 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 at reasonable prices including; clothing, furniture, home appliances, sports equipment and much more.

You can view private rental listings on Home Finder pages if you are searching for your own 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 provides young adults (those between the ages of 18 – 30) with social and recreational activities that are fun and help connect to the community. BanffLIFE hosts many free or low-cost events for young adults. 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. 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.

Mental Health Support in the Bow Valley

Banff Mineral Springs Hospital and Canmore General Hospital offers free Urgent Mental Health & Walk-In Counseling between 2pm - 9pm. No appointment needed. Find more mental health support resources [here](#).

Food Support in the Bow Valley

Find details about Food Support in the Bow Valley [here](#).

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. They also offer a lot of free events.

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. 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.

LOCAL DIRECTORY

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

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

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@cyanbanff.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

LOCAL DIRECTORY

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
Hidden Ridge Resort	(403) 762-3544
Hotel Canoe & Suites	(403) 762-4581
Irwins Mountain Inn / Red Carpet Inn	(403) 762-4566
Moose Hotel & Suites	(403) 760-8570
Otter Hotel	(403) 760-8517
Pocaterra Inn & Waterslides	(403) 678-4334
Rocky Mountain Ski Lodge	(403) 678-5445
Rundlestone Lodge	(403) 762-2201
The Fox Hotel & Suites	(403) 760-8500
Tunnel Mountain Resort	(403) 762-4515

Restaurant

Alpha Bistro	(403) 762-5531
Chili's Grill & Bar	(403) 760-8502
Downtown Sally	(403) 760-7592
Good Folk	(403) 760-8505
Pacini	(403) 760-8580
Sudden Sally	(403) 760-7595
The Keg Steakhouse (Banff Caribou Lodge)	(403) 760-3030
The Keg Steakhouse (Downtown)	(403) 760-3030
The Meatball Pizza & Pasta	(403) 762-2207

Retail & Entertainment

Lux Cinema & Eureka Escape Room	(403) 762-8612
Ultimate Sports	(403) 762-0547

Spa

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

Support Departments

BCP Laundry	(403) 762-0450
Employee Housing	(403) 762-2200
Head Office	(403) 762-2642
Human Resources	(403) 760-8521

Your Legal Rights as an Employee in Alberta

Disclaimer

The information contained within the Banff Caribou Properties Ltd. (BCP) Employee Handbook is intended as a reference to Company policies and procedures and is valid on the date of publication. BCP 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.

