



Employee Handbook
Banff Caribou Properties

Employee Handbook

BANFF CARIBOU PROPERTIES LTD





WELCOME TO BANFF CARIBOU PROPERTIES LTD

A MESSAGE FROM OUR CEO

Welcome to Banff Caribou Properties. If you are new to the Bow Valley, whether it's for a season or a lifetime, welcome to the community. I hope your time with BCP is impactful in many ways, and I wish you all the success in your career with us and beyond. The Canadian Rocky Mountains are a special place, and when you aren't at work, I encourage you to take full advantage of all the activities and adventures that they offer.

BCP is a locally owned, employee-owned company focused on hospitality in Banff, Lake Louise and Canmore.

See you around!

Shawn Birch
President & CEO



OUR CORE PHILOSOPHIES

1. We choose our attitude, have fun, and are passionate in all that we do.
2. We take risks, show initiative, and seek innovative 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.

TABLE OF CONTENTS

1 ABOUT BANFF CARIBOU PROPERTIES LTD

- 06 The Wim & Nancy Pauw Foundation
- 07 ESOP: Employee Shareholders

2 HOURS OF WORK AND GETTING PAID

- 09 Your Hours of Work
- 11 Using Dayforce
- 12 The Canadian Income Tax System
- 13 Vacation and Taking Leave
- 16 Getting Paid
- 18 General Holidays

3 WORKPLACE POLICIES

- 20 Fair and Equal Treatment
- 22 Promotions and Transfers
- 23 General Policies
- 24 Dress Code Policies
- 26 Healthy and Safety
- 28 Anti Abuse Policy
- 29 Problems in the Workplace
- 30 Performance Management
- 32 Information and Privacy Policy
- 33 Company Facilities and Security
- 34 Company Expenses and Personal Gifts
- 35 Termination Procedure

4 EMPLOYEE BENEFITS & PERKS

- 38 Overview
- 40 List of Employee Perks
- 43 Your Legal Rights in Alberta



**SECTION 1.
ABOUT BANFF CARIBOU
PROPERTIES LTD**

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.

The Foundation supports many projects. These include the Nancy Pauw Pedestrian Bridge, which connects Banff's trails. It also donates adaptive sports equipment so people with accessibility needs can enjoy mountain activities. The Foundation supports outdoor programs for local schools, Indigenous communities, and residents.

As of 2025, the Foundation has invested over \$23 million in the Bow Valley communities. The Pauw Foundation helps people live active lives, get more education, and build stronger connections in the community. These programs make the Bow Valley a better place to live, raise families, and enjoy the mountains. The Foundation is creating positive change for generations to come.

For more information, visit pauwfoundation.com



The Nancy Pauw Pedestrian Bridge



MEET WIM PAUW

Wim is the person who started it all. He was born in Holland in 1946. In 1971, Wim came to Banff as a hitchhiker. He was travelling from Canada's north to Panama. He stopped to find a job and earn some money, but he never left!

In 1985, Wim bought Caribou Corner. This is how Banff Caribou Properties Ltd. began. Before that, he worked as an electrician and owned Henry's Electric. Later, he sold Henry's Electric to focus on Banff Caribou Properties Ltd.

Today, Wim spends a lot of time cycling around the world. He rides more than 10,000 kilometres every year. He lives in Banff and also in Arizona. Wim still helps make big decisions for Banff Caribou Properties Ltd., but the day-to-day work is done by the Executive Team.

ESOP: EMPLOYEE SHARE HOLDERS

Wim Pauw started Banff Caribou Properties Ltd. Share Ownership Plan (ESOP) in 2008.

WHAT DOES IT MEAN TO BE EMPLOYEE OWNED?

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

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

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

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

BECOMING AN EMPLOYEE SHAREHOLDER

Complete an ESOP subscription agreement form 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

In order to become a shareholder, you are required to have completed 2 full years of employment prior to February 1st, and worked a combined minimum of 3,000 hours over the past 2 years. You can read additional information [here](#).



A scenic view of a mountain range with a glacier and hikers on a trail. The mountains are rugged and rocky, with patches of snow and a large glacier visible in the distance. In the foreground, three hikers are walking away from the camera on a dirt trail, surrounded by green trees and grass. The hiker in the middle is wearing a blue shirt and a red cap, and has a large backpack. The hiker on the left is wearing a purple shirt and a backpack. The hiker on the right is wearing a green tank top and blue shorts. The sky is clear and blue.

SECTION 2. HOURS OF WORK AND GETTING PAID

YOUR HOURS OF WORK

YOUR FIRST THREE MONTHS

When you start work, you have a 90-day trial period. This is also called a probationary period. It gives you time to learn about your job and the Company.

During this time, you or your Manager can end your employment without notice. This does not happen often. There are many resources and support to help you succeed.

Your first performance review will give you feedback. It is a good chance to talk with your Manager and continue doing well in your role.

Restrictions

- Department transfers are not usually considered.
- Some employee benefits do not start on the first day.

EMPLOYMENT TERMS DEFINED

The types of employment that are available are outlined in the following table:

Job Type	Hours
Full-Time	30 hours or more of work per week.
Part-Time	20-29 hours of work per week.
Casual	Less than 20 hours of work per 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.

NORMAL HOURS OF WORK (HOURLY EMPLOYEES)

Your work schedule will vary, but here are the key things to know:

- Your workday can be up to 12 hours.
- Your work week can be up to 6 days in each period from Sunday to Saturday.
- Hours may change each week depending on your needs, your team, and the business.
- Your Manager will try to make your schedule work for you whenever possible.
- You need to be flexible. Evening, weekend, and holiday shifts are normal in hospitality.

CHANGES TO YOUR WORK SCHEDULE

Here is what you need to know:

- Ask your manager where your schedule is posted.
- If your schedule changes, your Manager will tell you as soon as possible, at least 24 hours before.
- If you want to change your schedule, talk to your Manager and give as much notice as you can.
- We will offer work to fill a minimum of three hours each work day; if you decline, you're paid only for time worked, but if you're sent home early without work offered, you're paid for three hours.

MEDICAL APPOINTMENTS

You are expected to schedule any medical appointments outside of working hours if possible. If that's not possible:

- Tell your Manager as early as possible.
- Your Manager will try to accommodate your request.
- You may need to provide a doctor's note.

SICK DAYS

If you cannot come to work due to unexpected health reasons or a personal emergency call your on-duty Supervisor at least two hours before your shift starts. Do not leave a message with a colleague or send an email or text.

If you are sick for three days in a row or three separate days in 30 days, you may need a doctor's note. The note should include:

- The date you can return to work.
- Any restrictions or limits for your work.
- If your treatment or medicine allows you to work safely.

WEEKLY REST DAYS

You are entitled to at least one day of rest each workweek, or two days of rest in two work weeks. Your rest day or days may not be on the same day each week.

WORK BREAKS

Breaks are time during your shift to rest, eat, or take a short pause from work. They might be flexible breaks or standard breaks. Please ask your manager.

- You get at least 30 minutes of rest if you work five hours or more.
- Your break can be one 30-minute break or two 15-minute breaks.
- Talk to your Manager before taking your break.
- There may be times where there is an urgent situation where you could be required to work without a break. Ask your Manager if your breaks are paid or unpaid.
- Break times may change, and you may work without a Supervisor. Take your break when it is safe and works best for the team.
- You may smoke only during your break and only in designated smoking areas on Company property.

WORKING FOR MORE THAN ONE EMPLOYER

If you have another job, make sure to tell your Manager(s) your availability on time.

ADDITIONAL RESOURCES



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



USING DAYFORCE

WHAT IS 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 mobile app only).
- Viewing pay information and vacation balances.
- Accessing employee resources (via website only).
- Applying for new jobs (via website only).
- Updating personal information (via 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:

- Visit DayforceHCM.com using an internet browser.
- 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 to activate your account. 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 very important. It keeps your personal information safe, like your SIN and pay details. It stops people who should not have access from using your information. This helps prevent identity theft and fraud.

TIPS TO KEEP YOUR INFORMATION SAFE

- Use DayforceHCM.com to log on. Do not search online for it. Save it as a bookmark.
- Use strong passwords & MFA: Make a password with big and small letters, numbers, and symbols. Do not use easy passwords like your name or birth date. Turn on Multi-Factor Authentication (MFA) for extra security.
- Keep your login private: Do not share your username or password with anyone. Watch out for emails or messages that ask for your login.
- Log out when done: Always log out, especially on shared or public computers. Close the browser or app.
- Update the app: Keep the Dayforce app up to date. Turn on automatic updates if you can.
- Check for problems: Look at your account for anything unusual. Report any suspicious activity to HR or IT right away.

PROBLEMS LOGGING IN?

- Click "Can't access your account?" under the login button to reset your password.
- If it does not work, email hr@banfflodgingco.com for help.



[Link to the Dayforce Login Portal](#)

THE CANADIAN INCOME TAX SYSTEM

UNDERSTANDING THE DOCUMENTS

- When you start work, you will fill out a TD1 and TD1AB in Dayforce.
- Payroll uses these forms to calculate your tax deductions and credits.
- Each February, you can see your T4 in Dayforce. It shows how much money you earned and how much tax you paid.

WORKING MORE THAN ONE JOB

- If you have more than one employer, do not claim the same tax credits for both employers.
- You can change your tax forms anytime in Dayforce.
- Working multiple employers may mean you have to pay more tax.

FILING A TAX RETURN

If you work in Canada, you must file a tax return with Canada Revenue Agency (CRA) at the end of the year.

- Keep your T4 safe as you will need it to file your tax return.
- Read Your Tax Return: Getting Ready.
- For more information, visit cra-arc.gc.ca or call 1-800-959-8281.

ADDITIONAL RESOURCES



Read: [Your Tax Return Getting Ready.](#)



VACATION AND TAKING LEAVE

VACATION ACCUMULATION

The longer you work for Banff Caribou Properties Ltd. the more vacation time you earn.

- 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. Before you take vacation:

- Talk to your Manager to request vacation.
- Your Manager will approve vacation based on the needs of the workplace.
- The earlier you ask, the more likely your request can be approved.
- You can take vacation as full days or half days.
- You must use your vacation within 12 months after you earn it.
- If you and your Manager cannot agree on a time for your vacation, your Manager will choose a time for you and give you at least two weeks' notice.

DISCRETIONARY LEAVE OF ABSENCE

If you want to take unpaid leave for travel, visiting family, or a course, here is what you need to know:

- You might be able to take up to 90 days of unpaid leave.
- You must give your Manager one month's written notice and get their approval.
- If you return within 90 days, you will keep your seniority and benefits.

- You must continue to pay for any agreements you have, such as a ski pass or Employee Share Ownership Plan contributions.
- Your Manager will try to hold your position while you are away, but this cannot be guaranteed.
- Note: You will not earn vacation time or vacation pay while on unpaid leave.

TIME OFF FOR CULTURAL AND FAITH-BASED HOLIDAYS

Employees can take time off for cultural or faith-based holidays using vacation days, banked time, or leave without pay.

- If a religious holiday is not a statutory holiday and falls on your scheduled workday, you can use vacation, banked time, or unpaid leave to take the day off.
- Talk to your Manager to request time off. Your Manager will approve it based on the needs of your workplace. The more notice you give, the easier it is to get approval.
- Use this policy honestly and only when it applies to you. Regular communication with your Manager helps us plan work while you are away.
- Misuse of this policy or providing false information can lead to disciplinary action, up to termination.

JOB PROTECTED LEAVE

After you have worked for 90 days, you can take certain types of unpaid leave with job protection.

Job protection means you can return to the same or a similar job after your leave. Time on leave still counts as continuous employment. See Table 2 for the types of job protected leave.

JOB PROTECTED LEAVE

Table 2

Type of Leave	How Long	Who Can Take It?	Notes
Maternity	Up to 16 weeks, unpaid	Birth Mother	Can begin up to 13 weeks before due date.
Parental	Up to 62 weeks, unpaid	Birth Mother, other parent, adoptive parent	Can be shared between parents. Must start within 78 weeks of birth or adoption.
Compassionate Care	Up to 27 weeks, unpaid	Caregiver of a very sick family member	
Death or Disappearance of a Child Under 18	52 weeks (child disappears) or 104 weeks (child dies), unpaid	Parents of child	Applies if child dies or disappears because of a crime.
Critical Illness of a Child	Up to 36 weeks, unpaid	Parents of sick or injured child	
Long-term Illness or Injury	Up to 27 weeks per year	Employee	Doctor note and notice needed.
Domestic Violence	Up to 10 days per year, unpaid	Employee	
Personal and Family Responsibility	Up to 5 days per year, unpaid	Employee	For family care or personal health.
Bereavement	Up to 3 days per year, unpaid	Employee	For death in immediate or extended family.
Citizenship Ceremony	Up to half a day, unpaid	Employee	To attend your own ceremony.
Critical Illness of an Adult Family Member	Up to 16 weeks, unpaid	Employee	To care for sick or injured adult family member.
Reservist	Up to 20 days per year, unpaid + extra if needed	Employee who is a reservist	For training or deployment in the Canadian Armed Forces.

MEDICAL LEAVE

If you have a physical or mental illness or disability, BCP will try to help. This includes time away from work for medical reasons. Your medical information is private and only shared as needed to support you.

If you cannot work because of medical reasons:

- Tell your Manager as soon as you can, in writing.
- Give a note from your health professional saying you cannot work.

While on medical leave, we may ask for information from your health professional about:

- When you can fully or partly return to work.
- If you can do your normal work duties.
- How long any limits or restrictions might last.
- How we can help you return to work safely.

PROVISIONS TO EMPLOYMENT CONDITIONS WHILE ON EXTENDED LEAVE

Employment Insurance (EI)

Medical leave is unpaid. While you are on 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. BCP is not able to influence any such decisions. Find out more by viewing Alberta Human Rights Commission: Medical Leave.

MAKING PAYMENTS DURING LEAVE

If you take an extended leave, you may still need to pay for things like:

- Employee housing fees.
- BLC Employee Health Insurance.

Before your leave starts, talk to the Payroll Team at Head Office. They can help you make a payment plan. You can pay:

- In advance (cash, cheque, or payroll deduction)
- Each month, by the first business day of the month during your leave.

EMPLOYEE HOUSING

If you live in employee housing you may need to move out until you return from leave. Talk to the Employee Housing Team about your situation.

EMPLOYEE BENEFIT ENTITLEMENTS WHILE ON LEAVE

You can use all of your BCP Perks during an approved leave period. Contact Payroll to discuss payment options for Employee Health Insurance.

ANNIVERSARY BONUS

Your anniversary bonus is based on the hours you worked. If you are on leave on your work anniversary, you will get your bonus upon your return.

BCP EMPLOYEE HEALTH INSURANCE PLAN

BCP pays 50% of your Employee Health Insurance for the first three months of leave. After that, you can:

- Put your plan on hold for up to six months.
- Pay 100% of premiums yourself.

Contact Payroll at healthinsurance@banfflodgingco.com for more information.

ADDITIONAL RESOURCES



Alberta Human Rights Commission:
Medical Leave



Alberta Employment Standards website



Government of Canada website:
Employment Insurance Benefits

GETTING PAID

METHOD OF PAYMENT

We will deposit your pay into the bank account you entered in Dayforce.

HOW OUR PAY CYCLES WORK

We pay you every two weeks on Friday. Each pay covers the two weeks ending the Saturday before payday. The last day of the two-week period is the pay cut-off date. Anything you earn after the cut-off date will be paid on the next payday. (see table 3)

SEEING YOUR PAY INFORMATION

Log in to Dayforce to see your pay statements. They show your earnings, deductions, and the vacation pay you have earned.

RECORDING YOUR HOURS

Your timesheet in Dayforce must be accurate to get paid correctly. Use your six-digit Employee ID or the Dayforce app to punch in at the start of your shift and punch out when you finish.

WORKING LESS THAN 40 HOURS PER WEEK (SALARIED EMPLOYEES)

If you work less than 40 hours in a week, your pay will be pro rated based on the expected hours of work. Other benefits may be pro-rated based on your work hours. Please ask you manager for clarification.

Table 3

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

PAYROLL DEDUCTIONS

You may see three kinds of deductions on your pay statement:

Statutory Deductions

We take income tax, Canada Pension Plan (CPP), and Employment Insurance (EI) from your pay. The law requires this.

Voluntary Deductions

If you agree in writing, we can take money from your pay for things like health insurance, housing fees, and other benefits.

Court-Ordered Deductions (Garnishments)

A court can tell us to take money from your pay to pay a debt. Banff Caribou Properties Ltd. will follow the court's order.

PAYROLL QUESTIONS & CORRECTIONS

If something on your pay statement looks wrong or you don't understand it, first talk to your manager. If you still need help, email payroll@banfflodgingco.com

GENERAL PAY RATE STRUCTURE

BCP gives fair and equal pay for similar work. Your pay rate depends on your experience, education, and job performance. Your manager will discuss and record this with you during regular performance reviews.

OVERTIME (HOURLY EMPLOYEES)

BCP follows Alberta employment standards for overtime hours and pay. You work overtime when you work more than 8 hours in a day or 44 hours in a week. Overtime hours are saved as banked hours and paid as time off later. See the Individual Overtime Agreement for more details.

Here's how it works:

- 1 hour of overtime = 1 hour banked.
- Banked hours are paid as time off at your normal pay rate.
- Banked hours are used in the next pay period when you work less than 44 hours a week.

If banked hours are not used for time off within six months, or if your employment ends, you will be paid for them according to Alberta Employment Standards.

You must get approval from your on-duty supervisor to work overtime that was not scheduled.

To find out more, read the BCP Overtime Agreement.

ADDITIONAL RESOURCES



[BCP Overtime Agreement](#)



[Alberta Employment Standards Website: Deductions from Earnings](#)



[Alberta Human Rights Commission Website: Equal Pay for Similar Work](#)



GENERAL HOLIDAYS

Hourly employees have nine general holidays. Salaried employees also get Heritage Day and Boxing Day as extra annual holidays. You may be scheduled to work on a general holiday. You must work these shifts as usual. You may be entitled to general holiday pay.

TIME OFF IN LIEU (SALARIED EMPLOYEES)

If a general holiday falls on your normal workday, you may take that day off with pay. If you must work on that day, you will take another day off instead. If a general holiday falls on your regular day off, you will also take another day off instead.

Talk to your manager if you have questions about general holidays or time off in lieu. You must take a day off in lieu within 30 days after the holiday. You do not need to tell the Payroll Team when you earn or use these days.

GENERAL HOLIDAY PAY (HOURLY EMPLOYEES)

If you work on a general holiday, you get your wage plus 1.5 times your hourly rate for each hour you work that day. You can get general holiday pay if:

- You worked at least 30 days in the 12 months before the holiday.
- You were scheduled and worked on the holiday.
- You worked your last scheduled shift before the holiday.
- You work your first scheduled shift after the holiday.
- Your manager approved your absence if you missed any of the three shifts above.

Not Working on a General Holiday and General Holiday Pay

If you do not work on a general holiday but are eligible for general holiday pay, you might be eligible to receive your average daily pay. See your manager for more details.

Working Overnight on a General Holiday

The day your shift starts decides if it counts as a general holiday.

- If your shift starts at 11:00 pm on a general holiday, the whole shift counts as holiday work.
- If your shift starts at 11:00 pm the day before the holiday, the shift counts as normal hours.

Month	Holiday	Date
January	New Year's Day	January 1st
February	Family Day	Third Monday
April	Good Friday	Friday before Easter
May	Victoria Day	Monday before May 25th
July	Canada Day	July 1st
August	Heritage Day (salaried only)	First Monday
September	Labour Day	First Monday
October	Thanksgiving Day	Second Monday
November	Remembrance Day	November 11th
December	Christmas Day	December 25th
December	Boxing Day	December 26th

A full-page background image of a majestic mountain range. The peaks are rugged and partially covered in snow, with some snowfields in the valleys. In the foreground, a calm lake reflects the mountains and the sky. A group of about six hikers is visible on a path along the edge of the lake. The sky is overcast with soft, grey clouds.

SECTION 3. WORKPLACE POLICIES

FAIR AND EQUAL TREATMENT

Banff Caribou Properties Ltd. hires people from over 30 countries. We succeed because of their skills, ideas, and experiences.

We treat everyone fairly. No one is treated differently because of race, religion, gender, or age.

We follow the Bow Valley Workplace Inclusion Charter. It helps all employees, including those born outside Canada, succeed at work and in the community. It also helps employers and local services work together.

If English is not your first language, you can ask for an interpreter for meetings about training, safety, performance, or tax forms. Interpreters help people understand each other, follow rules, and keep information private. To request one, email hr@banfflodgingco.com.

FRENCH

Si l'anglais n'est pas votre langue maternelle, vous pouvez demander un interprète pour les réunions sur la formation, la sécurité, le rendement ou les formulaires fiscaux. Les interprètes aident les personnes à se comprendre, à respecter les règles et à garder les informations confidentielles. Pour en demander un, envoyez un courriel à hr@banfflodgingco.com.

JAPANESE

もし英語が母国語でない場合は、研修、安全、業務評価、または税務書類に関する会議のために通訳を依頼できます。通訳者は、互いの理解を助け、規則を守り、情報を秘密に保ちます。通訳を依頼するには、hr@banfflodgingco.com までメールしてください。

TAGALOG

Kung hindi Ingles ang iyong unang wika, maaari kang humiling ng interpreter para sa mga pulong tungkol sa pagsasanay, kaligtasan, pagganap, o mga form sa buwis. Tinutulungan ng interpreter ang mga tao na magkaintindihan, sumunod sa mga patakaran, at panatilihin pribado ang impormasyon. Upang humiling, mag-email sa hr@banfflodgingco.com.

SPANISH

Si el inglés no es su primer idioma, puede solicitar un intérprete para reuniones sobre capacitación, seguridad, desempeño o formularios de impuestos. Los intérpretes ayudan a las personas a entenderse, seguir las reglas y mantener la información privada. Para solicitar uno, envíe un correo electrónico a hr@banfflodgingco.com.

KOREAN

영어가 모국어가 아닌 경우, 교육, 안전, 업무 성과 또는 세금 서류와 관련된 회의에서 통역사를 요청할 수 있습니다. 통역사는 사람들이 서로 이해하도록 돕고, 규칙을 지키며, 정보를 비밀로 유지합니다. 통역사를 요청하려면 hr@banfflodgingco.com으로 이메일을 보내세요.

CZECH

Pokud angličtina není váš rodný jazyk, můžete si požádat o tlumočnicka na schůzky týkající se školení, bezpečnosti, výkonu práce nebo daňových formulářů. Tlumočníci pomáhají lidem porozumět si navzájem, dodržovat pravidla a uchovávat informace v tajnosti. Chcete-li o tlumočnicka požádat, zašlete e-mail na hr@banfflodgingco.com.

VIETNAMESE

Nếu tiếng Anh không phải là ngôn ngữ chính của bạn, bạn có thể yêu cầu một phiên dịch viên cho các cuộc họp về đào tạo, an toàn, hiệu suất công việc hoặc các biểu mẫu thuế. Phiên dịch viên giúp mọi người hiểu nhau, tuân thủ các quy tắc và giữ thông tin bí mật. Để yêu cầu phiên dịch viên, hãy gửi email tới hr@banfflodgingco.com.

TRADITIONAL CHINESE (USED IN HONG KONG AND TAIWAN)

如果英語不是您的母語，您可以在有關培訓、安全、工作表現或報稅表格的會議中請求口譯員。口譯員會幫助大家互相理解、遵守規則，並保密您的資訊。若要請求口譯員，請發送電郵至 hr@banfflodgingco.com。

SIMPLIFIED CHINESE (USED IN MAINLAND CHINA)

如果英語不是您的母語，您可以在有關培訓、安全、工作表現或報稅表格的會議中請求口譯員。口譯員會幫助大家互相理解、遵守規則，並保密您的信息。若要請求口譯員，請發送電子郵件至 hr@banfflodgingco.com

ADDITIONAL RESOURCES:



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



Bow Valley Workplace Inclusion Charter



PROMOTIONS & TRANSFERS

Banff Caribou Properties Ltd. will try to promote current employees before hiring new people.

Employees must complete a 90-day probation period in the job they were hired for. Usually, we will not consider applications for a new position until the probation period is finished.

You can find job opportunities in the Careers section on Dayforce, and in the weekly Employee Newsletter.

STEPS TO APPLY FOR A PROMOTION OR TRANSFER

- Tell your current manager that you want to apply for another job.
- Apply for the job through the Careers section in Dayforce.
- Introduce yourself to the hiring manager or General Manager.
- If you are hired, both department managers will agree on your start date.
- Expect to work in your current job at least two weeks before starting the new job.



GENERAL POLICIES

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 that includes confidential information, coarse language, topics that are inappropriate to disclose to guests, or non-work-related matters. Avoid using cellphones and other personal devices in public areas while on duty.

PUNCTUALITY & ATTENDANCE

You are expected to arrive on time for your shift. Arriving a little early gives you time to settle in and be ready for work. If you need to arrive late or leave early, you must have your Manager's approval. If you cannot work your scheduled hours, notify your on-duty supervisor immediately.

EMOTIONAL WELLBEING & MINDSET

Many people in the Bow Valley have family or friends far away, and it can be harder to handle things alone. You are not alone. Banff and Canmore have resources, support groups, and information to help when things are difficult. If something is affecting your well-being or focus at work, take time to get help. If you cannot work, tell your on-duty Supervisor as soon as possible or contact HR for support.

SOBRIETY

Drink responsibly and remember that moderation is important. You must come to work fit to safely and effectively do your job. This helps prevent mistakes, poor guest experiences, and injuries to yourself or others. If your manager or supervisor finds you are not sober at work, you will be sent home and a performance plan may be required (see Performance Management and Workplace Misconduct).

Resources are available to help with addiction and support mental wellness. See the Local Directory for more information, or call, email, or visit the Human Resources Team for help.

HIRING COUPLES IN THE WORKPLACE

We generally avoid hiring couples to work in the same location. Couples also cannot be in a direct manager-report relationship. If a candidate is part of a couple, the hiring manager must talk to other managers or HR to decide the best placement for the other partner.

Key points:

- Team: Relationships can affect how the team works together.
- Performance: Managing work and performance is harder when couples work together.
- Schedules: Holidays and time off are harder to coordinate for both partners.
- Staffing: If both leave at the same time, it can create a bigger gap.

Managers must talk to HR before hiring a couple to make sure the placement works well.

DRESS CODE POLICIES

BCP requires employees to follow dress code and personal grooming policy as stated.

INCLUSIVITY

We allow dress for religious or cultural reasons. When on-duty, remove face coverings if needed so others can see your face.

NON-UNIFORM WORK ATTIRE

If your job does not require a uniform, wear business casual. This includes skirts, blouses, collared shirts, sweaters, jackets, dresses, chinos, suits, smart pants, sports jackets, or blazers.

UNIFORM & WORK ATTIRE

Item	Policy
Personal Hygiene	Be clean and tidy when you come to work.
Hair	Keep hair neat and off your face. Tie back long hair if handling food, spa work, or operating machines. Wear required safety gear.
Beards/Mustaches	Keep clean, trimmed, or shave daily.
Fragrance	Use perfume or scented products lightly. Fragrance-free is best. Ask your Manager if needed.
Makeup	Use makeup and nail polish simply and professionally.
Jewelery and Piercings	Remove or cover jewelery that is unsafe. Keep jewelery small, safe, and professional.
Tattoos	Cover tattoos that could offend or are not appropriate for work.

Uniform	Wear your job uniform on duty. Keep it clean and neat. BCP gives some items; you buy others (e.g. black pants).
Uniform Agreement	Sign when you start work. Multiple jobs may need multiple agreements.
Lost/Damaged Uniform	Tell your Manager if lost or damaged. You are responsible for major damage beyond normal wear and tear.
Laundry	Wash and iron uniform per tag instructions. Wash when dirty.
Shoes	Wear required shoes that are clean, sensible, and non-slip. Guest-facing: black, closed-toe. Maintenance: sturdy boots.
Name Tag	Wear your nametag visibly.
Smoking	Cover your uniform if smoking. When smoking, ensure you are not 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

Item	Policy
On-loan Uniform	BCP provides most uniform items on loan. The uniform always belongs to BCP. The Uniform Agreement lists all items given to you.
Returning Uniform	Give all BCP uniform items to your manager within 24 hours of your last work day. Wash the items before returning them.
Replacement Costs	You must pay for uniform items that are lost, damaged, or not returning within 24 hours. Costs are listed in the Uniform Agreement and will be deducted from your pay if applicable.
Other Arrangements	Your manager will write down any other agreements for your uniform.

HEALTH & SAFETY POLICIES

At BCP, we follow the Alberta Occupational Health & Safety Act, Regulations, and Code to keep the workplace safe and healthy.

The goal of our Health & Safety Program is to prevent injuries at work. Employees must know our Health & Safety Policy and follow all rules and procedures. You can get a copy of the Alberta Occupational Health & Safety Handbook (the Blue Book) from your General Manager. Not following the Health & Safety Policy can cause injury to you or others and may lead to disciplinary action, including termination.

We provide health and safety training on the job or in a formal course. It is your responsibility to complete the training and use what you learn at work.

FIRE SAFETY & EMERGENCY PROCEDURE

Every property has its own fire procedure and emergency evacuation plan. Make sure you know the plan, including the location of fire-fighting equipment, emergency exits, fire alarms, and assembly points. Your manager will show you how to use all firefighting equipment in your workplace.

If you discover a fire

1. Sound the alarm.
2. Call 9-1-1.
3. Use available firefighting equipment only if you are comfortable and it is safe.
4. Never put yourself in danger.
5. Evacuate the building and leave all personal belongings behind.
6. Do not use elevators during a fire.
7. After evacuating, do not re-enter the building unless a fire officer tells you it is safe.

EMERGENCY RESPONSE FOR A LOCAL EMERGENCY

In an emergency in Banff or nearby areas, we will follow directions from the Town of Banff, Town of Canmore, or Parks Canada.

All employees should sign up for local alerts for the town where they live and work. You can register here:



[Register for Alerts](#)

When you register, you can also add other nearby locations. For example, you can add Canmore or Lake Louise to get alerts from those areas.

You can use Google Translate to read messages from the Voyent Alert system.

It is very important to be ready for emergencies. We encourage all employees to have an Emergency Kit and check it using the Emergency Kit Checklist.



[Emergency Kit Checklist](#)

EMERGENCY COMMUNICATIONS

In a local emergency, we will share important information using one or more of these ways:

1. Your direct manager
2. Company and personal email
3. Posted on Dayforce Hub
4. Posted at the Housing Office (407 Beaver St) and Head Office (229 Banff Ave) if the internet is not working

WORKPLACE INJURIES

It is very important to report any injury if you need more than first aid or if you miss time from work. If you are not sure, report it anyway.

If you're injured at work:

1. Report your injury to your manager or supervisor as soon as possible.
2. Seek medical attention if needed.
3. Report the injury to the Worker's Compensation Board (WCB) Alberta.

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

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

Workplace abuse is behavior that harasses, offends, hurts, or humiliates someone. It can include intimidation or violence. The person doing this knows their actions can harm or upset the other person or group.

ALL EMPLOYEES ARE EXPECTED TO

- Treat others with respect and not engage in abuse of any kind.
- Report abuse if you experience it or if you see it happening to someone else.
- Put your safety first. If a guest or coworker makes you uncomfortable, you have the right to say "no."
- Call 911 if you are in immediate danger while at work.
- Remove yourself from the situation if you feel unsafe or uncomfortable, and contact a supervisor or manager immediately.
- Report threats or concerning behavior to a supervisor or manager, even if there is no immediate physical danger.
- Examples include bullying behavior, threatening words, notes, emails, or gestures.
- If you are not comfortable reporting to your Supervisor or Manager, you may report confidentially to HRconfidential@banfflodgingco.com.

ADDITIONAL RESOURCES



Harassment and violence: OHS requirements for works and employers

OUR POLICY

You have the right to work in a workplace that is pleasant, safe, fair, respectful, and inclusive. You have the right to work free from abuse of any kind.

If you believe you have been treated unfairly, or if a policy has not been applied in a fair and consistent way, it is important to speak up.

Workplace problems should be reported as early as possible. When problems are not addressed early, they can become more serious and harder to fix. They can also create an unpleasant or unsafe work environment for you and others.

BCP is committed to preventing and addressing abuse in the workplace. All reports of abuse will be taken seriously and investigated. The company will take appropriate action when needed.

As an employer, we will keep information about abuse reports confidential. Details and names will only be shared when necessary to investigate, take corrective action, or if required by law.

PROBLEMS IN THE WORKPLACE

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.

APPROACHING DIFFICULT CONVERSATIONS

Resolving conflict can be hard and it may involve a difficult conversation. Many people avoid problems or accept bad behavior instead of speaking up.

When you talk about a problem, the other person may feel angry, frustrated, or defensive. This can be uncomfortable. Speaking in a calm and clear way can help solve the problem. Being assertive means speaking respectfully and clearly.

The Describe/Express/Specify/Clarify (DESC) tool can help you talk about problems in a positive and respectful way.

DESC TOOL

Step	What to Say	Example
Describe	Say what you see or hear	"I see..."
Express	Say how it makes you feel	"I feel..."
Specify	Say what change you wish to see	"I need..."
Clarify	Say how this helps everyone	"We will benefit..."

WE ENCOURAGE THE FOLLOWING STEPS:

Talk to the person directly

- Talk as soon as possible.
- Choose a private time.
- Explain the problem clearly.
- Try to find a solution together.

Talk to a Manager

- Talk to your Manager or General Manager in private.
- If you aren't comfortable, talk to another Manager you trust.

Talk to Human Resources

- Make an appointment with HR.
- HR will listen in confidence.
- HR will only take action with your permission, unless needed for safety or law.

PERFORMANCE MANAGEMENT

If your work is not meeting job expectations, we will follow the BCP Disciplinary Policy. The goal is to support you so you can do well in your job.

YOUR MANAGER WILL FOLLOW THESE STEPS:

Step 1

Your Manager will talk to you privately and explain the problem. This is an informal verbal discussion. If the problem is serious, or if your work does not improve after some time, your Manager will move to Step 2.

Step 2

Your Manager will create a performance plan with you. This plan may include coaching, training, and support. It will also include regular check-ins. A written plan will explain:

- What the problem is
- What is expected from you
- What you need to do to improve
- If your work still does not improve after some time, your Manager will move to Step 3.

Step 3

If you are not able or willing to improve your performance, your employment may be ended.

ADDITIONAL RESOURCES



Progressive Disciplinary Policy

WORKPLACE MISCONDUCT

Misconduct means unacceptable behaviour at work. It includes behaviour that happens:

- At work
- At any BCP location
- On or off duty
- When you are representing BCP in any formal or informal way

There are two levels of misconduct:

- Misconduct
- Serious misconduct

BCP will use a Progressive Disciplinary steps to deal with misconduct. Examples of misconduct include, but are not limited to:

Depending on the situation, your Manager or the Human Resources Manager may:

- Repeat a step, or
- Skip a step and move to another step

Your Manager will tell you when the progressive discipline process starts. This helps you understand that the discussion is not regular performance feedback. BCP may end employment without notice in cases of serious misconduct.

Steps in the progressive discipline process:

- Informal conversation
- Written warning
- Loss of employee benefits or perks
- Suspension or demotion
- Dismissal

EXAMPLES OF MISCONDUCT

Misconduct (less serious)	Serious Misconduct
Not sharing important work information	Giving false information about qualifications and experience
Disruptive or rude behaviour	Stealing or fraud
Being rude to a guest	Refusing to follow reasonable manager instructions
Absence without permission	Breaking trust with BCP
Lateness without permission	Conflict of interest
Entering staff or work areas without permission	Repeated absences or lateness
Entering guest rooms or guest areas without permission	Harassment or threatening behaviour, including physical violence or threats of violence
Using BCP systems or equipment without permission	Working under the influence of drugs, alcohol, or other intoxicants
Not reporting health and safety issues	Competing with BCP's interest
Accidentally sharing sensitive information	Intentionally sharing confidential information
	Damaging BCP, guest, or employee property on purpose
	Serious carelessness that causes harm (gross negligence)
	Giving alcohol to a minor
	Possessing, using, selling, or buying illegal drugs or alcohol at work

INFORMATION & PRIVACY POLICY

YOUR PERSONAL INFORMATION & PRIVACY

Banff Caribou Properties Ltd. collects and uses employees' personal information. We only collect the information needed to start, manage, and end employment. BCP takes all reasonable steps to keep your personal information private and safe.

BCP does not give your personal information to anyone else, unless:

- The law requires it.
- You ask us to.
- You give your permission.

We collect, use, and share personal information following the Personal Information Protection Act (PIPA).

ACCESSING YOUR PERSONAL INFORMATION

You have the right to see your personal information held by Banff Caribou Properties Ltd. You can also ask BCP to correct your information if it is wrong.

When you look at your file, you can take notes, but you cannot remove or damage any documents.

You can ask to see or correct your personal information by contacting Human Resources. You can also update your personal information at any time in Dayforce.

PROTECTING THE INFORMATION & PRIVACY OF OTHERS

When you work, you may see personal information about other people, such as colleagues or guests. You can only share this information with other employees if it is needed to do your job.

Do not share other people's personal information with anyone outside the company, unless they give you permission.

COMMERCIAL CONFIDENTIALITY

During your employment, you may see sensitive information about Banff Caribou Properties Ltd. During and after your employment, you must not share this information with other employees or anyone outside the company. If someone asks you for information and you are not sure what to do, ask your Manager or contact Human Resources.

SOCIAL MEDIA MINDFULNESS

Be careful about what you post on social media. Think about how your posts could affect Banff Caribou Properties Ltd., its employees, guests, or other people. Only post things that are appropriate and respectful.

GENERAL MEDIA ENQUIRIES

If a local, regional, or national reporter contacts you about Banff Caribou Properties Ltd., please refer them to your General Manager.

INFORMATION TECHNOLOGY AND ACCEPTABLE USE

Banff Caribou Properties Ltd. provides information technology (IT) and communications equipment for your work. BCP protects IT resources from carelessness or misuse. You must know and follow the Information Technology Policy. Misuse of IT resources is not allowed and is a violation of the Acceptable Use Policy.

IT resources are for:

- Doing your job.
- Supporting the Company's business.
- Protecting the Company's reputation.

Do not use IT resources in ways that:

- Interfere with work.
- Interrupt Company systems.
- Go against these purposes.

COMPANY FACILITIES & SECURITY

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

When you are in public areas, please follow these rules to keep guests and colleagues safe and happy:

- Public areas, like restaurants and hotel lobbies, are open to visitors during normal hours.
- You may visit these areas outside of work hours only if the Manager or Front Desk Supervisor on duty allows it.
- Do not wear your Company uniform when visiting outside of work hours.
- Do not distract colleagues who are working.
- Do not cause a negative experience for guests. Guests come first.
- Be ready to give up your seat if needed.
- You are responsible for the behaviour of any personal guests you bring.

GUEST ROOMS/FACILITIES

When you are in guest room areas, please follow these rules to keep guests safe and respect their privacy.

- You must have permission from the General Manager to go into guest rooms or guest room floors only when it is necessary for your work.
- An invitation from a guest is not enough permission.
- You cannot accompany guests in guest rooms or on guest room floors.

- If a guest is in their room while you are working, always ask the guest for permission before entering.
- If friends 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 only when necessary in performing your duties.

- If you are not at work, get approval from your Manager before entering.
- Close and lock all doors and devices after use.
- Double check doors or devices with confidential information, cash, equipment, or other valuable items.
- Unauthorized persons are not to enter back office areas.
- Report lost or stolen keys or compromised security codes to your Manager immediately.

EMPLOYEE LOCKERS

You may use a locker to store your personal belongings. Do not store food, dangerous items, non-prescription drugs, alcohol, or company property (except your uniform).

You must use your own lock. Your Supervisor can open your locker if there are health or 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 BCP while performing your duties. We ask that you follow these steps:

- Get approval from your Department Head before buying anything.
- Fill out an Expense Report and give it to your Manager for approval.
- Include a valid receipt for each expense (except personal vehicle mileage).
- Claim expenses in the month you spend the money. Reimbursement comes in the next company cheque run.
- Use the Expense Template on the Network for your work location.
- Read the Expense Instruction Guide before completing your report. It also explains how to claim mileage and expenses in foreign currency.

USING A PERSONAL VEHICLE FOR BUSINESS PURPOSES

You will be reimbursed \$0.30 per km when using your vehicle for work. You must keep your vehicle in good condition and have a valid driver's license. Travel between your home and your regular workplace is not reimbursed.

PERSONAL GIFTS

Other organizations or guests may offer you gifts. Gifts can create a conflict of interest. If a gift is worth more than \$50, tell your Manager as soon as possible, and before you accept 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. If you are in a salaried role, 1 month notice is expected. This will help you if you would like to join us again in the future.

TERMINATION PROCEDURE

On or before your final day of work, you must return all Company property to your Manager. This includes your uniform, Staff ID card and any other Company property.

If your employment ends due to dismissal, Banff Caribou Properties Ltd. will follow Alberta Employment Standards and apply the conditions of "for just cause" or "without just cause," as required.

Your employment will not be terminated in situations protected under the Alberta Human Rights Act.

Length of Employment	Notice Period
More than 90 days and 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	6 weeks
10 years or more	8 weeks

NOTICE OF TERMINATION

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.

TERMINATION PAY (PAY IN LIEU)

If your Manager does not require you to work during your termination notice period, you will receive pay in lieu of notice. This pay is based on your average weekly regular wages from the last 13 weeks you worked before your termination date.

TERMINATION WITH CAUSE

If your employment is terminated due to serious misconduct, you will not receive termination notice and your employment with Banff Caribou Properties Ltd. will end immediately. You will not be eligible to apply for future positions within BCP.

Examples of serious misconduct include, but are not limited to: theft, fraud, willful disobedience, unapproved leave of absence (missing two or more consecutive scheduled shifts), chronic absenteeism or tardiness, and serious incompetence.

EMPLOYEE HOUSING CHECK OUT

Tell the Employee Housing Team as soon as possible when your employment with Banff Caribou Properties Ltd. is ending. You are responsible for completing the Check-Out Cleaning Checklist before your final room inspection. The checklist is posted on the employee housing communal notice board.

You must move out of employee housing within 24 hours of your final shift.

FINAL DEDUCTIONS

Your final pay will be issued in the normal pay cycle after your last day of work. Any outstanding pre-authorized payments for benefits, employee housing, or other agreements will be deducted. Your employee housing deposit will be refunded only if you complete the check-out process, as outlined in the Employee Housing Agreement.

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.

FINAL PAYMENT

The following explains how your final pay will be processed and received:

- Final pay is sent to your Canadian bank account on file.
- Keep the account open until you receive your final pay.
- If you must close the account early, tell your Manager or Payroll.
- A pay cheque can be issued instead of direct deposit.
- Wire transfers and e-transfers are not available, and Canadian cheques may be hard to deposit outside Canada.

CONFIRMATION OF EMPLOYMENT

You can request a written confirmation of employment from Human Resources.

ACCESSING YOUR PAY INFORMATION

You can access your bi-weekly and annual pay statements, including your T4s, in Dayforce for two years after your last day of work. You will use the same log-in, but some tools and features in Dayforce will no longer be available.

For more information, see the sections on Termination and Termination Pay.

REHIRE WITH BCP

Employees who leave on good terms may be considered for future positions with Banff Caribou Properties Ltd. We welcome returning employees and value the experience, education, and skills they bring.

If your employment ended due to serious misconduct, you will not be considered for rehire. If you are rehired within 90 days, you will keep your previous seniority and benefits.

If you return after more than 90 days, your employee number will stay the same, but you will receive the benefits and entitlements of a new employee, unless your offer letter or contract says otherwise. Your seniority date will be your first day back.



SECTION 4. EMPLOYEE PERKS AND BENEFITS

EMPLOYEE PERKS & BENEFITS

At Banff Caribou Properties Ltd., we want you to get the most out of your time with us, both at work and in the community. From benefits to events and local programs, there's plenty to enjoy.

STAY CONNECTED AND UP TO DATE

Employee Newsletter

Sent weekly to your personal email (and your company email, if you have one) with the latest on benefits, events, and community programs.

Employee Website

Visit BLCemployees.com to explore benefits, access the Resource Hub, and find helpful resources.

Dayforce

Log in to Dayforce for updates, announcements, and important employee information.

Social Media

Follow [BCP Employees](#) on Instagram and Facebook for updates on perks, events, and community happenings.

Take advantage of these tools to make the most of everything available to you!

YOUR EMPLOYEE ID CARD

All Banff Caribou Properties Ltd. employees will receive a Employee ID Card once New Employee Orientation is completed. Show your Employee ID Card to enjoy 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.

REPLACING A LOST, STOLEN, OR DAMAGED CARD

Your first ID Card is free. If your card is lost or stolen, you can get a replacement for a \$20 fee. Cards damaged through normal wear and tear will be replaced at no cost when you return the old card. To request a replacement, email HR.

ENDING EMPLOYMENT

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

For more information, read the Employee ID Agreement.



[Read: Employee ID Agreement](#)



BCP EMPLOYEE HEALTH INSURANCE PLAN

All part-time and full-time BCP employees are eligible for the company health insurance plan. If you have questions about your coverage, contact the Payroll Team or check Green Shield Plan Member Online Services (for current members). You can add eligible family members who have lived with you for at least one year. Let the Payroll Team know as soon as possible if you become a parent.

Eligibility

To join the BCP Employee Health Insurance Plan, you must work at least 20 hours per week and be covered by the Alberta Health Care Insurance Plan.

You can join:

- After 6 months of employment (Hourly)
- Immediately when you start work (Salary)

You must complete an application as soon as you are eligible. Applying late may result in reduced coverage during your first year.

To apply:

- Download the Total Guard Employee Enrollment Form
- Email the completed form to healthinsurance@banfflodgingco.com



[Total Guard Employee Enrollment Form](#)

PAYMENT

You pay 50% of the insurance plan premiums through payroll deductions. Banff Caribou Properties Ltd. pays the remaining 50%. Contact the Payroll Team for current BCP Employee Health Insurance Plan premium rates.

SUSPENDING OR EXITING THE PLAN

You can pause your BCP Employee Health Insurance Plan for up to six months. You may also leave the plan at any time. Talk to the Payroll Team about your options. Your plan will end when your employment ends.

For more information, read the Group Insurance Plan FAQ.



[Group Insurance Plan FAQ](#)

ANNIVERSARY REWARDS PROGRAM

Each year, you will receive a reward payment as a thank you. This payment is added to your active employee's pay following your work anniversary. The payment increases each year, up to a maximum of \$1,000.

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

Eligibility

Anniversary rewards are for active full-time and part-time employees. To qualify, you must work shifts during the 26 pay periods before your anniversary date. Your reward amount is based on the average number of hours you worked each week during the year. Your reward may change if you take an extended leave of absence. General Managers are not eligible for the Anniversary Rewards Program.

EMPLOYEE PERKS

Perk	Availability	Full-Time	Part-Time	Casual
Avalanche Safety Training Course Discount	Immediately	✓	✓	✓
Banff Airporter Discount	Immediately	✓	✓	✓
BCP Employee Health Insurance Plan	After 6 Months	✓	✓	✗
Beatnik Salon Discount	Immediately	✓	✓	✓
Brewster Transport Discount	Immediately	✓	✓	✓
Caribou Awards	Immediately	✓	✓	✓
Caribou Kids Ski Rental Program	Immediately	✓	✓	✓
Complimentary Hotel Room	After 3 Months	✓	✓	✓
Employee Housing	Immediately	✓	✓	✓
ESOP	After 2 Years	✓	✗	✗
Enterprise Car Rental Discount	Immediately	✓	✓	✓
Eureka Escape Room Discount	Immediately	✓	✓	✓
English Language Course Reimbursement	Immediately	✓	✓	✓
Fairmont Fitness Centre Discount	Immediately	✓	✓	✓
Familiarization Account	After 3 Months	✓	✗	✗
Flow State Yoga Studio Discount	Immediately	✓	✓	✓
Food & Beverage Discount	Immediately	✓	✓	✓
Free Canoe Pass	Immediately	✓	✓	✓

Perk	Availability	Full-Time	Part-Time	Casual
Free Yoga	Immediately	✓	✓	✓
Friends & Family Room Rates	Immediately	✓	✓	✓
H&R Block Tax Service Discount	Immediately	✓	✓	✓
Home Loan Program	After 1 Year	✓	✗	✗
Ice Climbing Experience Discount	Immediately	✓	✓	✓
Lux Cinema Discount	Immediately	✓	✓	✓
Mountain Park Transportation Discount	Immediately	✓	✓	✓
Roam Regional Bus Pass Program	Immediately	✓	✓	✓
Rock Climbing/ Alpine Adventures Discount	Immediately	✓	✓	✓
RMR Fitness Centre Discount	Immediately	✓	✓	✓
Spa Service & Retail Discount	Immediately	✓	✓	✓
Subsidized Ski Pass	Immediately	✓	✓	✓
Staff Events	Immediately	✓	✓	✓
Telus Preferred Pricing	Immediately	✓	✓	✓
Ultimate Retails/Rental Discount	Immediately	✓	✓	✓
Anniversary Bonus	After 1 Year	✓	✓	✗
Anniversary Bonus	After 2 Years	✓	✓	✗
Anniversary Bonus	After 3 Years	✓	✓	✗
Anniversary Bonus	After 4 Years	✓	✓	✗
Anniversary Bonus	After 5 Years	✓	✓	✗

LANGUAGE LEARNING REIMBURSEMENT PROGRAM

Take an English or French 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.



[Community Connections:
Connect to Language](#)

Eligibility

- Be an active employee at the time of reimbursement.
- Complete a Language Learning Reimbursement Form.
- Provide a payment receipt.
- Provide a certificate or letter confirming your studies are complete.

Reimbursement applies to courses started after your first day of employment.



[Language Learning Reimbursement Form](#)

HOME PURCHASE LOAN PROGRAM

To help you buy a home in Banff or Canmore, Banff Caribou Properties Ltd. will match your down payment with a principal loan of up to \$70,000. Interest is charged at the Canada Revenue Agency (CRA) prescribed rate at the time the loan is given. The loan must be repaid when you no longer live in the home, six months after your employment ends, or after ten years - whichever comes first.

See the Home Purchase Loan FAQ for more details.



[Home Loan Purchase FAQ](#)

Eligibility

Any full-time employee who has worked at least 12 consecutive months with the company can participate in the Home Loan Program.



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. recognises 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 <https://www.alberta.ca/employment-standards>.

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.

