

CENTRAL STUDENT ASSOCIATION

APPENDIX D– BULLRING HUMAN RESOURCES POLICY

Contents

1. Preamble
2. Hiring
3. Orientation and Training
4. Terms of Employment
5. Employment Development
6. Decision Appeals and Complaint Resolution
7. Amendments to Bullring Policies

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

1. Preamble

- 1.1. The Bullring is a service owned and operated by the Central Student Association. As a not-for-profit business, the Bullring shall employ staff to provide quality student-centered services. It is the CSA's desire that the Bullring manage its own day-to-day activities independently of the CSA, provided it does not contravene CSA by-laws and policies. Therefore, the Bullring management shall implement and uphold this Human Resources Policy provided here in the CSA policy manual. The Bullring Human Resources policy shall take precedence over the CSA overall Human Resources Policy, except where explicitly stated herein.
- 1.2. All staff that fall under this policy shall be considered Bullring Staff and not CSA Staff, even though they are employed by the corporation of the CSA. Bullring staff are any employees of the corporation whose wages are paid by the Bullring annual budget approved by the CSA Board of Directors. The exception to this is the Bullring General Manager, who shall be paid through the Bullring budget however s/he will be considered as a staff member of the CSA and shall fall under the CSA overall Human Resources Policy. No voting member of the CSA Board of Directors, including CSA Executive, may be a staff member of the Bullring.
- 1.3. The Bullring General Manager, in consultation with the Bullring sub-Committee of the CSA Board of Directors and the Bullring Operations Manual, shall determine the number of employees that shall work for the Bullring. At a minimum the Bullring staff shall consist of the Bullring General Manager, an assistant manager, and servers. All Bullring staff, except for the Bullring General Manager shall be part-time contract staff.
- 1.4. This policy's purpose is to provide guidelines for effective, just and harmonious relationships among all individuals associated with the Bullring. It outlines the mutual responsibilities and rights of employer and employees. This policy shall abide by the Ontario Employment Standards Acts and all other relevant federal and provincial legislation. Federal and provincial employment legislation shall take priority over this appendix in the event of any contradictions within this policy.
- 1.5. In keeping with the CSA's stated policy against discrimination as well as with the Ontario Human Rights Code, the Bullring will neither practice nor tolerate to be practiced any prohibited discrimination or harassment in its hiring, office environment, termination or provision of services against any employee or individual, including but not limited to, on the grounds of race, ancestry, colour,

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

ethnic background, citizenship, creed, religious or political affiliation, age, sex, sexual orientation, gender orientation, marital status, family status, status of wealth or physical or mental disability.

- 1.6. This policy shall form part of the contract of employment of each person employed by the Bullring. It shall be provided to each person employed by or associated with the Bullring.
- 1.7. The Bullring shall at all times use an Employment Equity Hiring Policy whenever staff are hired. Employment Equity is defined as hiring the candidate who falls within a marginalized group, when that candidate is of comparable qualifications to the other most qualified candidates. For the purposes of the Employment Equity Hiring Policy, marginalized shall be defined as: racialized person, woman, queer, aboriginal or a person with a disability.

2 Hiring

Hiring of all Bullring staff, excluding the Bullring General Manager shall take place in accordance to the following guidelines:

- 2.1. Priority for the hiring of employees of the Bullring to be as follows:
 - full or part time undergraduate students
 - graduate students
- 2.2. The following are the minimum requirements for hiring a vacancy or new position:
 - The Bullring General Manager shall notify the Bullring Committee that a vacancy or new position shall be opening.
 - Budgetary funds within the Bullring budget must be available to cover the wages for the position.
 - An employment vacancy for an assistant manager shall be advertised at the minimum, on the job boards on the 2nd and 3rd floors of the UC, in the Bullring, Munford Center, the FACS Lounge and on the CSA Website and thecannon.ca for one week before being filled.
 - Any types of Bullring staff, other than managers shall be advertised at the minimum in the Bullring and may be filled as soon as possible at the discretion of the Bullring General Manager.
- 2.3. All job descriptions for above employment vacancies shall be developed by the Bullring General Manager in consultation with the Bullring Committee. Any job description shall include the job title; qualifications required and sought; description of duties; the hourly wage rate; the hours to be worked on a

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

weekly basis; the terms of the employment contract including start and finishing dates; a location where the candidate may access this hiring policy; and the Employment Equity hiring policy.

- 2.4.** All above employment vacancies are to be filled by the Bullring General Manager. The CSA Human Resources & Services Manager shall participate in the hiring of an assistant manager if so desired by the Bullring Committee. If felt appropriate by the Committee, other CSA members or non-CSA professionals from related fields may also be appointed to the hiring process for particular positions. The Bullring Committee shall ratify all new Bullring staff. The Bullring Committee may ratify staff positions omnibus where appropriate. The Bullring Committee shall not ratify any new staff where there has been a grievance filed in connection with the hiring process.
- 2.5.** In hiring new employees, the Bullring General Manager shall develop criteria for selecting candidates in accordance with the Bullring Operations Manual, this Human Resources policy as well as any Federal and Provincial policies governing hiring. Any hiring decisions shall adhere to the Employment Equity Policy as set out under section 1.7 above. When hiring an assistant manager, the emphasis should be to view the position as one in which specific experience can be gained. The following attributes are preferable: Applicants have proficiency at the components of the job description; overall ability to fit into the Bullring's work environment; and understanding of the CSA's vision for the Bullring as it is written in this policy manual.
- 2.6.** Internal Bullring applicants will be considered for renewal without reposting of their contract in April of each year, if so desired by the applicant and the Bullring General Manager. An assistant manager may only apply for renewal of her/his contract twice and if s/he desires to apply for a fourth contract, then external applicants will take priority if both applicants appear to be equal in qualifications.
- 2.7.** The names of and discussions with or about any candidates shall remain strictly confidential. It is the intent of the Bullring to fill vacancies in a timely manner, to that end the Bullring General Manager shall complete the hiring process promptly pursuant to 2.9 of this policy.
- 2.8.** All candidates who are offered a position, shall confirm their acceptance by signing a document that includes the job title, the hourly wage rate, and the terms of employment including the start and finish dates of the contract. If that candidate refuses the job offer, selection shall devolve to the second choice,

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

or in the case of a second choice being unavailable or unacceptable, the hiring process shall be re-initiated.

- 2.9.** If an applicant has an issue with the hiring process under this policy, he/she may appeal a decision or file a complaint under policy 6.0 Decision Appeals and Complaint Resolution of this appendix. Any grievance filed by an unsuccessful candidate must be submitted to the Human Resources & Services Manager in the Central Student Association within 7 days of receipt of notification that he/she was not hired.

3. Orientation and Training

- 3.1.** The Bullring General Manager shall add new Bullring staff to payroll and provide each employee with a package which shall contain at a minimum a copy of the entire Bullring Human Resources Policy, any relevant parts of the Bullring Operations Manual, a copy of the employee's contract and the employee's job description. This shall occur within one week of the employee commencing employment.
- 3.2.** The Bullring General Manager will be responsible for ensuring that new Bullring staff receive proper training. This includes making sure all new Bullring staff attend compulsory Core training and compulsory on-going training as required by the Bullring Committee or the Bullring General Manager. An assistant manager should participate in anti-oppression training and other skill building training where possible.
- 3.3.** The Bullring General Manager will be responsible for ensuring that all Bullring staff are properly welcomed to the Bullring working environment and are informed of the CSA's role with the Bullring, and respond to any concerns that may arise from the initial package each new staff member receives.

4. Terms of Employment

The following are the minimum terms of employment for all Bullring staff that fall under the Bullring Human Resources policy.

- 4.1.** All employment contracts expire on April 30th of each year. Upon request by the employee, any contract may be renewed for a maximum of one year. The Bullring General Manager shall not unreasonably deny a contract renewal,

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

unless poor performance has been well documented over the course of the employee's term. An assistant manager may only apply for a contract renewal once, otherwise the employee must reapply through the hiring policy 2.0.

- 4.2.** All Bullring staff shall be paid at an hourly rate. Wages and benefits shall be determined by the Bullring General Manager in consultation with the Bullring Committee.
- 4.3.** The first three months of working at the Bullring, shall be considered a probation period. Before expiry of the three months, a job performance review is to be conducted by the Bullring General Manager and if time permits in partnership with the CSA Human Resources & Services Manager. At the most convenient Bullring Committee meeting after the review, the Bullring General Manager shall bring forward one of the following recommendations to be ratified by the Bullring Committee:
- That the employment be continued and that consideration be given to any wage increase in accordance with any agreement made at the time of hiring, or in accordance with any usual wage practice.
 - That the probation period be extended for a maximum of three months and another review be conducted at that time. After six months of consecutive probation, employment must be either terminated or continued without probation.
 - That employment be terminated.
- 4.3.1.** Recommendations from each performance review may be served omnibus to the Bullring Committee.
- 4.4.** Performance reviews shall be developed by the Bullring General Manager in consultation with the CSA Human Resources & Services Manager. Performance reviews shall be conducted at a minimum every January or three months after the most recent performance review, whichever is later. Either the Bullring General Manager or an individual staff member may request an exit interview or an additional performance review towards the end of a contract. Any recommendations that derive from a performance review which change the terms of employment for an individual staff member shall be ratified by the Bullring Committee. A copy of every performance review shall be given to both the Bullring General Manager and the individual staff member.

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

5. Employment Development

5.1. Staff Communications

The Bullring encourages open and regular communication between staff, assistant managers, the Bullring General Manager and the Bullring Committee, and welcomes requests for information and suggestions on how communication can be improved on an ongoing basis. The Bullring General Manager shall organize regular staff meetings to discuss the activities and operations of the Bullring; to maintain the lines of communication between the staff and Bullring management; to bring to the attention of the staff any issues that affect the Bullring as a whole; to bring to the attention of the Bullring management and/or other staff any general staff issues that should be discussed. All Bullring staff, except for the Bullring General Manager shall be paid at their regular hourly rate for any staff meetings.

5.2. Positive Discipline

The Bullring General Manager shall develop, in consultation with the CSA Human Resources & Services Manager, positive discipline measures which shall be outlined in the Bullring Operations Manual. The Bullring General Manager shall implement positive discipline measures with staff as needed, and any actions may be appealed by the individual staff member under 6.0 of this policy. The Bullring General Manager shall prepare a report for the Bullring Committee at the end of each semester outlining any positive discipline measures that were undertaken since the previous semester.

5.3. Record Keeping

The Bullring General Manager shall keep a confidential file for each Bullring staff member containing a copy of their contract, copies of any performance reviews or written copies of any formal communication with the staff member. Any staff member may request to have any incident documented and placed on their file. Staff members shall be notified anytime documentation is going in their file.

5.4. Overtime

Any Bullring staff member that works over 44 hours in one week shall be paid time and a half for each additional hour worked. Overtime must be approved by the Bullring General Manager.

5.5. End of Employment

End of Employment may occur three ways:

- by End of Contract
- by Layoff
- by Resignation
- by Termination

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

5.5.1. End of Contract

If a staff member does not wish to continue working for the Bullring, they may choose to not request renewal of their contract, towards the end of their term. This does not need to be submitted in writing.

5.5.2. Layoff

Permanent or temporary layoffs may occur from time to time due to financial reasons. In such cases the Bullring General Manager shall consult with the Bullring Committee and if necessary the CSA Board of Directors to pursue a decision which minimizes any financial or legal exposure to the CSA. In selecting staff to layoff priority shall be to keep staff with the greatest seniority. Assistant managers shall be considered independently of other Bullring staff.

5.5.3. Resignation

Resignation during the term of a contract must be submitted in writing to the Bullring General Manager at least two weeks in advance of the termination date. Two weeks pay in lieu of notice may be given at the discretion of the Bullring Committee, but this is to be reserved for cases when it may not be beneficial to the Bullring to have that employee continue.

5.5.4.

Termination

Termination of employment may occur due to unsatisfactory performance during probation, for reasons outlined in 6.8 of the CSA overall Human Resources policy or when documented disciplinary actions, as outlined under 5.2 of this policy have not resulted in improved behaviour or performance. Legal counsel should be sought in such cases.

6. Decision Appeals and Complaint Resolution

Any decisions or actions that occur associated with the Bullring and its working environment may be appealed. Any complaints or disagreements between students and the Bullring or between Bullring staff members, including the Bullring General Manager shall fall under this policy. Any Bullring staff member who wishes to appeal a decision made by the Bullring General Manager or the Bullring Committee shall fall under this policy.

- 6.1. Any problems or concerns that a staff member or student identifies should first be brought forward to the Bullring General Manager. The Bullring General Manager shall discuss the matter with the individual and if no resolution is reached, then the individual shall proceed to 6.2. In cases where the individual is not comfortable speaking directly with the Bullring General Manager, s/he shall come

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

- 6.2.** to the Central Student Association office and request a meeting with the CSA Staff Representative. If the CSA Staff Representative is not available, then the individual shall request a meeting with the CSA Human Resources & Services Manager or another CSA executive member if the Human Resources & Services Manager is directly involved in the matter. The CSA representative that is selected shall speak to the Bullring General Manager on behalf of the individual with the concern.
- 6.3.** If the matter has not or cannot be resolved with the Bullring General Manager, the individual shall bring the matter forward to the Bullring sub-Committee of the CSA Board of Directors. The Bullring General Manager shall collect any documentation regarding the matter up to the present. The individual shall notify the CSA Human Resources & Services Manager of his/her intentions and s/he shall be notified of the most convenient meeting of the Bullring Committee.
- 6.4.** The Bullring Committee shall meet to discuss the matter with the individual. All discussions pertaining to the performance or actions of any staff members shall be held in-camera with or without the individual who is bringing forward the matter. If necessary, the Bullring Committee shall elect from its active membership an ad hoc committee to investigate the matter further. All decisions shall be recorded by the CSA Human Resources & Services Manager.
- 6.5.** The Bullring Committee shall reach a decision no later than 14 days after meeting with the individual with concerns. The decision of the committee stands subject to the appeal process in 6.6.
- 6.6.** All communications shall be held in strict confidentiality. Where needed, legal and professional counsel shall be sought by the CSA Human Resources & Services Manager. All agreements shall be made in writing.
- 6.7.** If an individual who is directly affected by the decision of the Bullring Committee related to the matter in question is unsatisfied with the decision, s/he may appeal the decision at the next most convenient CSA Board of Directors meeting. This appeal shall be discussed in-camera and it is recommended that a spokesperson for the Bullring Committee be in attendance. The CSA Board of Directors may rule on the decision of the Bullring Committee or initiate the CSA Complaint Resolution and Grievance Procedure pursuant to 14.0 of the CSA Human Resources Policy if necessary.

CENTRAL STUDENT ASSOCIATION

APPENDIX D— BULLRING HUMAN RESOURCES POLICY

7. Amendments to Bullring Policies

- 7.1.** This policy shall be treated as all other CSA policy per CSA bylaws. Any changes to this policy shall be made following relevant bylaw and policy amendment procedures.
- 7.2.** Any amendments to this policy shall be first presented to the Bullring sub-Committee for consultation. If possible, any amendments shall be approved by the Bullring Committee before being brought to the CSA Board of Directors.
- 7.3.** Any amendments to the Bullring Operations Manual must be approved by the Bullring General Manager in consultation with the Bullring Committee.
- 7.4.** Any amendments to any other CSA Bullring policies in the CSA Policy Manual should be first presented to the Bullring sub-Committee for consultation. If possible, any amendments shall be approved by the Bullring Committee before being brought to the CSA Board of Directors.
- 7.5.** The CSA Board of Directors may refer any amendments to any CSA Bullring policies to the Bullring Committee if they have not been consulted on the matter beforehand.
- 7.6.** This Human Resources policy shall be reviewed at a minimum annually by the Bullring Committee in March or April of every year, to ensure constant renewal as human resources matters become identified.