

## **η: SERVICES**

*Preamble: The Services Policy covers all areas within EngSoc that provide a service to: a) Applied Science students b) or to all Queen's students and the surrounding community. All Policies relating to the operation and management of each individual service are covered within this document, unless covered in the Constitutions or Policy Manuals of those organizations (policies not subject to council approval). The general financial policies of EngSoc Services are outlined in θ.C.*

### **A. Management Contracts**

#### **Part I: Guiding Practices**

1. Service manager appointments are to be ratified at the first available meeting of the Engineering Society Council.
2. The Vice-President (Operations) is directly responsible for ensuring all management teams sign contracts after being ratified and before the end of the term in which they are appointed.
3. Service managers are to be announced to the Engineering Society Board of Directors at the first available meeting after they have been appointed.
4. Upon appointment, each Service Manager shall sign a contract with the Engineering Society stating their specific terms of employment including remuneration, confidentiality and termination as well as start and end dates.
5. Upon signing employment contracts, the managers are then considered employees of EngSoc. The managers are responsible to the Vice-President (Operations) of EngSoc.
6. The contracts must include at least the following details:
  - a. Start and end dates.
  - b. Management remuneration.
  - c. General management responsibilities.
  - d. Terms of confidentiality within the service.
  - e. Transition requirements.
  - f. The penalties associated with failing to meet the terms of the contract.
  - g. The specifics of termination practices.
  - h. Specific powers granted to the management.
  - i. Specific restrictions placed upon the management.

#### **Part II: Contract Termination**

7. It is the responsibility of the Vice-President (Operations) to pursue the termination of a contract if it is brought to the attention of the executive that a contract has been breached.

8. In deciding if a contract has been violated, the Vice-President (Operations) must consult with:
  - a. The President and the Chair of the Board of Directors.
  - b. The Engineering Society Ethics policy and the Queen's Student Code of Conduct.
9. If a contract is deemed to have been violated, the Vice-President (Operations) must:
  - a. Inform the manager in question that they are under review for breach of contract.
  - b. Ask the Chair of the Board of Directors to call a special meeting of the Board.
  - c. Present the information regarding the breach and discuss the situation with the Board.
  - d. The Board is to then discuss the situation and recommend a course of action to the Vice-President (Operations).
  - e. The Vice-President (Operations) should then decide if the contract has been violated.
10. Providing these conditions are met, the Vice-President (Operations) must then inform the President, Chair of the Board and the manager in question if termination of the contract is to occur. A follow up letter documenting the steps taken must also be presented.
11. If a contract is to be terminated, the Engineering Society's dismissal policy in section  $\alpha$  must be followed, as well as any specific terms in the contract related to termination.

## ***B. Services Transition***

### **Part I: Guiding Practices**

1. The services transition period will be the two weeks following the hiring of the new assistant managers for the service.
2. Each member of all management teams must submit a written position manual to the Vice-President (Operations) at least 3 weeks prior to the expected application deadline for their positions. The contents of this report should include topics such as:
  - a. A General Job Description
  - b. People, Committees and major groups that the manager works with.
  - c. Daily and weekly tasks.
  - d. Major Projects you completed this year.
  - e. Upcoming Projects for next year.
  - f. The service contact information.
3. The position manual for each position must be made available at least two weeks before the application deadline

4. Each member of all management teams must submit a written transition report to the Vice-President (Operations) no later the Wednesday of week 7 of the semester in which they transition. The contents of this report should include topics such as:

- a. A copy of any policy relevant to the manager's position.
- b. Advice about hiring and interview questions, should this apply to their position.
- c. Relations with the Engineering Society over the past year, including the full details of any standing contract agreements.
- d. Relations with the Engineering Society Board of Directors.
- e. Details of confidential documents related to the service.
- f. Relations with the Faculty.
- g. Relations with other Services, including details of cooperative agreements and standing contracts.
- h. Names, emails and telephone numbers of regular contacts.
- i. Specific job duties.
- j. Successes and failures of the past year.
- k. Current ongoing projects, and a timeline of tasks and projects completed that year.
- l. Staff relations, including discipline incidents.
- m. Any additional information that is part of their job description.
- n. Major capital purchases made during the year.
- o. Existing capital savings plans.

5. All transition reports are considered to be confidential documents belonging both to the Engineering Society and the Service to which they refer. Access to these reports is to be determined on a case by case basis in consultation with both the management team and the Vice-President (Operations).

6. Submission of transition reports must include two hard copies (one to the Vice-President (Operations) and one to the incoming manager) and an electronic copy of the report to be submitted via e-mail to the Vice-President (Operations).

7. Service managers will not be asked to assist with the hiring process for the new management if transition reports are not received on time and in the manner described previously. It is at the discretion of the Vice-President (Operations) to extend the deadline for management teams, provided sufficient progress is demonstrated.

8. The new management will then actively transition the outgoing management for the transition period. The old management is still in charge of all operational aspects of the service until these two weeks have elapsed.

9. The new management is not to be given keys or access to computer resources until the transition period is completed.

10. During this shadowing period, at least two meetings will be held with the new and outgoing Management, Vice-President (Operations), and the Director of Human Resources.

11. When the transition period has elapsed, it is the responsibility of the outgoing Vice-President (Operations) to ensure that the new management receives their keys and that any security codes (including alarms, lock boxes and passwords) are changed and passed on to the incoming team.

### ***C. Service Complaint Practices***

#### **Part I: Purpose**

1. The Vice-President (Operations) is directly responsible for the discipline of service managers.
2. The head manager of a service may discipline an assistant manager, but must do so in consultation with the Vice-President (Operations).
3. In cases where the Vice-President (Operations) is involved in a complaint or feels they cannot carry out the practices in this policy, the President is to take on the responsibility. The Board of Directors must be notified of this change.
4. The Engineering Society shall maintain records of all disciplinary actions taken for a period of 1 year following the conclusion of a complaint. After this time all names and dates should be deleted, but records of the incident kept for future reference.

#### **Part II: Complaint Process**

5. From members at large of the Engineering Society, Queen's Community and Kingston Community:
  - a. Anyone, including staff, can forward a letter to the Vice-President (Operations) filing a grievance or suggesting disciplinary action against a service head manager, assistant manager or service staff member.
  - b. The Vice President (Operations) shall then review the situation and respond with the appropriate action, which can include:
    - i. Discussing the incident with the letter's author and the parties involved.
    - ii. Forwarding the complaint the Engineering Society Review Board.
    - iii. Forwarding the complaint for discussion with the Engineering Society Board of Directors.
6. From management teams:
  - a. Any assistant manager can forward a letter to the Vice-President (Operations) filing a grievance or suggesting disciplinary action against their supervisor or regarding issues from within the service.

- b. Management teams are encouraged to work out differences of opinion within the management team.
- c. The Vice President (Operations) shall then review the situation and respond with the appropriate action, which can include:
  - i. Discussing the incident with the management team involved.
  - ii. Acting as an arbitrator for the situation.
  - iii. Forwarding the complaint the Engineering Society Review Board.

### **Part III: Service Manager Discipline**

7. In the event the Vice-President (Operations) chooses to deal with the situation internally, they may:
- a. Chair a closed door discussion with the interested parties.
  - b. Issue a written warning to the manager in question and forward it to the Board of Directors.
8. In all cases where a complaint related to a manager is received the Vice-President (Operations) must review:
- a. The managers contract.
  - b. The EngSoc Ethics Policy.
  - c. The Queen's Code of Conduct.
9. In all cases of manager discipline, relevant parties to the service must be informed before the discipline is carried out. These can include:
- a. The university's liquor license holder.
  - b. The director of the ILC.
  - c. The faculty advisor for the service.
10. If the Vice-President (Operations) chooses to dismiss a manager, the dismissal policy in section  $\alpha$  must be followed.

### **Part IV: Service Staff Discipline**

11. Each service is to have its own staff discipline practices and document them in their own policy sections in the EngSoc policy manual, provided that it contains procedures for:
- a. Staff performance review by management.
  - b. Staff performance review by peers.
  - c. Discipline methods arranged in different tiers.
  - d. Dismissal of staff members.
12. Each service is also responsible for:
- a. Maintaining accurate records of all staff discipline.
  - b. Performing at least one peer evaluation for all staff once in the year term.

- c. Performing at least one manager evaluation of staff once in the year term.
- d. Informing the Vice-President (Operations) of any written warnings that are given to staff members.
- e. Discussing the termination of any staff member with the Vice-President (Operations) prior to informing the staff member.

## ***D. Manager Evaluations***

### **Part I: Staff Chat Procedure**

1. The Director of Services is to act as a liaison between the service staff and service management through annual staff chats. The purpose of these open forum discussions is to provide feedback to the managers on their performance.
2. While the Director of Services is responsible for the logistics and data collection in the staff chat process, the Vice-President (Operations) is ultimately responsible for providing feedback to the management team.
3. These sessions must occur at minimum once per management year.
4. All comments made in sessions or on evaluation forms are strictly confidential, and are not to be repeated verbatim to any manager. This must be made clear to the service staff and management before evaluation begins.
5. The Director of Services and/or Vice-President (Operations) can act as a mediator for staff chat sessions.
6. The sessions will consist of:
  - a. The mediator will meet with groups of 10 to 15 staff members in an informal, closed door setting
  - b. The staff will be provided with an evaluation form for each manager, using the style and questions suggested in the Staff Chat Evaluation Booklet (SCEB). The staff should not to place their names on these forms.
  - c. The SCEB must be placed in an appendix of the Vice-President (Operations) transition report, and should be reviewed at minimum once a year.
  - d. The mediator will then facilitate a discussion of the management as a whole, asking for general feedback on their performance. Topics for discussion are suggested in the Staff Chat Evaluation Booklet. Discussion can shift to individual managers at the discretion of the Director.
  - e. Staff are to be encouraged to request an individual meeting with the staff chat mediator if they would like a private staff chat. These meetings are also to be confidential.
7. The Vice-President (Operations) will also provide copies of the evaluation forms used in the sessions to each manager.

8. The management should also be provided with a copy of this form to fill out as a self evaluation.
9. Within one week of having met with all staff from a service, the Director of Services must tabulate the results of the evaluation forms and produce a report for each manager. The Vice-President (Operations) will then meet with each manager individually to provide feedback.
10. Any reports or tallies produced during staff chats are confidential documents.

**Part II: Peer to Peer Manager feedback**

11. The Director of Services is to facilitate peer to peer manager at the request of any member of the management team
12. This evaluation should consist of:
  - a. A comment form to be given to each manager to provide feedback to each member of the management team.
  - b. A meeting with each manager individually to discuss their experiences with the management team thus far.
13. All comments made in sessions or on comment forms are strictly confidential, and are not to be repeated verbatim to any manager.
14. From these forms and discussions the Director of Human Resources is to prepare summaries for each manager containing the feedback provided.

## ***E. CAMPUS EQUIPMENT OUTFITTERS (CEO)***

**Part I: The Committee**

1. The CEO Managers shall be chosen as outlined in Policy Section γ.B.
2. The members of the service shall be chosen by the Managers and the Vice-President (Operations) as stipulated in Policy Section γ.B.
3. The duties of this service are:
  - a. to order and distribute Eng. jackets;
  - b. to enforce the guidelines, set down in By-Law 11, pertaining to the style of the jacket;
  - c. to oversee the vote to choose a Year Crest for the first year students; and
  - d. to provide services to any club, group or committee within Queen's Engineering that wishes to order T-shirts, caps, mugs, stickers or other paraphernalia.

**Part II: Eng. Jackets**

*(Ref. By-law 11)*

4. The official Eng. jacket shall be styled as stated in the Constitution under By-Law 11.

5. The jacket manufacturer will follow the above guidelines pertaining to the colour of the jacket, the lettering and numerals on the jacket, the lining and the Year crest placement.
6. Other additions made to an Eng. jacket (discipline bars, 'Quis Dolor Qui Dolium', and the pass crest), will be made by the bearer at additional cost to the bearer.
7. An additional number of Year Crests will be ordered by CEO in order to supply Clark Hall Pub with one (see Distribution of Eng. Jackets), and supply transfer students (the next year) with their own Year crest.
8. The jacket contract, with the jacket supplier, will only be signed for a one year term. The supplier will then be reevaluated at the end of each year. The contract will be signed by the supplier, Vice-President (Operations) of EngSoc and the CEO Head Manager. All efforts must be made to interview several jacket manufacturers before a final decision is made on the jacket company.
9. Any faculty outside the Faculty of Applied Science who wishes to order jackets through CEO must have a written agreement between that faculty and CEO. Also, CEO must have a separate contract with the jacket supplier for each faculty who is purchasing through CEO.
10. Stipulations will be made within the contract stating that the design of the jacket is that belonging to Queen's Engineering Society alone. A clause will also be included in the contract stating that delivery of the jackets to EngSoc will occur at least one day prior to the end of the December examination period for first year students.
11. CEO will make available, and widely publicize several dates in September when the first year students will be able to try on different sizes of jackets, as supplied by the jacket manufacturer, and place orders. Clark Hall Pub may be reserved (with permission) for this purpose.
12. It is recommended that full payment should be required upon ordering of the jacket, and a receipt will be issued to the buyer at this time. Any cheque accepted by the CEO Committee should have the buyer's phone number and student number on it.
13. The pricing of Eng. jackets shall be as outlined in the Part V.
14. Distribution of jackets to first year students must be conducted prior to their last exam in December.
15. The Year Crest for first year students shall not be put up in Clark Hall Pub prior to their last exam in December. It will be put up on the wall of the pub, with the other Year Crests, immediately thereafter.
16. First year students may wear their jackets as soon as they finish their last Christmas exam, although they may not add a pass crest or discipline bars until the end of their exams in April.

17. The Year Crest shall be designed by a first year student, and chosen by vote. The vote will be conducted by the first year executive under the supervision of the CEO Managers, and will be held no later than September 30 of their first year. The designer of the winning crest shall receive their Eng. jacket free of charge.
18. The design and colouring of the Year Crest shall be as described in By-Law 11, Part IV.
19. It is the responsibility of CEO to ensure that one of the Pub managers receives a copy of the first year Year Crest by the end of the first year students' exams in December (see Distribution of Eng. Jackets).
20. It is the responsibility of CEO to maintain and keep record of the past years' Crests to the best of their ability. This includes all Year Crests that hang in Clark Hall Pub.
21. Extra lettering and numerals for Eng. jackets shall be kept on hand by CEO, to be sold on a non-profit basis to any engineering student who needs them. Additional letters and numbers can be ordered through the current jacket manufacturer. Discipline bars and the 'Quis Dolor Qui Dolium' bars may be bought by the student at the Campus Bookstore (at additional cost to the student).
22. A brief history of the styles and costs of the Eng. jackets may be found at the Queen's University Archives. Past problems involved with jacket ordering may be found this way (e.g. gold colouring flaking off of jackets...etc.).

**Part III: Campus Equipment Outfitters External Services**

23. CEO will make available the option to use CEO services for ordering of goods. These services include, but are not limited to, the selection of a supplier, ordering and receiving of goods, artwork and distribution.

24. Cost of services will be determined as follows:

- Actual Cost of the article
- + Administration Fee (% Based on Actual Cost)
- + Provincial Sales Tax
- + Goods And Services Tax

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= Total Cost of Service

a. This total cost is then passed on as the price of the article to the group. Should the group desire to resell the item at a higher cost, it is the group's responsibility to pay the difference in taxes.

b. The "Administration Fee" is at the discretion of the managers but must remain consistent throughout there term to ensure good customer service.

25. Any purchase made from a supplier necessitates CEO filling out a PST Exemption Form

26. A list of contacts shall be maintained for all purchases made, including comments concerning quality of the service received, quality of the product, and prices involved. This list shall be passed on each year in each transition report.

**Part IV: Campus Equipment Outfitters Society Services**

27. The following are a number of services (excluding jackets) provided by CEO for the EngSoc

- a. Grease Pole Posters;
- b. T-Shirts - Bearing or referencing the words "Queen's Engineering"
- c. New paraphernalia - New items related to the Engineering Society can be added, so long as they conform to CEO's goal of promoting Queen's Engineering.

28. Each of these items is sold on a non-profit basis, including taxes. A PST Exemption Form can also be filled out for these orders

29. The official EngSoc crest shall not be used on items of low quality, i.e. T-Shirts, mugs, hats, which may not properly reflect the image of the Engineering Society.

30. Campus Equipment Outfitters cannot reproduce the Clark Hall Pub logo, or any trademark associated with the Pub, without the expressed consent of the current Pub Managers.

**Part V: Pricing of Engineering Jackets**

31. The total price includes the base price of the jacket, the shipping cost, a free jacket for the crest designer, and an administration fee, taxes. The administration fee is to be sufficient to cover all of CEO's operating expenses (e.g. storage, postage, long distance phone charges, use of office manager, etc.) and can be adjusted to give a whole dollar figure in the total price of the jacket.

- a. The breakdown is as follows:

Cost of Jacket  
+ shipping cost  
+ free jacket (based on 400 jackets)  
+ administration fee (6%)  
subtotal  
+ subtotal x 8% PST  
+ subtotal x7% GST  
TOTAL PRICE

32. Administrative Fees will be paid by CEO to EngSoc for the costs incurred in ordering the jackets, including:

- a. long distance phone calls,
- b. faxes,
- c. photocopying,

- d. courier services,
- e. utilities fees, and
- f. other extraneous costs arising from jacket ordering alone.

**Part V: Iron Ring Fees**

33. The cost per iron ring is priced at \$20.00. This ring is awarded to students of the graduating year.
34. The appropriate amounts must be paid at the time of ring sizing. Any balances towards the full payment of all graduating years' rings will be paid by CEO.

**Part VI: CEO Refund and Exchange Policies**

35. CEO does not offer any refunds or exchanges on the sales of jackets. At the time of sale of jackets, all customers must pay the full amount for their jackets with the correct sizing info. Any alterations to the sizing must be notified to CEO immediately with the appropriate receipt, and any submissions of sizing changes to the jacket manufacturer will be upon the discretion of the CEO Head Manager. If a paid jacket is not picked up within a year of purchase, CEO has the right to resell that jacket and the previous owner relinquishes all ownership over said jacket.
36. There are no exchanges or refunds on any CEO general merchandise as all sales are final.

**Part VII: PST Exemption Forms and Tax Returns**

37. A 'PST Exemption Form' should be filled out with the current jacket manufacturer. The form is sent to the manufacturer, and allows the buyer, CEO, to be exempt from paying PST to the manufacturer on the goods bought (jackets). Once the bill for the goods arrives, CEO is charged the base price of the goods plus 7% GST.

**Part VIII: Honoraria**

38. Each manager of CEO will receive an honorarium for their year term. The amount will be set by the previous head manager and approved by the Vice-President (Operation) and the Engineering Society Board of Directors.
39. The manager will be paid the honoraria once the following criteria are met:
- a. Full term is carried out.
  - b. All tasks relating to job description are fulfilled.
  - c. Work with other managers to complete goals of CEO.
  - d. Complete the 2 week transition period with transition report.
40. The Vice-President (Operations) will approve the payment of the honoraria. The amount of the honoraria may be reduced or taken away at the discretion of the Vice-President (Operations) and the Chair of the Board of Directors of the Engineering Society.

## **F. SCIENCE QUEST**

*(Ref By-law 9, Part VI)*

### **Part I: General**

1. The Engineering Society shall hold an annual non-profit summer program for children to be entitled "Science Quest, Queen's Engineering Society Science Camp".
2. The Objectives of the program shall be:
  - a. to offer a program to children of elementary school age in the Kingston area which will foster and stimulate in them an interest and appreciation for science, engineering and technology.
  - b. to provide the opportunity for all children to experience science first hand regardless of background, aptitude or gender. The Science Quest program shall not be restricted to the academically or financially elite.
  - c. to provide role models in science and particularly engineering for both girls and boys.
  - d. to introduce university to children as a non- threatening institution, by exposing them to the engineering laboratories and facilities at Queen's.

### **Part II: The Staff**

3. The Director(s) of Science Quest shall be undergraduate student(s) of Queen's University, and in any given year be comprised of a minimum of 50% engineering undergraduate students. The Director(s) and shall be appointed on the advice of the Interview Committee as outlined in γ.A.
4. The Interview Committee shall consist of the Engineering Society Vice President (Operations), the Engineering Society President, the Director of Services, and a 4<sup>th</sup> member for gender parity if required.
5. The Director(s) should be hired as early in the school year as possible, given regulations of advertisement of the position in campus newspapers.
6. The size and structure of the balance of the staff shall be up to the discretion of the Director(s).
7. All regular staff must be undergraduate applied science students from Queen's University. The only exception will be a maximum of three staff from other faculties/universities interested in working with Science Quest for the purpose of starting similar science camps at their home universities. The Special Needs Instructor is exempt from these regulations and may come from any faculty at Queen's University. They should have previous experience working with special needs children.
8. An educational background in Engineering shall be one of the requirements of the staff as the program promotes Engineering and some activities require knowledge or experience which can be gained only through an Engineering program.

9. An effort should be made to have a balance of female and male representation on the staff.

### **Part III: The Advisory Council**

10. The direction of the Science Quest program shall be guided by The Advisory Council on Science Quest.

11. The Advisory Council shall be chaired by the Vice-President (Operations) and shall consist of:

- a. the Dean of Applied Science;
- b. a professor(s) from the Faculty of Applied Science;
- c. Science Quest Director(s);
- d. past Science Quest Director(s);
- e. a parent or interested community member;
- f. the Engineering Society President; and
- g. a representative from the Integrated Learning Centre; and
- h. any other members appointed at the Chair's discretion to a maximum of three.

### **Part IV: Finances**

12. Science Quest shall have its finances maintained within the Engineering Society Bank Account, run in accordance with the policy outlines in  $\theta$ .H. Any surpluses or losses incurred by Science Quest at the end of each financial year shall be added or drawn from the Science Quest Slush Fund held on account by the Vice-President (Operations).

13. Science Quest shall be financed through external sponsorship as well as through fees charged to the participants.

14. Fees charged to the participants should be as low as possible as to ensure accessibility for all children.

15. A summary of the program and a financial report will be presented to the Board of Directors each year during the fall term.

16. The budget shall be approved by the Board of Directors.

## ***G. GOLDEN WORDS***

*(Ref By-Law 9, Part VII)*

### **Part I: Purpose**

1. *Golden Words* is the weekly campus newspaper published by the Engineering Society. Its primary purpose is to supply a source of humorous entertainment for the general university community.

2. *Golden Words* also serves as a means of communication for the Engineering Society providing information, news, and feature coverage of campus and/or engineering related events.
3. *Golden Words'* purpose is also to host/sponsor/organize charitable events that provide entertainment for the students of Queen's University.
4. *Golden Words* is owned and published by the Engineering Society. Students from any school, faculty or discipline may contribute to the paper or its production.
5. The organization and policies of the paper are outlined below.

### **Part II: Organization**

6. Appointed Positions:
  - a. Editor(s): Two Editors are appointed by the Engineering Society Appointments Committee.
  - b. Business Manager: The Business Manager is appointed by the Engineering Society Appointments Committee.
  - c. Operations Manager: The Operations Manager is appointed by the Engineering Society Appointments Committee.
7. Other Positions: The Editors shall have the sole authority for the appointment and dismissal of *Golden Words* staff, with the exception of the Business Manager, Operations Manager, and staff reporting to the Business Manager or Operations Manager, respectively.
  - a. The Business Manager will hire all staff under his/her portfolio
  - b. The Operations Manager will hire all staff under his/her portfolio
8. The Director of Services will be the official arbitrator for disagreement among *Golden Words* Executive members which are unable to be solved internally.
9. Any staff dismissed by the Editors, Business Manager or Operations Manager may appeal their dismissal to the Vice President (Operations). In this case, the Vice President (Operations) will meet with the dismissed staff member and the *Golden Words* Executive separately to mediate a solution. The dismissed staff member may also file a grievance with the Engineering Society Review Board by emailing [erb@engsoc.queensu.ca](mailto:erb@engsoc.queensu.ca) and placing their written grievance in a sealed envelope in the Engineering Society mailbox.

### **Part I: Duties of Officers**

10. The Editor(s):
  - a. The Editors shall be responsible to the Vice President (Operations) of EngSoc for the published content of *Golden Words*.
  - b. The Editors shall:
    - i. be responsible for the content of the paper.

- ii. appoint and supervise all staff, with the exception of the Business Manager, Operations Manager, and staff reporting to the Business Manager or Operations Manager.
- iii. dismiss any individual on the staff, according to policy  $\gamma.C$ , who fails to adequately fulfill their duties, with the exception of the Business Manager, Operations Manager, and staff reporting to the Business Manager or Operations Manager.
- iv. define editorial policy and ensure that it is abided by.
- v. present editorial policy to the Engineering Society Board of Directors at the September Meeting.
- vi. approve all content in the paper.
- vii. be involved in addressing all complaints, as outlined in Part VI.
- viii. ensure that at least one Editor is present at press night.
- ix. submit to the newly hired Editors and the Director of Services a year-end transition report
- x. work with the remainder of the executive to prepare and submit an Annual Budget, Strategic and Capital Plans for the Engineering Society Board of Directors.
- xi. work with the remainder of the executive to discuss any changes to or renewals of the student fee that need be made.
- xii. meet monthly to review and agree with budgets from the Business Manager and the Operations Manager.
- xiii. meet weekly to discuss the daily and weekly operations of *Golden Words*.
- xiv. be involved in the discussion on any capital purchases.
- xv. be responsible for promoting the paper and special events.
- xvi. shall hold a minimum of one regular scheduled office hour per week

**11. The Business Manager:**

**a.** The Business Manager, with the Operations Manager, shall be responsible to EngSoc (through the Vice-President (Operations)), so that *Golden Words* does not operate at a deficit over the fiscal year.

**b.** The Business Manager shall:

**i.** With the co-operation of the Operations Manager, prepare and execute the annual budget for *Golden Words*.

**ii.** *Golden Words* shall have its finances maintained within the Engineering Society Bank Account, run in accordance with the policy outlines in  $\theta.H$ .

**iii.** Supervise the solicitation, procurement, production, billing and collection of advertisements.

- iv. Shall submit a year-end transition report to the Director of Services and the newly hired Business Manager.
- v. Appoint and supervise all staff under his/her portfolio
- vi. dismiss any individual on the staff under his/her portfolio, according to policy γ.C, who fails to adequately fulfill their duties
- vii. Shall meet bi-weekly with the Operations Manager to confirm actuals, and update the budget
- viii. Work with the remainder of the executive to prepare and submit an Annual Budget, Strategic and Capital Plans for the Engineering Society Board of Directors.
- ix. Work with the remainder of the executive to discuss any changes to or renewals of the student fee that need be made.
- x. Prepare a monthly budget update with the Operations Manager to be agreed on by the Editors, to be submitted to the Vice President (Operations) and Engineering Society Board of Directors.
- xi. Meet weekly to discuss the daily and weekly operations of *Golden Words*.
- xii. Be involved in the discussion on any capital purchases.
- xiii. Be responsible for promoting the paper and special events.
- xiv. Shall hold a minimum of one regular scheduled office hour per week

**12. The Operations Manager:**

- a. The Operations Manager, with the Business Manager, shall be responsible to EngSoc, through Vice-President (Operations), so that *Golden Words* does not operate at a deficit over the fiscal year.
- b. The Operations Manager shall:
  - i. With the co-operation of the Business Manager, prepare and execute the annual budget for *Golden Words*.
  - ii. *Golden Words* shall have its finances maintained within the Engineering Society Bank Account, run in accordance with the policy outlines in θ.H
  - iii. be responsible for the distribution of *Golden Words*, including subscriptions.
  - iv. Appoint and supervise all staff under his/her portfolio
  - v. dismiss any individual on the staff under his/her portfolio, according to policy γ.C, who fails to adequately fulfill their duties
  - vi. Shall meet bi-weekly with the Business Manager to confirm actuals, and update the budget
  - vii. work with the remainder of the executive to prepare and submit an Annual Budget, Strategic and Capital Plans for the Engineering Society Board of Directors.

- viii. work with the remainder of the executive to discuss any changes to or renewals of the student fee that need be made.
- ix. Prepare a monthly budget update with the Operations Manager to be approved by the Editors, to be submitted to the Vice President (Operation) and Engineering Society Board of Directors.
- x. meet weekly to discuss the daily and weekly operations of *Golden Words*.
- xi. be involved in the discussion on any capital purchases.
- xii. be responsible for the purchase of capital assets, software and supplies necessary for the production of the paper.
- xiii. shall hold a minimum of one regular scheduled office hour per week
- xiv. be responsible for special events held or hosted by *Golden Words*.
- xv. be responsible for promoting the paper and special events.
- xvi. submit a year-end transition report to the Director of Services and the newly hired Operations Manager.
- xvii. be responsible for any other non-content, non-advertising aspects of the paper.

## **Part II: Editor Discipline**

### **13. Editor Discipline**

- a. Anyone, including Masthead, can forward a letter to the Chair of the Board of Directors filing a grievance or suggesting disciplinary action against an Editor.
- b. If the letter is a complaint regarding the content of *Golden Words*, it shall be dealt with as outlined in Part VI.
- c. If the letter is not a complaint regarding the content of *Golden Words*, the Chair shall forward the complaint to the Vice President (Operations) for consideration.

### **14. Business and Operations Manager Discipline**

- a. Anyone, including Masthead, can forward a letter to the Vice President (Operations) filing a grievance or suggesting disciplinary action against the Business or Operations Manager.
- b. The Vice President (Operations) shall then review the situation and respond with the appropriate action within 10 days, which may include recommending to Council that the manager be dismissed.
- c. In the event that the Vice President (Operations) wishes to recommend to Council that the manager in question be dismissed, the Vice President (Operations) must notify the manager of their decision prior to presenting their recommendation to Council.
- d. A majority vote of EngSoc Council shall be required to remove the Business or Operations Manager.

### **Part III: Operation**

15. *Golden Words* shall publish at least twenty-four issues during the Fall/Winter term. It shall be published each week during the term, with the exception of Reading Week in February. An issue may be published during Spring Convocation.
16. The Editors will establish an editorial policy prior to their first issue in September. The Vice President (Operations) will ensure this policy reflects and agrees with the EngSoc Constitution and Policy Manual, and it shall be approved by the Engineering Society Board of Directors at the first meeting in September.
17. *Golden Words* must be operated in accordance with the editorial policy as determined by the Editors at the beginning of their term, and as approved by the Engineering Society Board of Directors. All content published in *Golden Words* must be approved by the Editors.
18. Each issue of *Golden Words* (with the possible exception of parodies) will contain the *Golden Words* logo, the name of the paper, the volume number, the issue number, and the date.
19. Each issue, including parodies, must contain the masthead. Although, the titles of the positions outlined in the masthead may be changed, the title of Editor(s), the name(s) of the Editor(s), the process to file a formal complaint outlined in paragraph 20, and the notice in paragraph 21 must be clearly stated.
20. The masthead shall include the following statement:  
*Informal comments or complaints should be sent to the Editors at Editors@goldenwords.net. Any formal complaints or issues should be forwarded to the chair of the Engineering Society Board of Directors. Please contact <name of Chair of the Board of Directors> at <Primary email contact> or <Primary telephone contact> to lodge a formal complaint or comment.*
21. Each issue of *Golden Words* shall bear notice that opinions published in the paper are not necessarily those of the Engineering Society of Queen's University or of any other University body.
22. Each issue of *Golden Words* must contain a current phone number whereby potential clients can phone for advertising.

### **Part IV: Complaints**

23. Complaints regarding the content of *Golden Words* may either be formal or informal. All formal complaints shall be, as indicated in the masthead of each edition of *Golden Words*, directed to the Chair of the Engineering Society's Board of Directors and forwarded to the Editors.
24. All complaints received by the Chair of the Board of Directors shall be considered formal (unless otherwise stated in the complaint). All complaints received by the

Editors shall be considered informal (unless otherwise stated in the complaint or if the complaint is also forwarded to the Chair of the Board of Directors).

**25.** Formal and informal complaints must be acknowledged within 48-hours of their receipt. Formal complaints shall be acknowledged by the Chair of the Board of Directors. Informal complaints shall be acknowledged by the Editors. An acknowledgement must include an outline of the complaints process.

**26.** Informal complaints may be written or verbal. The Editors shall address all informal complaints at their discretion. However, all persons making complaints shall be informed of their right to file a formal complaint to the Engineering Society Board of Directors. This information shall be included as part of the acknowledgement in paragraph 24.

**27.** The Editors shall keep a complaint log containing an archive of all correspondence related to the resolution of a complaint (both formal and informal). In the case of verbal correspondence the Editors shall note (at a minimum) the time, date, and a summary of the conversation.

**28.** Formal complaints must be made in a signed written statement or e-mail to the Chair of the Board of Directors. The Editors shall attempt to resolve all formal complaints.

**a.** The Editors will note all meetings with the complainant(s) in the complaint log and will inform the Chair of the Board of Directors of all such meetings.

**b.** A formal complaint shall be considered resolved when:

**i.** The complainant(s) agree that the complaint has been adequately addressed to their satisfaction.

**ii.** The complainant(s) fail to respond within one week of the Editors last response.

**c.** The Editors will also inform Chair of the Board of Directors who will then inform the entire Board of Directors membership of the resolution of a complaint and any formal agreements made with the complainant(s).

**29.** The Editors will respond to a formal complaint within a week. If the Editors cannot resolve a formal complaint within a week of the complaint's receipt, the following process shall be followed:

**a.** The Chair of the Board of Directors shall call a meeting of the Board of Directors.

**b.** This meeting shall convene within 14 calendar days of its calling.

**c.** The Engineering Society Board of Directors shall convene according to the rules of order in  $\eta$ .C.VII.36 shall recommend on a course of action according to its powers as outlined in  $\eta$ .C.VII.40.

**30.** If a formal complaint has not been resolved within three weeks but both the complainant and Editors do not wish the Engineering Society Board of Directors to be

convened then they shall do so and keep the Board chair informed on a weekly basis on the status of the complaint. The Chair of the Board of Directors will keep the remaining Board of Directors members up to date on the status of the complaint.

**31.** The Chair of the Board of Directors shall present all of the Board's decisions to the complainant within 24 hours of a Board meeting adjourning and to the Engineering Society Council at the next available opportunity.

**32.** All decisions of the Board of Directors shall be recorded in a brief document, authored by the chair of the Board of Directors, which summarizes the deliberations of the Board of Directors and presents the rationale for its decision.

**33.** If meeting to address an unresolved complaint, decisions within the scope of the Board of Directors are:

- a. dismissal of the complaint.
- b. to mandate changes in *Golden Words* Editorial Policy,
- c. to mandate a correction, retraction or apology printed in *Golden Words*, by means of a majority vote of the voting members present,
- d. Letter of sanction of the Editors, by means of a majority vote of the voting members.
- e. Motion to suspend an Editor or Editors for a period of two weeks, by means of majority vote of the voting members present. The suspension will take place immediately. Suspension is defined as not being permitted to act in an official capacity for *Golden Words* or attend Press Nite™, Masthead and any other *Golden Words* related activities.
- f. Motion to remove an Editor or Editors, by means of a two-thirds majority vote of the voting members present.

**34.** In the event that the Board of Directors passes a resolution to suspend both of the *Golden Words* Editors for punitive reasons, a plan of operating *Golden Words* must be determined that includes, but is not limited to, the following options:

- a. the Editors shall be permitted to take their suspension in consecutive terms, with one Editor active to oversee the publishing of the paper.
- b. *Golden Words* will temporarily not operate during the period of suspension.
- c. A temporary editor will be appointed by a majority vote of the Board of Directors.

**35.** In the event that the Board of Directors motions to remove an Editor or Editors

- a. the Editor or Editors shall be suspended immediately.
- b. The Chair of the Board of Directors shall produce a written statement documenting the process and justification of the removal of the Editor(s).

**36.** The Chair of the Board of Directors will do their best to consult with previous editors of *Golden Words*, previous EngSoc Executive and Directors, and/or any experts

that may be able to give valuable insight into the complaint and actions that may be taken as a result of the complaint.

#### **Part V: Editorial Policy Guidelines**

37. No story, cartoon, photograph, or any other content of *Golden Words* shall:
- a. violate the copyright laws of Canada
  - b. maliciously defame any person or group
  - c. be considered racist, seditious, libelous, homophobic, or contravene the Canadian Charter of Rights and Freedoms.
38. All content of *Golden Words* shall be printed at the discretion of the Editors however priority should be given to:
- a. year news and club news, EngSoc activity news
  - b. apologies and corrections
  - c. special announcements and messages from the Dean of Applied Science, from the Engineering Society, and other campus administrative bodies
39. *Golden Words* does not have to accept EngSoc announcements, year news, club news, and activity news after 1700 hrs (5:00pm) on the Friday before Press Nite™ (Sunday). Should the Engineering Society request publication of material on its behalf after the above deadline, the following will be considered reasonable requests:
- a. statements/apologies on behalf of the Engineering Society
  - b. announcements of significance to the Engineering Society as a whole
  - c. The above does not include apologies or statements issued by the Engineering Society on behalf of *Golden Words* or advertisements and announcements for specific EngSoc groups and services. In the event of a dispute over what constitutes a reasonable request. The decision shall be made by the *Golden Words* Executive.
- All other areas are left up to the discretion of the Editor(s).

#### **Part VI: Change of Executive**

40. At the end of each school year, a new executive of *Golden Words* will be hired.
41. The "new" executive shall officially be responsible for *Golden Words* after the 23<sup>rd</sup> publication of the second last issue of the spring term.
42. The 23<sup>rd</sup> edition of *Golden Words* of the Spring term, although officially the responsibility of the "old" executive, shall be a shared paper, with the old executive instructing the new executive on the management and production of *Golden Words*.
43. Each old executive member must ensure that the new executive is capable of fulfilling and assuming their duties by the 23<sup>rd</sup> transition issue.
44. The old executive must write and submit a transition manual to their successor

## ***H. CLARK HALL PUB***

*(Ref. Bylaw 9, Part III)*

### **Part I: General**

1. Clark Hall Pub is owned and operated by the Engineering Society. Any employee of the Pub acts as an agent of the Society.
2. The management year will be from May 1<sup>st</sup> to April 30<sup>th</sup> of the following year.
3. The Pub managers will submit a full, written Operations Manual so that the newly appointed managers have written documentation of their respective positions. This will be submitted to both the incoming manager, the Engineering Society General Manager and the Director of Services for the Engineering Society. This manual shall include topics such as:
  - a. Hiring;
  - b. EngSoc relations;
  - c. Manager relations (team/group philosophy);
  - d. Staff relations;
  - e. Meetings (staff, senior, manager, EngSoc.);
  - f. Manager on Duty (MOD) shifts;
  - g. Insurance, Liquor License and Campus Alcohol policies;
  - h. Relations with other campus pubs (and the AMS);
  - i. Names and numbers of regular business contacts;
  - j. Specific job duties; and
  - k. Pre-summer duties

The managers will maintain and update their Operations Manual so that it reflects the current state of Pub affairs. The managers will also be required to complete a Transition Report that outlines successes and failures of the past year and any information deemed necessary for the incoming managers to receive.

4. The new managers shall shadow the outgoing managers for at least two weeks prior to the end of the management year. If a transition report has not been received or if, at the end of the second week, they feel that they are not getting the time or information they need, the outgoing manager will be suspended until two weeks of transition are completed. During this shadowing period, at least one meeting will be held with all of the new and outgoing managers, the Vice President (Operations), the General Manager and the Director of Services.
5. Clark Hall Pub shall have its finances maintained within the Engineering Society Bank Account, run in accordance with the policy outlines in  $\Theta$ .H.

### **Part II: Management**

6. There shall be five managers appointed by the Interview Committee (see Section  $\alpha$ .F of the Policy Manual). These positions are described as:
  - a. Head Manager;
  - b. Entertainment
  - c. Marketing Manager;
  - d. Operations Manager; and
  - e. Business Manager.
7. The eligibility of the above managers is as follows:
  - a. All five managers must be undergraduate students at Queen's University that are members of the A.M.S..
  - b. In any one year, at least three out of the five managers must be members of the Engineering Society.
  - c. Upon appointment and ratification, each Clark Hall Pub Manager shall sign a contract with the Engineering Society stating their specific terms of employment, remuneration, confidentiality and termination. This contract is deemed valid and binding until the succeeding managers are appointed, ratified and contracted.
  - d. Upon signing employment contracts, the managers are then considered employees of EngSoc.
8. The job descriptions of the managers shall be as follows:
  - a. Head Manager
    - i. The Head Manager shall be responsible for the operational aspect of Clark Hall Pub and its employees.
    - ii. The Head Manager shall be responsible to the Director of Services of the Engineering Society.
    - iii. The Head Manager shall be responsible for:
      1. the operational procedures of the pub in accordance with the Liquor License agreement with the License Holder.
      2. coordinating and supervising the Assistant Managers and other Clark Hall Staff unless otherwise detailed in the policy manual.
      3. staff discipline and ensuring that all staff are properly trained.
      4. patron discipline.
      5. acting as a liason between the pub and the AMS.
      6. monitoring and helping to set policies for short and long term finances.

7. presenting an annual budget and strategic plan in September to the EngSoc Board of Directors.
8. attending all mandatory Board of Director meetings regarding the operations of the Pub throughout the academic year.
9. making reports as necessary to the EngSoc Council.
10. upkeep of the physical plant of Clark Hall Pub, including maintenance, repairs, and cleaning.
11. hiring of staff.
12. chairing staff meetings.
13. assisting with the selection of the assistant managers.

**b. Entertainment Manager**

- i. The Entertainment Manager shall be responsible to the Head Manager.
- ii. The Entertainment Manager shall be responsible for:
  1. all entertainment and events in the pub.
  2. booking of events in the pub
  3. scheduling DJs.
  4. maintenance of the entertainment equipment.
  5. assisting with the hiring of new staff.

**c. Marketing Manager**

- i. The Marketing Manager shall be responsible to the Head Manager.
- ii. The Marketing Manager shall be responsible for:
  1. Producing advertising in the form of posters, newspaper advertisements, or other media as needed.
  2. Producing specific advertising for events booked by the entertainment manager, as required
  3. Working with the other managers to introduce promotional deals
  4. ensuring that the Pub's website is regularly updated, adhering to the standards set by Queen's IT policy.
  5. Assisting with the hiring of new staff.

**d. Operations Manager**

- i. The Operations Manager shall be responsible to the Head Manager.
- ii. The Operations Manager shall be responsible for:
  1. ordering all inventory.
  2. paying all Cash on Delivery (COD) bills.

3. maintaining regular inventory control.
4. last day of each month, reconciling in stock inventory with computer inventory.
5. the preparation of cash floats, in coordination with the business manager.
6. Scheduling of all bartenders and servers for both regular pub operation and special events
7. assisting with the hiring of new staff.

e. Business Manager

i. The Business Manager shall be responsible to the Head Manager.

ii. The Business Manager shall be responsible for:

1. maintaining the pub's fiscal records in accordance to the procedures outlined in 0.H
2. the daily deposits of all receipts from sales.
3. the payroll and employee records.
4. submit monthly operating statements, within 7 days of the end of the month, to the Head Manager and Vice-President (Operations)
5. remitting all taxes (GST, PST, payroll, SOCAN [copyright]) on a regular basis.
6. producing weekly gross sales and profit/loss reports for Management meetings.
7. assisting with the hiring of new staff.

9. After employment has been confirmed, the Vice-President (Operations) shall notify the Director of Residence and Food Operations of the managers selected.

10. Each manager will be under a probationary period for their first month working for Clark Hall Pub. The probationary period will be a chance for the employer to evaluate the employee's performance working for the Pub. This includes, but is not limited to, the employee's compliance with liquor laws, EngSoc Constitution and Policy, and fulfilling the requirements of their job. At the time of the probationary period's expiration, a meeting will be held between the Director of Services, General Manager, and employee to discuss the employee's performance working for the service. At that point, one of the following will occur:

- (a) The employee is recommended to continue working for the service and is no longer under probation.
- (b) The employee is recommended to continue working for the service and is under probation for an additional two (2) weeks. The employee will be given a

recommendation on aspects of their performance that they can improve while working for the Pub.

(c) The employee will be terminated.

If b) is undertaken, then at the end of the two week probationary period, one of either a) or c) will occur, depending on the employee's improvement based on the recommendations given to them.

### **Part III: Staff Hiring**

**11.** The Engineering Society shall employ staff on a part time basis to operate the pub and perform duties as assigned by the appropriate manager.

**12.** The hiring of the staff shall be as follows:

- a. The hiring of staff shall be carried out by the four pub managers.
- b. The Vice-President (Operations) and Director of Services may attend the interview process for any or all staff.
- c. Neither the President, Vice-President (Operations), nor the Director of Services of the Engineering Society may be employees of Clark Hall Pub during their term of office.
- d. Members of the Board of Directors may not be employees of Clark Hall Pub during their term of office.

### **Part IV: Job Classifications**

**13.** The staff shall be divided into two groups: Bar Staff and DJ's.

**14.** Bar Staff

- a. Staff shall be hired to operate the area behind the bar.
- b. Bar Staff shall be responsible to the Managers.
- c. Bar staff shall not be limited to members of EngSoc but must be undergraduate students of Queen's that are members of the A.M.S.,

**15.** DJs

- a. The DJs shall report to the Managers.
- b. DJs shall be employed as staff to provide entertainment for Clark Hall.
- c. DJs shall not be limited to members of the EngSoc, but must be undergraduate students of Queen's that are members of the A.M.S.,

### **Part V: Wages & Salaries**

**16.** Clark Hall Pub shall reimburse its employees as follows:

**a.** Manager's Salary

- i. The managers shall be paid a weekly salary to be set by the Vice President (Operations) and the Engineering Society Board of Directors. This shall be paid for each full operational week worked by the managers. Additionally, if a

manager is required to fill in for a staff member's shift, and are not acting as MOD, then they are to be paid staff wage for the hours worked during that shift.

ii. The managers' wage shall be set prior to releasing application packages for new managers.

**b. Staff Wages**

i. Staff wages will be set each year by the managers and included in their operational budget, subject to approval by the Director of Services and the Vice-President (Operations).

**Part VI: Staff Discipline**

17. Clark Hall Pub's staff discipline policy shall be enforced by the Head Manager. The manager shall have a filing system in which to keep an active record of offences.

18. Any changes to the discipline policy must be approved by the Vice-President (Operations) and Director of Services

19. There are four levels of punishment as outlined in Clark Hall Pub's discipline policy:

- a. Verbal Warning and Documentation
- b. Written Warning
- c. Suspension
- d. Termination

**Part VII: Manager Discipline**

a. Anyone, including staff, can forward a letter to the Director of Services or the Vice President (Operations) filing a grievance or suggesting disciplinary action against a manager.

b. The Director of Services and the Vice President (Operations) shall then review the situation and respond with the appropriate action within 10 days, which can include recommending to the EngSoc Board of Directors that the manager be dismissed.

**Part VIII: Patron Discipline**

20. There are two levels of punishment for patrons:

- a. Warning
- b. Campus Pub Ban

21. A patron shall be given a warning and escorted out of the pub after committing any offence that the MOD or StuCon on-duty deems to be detrimental to other patrons' enjoyment of the Pub, or jeopardizing the safety of other patrons or staff.

22. The following offences warrant a Campus Pub Ban (but the criteria for a Campus Pub Ban are not limited to these offences):

- a. Physical abuse of any kind
- b. Stealing from the pub

- c. Intentionally causing damage to the pub
- d. Fighting
- e. Disregard for the authority of Clark Hall Pub Staff
- f. Conduct which could be considered a human rights violation

23. A Campus Pub Ban may originate only from the Head Manager. It must be issued in writing to the offending party and also must be circulated to the following parties:

- a. Managers of the other campus pubs.
- b. Vice-President (Operations) of EngSoc
- c. The Licence Holder
- d. The Associate Vice-Principal/Dean of Student Affairs
- e. The AMS Services Director
- f. The Head Manager of Queen's Student Constables

**Part IX: Accountability**

24.

- a. All out of budget operational expenditures greater than \$500 must be approved by the Head Manager, Vice President (Operations), and the Director of Services.
- b. All capital expenditures greater than \$1000 must be approved by the management team, Vice-President (Operations), and the Director of Services.
- c. The Head Manager must present a strategic plan and a budget to the EngSoc Board of Directors at the Summer meeting of the Board for its approval.
- d. The Head Manager must send updated actuals, financials and relevant service updates to the Board of Directors monthly.
- e. With regards to remuneration, the Vice-President (Operations) is required to sign all salary cheques made out to the management, and no payments may be given to the management without their signature.

**I. ENGENDA**

**Part I: Purpose**

1. The Engenda is an annual handbook or organizer/planner published by the Engineering Society to be distributed in September of that year.
2. The Engenda provides information pertaining to the Engineering Society, its affiliated services and groups.

**Part II: The Editor and Constituent Responsibilities**

3. An Editor shall be hired in the winter term previous to publication.
  - a. This position is open to any undergraduate Applied Science student and shall be hired by the Hiring Committee.

- b. The Hiring Committee shall consist of the incoming Vice President Services and President of the Engineering society and the outgoing Engenda Editor. Hiring shall follow the Engineering Society Policy as seen in γ. B of the Engineering Society Policy Manual.
- 4. The Editor is responsible for the overall content and layout of the publication as well as securing advertising and a publishing contract.
- 5. The Editor shall submit a budget to the Engineering Society Board of Directors during the March meeting.
- 6. The Editor shall produce a midsummer report for the Vice President (Operations) by July 1<sup>st</sup> and a final report for the Engineering Society Council by the second council meeting.

### **Part III: Finances**

- 7. The Engenda will be financed by advertising revenue.
  - a. The President of the Engineering Society must sign off with the Editor on all advertising contracts.
  - b. The Editor's salary may be subsidized by a student employment program and/or split with the Faculty of Applied Science.
- 8. The Editor's salary will be approved at the Budget Approval Committee meeting in March, and the final budget shall be presented in September, as outlined in θ.G.
- 9. The Editor will be paid every two weeks from May 1<sup>st</sup> to August 31<sup>st</sup> with 15% due after the acceptance of the midsummer report by the Vice President (Operations) and 15% due after the acceptance of the final report by Council.
- 10. Engenda will do all its bookkeeping through the Engineering Society and is subject to the financial policies pertaining to Events, Conferences, and Competitions as set out in θ,F.

## ***J. INTEGRATED LEARNING CENTRE, ICONs***

### **Part I: Purpose**

- 1. The Society will maintain a student staff for the Integrated Learning Centre to keep the building open at hours beyond those of regular operation.
- 2. The Integrated Learning Centre Constables will provide access to equipment and facilities of the Integrated Learning Centre in the absence of the regular technical staff. They will be provided with keys to the laboratory spaces and primary equipment storage room, and i-button access to the classrooms that are so equipped.
- 3. The only action to be taken in the event of an apparent security problem is to call Campus Security.

4. The Integrated Learning Centre Constables will be comprised entirely of members of the Engineering Society.

## **Part II: Management**

5. There shall be only one Head Manager for the Integrated Learning Centre Constables.

6. The eligibility of the Head Manager will be as follows:

a. The Head Manager must be a current undergraduate student at Queen's University enrolled in the Faculty of Applied Science with a minimal completion of three years of University Study. A newly hired Head Manager may be completing their third year of study when they first take the position.

b. Upon appointment and ratification, the Head Manager shall sign a contract with the Engineering Society stating their specific terms of employment, remuneration, confidentiality and termination. This contract is deemed valid and binding until the succeeding managers are appointed, ratified and contracted.

c. Upon signing employment contracts, the Head Manager is then considered an employee of the Engineering Society and is responsible to the Vice-President (Operations).

7. Head Manager shall:

a. Be responsible, in general, for the operational aspect of the Integrated Learning Centre Constables and its employees.

b. Be responsible to the Vice-President (Operations) of the Engineering Society.

c. Be responsible for the following:

i. Public relations for the iCons and acting as liaison to the Engineering Society Executive, Council, and the University Administration.

ii. Coordinating and supervising the iCons Staff unless otherwise detailed in the policy manual.

iii. Staff discipline and ensuring that all staff are properly trained.

iv. Patron (a patron is any user of the Integrated Learning Centre and its facilities) discipline and acting as liaison between the Engineering Society, the AMS, and the Faculty of Applied Science (Integrated Learning Centre Offices in general).

v. Monitoring and helping to set policies for short and long term finances with the Integrated Learning Centre Offices.

vi. Presenting an annual budget in September to the Engineering Society Council.

vii. Making reports as necessary to the Engineering Society Council.

viii. Acting in the role of Chief iCon.

ix. Hiring of staff.

- x. Chairing staff meetings.
- xi. Assisting with the hiring of the new Head Manager as requested by the Executive.
- xii. Scheduling of all staff working hours and meetings.
- xiii. The long range planning of the iCons Service.
- xiv. All fiscal records.
- xv. The payroll and employee records.
- xvi. Submitting monthly operating statements, within 7 days of the end of the month, to the Vice-President (Operations).
- xvii. Remitting all taxes on a regular basis.

### **Part III: Staff**

- 8. The Engineering Society shall employ staff on a part time basis to operate the iCons and perform duties as assigned by the Head Manager.
- 9. The number and makeup of the staff is to be decided by the iCon Head Manager.
- 10. The hiring of the staff shall be as follows:
  - a. The hiring of staff shall be carried out by the Head Manager and the Director of Services.
  - b. The Vice-President (Operations) shall be invited to attend the interview process for all staff but is not required to.
  - c. The President, Vice-President (Operations) and the Director of Services may not be employed as full time Icons during their term of office.

### **Part IV: Job Classifications**

- 11. Integrated Learning Centre Constables staff are classified into three groups, the Head Manager, Full-Time Constables and Part-Time Constables.
- 12. Constables
  - a. Any undergraduate engineering student with a minimal completion of one year of University Study is eligible to be hired as a Constable.
  - b. All Constables shall:
    - i. Attend functions unescorted and wear an identifying shirt unless otherwise specified by the Head Manager.
    - ii. Arrive before the function and remain until the end to lock up.
    - iii. Perform other duties as outlined by the Head Manager.
    - iv. Enforce any regulations set forth by the Head Manager.
- 13. Full-Time Constables shall:
  - a. Have a regularly scheduled weekly shift.

- b. Have the opportunity to work additional shifts on an individual basis due to the inability of a Full-Time staff member to attend their assigned shift.
- c. Be required to work at minimum one shift during the final week of classes and three shifts during the exam period, of both the Fall and Winter terms.

**14. Part-Time Constables shall:**

- a. Have the opportunity to work shifts on an individual basis due to the inability of a Full-Time staff member to attend their assigned shift.
- b. Be required to work at minimum one shift during the final week of classes and three shifts during the exam period, of both the Fall and Winter terms.

**Part V: Wages & Salaries**

**15. The Integrated Learning Centre Constables shall reimburse its employees as follows:**

- a. The Head Manager's Weekly Salary
  - i. The Head Manager shall be paid a weekly salary to be set by the Vice-President (Operations) and approved by the Engineering Society Board of Directors. This shall be paid for each full operational week worked by the Head Manager. This only include months of normal operation in which the Integrated Learning Centre is operational under normal business or when the Engineering Society or Integrated Learning Centre office calls upon the iCons for extra needs.
- b. Staff Wages
  - i. Staff wages will be set each year by the Head Manager and shall be subject to approval of the Board of Directors at the discretion of the Vice-President (Operations).

**Part VI: Staff Discipline**

**16. Staff discipline will be monitored by the Head Manager. The manager shall maintain an active record of offences.**

**17. Staff discipline will be based upon a demerit point system, with offences being assigned a specific number (or range of numbers) of demerit points based on the severity of the infraction.**

**18. The number of demerit points associated with each offence is at the discretion of the Head Manager and may be revised on a year-to-year basis.**

**19. The number of demerit points associated with each offence must be finalized before each operational year and must be presented to the staff at the time of training.**

**20. Demerits may be assigned for offences not outlined by the existing demerit point breakdown, at the discretion of the Head Manager.**

**21. Discipline will be based upon the number of accumulated demerit points as follows:**

**a. 1-3 Demerit Points – Email Warning**

After 1-3 demerit points, an email warning will be sent to the offending employee by Head Manager. The warning will outline the areas where the employee must improve to avoid further demerit points and the total demerit to date.

**b. 4 Demerit Points – Email & Verbal Warning**

After 4 demerit points, the Head manager will issue a verbal and email warning to the employee. The verbal warning will discuss the contents of the written warning and will include discussion of all previous offenses. Staff will be asked to think of ways they can improve upon their actions and set goal for themselves in terms of avoiding future demerit points.

**c. 8 Demerit Points – Meeting with Manager, Option to Suspend**

At 8 or more demerit points, a meeting will take place between the offending employee and the Head Manager. The actions of the employee will be discussed in detail, in addition to previous offenses. It will be clearly stated to the employee that if additional demerit points are issues, termination may result. Depending on the severity of the previous offences, an option to suspend the employee for a period not to exceed two weeks may be exercised. An e-mail will be sent to arrange the meeting and will outline past offenses and total demerits to date.

**d. 12 Demerit Points – Meeting with Manager & Director of Services., Option to Terminate**

After 12 or more demerit points, a meeting between the Head Manager, the Engineering Society Director of Services and the offending employee will be called. The disciplinary history of the employee will be reviewed and there will be the option for the employee to discuss their actions. The decision to terminate the employee's employment contract will be based upon the severity and frequency of the offenses, and the failure to demonstrate improvement on the behalf of the employee. An e-mail will be sent to arrange the meeting and will outline past offenses and total demerits to date.

**22.** Upon an allegation of serious misconduct, the Manager may suspend the accused employee without pay, at their discretion, while an investigation is conducted. If the result of the investigation is the assigning of demerit points and a subsequent suspension of the staff member, the elapsed time under suspension during the investigation will constitute as time served under the subsequent suspension.

**Part VII: Accountability**

**23. Council**

- a. Council must approve the wages for the iCons annually.
  - b. Council must approve all out of budget capital expenditures greater than \$1000.
24. Engineering Society Board of Directors
- a. The Head Manager must present an annual budget and strategic plan to the Engineering Society Board of Directors.
  - b. The Head Manager must submit quarterly budget updates through the year.
25. Financial Accounting
- a. Monthly financial statements must be addressed to the Vice-President (Operations) of the Engineering Society stating all transactions (including but not limited to employee pay, taxes, equipment purchases, and uniform orders) of the iCons.
26. Audits
- a. An audit may be requested by any voting member of Council if irregularities appear in the budget. The request must be in the form of a signed written letter with copies to both the Vice-President (Operations) and the Head Manager, outlining the irregularities.
  - b. The audit review board will meet to review the concerns. They will report to Council at the next meeting with a clarification of the irregularities or suggest that an audit be performed or both.
  - c. Council may then vote on a motion to have an audit of the iCons which is based on the recommendations of the audit review board.
  - d. The audit review board shall consist of the Vice-President (Operations), the President of the Engineering Society, the Head Manager, and the chair of the Engineering Society Review Board, who will present the findings to Council.

## ***K. THE TEA ROOM***

### **Part I: Purpose**

1. The Tea Room is owned and largely operated by members of the Engineering Society.
2. The Tea Room is an environmentally friendly and socially conscious supplier of foodstuffs including (but not limited to) coffee, tea and baked goods.
3. The Tea Room must always strive to adhere to the Three Pillar Vision of the service.
4. The Tea Room can generate a profit as required to update infrastructure and fund new initiatives.
5. While the Tea Room is operated by the Engineering Society, students from any faculty may be employed by the service as staff.

## **Part II: Management**

6. The Tea Room will be managed by five individuals:
  - a. The Head Manager.
  - b. The Operations Manager (Assistant).
  - c. The Business and Human Resources Manager (Assistant).
  - d. The Environmental and Education Manager (Assistant).
  - e. The Marketing Manager (Assistant).
7. To be eligible to be a Tea Room manager an applicant must be a current undergraduate student at Queen's University.
8. The Retail Operations Officer for the Alma Mater Society should be asked to sit on the interview committee for the Head Manager.
9. The management of the Tea Room will be hired for a term starting May 1<sup>st</sup> and ending April 30<sup>th</sup> of the following year.
10. Responsibilities of the entire management team:
  - a. Reporting to
    - i. The Vice-President (Operations)
    - ii. The Director of Services
    - iii. The Engineering Society Board of Directors
  - b. Assisting the head manager in the hiring of new staff, as well as the review of past staff as per the EngSoc staff hiring policy.
  - c. Maintaining staff discipline and using the demerit system as outlined in Part VII.
  - d. Remaining within telephone contact of the Tea Room when on shift as the Manager on Duty (MOD).
  - e. Attending to the Tea Room when acting as the MOD.
  - f. Planning staff socials and appreciation.
11. The job descriptions of the managers shall be as follows:
  - a. Head Manager.
    - i. The Head Manager shall be responsible for all operational aspects of The Tea Room and its employees.
    - ii. The Head Manager shall be responsible to the Vice-President (Operations) of the Engineering Society.
    - iii. The Head Manager shall be responsible for:
      1. Public relations for the Tea Room and acting as liaison to the EngSoc Executive, Board of Directors, and the University Administration.

2. Coordinating and supervising the Assistant Managers and other Tea Room Staff unless otherwise detailed in the policy manual.
3. Overseeing staff discipline and ensuring that all the staff are properly trained.
4. Enforcing patron discipline and acting as liaison between the store and the iCon service.
5. Monitoring and helping to set policies for short and long term finances, including pricing.
6. Overseeing the long range planning of the Tea Room and presenting an annual budget and strategic plan in September to the EngSoc Board of Directors.
7. Updating the Board of Directors regarding the operations of the store regularly throughout the academic year.
8. Making reports as requested to the EngSoc Council.
9. Coordinating upkeep of the Tea Room, including maintenance, repairs, and cleaning with the ILC management.
10. The hiring of staff.
11. The chairing of staff meetings.
12. Ensuring the Management makes adequate use of the Services Steering Committee.
13. Assisting the Director of Services with the review of the service staff at the end of the operational year.
14. Assisting the Vice-President (Operations) with the review of assistant managers at the end of the operational year.

**b. Operations Manager.**

- i.** The Operations Manager shall be responsible to the Head Manager.
- ii.** The Operations Manager shall be responsible for:
  1. Ordering all inventory.
  2. Paying all cash on delivery bills.
  3. Maintaining regular inventory control and recording & reporting waste.
  4. On the last day of each month, reconciling in-stock inventory with the computerized point-of-sale (POS) inventory.
  5. Organizing the system of cash floats, in coordination with the business manager.

6. Maintaining, understanding and updating all internal operational policy manuals
7. Maintaining the existing equipment for the store.
8. Working with the Business Manager to plan for future capital purchases.

**c. Business and Human Resources Manager.**

**i.** The Business and Human Resources Manager shall be responsible to the Head Manager.

**ii.** The Business and Human Resources Manager shall be responsible for:

1. Maintaining the Tea Room fiscal records within the Engineering Society Bank Account, run in accordance with the policy outlines in  $\Theta.H$
2. Organizing the daily deposits of all receipts from sales.
3. Preparing and submitting payroll.
4. Submitting monthly operating statements, within seven (7) days of the end of the month, to the Head Manager and Vice-President (Operations)
5. Remitting all applicable taxes (including GST, PST, payroll, SOCAN) on a regular basis.
6. Producing weekly gross sales and profit/loss reports for Management meetings.
7. Producing any other financial statements for the Society or Head Manager as requested.
8. Organizing and preparing cash floats.
9. Organizing and maintaining staff discipline
10. Organizing the shift schedule
11. Maintenance and coordination of staff discipline
12. Organizing staff evaluations at least twice per year

**d. Environmental and Education Manager.**

**i.** The Environmental and Education Manager shall be responsible to the Head Manager.

**ii.** The Environmental and Education Manager shall be responsible for:

1. Organizing the environmental plan and Tea Room initiatives.
2. Updating environmental policy as part of the Three Pillars.
3. Work with the EngSoc Executive to coordinate faculty projects and initiatives.

4. Maintaining all compost in the ILC Design Space
  5. Developing new educational initiatives
- e. Marketing Manager.
- i. The Marketing Manager shall be responsible to the Head Manager.
  - ii. The Marketing Manager shall be responsible for:
    1. The overall image of the service.
    2. General aesthetics of store including signage, uniforms and store layout, in consultation with the management team.
    3. All marketing initiatives, advertising plans and events.
    4. Updating and maintaining the store website.

### **Part III: Staff Hiring**

12. The management team is responsible for hiring both regular staff and Supervisors, the number of which is to be determined at their discretion.
13. The interview procedure, including applications, structure and questions are to be set at the discretion of the management team, in consultation with the Director of Services.
14. The management must fully hire a staff each year, as outlined in the service staff hiring policy of section δ.

### **Part IV: Job Classifications**

15. There are two types of staff employed by the tea room, regular staff and shift supervisors.
16. Regular staff are responsible for:
  - a. Arriving at least 10 minutes early for each shift.
  - b. Working all scheduled shifts, or finding a replacement for the shift if unable to fulfill it.
  - c. Having full knowledge of the drink and point of sale systems.
  - d. Demonstrate the utmost attention to Health and Safety Guidelines when handling food or beverages.
  - e. Be comfortable and familiar with all aspects of product and promotional initiatives.
  - f. Operate all equipment safely and effectively. If staff feel unsafe using a particular piece of equipment, they must inform the shift supervisor immediately.
  - g. Reading, understanding and abiding by Tea Room Policy.
  - h. Maintaining the cleanliness of the full Tea Room uniform and wearing the uniform to all shifts, as well as maintaining a clean personal appearance.

- i. Upholding the image and standards of the Tea Room while in uniform, including not wearing any part of the uniform when not on shift.
  - j. Following the directions of the shift supervisor.
  - k. Maintaining the cleanliness of the Tea Room
  - l. Understanding and abiding by the EngSoc ethics Policy.
17. Shift supervisors are responsible for all aspects of working as regular staff plus:
- a. Directing the staff on shift.
  - b. Fulfilling all duties outlined in the Shift Supervisor manual.
  - c. Keeping a record of staff signing in and signing out.
  - d. Understanding and effectively using the demerit system.
  - e. Filling out incident and demerit report forms as needed.
  - f. Being a leader for Tea Room staff at all times, and contacting the manager on duty as needed.

#### **Part V: Wages and Salaries**

18. The Tea Room shall reimburse its employees as follows:
- a. The Management's Weekly Salary
    - i. The managers shall be paid a weekly salary to be set by the Vice-President (Operations) and approved by the Engineering Society Board of Directors. This only include months of normal operation in which the ILC is operational under normal business.
  - b. Staff Wages
    - i. Staff wages will be set each year by the Head Manager and shall be subject to approval of the Board of Directors at the discretion of the Vice-President (Operations).
    - ii. Shift supervisors are to be paid at minimum one dollar more per hour than regular staff.
19. The Tea Room will use a direct deposit system to pay its staff, and this payment must occur at minimum monthly.
20. Tea Room staff may place tip jars at the point of sale system. The proceeds from these jars are to be collected and counted by the Tea Room management.
21. Tips can, by majority vote of the staff:
- a. Be used to subsidize a staff social.
  - b. Be paid out equally as a one time bonus to all staff.
  - c. Go towards the purchase of a gift for the Tea Room.
  - d. Be donated to a charity of the staff's choosing.
  - e. Be used towards a specific Tea Room initiative.

**Part VI: Cash in / Cash out**

- 22. The Tea Room is to operate with a standard cash float in its sales tills, to be set by the Management each year.
- 23. Staff working on the point of sale system must count their tills prior to going on shift, and verify that the correct amount of cash is in the till.
- 24. Staff are also to fully count the amount of cash in their till after a shift is completed, and make a deposit so that only the standard float remains in the till.
- 25. The Manager on Duty is to count the returned till and daily deposit to be certain that the correct amount of cash was present.
  - a. In cases where a till is off by more than \$10 dollars with no reasonable explanation, the manager is to note the event in the manager log book and in the employees file.
  - b. If a single employee has three (3) or more of these events noted in a year, the management is to assign demerits according to the staff discipline system outlined in Part VII.

**Part VII: Staff Discipline**

- 26. The Tea Room uses a demerit point system to provide staff discipline. The details of this system must be included in the Tea Room staff contracts as per staff hiring policy.
- 27. Both managers and shift seniors may award demerits to staff. Both groups may award demerits according to the following outline:

A staff member is late for shift	1
Minor neglect of duties (leaving workspace untidy, failure to take out recycling or composting, etc.)	1
Dress code violations	1
Noted workplace discrimination and/or human rights violation that is not a result of a staff/customer complaint and is not considered a criminal offense (ex. swearing, derogatory comments etc.)	3
Missing a shift without proper notification	5
Missing without excuse or notice staff training and/or staff meetings	3
Noted workplace discrimination and/or human rights violation resulting from staff/customer complaint that does not involve the pressing of charges.	5
Working under the influence of any controlled or illegal substance	8
Offering discounts and/or free goods to customers that are not part of standard promotional procedures.	12
Workplace discrimination and/or human rights violation that results in another	12

staff member pursuing criminal charges	
Theft from the Tea Room of any magnitude, criminal punishment may apply	12

28. Additionally, seniors and managers may award demerits for situations in which the policy is silent.

29. In the event that the assignment of any demerit point is disputed by the employee, they may request the Director of Services review the situation in the form of a mediated discussion with the management and the employee.

30. The penalties for accumulating demerits are:

- a. 3 Demerit Points – Verbal Warning by a Manager.
- b. 5 Demerit Points – Written and Verbal Warning by a Manager.
- c. 8 Demerit Points – Meeting with the Head & HR Manager.
- d. 12 Demerit Points – Meeting with Managers, Option to Terminate employee contract.

**Part VIII: Accountability**

31. Council must approve the existence and summer salary of the Head Manager annually. This must be done before advertisements for the Head Manager position are started.

32. All out of budget operational expenditures greater than \$500 must be approved by the management team, the Vice-President (Operations) and the Director of Finance.

33. All capital expenditures greater than \$1000 must be approved by the management team, the Vice-President (Operations), and the Director of Finance.

34. The Head Manager must present a strategic plan and a budget to the EngSoc Board of Directors at the Summer meeting of the Board for its approval

35. The Board of Directors shall receive regular budget and operational updates from the Head Manager throughout the management year.