



Carbon Credit Policy				
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**Policy Statement**

This policy implements a carbon credit policy in order to work with the City of Toronto to help safeguard public ownership of carbon credits and potentially realize a new revenue stream.

**Application**

This policy applies to Exhibition Place Operations.

**Definitions**

**Carbon Credits or carbon offset credits or offset credits or offsets** - Refers to quantified and verified reductions of greenhouse gas emissions from a given facility, operation or project that is additional to any existing voluntary or regulatory requirement, where such greenhouse gas reductions have been verified by an independent third party verifier, and may be serialized and listed through a greenhouse gas registry. Usually, one carbon credit represents all rights and benefits associated with one tonne of greenhouse gas emissions reductions. Carbon credits generally can be banked, retired or transacted.

**Banking a carbon credit** - Generally refers to holding a carbon credit or other environmental attribute in the context of a regulated trading system for future compliance use, perhaps in anticipation of using it to comply with future regulatory requirements.

**Retiring a carbon credit** - Refers to permanently taking a carbon credit out of use and rendering it (and the underlying greenhouse gas reductions) or other environmental attributes of no further force and effect, thereby removing it from any and all voluntary or regulatory systems.

**Transacting a carbon credit, or Transaction** - Refers to encumbering, claiming, retiring for another party's benefit, or otherwise transferring legal and/or beneficial ownership of a carbon credit or other environmental attribute in consideration for value.

**Environmental Attributes** - Refers to a broad range of rights and benefits associated with greenhouse gas emissions reduction, renewable electricity and energy efficiency activities including, but not limited to the environmental rights and benefits that may take the form of carbon credits, renewable energy certificates, green tags, white tags, labelled/certified "green" power, megawatts, water conservation credits, and related attributes.

**Greenhouse gas emissions (GHG emissions)** - Refers to the dissemination in the air of gases – including carbon dioxide, methane, nitrous oxide, sulphur hexafluoride, hydrofluorocarbons, perfluorocarbons, and nitrogen trifluoride and related gases or any other contaminant prescribed as a greenhouse gas by government regulation or international treaty - which contributes to the warming of the earth's atmosphere.

**Cap-and Trade** - Is a market-based system for managing greenhouse gas emissions in which the government imposes a cap, or limit, on the quantity of emissions emitted from defined facilities and creates the ability to trade emission permits or quota in order to foster compliance.

**Conditions**

N/A

## Implementation

1. Exhibition Place claims ownership of all environmental attributes, including carbon credits, as a general provision in its procurement processes. Staff will take all reasonable steps to safeguard the Exhibition Place's ownership of environmental attributes in any contract, procurement document or other arrangement.
2. Staff will review projects and activities that result in the reduction of greenhouse gas emissions, the generation of renewable energy, the conservation of electricity, natural gas, or water, or any other environmental attributes, to determine whether such attributes are eligible for designation as carbon credits, renewable energy certificates, conservation credits, or other similar attributes and products, respectively.
3. Staff will keep current the Exhibition Place table of projects and activities for which carbon credits or other environmental attributes exist or potentially exist and that Exhibition Place owns or potentially owns, in whole or in part. This table will be sent to the City EEO and posted on the Exhibition Place website and periodically updated.
4. Following consultation with the City EEO, Exhibition Place may sell carbon credits or other environmental attributes in order to realize cash value or sell such attributes in exchange for a reasonable commercial benefit (e.g. higher royalty rate or lease rate, etc.) by considering sections 5 and 6 below. In the case of a procurement process, such determination should take place prior to the issuance of the procurement call. If a procurement call is in process and if following consultation with the City EEO, Exhibition Place staff determine that such attributes should not be retained, Exhibition Place will take proper steps to ensure the offering of such attributes is made to all bidders/proponents in a fair and transparent manner.
5. Exhibition Place may take steps to realize value from carbon credits or other environmental attributes only following consultation with the City EEO and only if:
  - a) the transaction would result in a net benefit to Exhibition Place; and
  - b) realizing value from transactions will not compromise Exhibition Place's ability to meet its greenhouse gas emissions reduction targets, renewable energy targets, and other environmental targets.
6. Exhibition Place in consultation with the City EEO may determine that in order to enter into certain funding arrangements or other agreements with the city, province or federal authorities, Exhibition Place may be required to cede its rights to carbon credits or other environmental attributes as a condition of entering into such an agreement (e.g. the Ontario Power Authority's Feed-in Tariff agreements).
7. Any realization of value from transactions shall be guided by the following:
  - a) contracts will only be entered into with organizations generating emissions from their operations in Ontario with the majority of emissions coming from sources within Exhibition Place;
  - b) carbon credits or other environmental attributes may be banked for future use; and
  - c) any organizations seeking to purchase Exhibition Place carbon credits or other environmental attributes for the purpose of meeting cap-and-trade regulatory obligations will not be considered as eligible parties for any transaction.
8. Any sales agreements involving purchasers of Exhibition Place-owned carbon credits or environmental attributes must include provisions to prevent a buyer from reselling offset credits to a third-party and provisions to ensure the retirement of carbon offsets by the purchaser.
9. Proceeds of sale will be allocated to the Operating Budget which will then be transferred to a City of Toronto Reserve Fund for allocation towards financing corporate initiatives which reduce Toronto's emission of climate change gases.



Cash & Gifts In-Kind Donation Policy				
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**Policy Statement**

This policy addresses the donations of cash and “gifts-in-kind” made to Exhibition Place and the issuance of tax receipts.

**Application**

This policy applies to third parties making donations to Exhibition Place.

**Definitions**

“**Gift**” – a gift includes cash and non-cash gifts referred to as “gifts-in-kind”.

**Conditions**

1. Under the *Income Tax Act* (Canada), individuals and corporations can claim an income tax credit for certain gifts made to Canadian municipalities and their local agencies, boards and commissions. Cash and "gifts-in-kind" donations provide an additional source of valuable assets and revenue for Exhibition Place.
2. For the purpose of tax credits under the *Income Tax Act*, a gift is a voluntary transfer of property without valuable consideration and 3 conditions must be satisfied – (i) some property, or cash, is transferred to Exhibition Place; (ii) the transfer is voluntary; and (iii) the transfer is made without expectation of return (other than a tax receipt). No benefit of any kind may be provided to the donor or to anyone designated by the donor, except where the benefit is of nominal value. The benefit (an item or privilege but not cash) is considered nominal value when the fair market value does not exceed the lesser of \$50.00 or 10% of the amount of the gift.
3. The *Income Tax Act* does not define “Fair Market Value”. The generally accepted meaning is the highest price, expressed in a dollar amount, that the property would bring, in an open and unrestricted market, between a willing buyer and a willing seller who are both knowledgeable, informed, and prudent, and who are acting independently of each other. Valuation should be based on an arm's length sale and purchase of a similar property at or near the same date.

**Implementation**

**1. Cash Donations**

- (a) Donations may be made by an individual or corporation for an Exhibition Place program area, capital project, or for specific purposes.
- (b) The donation may be in the form of cash, cheque, or where available, by debit or credit card.

Upon receipt of the funds being donated, Exhibition Place shall issue evidence of payment to the donor in the amount of the donation.

The evidence of payment shall contain the following information:

- (i) the name and mailing address of the donor.
  - (ii) the date and amount of the donation, and whether it was by cash, cheque, debit or credit card.
  - (iii) if the donor so requests, the receipt shall indicate the appropriate program area cost centre, capital project, or specific purpose to which the donation is to be directed.
- A copy of the evidence of payment shall be sent to the City Finance Department.

Upon confirmation of the deposit and review for compliance with this policy, the City Treasurer shall issue an official income tax receipt pursuant to the *Income Tax Act*, and the Exhibition Place Finance Department shall credit the appropriate revenue, capital or reserve fund account.

## 2. “Gifts-in-Kind” Donations

When individuals or corporations wish to make a “gift-in-kind” donation, Exhibition Place shall determine: (i) whether the gift is an acceptable gift for Exhibition Place; and (ii) whether the gift may be eligible for an income tax receipt.

When the gift is not an acceptable gift for Exhibition Place, the donor shall be advised. Where the gift is acceptable to Exhibition Place but is not eligible as a “gift-in-kind” for income tax purposes, the donor shall be advised that the gift is not eligible for an income tax receipt, and the same shall be indicated on any evidence of payment issued for the gift.

When the gift is eligible as a “gift-in-kind” for income tax purposes, Records & Archives Services shall commission a current independent and official written appraisal of the fair market value of the gift. The written appraisal, along with the donor’s name, address and phone number shall be sent to the City Finance Department for review. If the appraisal is satisfactory to the City Treasurer in form and content and that the appraised value represents the fair market of the gift, the City Finance Department shall notify the donor accordingly and also notify the Exhibition Place. Upon transfer of ownership of the “gift-in-kind”, appropriate staff shall obtain documentation and shall forward a copy of this documentation to the City Finance Department for issuance of an official income tax receipt pursuant to the *Income Tax Act*.

## 3. Gifts of Cultural Property

Special rules exist for gifts of cultural property as established by the Canadian Cultural Property Export Review Board.

The gift of cultural property must be certified as such by the Canadian Cultural Property Export Review Board.

The donor may be responsible for making application to the Canadian Cultural Property Export Review Board for Certification of Cultural Property for Income Tax Purposes.

The income tax receipts shall be in the amount of the fair market value determined by the Canadian Cultural Property Export Review Board on the date ownership is transferred to Exhibition Place. The Canadian Cultural Property Export Review Board issues its own tax receipts.

## 4. Donations With Limited Use of Monies

Exhibition Place shall not accept any donations given to support special purposes of an organization independent of the Exhibition Place Board.

## 5. Qualifying Gifts

Gifts by a third party that qualify for income tax credits generally include:

- (a) cash
- (b) capital property
- (c) real property
- (d) depreciable property
- (e) personal-use property, meaning - print, etching, drawing, painting, sculpture, or other similar work of art, jewelry, rare folio, rare manuscript, or rare book personal papers, photographs, film, audio-tapes, artifacts, stamp, or coin
- (f) a leasehold interest or a residual interest in real property
- (g) the inventory of a business

- (h) gifts of life insurance policies
- (i) gifts under Will by the third party

## 6. Non-Qualifying Gifts

A gift that does not qualify for an income tax credit receipt under the *Income Tax Act* includes- a gift of services, since a gift must involve property; and the payment of a basic fee for admission to an event or to a program. An exception to this rule is the purchase of a ticket to a fund-raising dinner, ball, concert, show or like event. In this case, the gift is considered as the difference between the fair market value of the food, entertainment etc. and the purchase price of the ticket; and gifts made in exchange for consideration of a right, privilege, material benefit or advantage such as promotion or advertising for the donor's purposes.

## 7. Official Donation Receipts

Official receipts for income tax purposes shall be authorized by the City Treasurer for eligible gifts and "gifts-in-kind". Receipts shall be made in the name of the donor only. Income tax receipts shall be issued for donations of \$10.00 or more, unless specifically rejected by the donor.

### (a) For gifts of cash

The receipt shall be in the amount of the cash donation and dated the day on which the donation was received. Gifts of cash intended for specific purposes of Exhibition Place shall only be accepted where Exhibition Place has authorized such specific purposes and the necessary cost centre or capital project account has been established, or where appropriate, a reserve fund has been created and any necessary by-laws enacted.

### (b) For "gifts-in-kind"

A receipt shall be issued only after the following conditions are met - the "gift-in-kind" must be clearly within the interest of Exhibition Place and must provide a benefit within the context of Exhibition Place's program areas.

The appraisal, commissioned by Exhibition Place, must be by a qualified dealer, appraiser or other knowledgeable individual who is familiar with the market for the object or property. The dealer, appraiser or other knowledgeable individual shall not be associated with the donor.

The appraisal shall be in form and content acceptable to the City Treasurer. At the Treasurer's discretion, any appraisal not sufficient in form or content may be refused and one or more additional independent appraisals satisfactory to the Treasurer may be required to be produced before any income tax receipt is issued.

The receipt shall be in the amount of the appraised value, or in the case of two or more appraisals, the lowest appraised value. The receipt shall also indicate a description of the object and the name and address of the appraiser, and shall be dated the day in which the Exhibition Place received the gift.

Climate Change Risk Management Policy				
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**Policy Statement**

This policy establishes a process to systematically prioritize the identification, assessment, reduction, monitoring and reporting on the risks to Exhibition Place's infrastructure, finances, operations and liability due to a changing climate, including increased incidence of extreme weather events.

**Application**

This policy applies to all employees, as well as any contractors or consultants engaged by Exhibition Place.

**Definitions**

**GreenSmart Team** - Is an employee based committee, comprised of the Exhibition Place CEO and staff from various departments across Exhibition Place with a focus on the development of environmental stewardship initiatives for the grounds.

**Risk** – The total concept of the likelihood of occurrence of a risk event and the severity of possible consequences.

**Resilience** – The ability of a system, entity, community or person to withstand shocks while still maintaining its essential functions and to recover quickly and effectively".

**Extreme Weather** – When a weather event is significantly different from the average or usual weather pattern.

**Conditions**

This policy will be reviewed every year by the GreenSmart Team.

**Implementation**

Exhibition Place will:

- In conjunction with the City of Toronto, continue to monitor and research risks to operations caused by a changing climate. When new information becomes available, provide this to the Board/City.
- Mitigate risk to Exhibition Place's assets and services by integrating identified risk information into decision making and utilizing this information to inform priorities for investment.
- In conjunction with the City of Toronto, establish methods to evaluate initiatives undertaken by Exhibition Place through the lens of climate change resilience.
- Continue to reduce and manage risks to its employees, tenants, contractors and the public resulting from a climate change.
- Build awareness and establish meaningful partnerships with the community, residents, the private sector and the broader public sector.
- Share knowledge and information with external organizations to promote engagement in enhancing extreme weather resilience on a broader scale.



Corporate Suites Policy				
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**Policy Statement**

The purpose of this policy is to provide for the protocol and administration for use of the Suites in BMO Field and Ricoh Coliseum.

**Application**

This policy applies to persons / organizations using the Suites including Members of the Exhibition Place Board; Local Councillors; Exhibition Place staff; non-profit charitable / community groups; and business / protocol / marketing organizations.

**Definitions**

***BMO Field Suite*** – refers to the Suite in BMO Field which pursuant to the Management Agreement between the Exhibition Place Board and Maple Leaf Sports & Entertainment (MLSE), Exhibition Place is provided with one suite and 16 tickets at no cost.

***Local Councillor*** – refers to the councillors representing Ward 14 and Ward 19.

***Honda Indy Suite*** – refers to the Suite provided pursuant to the Agreement between the Exhibition Place Board and Honda Indy.

***Member*** – refers to a member of the Exhibition Place Board.

***Ricoh Suite*** – refers to the Suite in the Ricoh Coliseum which pursuant to the Lease between the Exhibition Place Board and the Tenant, Coliseum Renovation Corporation (CRC) and its Subtenant, MLSE, Exhibition Place is provided with one suite and 12 tickets at no cost.

***Suite Hostess*** – refers to the person assigned through MLSE to oversee the facility protocols / rules in the Suites on event days.

***Suite User*** – refers to the person who has been allocated the Suite on behalf of Exhibition Place and includes Members, Local Councillors, Exhibition Place staff and any other named external organizations using the Suites.

**Conditions**

The provision of the Suite and tickets recognizes the benefits of use of the Suites by Members, Local Councillors, non-profit, charitable and community organizations, all in support of the business and community purposes of Exhibition Place.

**Implementation**

**1. Ticket Allocation to Members and / or Local Councillors**

- 1.1 The Ricoh Suite and 12 tickets for one (1) exhibition or regular season Toronto Marlies game will be allocated to the 9 Members on a “first come, first served” basis.
- 1.2 The Ricoh Suite and 12 tickets for one (1) exhibition or regular season Toronto Marlies game will be allocated to each of the local City Councillors for Ward 14 and Ward 19 for use for their local community organizations as determined by the City Councillor.
- 1.3 The BMO Suite and 16 tickets for one (1) exhibition or regular season game for either Toronto FC or Toronto Argos will be allocated to the 9 Members of the Exhibition Place Board on a “first come, first served” basis.
- 1.4 The BMO Suite and 16 tickets for one (1) exhibition or regular season game for either Toronto FC or Toronto Argos will be allocated to the each of the local City Councillors for

Ward 14 and Ward 19 for use for their local community organizations as determined by the City Councillor.

- 1.5 A Member / Local Councillor may purchase additional Toronto Marlies game tickets over and above the 12 provided, however, the maximum number in attendance in the Ricoh Suite shall not exceed 18 persons, excluding the Suite Hostess. The purchase of additional tickets will be the responsibility of the Member / Local Councillor who must provide credit card information in advance of ordering additional tickets.
- 1.6 A Member / Local Councillor may purchase additional Toronto FC or Toronto Argos game tickets over and above those provided however, the maximum number in attendance in the BMO Suite shall not exceed 20 persons, excluding the Suite Hostess. The purchase of additional tickets will be the responsibility of the Member / Local Councillor who must provide credit card information prior to the purchase of additional tickets.
- 1.7 If the Toronto Marlies qualify for the AHL Playoffs, 12 tickets for the playoffs will be allocated to Members on a "first come first served" basis. Members will be advised by email in advance of the playoff dates and can reply by email of their interest.
- 1.8 The Ricoh Suite and 12 tickets become available from time to time for events other than Toronto Marlies Games. Such event tickets will be available to Members on a "first come, first served" basis. Members will be advised by e-mail in advance of all non-game events and can reply by email of their interest.
- 1.9 Whenever a Member or Local Councillor utilizes the Ricoh Suite or BMO Suite, Exhibition Place will supply soft drinks and snacks to the Suites. No alcohol or food will be provided. If a Member or Local Councillor wants additional food, alcohol or other services, it will be at the cost of the Member or Local Councillor. Additional food, alcohol or other services can be ordered in advance or on the event day from the Suite Hostess provided the Member / Local Councillor presents full credit card information prior to the order / purchase of additional food, alcohol or other services.

## **2. Ticket Allocation for the Purpose of Business / Protocol Events**

- 2.1 The Ricoh Suite and 12 tickets will be allocated for Exhibition Place business/protocol events for 8 exhibition and/or regular season Toronto Marlies games. The allocation of such tickets is determined by the Chair of the Exhibition Place Board in consultation with the Chief Executive Officer.
- 2.2 The BMO Suite and 16 tickets will be allocated for Exhibition Place business/protocol events for 8 exhibition and/or regular season games for either Toronto FC or Toronto Argos. The allocation of such tickets is determined by the Chair of the Exhibition Place Board in consultation with the Chief Executive Officer.
- 2.3 Whenever the Ricoh Suite or BMO Suite is used for Business / Protocol Events, Exhibition Place may supply food and alcohol (wine and beer only) as determined by the nature of the event and attendees.
- 2.4 Whenever the Ricoh Suite or BMO Suite is used by Exhibition Place Staff, a member of the Exhibition Place Senior Management Team must be in attendance. Exhibition Place may supply food and alcohol (wine and beer only) as determined by the nature of the event and attendees provided that the necessary Business Expense Form is completed by Exhibition Place staff and there is an allocation to the appropriate Exhibition Place Operating Budget.

## **3. Ticket Allocation for the Honda Indy Suite**

- 3.1 Six tickets (suite and parking) will be allocated to the Chair of the Board for Friday, Saturday and Sunday of the event.
- 3.2 Two tickets (suite and parking) each will be allocated to the Members for the Friday, Saturday and Sunday of the event.
- 3.3 Twenty-nine tickets (suite and parking) will be allocated for business / protocol / marketing opportunities hosted by the Chair of the Board in consultation with the Chief Executive Officer.



- 3.4 One ticket allocated for the suite hostess as required by the Honda Indy to be supplied by Exhibition Place.
- 3.5 No additional tickets will be available for purchase.

**4. Ticket Allocation for Non-Profit, Charitable or Community Organizations**

- 4.1 Any Suites or tickets not allocated in accordance with Sections 1.0, 2.0 and 3.0 will be allocated for non-profit, charitable or community purposes through the Office of the Chief Executive Officer.
- 4.2 When a Suite in BMO Field or Ricoh Coliseum is allocated to non-profit, charitable or community organizations solely for their use, the cost of any hospitality associated with the use of the Suite will be the responsibility of the recipient organization and must be paid in advance of any costs being incurred.

**5. General Suite Administration**

- 5.1 The Suites and the administration of this policy will be managed through the Office of Chief Executive Officer.
- 5.2 A Suite Hostess is required to be provided for the Suites and the Suite Hostess will ensure that rules and policies put in place by the respective facilities and managers are followed with respect to ticket requirements for entry to the Suite, Suite capacities, and the processing of food and beverage purchases.
- 5.3 The Suite Hostess does not have any authority to charge costs to the Exhibition Place corporate credit card and therefore, any orders for food or beverage made through the Suite Hostess must be paid for by the Suite User with a credit card.
- 5.4 Each Suite User must complete a "Ticket Use Record" for each date the Suite for BMO Field and Ricoh Coliseum are allocated to the Suite User and Exhibition Place will maintain a complete record of all the Ticket Use Records required to be filed.
- 5.5 Suite Tickets may be used for fundraising purposes provided that the Suite User obtains any required lottery license prior to conducting the fundraising and this information is included on the "Ticket Use Record".
- 5.6 The operating budget for the Corporate Suites will be managed by the Office of the Chief Executive Officer who will consult with the Chair of the Exhibition Place Board as required.



# Exhibition Place

Councillor use of Exhibition Place Policy				
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## **Policy Statement**

This policy establishes a protocol for use of Exhibition Place facilities by City Councillors and provides the parameters, fee structure, and booking logistics for such use by Councillors for occasional constituency and community events, and meetings. This policy is not for the purposes of conducting any election-related campaigns.

## **Application**

This policy applies to Councillors for the City of Toronto.

## **Definitions**

***Non-tenanted Buildings/Spaces*** - these areas include the following:

- Bandshell Park
- Better Living Centre
- Conference Centre/Exhibition Facility Buildings
- Outside Parkland - not included in existing Tenant Leases
- Queen Elizabeth Building – Exhibit Hall

***Meeting Rooms*** – Rooms and salons within the conference and exhibition facilities.

## **Conditions**

1. Councillors need to communicate with their constituents concerning the meetings and activities of City Council and its Committees, as well as the business and services of the City.
2. City space should be made available for Councillor occasional use for special events and for occasional Councillor meetings with constituents.
3. The health and safety of Exhibition Place employees working the facility or the safety and security of public users of the facility should not be adversely affected by the Councillor’s usage of the space.
4. The ability of Exhibition Place and its functional programs to deliver their programs and services at the facility should not be adversely affected by the Councillor’s usage of the space.

## **Implementation**

### **Availability**

1. Meeting rooms within the conference/exhibition facilities are available to Councillors for occasional use for community events and for occasional meetings with constituents, subject to availability and Exhibition Place Booking Guidelines
2. Bandshell Park, Better Living Centre, Outside Parklands (not included in existing Tenant Leases), and Queen Elizabeth Exhibit Hall are available to Councillors for occasional use for community events.
3. Councillors should be considered third priority users of facilities within Exhibition Place where the space is not already booked. Councillor bookings cannot bump or challenge other previously booked Exhibition Place conferences, events, meetings or exhibitions.
4. The fee charged for the use of space shall be in accordance with the fee structure and booking limits described in the “Fees Section” below.
5. Councillors must abide by the Board’s policies and procedures that are in place related to the use of Exhibition Place facilities.

6. To reserve space, Councillors are required to enquire to the Sales & Marketing Division at 416-263-3600 or [sales@explace.on.ca](mailto:sales@explace.on.ca). A proposal will be prepared with date availability and applicable pricing.
7. A License Agreement must be mutually executed by the Councillor hosting the event/meeting and Exhibition Place.

### **Fees & Booking Limits**

1. One-time constituency and community events and meetings:
  - a) Meeting Room Rental rates will be waived for at least one (1) meeting/event per Councillor each calendar year; and then regular rental rates will apply after the one (1) rent-free meeting/event.
  - b) Regular exhibit hall rental rates apply for all uses.
2. The fee structure will be communicated to Councillors as the need arises.
3. Additional costs related to a constituency or community meeting or event, including but not limited to overtime for staff, security, set-up and clean-up, equipment costs, food & beverage, parking and labour will be charged at the regular rate and are applicable to all events and meetings, including any rent-free event noted in 1(a) above.

### **Conditions of Use**

1. All meetings/events must be related to City business and be hosted directly by a Councillor.
2. All meetings/events must be booked per normal timelines, and in accordance with the Exhibition Place Booking Guidelines.
3. No games of chance, including bingo and lotteries, are permitted.
4. Charitable fund-raising is not permitted.
5. Sales of goods are not permitted.
6. Councillors cannot book facilities on behalf of third parties.
7. Councillors must remove all files, photographs, posters and any other materials at the end of their meetings or booking times.
8. Councillors must comply with the health and safety requirements of the facility.
9. No permanent signage or display board will be permitted.
10. Councillors should plan to bring their own equipment required for the meeting (e.g. computers and cell phones).
11. Basic furniture (e.g. tables and chairs that would be part of the regular set-up of space) will be provided. Special set-up requirements or room re-sets if needed, may incur an additional fee. Cleaning, AV, labour, parking, security, utilities, equipment and food & beverage will all incur additional fees.

### **Denial of Use**

Should a Councillor contravene the use of this policy, the Chief Executive Officer will discuss the correct use of the policy with the affected Councillor.

### **Resolution of Issue**

Councillors who encounter difficulties or issues with the use of space under this policy should resolve these issues first with the Director of Sales & Marketing, and if no satisfactory solution is found, with the General Manager, Sales & Events Management Department.



Environmental Favourable Procurement Policy				
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**Policy Statement**

In order to meet the expectations of the Exhibition Place *Environmental Plan*, this policy encourages bidders to offer products and services which are Environmentally Preferred.

**Application**

This policy applies in the evaluation of all third party bids / proposals.

**Definitions**

***Environmentally Preferred Products & Services*** - refers to products that are durable, reusable, energy efficient, low pollution and products (including those used in services) containing maximum levels of post-consumer waste and or recyclable content, and products which provide minimal impact to the environment.

**Conditions**

An Environmentally Preferred product or service is one that is less harmful to the environment than the next best alternative with characteristics including, but not limited to, the following:

1. Reduce waste and make efficient use of resources: A product or service that is more energy, fuel, or water efficient, or that uses fewer resources.
2. Are reusable or contain reusable parts: Examples of this would be products which are rechargeable batteries, reusable building partitions, and laser printers with refillable toner cartridges.
3. Are recyclable: A product that can be recycled at the end of its useful life by local facilities exist capable of recycling the product.
4. Contain recycled materials: A product that contains post-consumer recycled content.
5. Produce fewer polluting by-products and/or safety hazards during manufacture, use or disposal: A product that is non-hazardous or replaces a hazardous product.
6. Have a long service-life and/or can be economically and effectively repaired or upgraded.

Environmentally Preferred Products and Services must be competitive in cost as defined in this policy, conform to specifications, performance requirements and, be suitable for the intended application, as determined by Exhibition Place.

In order to meet the expectations of the Exhibition Place *Environmental Plan*, Exhibition Place reserves the right not to award to the lowest bidder, and in particular may, at its option, choose to accept an otherwise qualified bid which includes Environmentally Preferred products and services with environmental benefits (outside of any specifications), that can be substantiated and verified to the satisfaction of Exhibition Place, provided that the bid price does not exceed the lowest qualified bid by greater than 15% of the lowest qualified bid price.

**Implementation**

**Evaluation Process**

- Bidders shall if requested, provide written verification of any environmental claims made in their bid/proposal satisfactory to the Environmental Benefit Review Committee (Procurements) EBRC-P within five(5) working days of request, at no cost to Exhibition Place.
- Verification may include, but not be limited to, certification to recognize environmental programs, independent laboratory tests or manufacturer’s certified tests.
- Submissions in response to environmental claims will be evaluated by the EBRC-P composed of one management member from each of Finance, Facility Services, Operations

and Purchasing, as well as the end user. Other staff with relevant experience and external advisors may be called upon to assist the EBRC-P with its review.

- Aside from providing written verification of any environmental claims, bidders may also be called for an interview with the EBRC-P to answer questions and make presentation.
- Environmental claims will be evaluated by the EBRC-P on the basis the criteria set forth in the Environmental Favourable Procurement Clause, all of which may be subject to a weighting if more than one bidder is under consideration.
- The following is intended to set out an overview of the evaluation criteria that may be applied by the EBRC-P in its review of environmental claims made.

<b>Evaluation Criteria</b>
Reduces waste and makes more efficient use of resources
Reusable or contains reusable parts.
Recyclable.
Contains recycled materials
Produces fewer polluting by-products
Longer service-life

- The evaluation results are the property of Exhibition Place. Exhibition Place intends not to disclose results, under any circumstances either before, during, or after the evaluation process. By responding to this RFQ, bidders agree to accept the recommendations of the EBRC-P as final and binding.



Lobbying Disclosure for Requests for Proposals & Tenders/Quotations Policy				
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**Policy Statement**

This policy addresses the lobbying disclosure processes followed by Exhibition Place for certain requests for proposals and tender / quotation calls.

**Application**

Lobbying disclosure shall apply to all competitive Requests or Calls of any dollar value excluding Sole Source Purchases or Departmental Purchase Orders.

**Definitions**

***Bid*** - A formal price response to a Call.

***Bidder*** - Any legal entity submitting a competitive Bid in response to a Call

***Call*** - A Solicitation to external suppliers or providers to submit a Tender or a Quotation

***Lobbying*** - Oral or written communications by Bidders/Proponents and/or representatives employed or retained by them, with members of the Board, Council, City and Board officials, and staff, in order to promote or oppose any Bidder or Proponents, as the case may be, responding to a PMMD Call or Request

***Proponent*** - Any legal entity submitting a Proposal in response to a Request

***Proposal*** - An offer to furnish goods, services or construction, including professional or consulting services, as a basis for negotiations for entering into a contract

***Purchasing Agent*** - The Director of Purchasing and Materials Management for the City of Toronto

***Quotation*** - An offer to buy or supply specified goods or services at a price fixed as to the total amount or on a unit basis, or both;

***Request*** - A Solicitation from the City to external suppliers to providers to submit a Proposal

***Sole Source*** - Purchases made to one vendor for proprietary/patent/copyright reasons or the CEO has determined an emergency exists

***Solicitation*** - The process of notifying prospective bidders or proponents that Exhibition Place wishes to receive offers through a Bid or Proposal

**Conditions**

To enhance transparency in competitive procurement awards through a lobbying disclosure process for certain competitive Requests for Proposals and Tender and Quotation Calls issued on behalf of Exhibition Place by the City of Toronto Purchasing and Materials Management Division (PMMD).

**Implementation**

**1.0 Process to Apply Criteria**

1.1 All Requests or Calls issued by PMMD on behalf of Exhibition Place shall include a statement which advises Proponents or Bidders that they are required to ensure that no communication is made by the bidder/proponent or its representatives, including a third

party representative employed or retained by it to promote or oppose any bid/proposal unless such communication, relating to all meetings, written correspondence and telephone discussions that the representative has had with any Member of the Exhibition Place Board, Member of City Council, City or employee, appointed member of any City boards, agency, commission, task force, or related organizations, is disclosed by the filing of a disclosure form in accordance with this policy and that any false or misleading disclosure or non-disclosure may affect the award of future contracts. Proponents or Bidders shall also be informed that failure to file a completed form (non-disclosure) shall be assumed to mean that no lobbying has been conducted by the Proponent or Bidder, its employees or representatives.

- 1.2 Disclosures of Lobbying are to be submitted on a form to be approved by the City Clerk from time to time. Forms must be up-to-date to the time of the meeting where the award will be made and filed with the City Clerk up to the time of the meeting where the award of the Request or applicable Call will be made.
- 1.3 Disclosures are to contain the following information:
  - (i) the name, address and telephone number of the Proponent or Bidder;
  - (ii) the name, address and telephone number of each person retained, employed or designated;
  - (iii) by such Proponent or Bidder who has engaged in Lobbying in relation to the Proposal or Bid;
  - (iv) the Request or Call document number in respect of which each person retained, employed or designated by such Proponent or Bidder has engaged in Lobbying;
  - (v) a description of the general nature of communications that each person retained, employed or designated by such Proponent or Bidder has made in Lobbying; and
  - (vi) the name of the person an department before whom such Proponent or Bidder has engaged in Lobbying.

## **2.0 Availability of Disclosure Information**

- 2.1 The City Clerk will provide the disclosure information upon request to any members of the Exhibition Place Board, Council, City staff or the public.
- 2.2 The City Clerk shall post disclosure information on the City's Website.

## **3.0 Insufficient Disclosure**

- 3.1 Where a Proponent or Bidder has not fully disclosed Lobbying in accordance with this policy, or made false or misleading statements in any disclosure form filed with the City Clerk, any Proposal or Bid received from the Proponent or Bidder, as the case may be, shall not be considered for award in any further Request or Call for a period of one year from the time of such non-disclosure or false disclosure coming to the attention of the Purchasing Agent, unless such Proposal or Bid is approved by Council pursuant to a report from the Board setting out the extent and nature of any non-disclosure or false or misleading disclosure.
- 3.2 Where a Proponent or Bidder is alleged not to have fully disclosed Lobbying or to have made false or misleading disclosure in respect of a Proposal or Bid, the Purchasing Agent shall investigate at the request of Exhibition Place, the allegation and make a determination whether in fact such has occurred.

## **4.0 Lobbying Prohibition**

Despite the contents of this policy, Exhibition Place reserves the right to invoke a "prohibition" requirement in any competitive Call or Request, namely, a "no lobbying" provision to the effect that a Bidder or Proponent and representatives employed or retained by it, can only make presentations and present their arguments advancing or opposing a Call / Request in a public deputation to the Exhibition Place Board or to the media, and any contract party identified in the competitive Call or Request.



Exhibition Place

Naming Rights Policy				
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	<b>Corporate</b>	<b>1</b>	<b>of</b>	<b>3</b>

**Policy Statement**

This policy establishes a process to use in the consideration of Naming Rights for Exhibition Place facilities.

**Application**

This policy applies only to external Naming Rights.

**Definitions**

**"Broker"** - refers to an external agency responsible for assessing the Naming Rights value of Exhibition Place buildings and facilities and negotiating with the potential Naming Rights Holder on the Exhibition Place's behalf.

**"Buildings / Facilities"** - refers to the Exhibition Place's assets.

**"Naming Rights"** - means a mutually beneficial business arrangement wherein an organization provides goods, services or financial support to Exhibition Place in return for access to the commercial and/or marketing potential associated with the public display of the organization's Name on a building or facility for a finite period

**"Naming Rights Holder"** - means the party which has been awarded the Naming Rights opportunity.

**Conditions**

Exhibition Place welcomes proposals for Naming Rights by external parties. Granting the right to Name an Exhibition Place building or facility to an external party provides a means of partnering with the private sector to meet the strategic directions of both Exhibition Place and the Naming Rights Holder and also providing a means of generating new revenues and alternative resources to assist in the construction, support and/or provision of Exhibition Place buildings, facilities and its programs.

In applying this policy consideration will be given to:

- creating a systematic approach to soliciting, managing and reporting on Naming Rights;
- providing guidance to those who have an interest in the Naming of a building or infrastructure at Exhibition Place;
- protecting the reputation, integrity and aesthetic standards of Exhibition Place and its assets; and
- ensuring alignment with Exhibition Place's programs and services and the advancement of Exhibition Place priorities and services.

**Implementation**

**1. Scope**

- 1.1 This policy applies only to Naming Rights, which represent but one class of activity.
- 1.2 Only external Naming Rights are covered by this policy.
- 1.3 Naming Rights arrangements that pre-date this policy are not subject to its terms.
- 1.4 Naming Rights Proposals will be reviewed on a case-by-case basis.
- 1.5 Any Naming Rights Proposal which varies from the requirements of this policy shall be approved by the Exhibition Place Board / City Council.



## 2. **Principles**

### 2.1 General

- 2.2 The Exhibition Place Board / City shall retain ownership and control over any Building or Facility to which Naming Rights apply.
- 2.3 Subject to the agreement, the Naming Rights must not impair in any way the Exhibition Place's ability to manage the site.
- 2.4 Exhibition Place will consider all Naming Rights Proposals, but does not have an obligation to accept any. Exhibition Place reserves the right to refuse any proposal, including, but not limited to, those submitted by third parties whose activities are perceived to be incompatible with Exhibition Place's goals, values or mission.
- 2.5 All Naming Rights agreements shall be confirmed by written contract containing terms and conditions satisfactory to Exhibition Place, in consultation with City Legal Services.
- 2.6 All Naming Rights agreements shall be reported and are subject to the Exhibition Place Board and, if required, City Council approval.
- 2.7 All funds generated by Naming Rights agreements shall be allocated to Exhibition Place.
- 2.8 Every Naming Rights agreement shall conform to all applicable federal and provincial statutes, and to all applicable City of Toronto bylaws, policies, contracts and practices, including the Lobbyist Register.
- 2.9 While the physical display of the Naming Rights signage shall be negotiated, such recognition must not unduly detract from the character, integrity, aesthetic quality or safety of Exhibition Place or unreasonably interfere with its enjoyment or use.
- 2.10 The Naming Rights opportunity must not confer a personal benefit to any particular member of the Exhibition Place Board or any employee of the Exhibition Place.
- 2.11 Exhibition Place does not endorse the products, services, or ideas of any Naming Rights Holder.
- 2.12 The sale of a naming right must not result in incremental net costs to Exhibition Place.

## 3. **Naming Rights**

- 3.1 Parties that are disqualified from doing business with the Exhibition Place are not eligible for Naming Rights opportunities.
- 3.2 The benefits to the Naming Rights Holder are limited to those expressly stated in the Naming Rights agreement.
- 3.3 No form of indemnification will be provided to any Naming Rights Holder without the express approval of the City Legal Services.
- 3.4 Naming Rights may only be transferred or assigned by a Naming Rights Holder with the consent of the Exhibition Place. Where a company changes its name, the Naming Rights may, with the consent of the Exhibition Place and at the sole expense of the Naming Rights Holder, be modified to reflect the new name.
- 3.5 All Naming Rights agreements must be for a fixed term, not exceeding the useful life of the Building or Facility. Every agreement shall have a sunset clause specifying the duration of the Naming Rights opportunity. Such agreements cannot be extended or automatically renewed without Exhibition Place and, if required, City Council approval.
- 3.6 Naming Rights Holders are prohibited from implying that their products, services or ideas are sanctioned by the Exhibition Place.
- 3.7 The Naming Rights agreements must not result in, or be perceived to result in, any competitive advantage, benefit or preferential treatment for the Naming Rights Holder, outside of the terms and conditions of the agreement.
- 3.8 There shall be no actual or implied obligation for the Exhibition Place to purchase the product or services of the Naming Rights Holder except as provided in the terms and conditions of the agreement.

#### 4. **Procedure**

##### 4.1 General

- 4.2 Issues regarding the interpretation or application of this policy are to be referred to the Chief Executive Officer.
- 4.3 In accordance with the Exhibition Place's Board Code of Conduct, and the principles and criteria contained in this policy, the solicitation, negotiation and administration of Naming Rights are to be conducted by the Exhibition Place's authorized staff only.
- 4.4 All Naming Rights agreements will be in the form of a legal contract. For such agreements, the Chief Executive Officer shall consult with City Legal Services regarding appropriate terms and conditions and consider inclusion of the following provisions:
- (a) A description of the contractual relationship, specifying the exact nature of the agreement;
  - (b) The term of the agreement;
  - (c) Renewal options, if permitted;
  - (d) The value of the consideration;
  - (e) The payment schedule;
  - (f) Rights and benefits;
  - (g) Release, indemnification and early termination clauses as appropriate;
  - (h) Insurance clauses;
  - (i) Confidentiality terms;
  - (j) A statement acknowledging that the agreement may be subject to provisions of the *Municipal Freedom of Information and Protection of Privacy Act*; and
  - (k) A statement that all parties are aware of, and agree to comply with, the provisions of this policy. Copies of all Naming Rights agreements are to be retained for audit purposes in accordance with the normal retention policy of Exhibition Place.
- 4.5 The terms and conditions contained within a Naming Rights agreement are to be approved by the Exhibition Place Board, and if required, City Council.
- 4.6 As part of the negotiations with the Naming Rights Holder, Exhibition Place will seek to reserve the right to terminate the Naming Rights prior to the scheduled termination date, without refund of consideration, should the Exhibition Place feel it is necessary to do so to avoid Exhibition Place being brought into disrepute.

#### 5. **Soliciting Naming Rights**

##### 5.1 General

- (a) Subject to this policy, Exhibition Place is free to solicit and negotiate Naming Rights.
- (b) For commercial Naming Rights opportunities it is generally recommended that Exhibition Place secure a broker with the requisite experience and expertise to identify, evaluate and negotiate with corporations and such broker be retained through a competitive bid process (i.e. Request for Proposals).



# Exhibition Place

## Not-For-Profit Booking Policy

Not-For-Profit Booking Policy				
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### **Policy Statement**

The purpose of this policy is to set out the terms related to use of Exhibition Place grounds and facilities for special community festivals.

### **Application**

Exhibition Place is an ideal setting for special types of activities and as a “public park” in the City, one of Board’s mandates is to attract special community festivals especially as these types of events grow to a size that may negatively impact City operations if held in a local park

### **Definitions**

***Not-for-Profit*** - A non-profit organization includes a club, society or association organized and operated solely for the purpose of social welfare, civic improvement, education, pleasure or recreation, or for any other purpose except for profit. No part of the income and or proceeds of which is payable to, or is otherwise available for personal benefit directly or indirectly of any proprietor, member or shareholder. Not-for-Profit (NFP) organizations must be the Licensee (i.e. 3<sup>rd</sup> party meeting planner or individual organizing an event on behalf of the NFP is not applicable), and NFP categories are mutually exclusive (i.e. clients only qualify in one category).

***Not-for-Profit Festival*** - A Festival is an event normally staged by a local community, which centers on a unique aspect of that community. The function of a festival is to meet special social, cultural and educational needs, as well as provide entertainment. These times of celebration offer a sense of belonging for religious, social or geographical groups, which are open to the general public.

***Not-for-Profit Community Use*** - A community is a group of people with some shared element (i.e. people who live in the same area). The substance of shared element varies widely, from a situation, to interest, to lives and values. For example a group of students from a local school (i.e. school graduation ceremony, annual dance recital).

***Not-for-Profit Registered Charity*** - A registered charity is an organization established and operated for charitable purposes and must devote a significant amount of its resources to charitable activities. The charity must be a resident in Canada and cannot use its income to benefit its members. For income tax purposes, the charity must have a valid registration number issued by Canada Customs and Revenue Agency and can issue official income tax receipts for donations.

***Community Grant*** - Exhibition Place budgets an annual grant fund of \$6,000 per year for community programs supporting in-need neighbourhoods. Applicants may request grant approval, which will apply up to a maximum of \$1,000, against the cost of their rentals and services per year. Qualification includes a written endorsement from a Toronto City Councillor outlining the purpose of the Applicant’s event and the rationale for the request of financial aide through this program.

**Major Festival** - Major Festivals may be eligible for funding under this policy except for those festivals already funded through City of Toronto grants.

## Conditions

Not-for-Profit, Not-for-Profit Festival, Not-for-Profit Community Use, Not-for-Profit Registered Charity and Festivals may be eligible to receive certain benefits under this policy.

## Implementation

➤ The Chart below lists the benefits available to eligible groups / organizations

**LEGEND:** X – Applicable, N/A – Not Applicable, T&M – Time & Materials, EP – Exhibition Place,

Elements	Not-for-Profit			City of Toronto Meetings & Events
	Festival	Community Use	Charitable	
Primary use of grounds and parking lots to be charged at the standard Board approved rate (cents/square foot)	X	X	X	X
<b>Venue rental fee</b> discount applied to venue rental	N/A	10%	15%	N/A
Convention Centre – Meeting Rooms / Ballrooms	N/A			rack rate
Convention Centre – Meeting Rooms	N/A			waived
Convention Centre – Exhibit Halls	N/A			rack rate
Bandshell Park & Stage & Lot 5 *utility based on actual meter readings and cost recovery fees subject to annual increase	Utility Fee, Cost Recovery of Facility & Event Staff, Onsite Electrician & Plumber for first 5 hours of each event day			rack rate
Better Living Centre	Utility Fee, Cost Recovery of Facility & Event Staff			daily utility rate
QE Exhibit Hall				daily utility rate
<b>Pro rata rates apply to</b> QE Exhibit Hall / Better Living Centre	N/A	X	X	N/A
<b>Venue rental fee</b> payments are due	25% upon execution 25% 90 days prior 50% 45 days out	25% upon execution 25% 90 days out	25% upon execution 25% 90 days out	Post event
<b>Free move in/out</b> up to a maximum number of day(s)	3	1	1	N/A
<b>Provide registered charity number</b>	X	N/A	X	N/A
<b>Food concession fee</b> *subject to increase based on event size/duration	\$5,000 plus taxes	N/A	N/A	N/A
<b>Parking facilities</b> Exhibition Place have sole/exclusive rights to the operation and revenues from surface and underground parking	X	X	X	X
<b>Rentals &amp; services</b> will be charged at	Services – T&M+12% IATSE – T&M	Services - rack rate IATSE – T&M	Services - rack rate IATSE – T&M	Services – T&M+12% – Convention Centre
<b>Use of Board Equipment</b> discount applied to Board owned equipment	28%	10%	15%	N/A
<b>Payments due</b>	10 days prior to event	10 days prior	10 days	Post event



Plaque Installation Policy				
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## **Policy Statement**

This policy sets out a process for the consideration of requests for the dedication and installation of Plaques at Exhibition Place.

## **Application**

Individuals or groups (both internal and external) wishing to install a plaque at Exhibition Place.

## **Definitions**

N/A

## **Conditions**

All individuals or groups (both internal and external) wishing to install a plaque at Exhibition Place must provide a written proposal containing the following information.

1. Background paper on the purpose of plaque and a brief history of individual/building/event to be commemorated.
2. A list of sources used in the preparation of the background paper and where documentation can be found (i.e. particular library, archives, private collection).
3. Proposed text of plaque (wording must be as close to final form as possible).
4. Preferred location of plaque.
5. Approximate size of plaque, design and colour (note: plaques must not resemble provincial plaques or use the blue and gold colour scheme of provincial plaques unless sponsored by the province).
6. Material from which the plaque is to be made (plastic, metal, wood).
7. Details on plaque installation (inside or outside wall of a building; free-standing attached to a pole, pedestal or stone base).
8. Identification of all individuals or organizations sponsoring the plaque.
9. Assurance that no costs will be incurred by Exhibition Place regarding the creation or installation of the plaque (unless otherwise agreed to by Exhibition Place).
10. Evidence that arrangements will be made for the continuing maintenance of the plaque.
11. Assurance of willingness to comply with all union agreements regarding installation.
12. Proposed unveiling date.
13. Brief overview of the components of the unveiling ceremony (a more detailed description of the unveiling ceremony to be forwarded to and approved of by the Director and City Protocol at least two months prior to the unveiling).

## **Implementation**

All proposals for the installation of plaques at Exhibition Place shall be submitted to the Records & Archives Manager Secretary who will co-ordinate and work in consultation with a Working Group comprised of representatives of the following areas: Capital Works, Operations and Archives. The Working Group will be chaired by the Records & Archives Manager and will review all plaque proposals prior to reporting to the Exhibition Place Board.

The following criteria is to be considered in determining the suitability of a proposed plaque installation.

1. Is the plaque relevant to Exhibition Place (for example does the plaque commemorate a specific event that occurred on the grounds, or is it of a general, historical nature).
2. To what extent does the plaque represent or meet the needs of a community. Is the project supported by letters from community members.

3. What contribution will the plaque make to the promotion and preservation of public awareness of its subject.
4. Does the plaque promote a private interest (e.g. commercial advantage, personal or family status) rather than public knowledge of Exhibition Place history.
5. To what extent is the subject of the plaque a rare, unique or an important example of history.
6. Does the plaque commemorate a subject previously commemorated at or near the proposed location.
7. Is there research material available on the subject of the plaque to verify the contents of the plaque.
8. Is the wording of the plaque written in an accessible, clear style without jargon or complications.
9. Does the plaque identify or commemorate a subject but not explain or interpret the subject.
10. Does the applicant have the resources to cover the cost of researching, developing, casting, installing and maintaining the plaque.
11. Does the applicant have the resources to cover expenses incurred in preparing and/or staging a plaque unveiling ceremony.

The ability of an applicant to provide the full cost of their plaque project will not ensure an automatic approval. Individual donors are not to be acknowledged on the plaque itself.

#### **Approval Process**

The proposal must be submitted to the Records & Archives Manager at least three months prior to the proposed plaque installation date. Following review of the submission, the Records & Archives Manager prepares and presents a report, with the proposal appended, to the Chief Executive Officer for submission to the Exhibition Place Board with a recommendation.

If approved by the Exhibition Place Board, a copy of the report should also be sent to Heritage Toronto.

#### **Maintenance and Replacement:**

If a plaque is damaged or stolen, Exhibition Place will not replace damaged or stolen plaques. Repair and replacement are solely the responsibility of the applicant.



# Exhibition Place

Public Complaints Policy				
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	<b>Corporate</b>	<b>1</b>	of	<b>3</b>

## **Policy Statement**

This policy provides for a mechanism to receive feedback and resolve issues relating to complaints about any of the Exhibition Place services and actions.

## **Application**

This policy applies to Exhibition Place customers, attendees, visitors, partners and Toronto residents that visit Exhibition Place.

## **Definitions**

***Complaint*** - An expression of dissatisfaction about the service, actions, or lack of action by a service area or staff member representing Exhibition Place. Complaints may relate to the actions of an individual or to an Exhibition Place Service or Program Area policy, process or procedure. Examples include but are not limited to:

- a perceived failure to do something agreed to do;
- a failure to observe policy or procedures;
- an error made by staff; or
- unfair or discourteous actions/statements by staff

## **Conditions**

Exhibition Place receives, reviews, records and makes every effort to promptly resolve complaints as quickly as possible, and in accordance with defined guiding principles and an established complaints procedure(s). This Policy is made accessible to the public on the websites for Exhibition Place, and City of Toronto. Exhibition Place staff are made aware of and receives instruction on this Policy and will act in accordance with defined guiding principles as established in the complaints policy. Exhibition Place regularly reviews the complaints log for issues and trends as a means of continually improving processes and service. A report with respect to all Complaints will be reported to the Exhibition Place Board on a yearly basis.

## **Implementation**

### **1. Introduction**

- The following applies to complaints directly related to services and processes within the Exhibition Place program/service areas:
  - (a) Chief Financial Officer & Corporate Secretary
  - (c) Event Management
  - (d) Facility Management
  - (e) Financial
  - (f) Human Resources
  - (g) Operations
  - (h) Parking
  - (i) Records & Archives
  - (j) Sales & Marketing
  - (k) Security

### **2. Guiding Principles** – in managing all complaints the following principles will guide Exhibition Place and its Management Team:

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Staff will treat complaints as confidential and protect the complainant's privacy and staff's privacy as much as possible.

- Review of complaints will be fair, impartial and respectful to all parties involved.
- Complainants are advised of their options to escalate their complaint if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for how decisions on the complaint were made.
- Updates are provided to complainants during review processes.
- Following an initial review of complaints, complainants are advised if alternate complaint procedures apply.
- In the management of complaints the Exhibition Place will ensure that all original copies of written complaints and complaint forms will be filed and locked in a secure area on the Exhibition Place grounds.
- All electronic copies of written complaints and complaint forms will be password protected with only the Records & Archives Manager.

### 3. Ways to Make a Complaint

- Mail: Records & Archives Manager, Attention: "Complaints", 2 Manitoba Drive, Exhibition Place, Toronto, ON M6K 3C3, who will record and allocate a complaint number in the data base and a copy of the written complaint will be delivered to the appropriate General Manager and Director.
- Electronic: [feedback@explace.on.ca](mailto:feedback@explace.on.ca), Attention: "Complaints" who will record and allocate a complaint number in the data base and a copy of the written complaint will be delivered to the appropriate General Manager and Director.
- Fax: 416-263-3591 – Records & Archives Manager Attention: "Complaints" who will record and allocate a complaint number in the data base and a copy of the written complaint will be delivered to the appropriate General Manager and Director.
- Telephone: Records & Archives Manager, 416-263-3658 (direct line) who will record and allocate a complaint number in the data base and a copy of the written complaint will be delivered to the appropriate General Manager and Director.

#### A. How a Complaint is Made

- A complaint may be received verbally (by telephone) or in writing (received by hand delivery, mail, fax or electronic means).
- The complainant may use the Complaint Tracking Form located on [www.explace.on.ca](http://www.explace.on.ca) to submit their complaint; however, this form is not always required for a complaint to be received or reviewed.
- Exhibition Place strives at all times to provide equal treatment and equitable benefit of Exhibition Place services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.
- All complaints are taken seriously and dealt with in a manner that meet and/or exceeds customer expectations.
- All complaints will be recorded and allocated a complaint number and will be part of an Exhibition Place official records.
- Following the filing of a complaint, all details of the complaint will be reviewed, an investigation conducted and report produced.

#### B. Handling of Complaints

- Written complaints receive a written notice of decision unless otherwise requested by complainant.
- Verbal complaints receive written and/or verbal notice at the discretion of Exhibition Place or as requested by the complainant.
- If applicable, the complainant will be notified in writing of any corrective action taken or remedy proposed. Confidentiality will be maintained to protect the privacy of Exhibition Place staff or staff acting on behalf of Exhibition Place.



### C. **Logging of the Complaint & Record**

- To ensure a central record for all complaints a complaint database is maintained for Exhibition Place.
- Each entry is given a complaint number beginning with the year followed by the letters indicating the respective database and service area (i.e. 2011-EX-CS-001)
- The Records & Archives Manager is responsible for maintaining and ensuring the respective complaints database is up-to-date.
- All hard copies of documentation for all complaints will be stored in secure files.
- Regular monitoring and review of complaints will be conducted to identify issues, trends, areas of concern and opportunities for improvement.

### D. **Response Times**

The following standards for acknowledging receipt of a complaint apply unless the complainant requests a particular mode of contact:

- Complaints are acknowledged by telephone within one (1) working day of being received.
- Complaints are acknowledged by email within one (1) working day of being received.
- Complaints are acknowledged by fax within two (2) working days of being received.
- Complaints are acknowledged by mail within three (3) working days of being received.
- Where an expanded review is required, complainants are contacted within fourteen (14) days with either a final response or update. At that time the complainant is advised of when the next contact will be – either for a proposed resolution or for the next progress update.

### E. **Expanded Review Process**

The Expanded Review Process may be pursued at the request of the complainant or at the discretion of Exhibition Place Management Staff. The Expanded Review Process will include:

- If it is a verbal complaint, a request may be made to put the complainant to put his/her complaint in writing, especially if it involves a serious or complex matter. If the complainant declines, a note should be placed in the complaint file.
- Discussion(s) with the complainant to clarify the complaint, confirm common understanding, clarify outcome sought, and explain complaint procedures.
- Discussion(s) with staff involved to obtain their perspective (with union representative if applicable).
- Discussion(s) with witnesses to the complaint, if applicable.
- Review of background information such as policies and procedures, previous written communications and other documentation. (Confidential information such as Human Rights Office files are not included)
- Obtain and review other expert opinions or perspectives.
- Complainants will be contacted with a resolution or update. (See Response Times)
- Complainants are automatically contacted when their complaint is escalated.
- NOTE: From time to time, there may arise extraordinary circumstances where Exhibition Place may not be in a position to guarantee these standards can be satisfied (e.g. during labour disruption, emergency management situation, etc.)

## 4. **Decision & Resolution – Unresolved or Dissatisfied**

If a complaint is not addressed to the complainant's satisfaction, the complainant can contact the Office of the Ombudsman as an office of last resort. Visit the Ombudsman's secure and independent web site for more information:

[www.toronto.ca/ombudstoronto/](http://www.toronto.ca/ombudstoronto/) <<http://www.toronto.ca/ombudstoronto/index.htm>

Telephone: 416-392-7062

E-mail: [Ombuds@toronto.ca](mailto:Ombuds@toronto.ca)



Exhibition Place

Publication of Senior Staff Expenses Policy				
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	<b>Corporate</b>	<b>1</b>	<b>of</b>	<b>1</b>

**Policy Statement**

This policy enhances the public accountability and transparency related to the publication of expenses of Senior Staff.

**Application**

This policy applies to senior staff.

**Definitions**

**Senior Staff** – Includes the Chief Executive Officer; Chief Financial Officer & Corporate Secretary; General Manager, Operations; General Manager, Sales & Event Management

**Conditions**

N/A

**Implementation**

**1. Expenses to be Published**

- Business Travel (including kilometrage reimbursement)
- Conferences and Training (including accommodation, registration and per diem allowance)
- Hospitality or protocol expenses (hosting Board events for non-employees at eating establishments or other appropriate locations)

**2. Ensuring Complete and Accurate Information**

Senior Staff will be required to review and certify their expenditures, and in addition to submitting a copy to the Finance Department, forward a copy to the CFO & Corporate Secretary who will review and confirm with the Finance Department that the corporate records confirm the accuracy of the certification.

**3. Reports to the Board**

In advance of publishing the expense details of Senior Staff to the website, the Exhibition Place Board is to receive the report at its meeting prior to posting.



Security Surveillance Policy				
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**Policy Statement**

This policy governs video surveillance at Exhibition Place in accordance with the privacy provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

**Application**

This policy applies to all types of camera surveillance systems, surveillance monitors and camera recording devices on the grounds of Exhibition Place installed by Exhibition Place, as well as those proposed to be installed by tenants and event providers and which will survey areas outside of the their exclusive tenanted or licensed areas. This policy does not apply to cameras used by the Toronto Police Service; or, to video surveillance used for employment related or labour-related information.

**Definitions**

N/A

**Conditions**

Exhibition Place recognizes the need to balance an individual’s right to privacy and the need to ensure the safety and security of employees, clients, visitors and property. While video surveillance cameras are installed for safety and security reasons, the video surveillance systems must also be designed to minimize privacy intrusion. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep the facilities and properties operating in a safe, secure, and privacy protective manner.

**Implementation**

**Roles and Responsibilities**

1. **Director, Parking & Security Services.** The key responsibilities of the Director include:
  - Ensuring grounds-wide compliance;
  - Undertaking yearly evaluations of video surveillance system installations to ensure compliance;
  - Reviewing the policy every 2 years;
  - Approving installation of video cameras at specified locations;
  - Receiving status updates from the Manager, Security Services, every 6 months, regarding staff adherence to the responsibilities; and
  - Reporting to the CEO when video surveillance is being proposed for high profile locations (i.e. locations with a high number of members of the public) and on annual basis on all security video surveillance equipment installed.
  
2. As designated by the Director, Parking & Security Services, the **Manager, Security Services**, shall:
  - Conduct Security Threat Assessments to determine the requirement for a video surveillance system;
  - Prepare recommendations for the Director for review and installation approval of video surveillance systems;
  - Advise the Director, Parking & Security Services on placement of video surveillance monitoring signs;
  - Delegate day-to-day operations of video surveillance systems to Security Supervisory staff;

- Conduct periodic internal audits to ensure compliance;
  - Act as contact for all requests by law enforcement agencies for access to video records.
  - In consultation with the Manager, Records and Archives / Freedom of Information Coordinator (FIC) and the Director, Parking & Security Services develop/update annually privacy training for all staff who have responsibilities under this policy;
  - In consultation with the Director, Parking & Security Services and Manager, Records & Archives / FIC, provide training annually to all Security staff regarding obligations and compliance with MFIPPA and the policy;
  - Immediately report all alleged privacy breaches to the Director, Parking & Security Services and the Manager, Records and Archives / FIC for immediate action; and
  - Consult with the Director, Parking & Security Services and forward complaints to the Manager Records and Archives / FIC for appropriate action.
3. The responsibilities of the **Supervisor**, Security Services include:
- Oversee day-to-day operations of video surveillance cameras;
  - Ensuring Security Guard's compliance with all aspects of the policy'
  - Ensuring monitoring and recording devices are secured appropriately;
  - Recording all activities related to video devices and records, are kept and maintained by operators; and
  - Documenting all information regarding the use, maintenance, and storage of records in the applicable logbook, including all instances of access to, and use of, recorded material to enable a proper audit trail.
4. The responsibilities of the **Security Guards** include:
- Complying and adhering to all aspects of the policy;
  - Monitoring the video surveillance cameras;
  - Ensuring all aspects of the video surveillance system are functioning properly;
  - Ensuring that no personal information is disclosed without the approval of the Manager, Security Services;
  - Ensuring that no copies of data / images in any format (hardcopy, electronic, etc.) are taken from the video surveillance system without approval from the Manager, Security Services; and
  - Forwarding all requests for access to video records to the Manager, Security Services.
5. The responsibilities of the **Manager Records & Archives / FIC** in include:
- Providing advice and recommendations to Security Services to assist in compliance with MFIPPA;
  - Processing access requests from non-law enforcement agencies for video surveillance records;
  - Responding to privacy complaints related to video installations;
  - Investigating video surveillance security / privacy breaches; and
  - In consultation with Manager, Security Services provide training annually to Security Services regarding obligations and compliance with MFIPPA and this policy.
6. **All Staff** must adhere to this policy and must not access or use information contained in the video surveillance system, its' components, files, or database for personal reasons, nor dispose, destroy, erase or alter any record without proper authorization and without following the regulations contained in this policy.
7. Guidelines will be developed for the implementation of this policy.

Sole Source Procurement Policy				
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### **Policy Statement**

In accordance with the Exhibition Place Financial By-law, goods and services should be purchased through a competitive process. While Sole Source procurement is discouraged, this policy permits sole sourcing under certain circumstances.

### **Application**

This policy applies to all employees in the procurement of goods and services.

### **Definitions**

***Sole Source*** – means entering into a commitment without following a competitive open process.

***Purchase Orders*** – refers to a manner of purchasing goods and services, including services of a professional nature, with a dollar value of less than \$50,000 in any one instance.

### **Conditions**

1. Wherever possible, Purchase Orders shall be issued to firms that have existing contracts with the City of Toronto, provided that the goods and services offered meet the requirements of the Board.
2. The CFO & Corporate Secretary and Purchasing Services Manager will impose controls for the awarding and management of consulting expenditures. The award of any contracts must be transparent, must uphold accountability and compliance of the Financial By-laws and above all must be able to withstand public scrutiny. Non-compliance will be a breach of responsibility and as such could be subject to performance management and, as appropriate disciplinary action, up to and including dismissal.
3. In addition to any conflict of interest policy applicable to employees, as adopted from time to time, the code of purchasing ethics established by the National Institute of Governmental Purchasing Inc. and the Purchasing Management Association of Canada, shall apply to all Exhibition Place Departments, Divisions and Service Areas and all employees involved in the procurement and sole sourcing process.
4. Sole Source procurement may apply to the use of Purchase Orders only if one or more of the following conditions apply and a process of negotiation is undertaken to obtain the best overall value in the circumstances for Exhibition Place:
  - (a) The goods and services are only available from one source by reason of:
    - (i) a statutory or market based monopoly;
    - (ii) scarcity of supply in the market;
    - (iii) existence of exclusive rights by patent, copyright or license;
    - (iv) need for compatibility with goods or services previously acquired and there are no reasonable alternatives, substitutes or accommodations; and
    - (v) need to avoid violating warranties and guarantees where proprietary service is required.
  - (b) An attempt to purchase the required goods or services has been made in good faith using a competitive method and has failed to identify a successful supplier.

- (c) The goods and services are required to satisfy the needs of a client of Exhibition Place and are paid for by the client; however, where time permits, the competitive open process should be used.
- (d) The required goods and services are to be supplied by a particular vendor or supplier having special knowledge, skills, expertise or experience which cannot be provided by another supplier.
- (e) The nature of the requirement is such that it would not be in the public interest to solicit competitive bids as in the case of security or confidential matters.
- (f) The goods and services are required as a result of an emergency, which would not reasonably permit the use of other procurement methods.

#### 5. **Professional & Consulting Services**

The following guidelines must be followed in the selection / contracting for professional and consulting services:

- (a) Consultants and professional services should only be utilized when specific projects require certain technical capabilities, or unique and specialized advice is not available in-house. If available in-house, but staff are fully occupied with other tasks or assignments and the project requires very urgent completion, then such services can be considered.
- (b) The advice or services sought and the resulting expenditure can be justified as being necessary to satisfy program requirements.
- (c) Independent expertise is required by legislation or regulation.
- (d) Priority projects require more or greater staff resources than are available.
- (e) Outside Legal Consultants will be determined in consultation with the City Legal Department.
- (f) Exhibition Place/City has directed the use of external assistance

#### **Implementation**

- For Purchase Orders in excess of \$3,000, a Sole Source Request Form must be and approved by the Department Head, the Purchasing Services Manager and CEO, before any commitments are to be made.
- The CEO and CFO & Corporate Secretary will provide a report to the each meeting of the Exhibition Place Board on all sole source purchase of goods and services in excess of \$3,000 indicating the reason for such request and the dollar amount.
- The CEO, on a quarterly basis by project category, will report to all sole source purchases to the City of Toronto.
- For clarity, the \$3,000 threshold is measured over the immediate previous 12 month period, that is, while an initial \$2,000 commitment is below the \$3,000 limit for competitive purpose, once a second or subsequent purchase commitment is done with the same supplier and the \$3,000 limit is reached, then the policy requires competitive quotes.
- The CFO & Corporate Secretary shall review with the Purchasing Services Manager the use of Exhibition Place Purchase Orders on an annual basis and report to the CEO on compliance with this policy. The CFO & Corporate Secretary shall undertake a comprehensive review of all policies affecting the procurement and sole sourcing process every 5 years.
- For the purposes of this policy, the corporate credit card managed by the CFO & Corporate Secretary or designate may be used as an alternative means for employees requiring to purchase goods in compliance with all purchasing policies. Personal expenses are not allowed to be charged to the corporate credit card.



Sponsorship Policy				
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**Policy Statement**

This policy establishes a process to use in the consideration of Sponsorship Rights for Exhibition Place.

**Application**

In applying this policy consideration shall be given to:

- ensuring alignment with Exhibition Place’s programs and services;
- providing guidance to those who have an interest in opportunities for sponsorship; and,
- creating a systematic approach to soliciting, managing and reporting on sponsorship.

**Definitions**

**“Advertising”** means the lease of advertising or signage space within Exhibition Place. Unlike naming rights, it involves the use of public advertising contracted at pre-determined rates for a set period of time. Advertising does not imply any reciprocal partnership arrangement since the advertiser is not entitled to any additional benefits beyond access to the space.

**“Sponsorship”** means a mutually beneficial business arrangement wherein an external organization, whether for profit or otherwise, provides goods, services or financial support to Exhibition Place in return for exclusivity supplier rights on an activity, program or service for a finite period.

**“Sponsorship Holder”** means the party which has been awarded the sponsorship opportunity.

**Conditions**

Exhibition Place will seek out mutually beneficial sponsorships that enhance its activities and services. Granting the right to sponsor an activity or program of Exhibition Place to an external party provides a means of partnering with the private sector to meet the strategic directions of both the Exhibition Place and the Sponsorship Holder, and also providing a means of generating new revenues.

**1. Scope**

- 1.1 This policy applies only to Sponsorships, which represent but one class of activity.
- 1.2 Only external Sponsorships are covered by this policy.
- 1.3 Sponsorship arrangements that pre-date this policy are not subject to its terms.
- 1.4 Sponsorship Proposals will be reviewed on a case-by-case basis.
- 1.5 Any Sponsorship Proposal which varies from the requirements of this policy shall be approved by the Exhibition Place Board/ City Council.

**2. Principles**

- 2.1 Exhibition Place shall retain ownership and control over any program where sponsorship applies.
- 2.2 Potential sponsors will not be canvassed in a manner that uses or implies coercion.
- 2.3 Benefits to the sponsor are limited to those expressly stated in the sponsorship agreement.
- 2.4 Exhibition Place does not endorse the products, services, or ideas of any Sponsorship Holder.
- 2.5 All sponsorship agreements shall be confirmed by written contract containing terms and conditions satisfactory to Exhibition Place, in consultation with City Legal Services.

- 2.6 In order to expedite partnership development, a formal competitive process is not required when soliciting sponsorship opportunities. While there is no obligation to test the market, in order to maximize the contribution, it is expected that several prospective sponsors will be approached when circumstances warrant.

### 3. **Sponsorship Criteria**

- 3.1 Exhibition Place will consider all sponsorship proposals, but does not have an obligation to accept any. Exhibition Place reserves the right to refuse any proposal, including, but not limited to, those submitted by third parties whose activities are perceived to be incompatible with the goals, values or mission of Exhibition Place.
- 3.2 All sponsorship agreements must be arranged for a fixed term and shall be reported and are subject to the Exhibition Place Board and, if required, City Council approval.
- 3.3 Subject to the agreement, the Sponsorship must not impair in any way the Board's ability to manage the site.
- 3.4 All funds generated by sponsorship agreements shall be allocated to the Board.
- 3.5 The sponsorship opportunity must not confer a personal benefit to any particular member of the Exhibition Place Board or any employee of Exhibition Place.
- 3.6 The Sponsorship must not create an ongoing financial obligation for the Exhibition Place beyond the term of the agreement.
- 3.7 Every sponsorship agreement shall conform to all applicable federal and provincial statutes, and to all applicable Exhibition Place Board, City of Toronto by-laws, policies, contracts and practices, including the Lobbyist Register.
- 3.8 The Sponsorship must not interfere with existing contractual obligations.
- 3.9 While the physical display of the sponsorship signage shall be negotiated, such recognition must not unduly detract from the character, integrity, aesthetic quality or safety of Exhibition Place or unreasonably interfere with its enjoyment or use.
- 3.10 The Sponsorship must not result in, or be perceived to result in any competitive advantage, benefit or preferential treatment for the sponsor outside of the sponsorship agreement.
- 3.11 Benefits to the sponsor are to be commensurate with the size and scope of the sponsorship.

### 4. **Sponsor Eligibility & Restrictions**

- 4.1 Parties that are disqualified from doing business with the Exhibition Place are not eligible for sponsorship opportunities.
- 4.2 The sponsorship agreements must not result in, or be perceived to result in, any competitive advantage, benefit or preferential treatment for the Sponsorship Holder, outside of the terms and conditions of the agreement.
- 4.3 The benefits to the Sponsorship Holder are limited to those expressly stated in the sponsorship agreement.
- 4.4 No form of indemnification will be provided to any Sponsorship Holder without the express approval of the City Legal Services.
- 4.5 Sponsorship Holders are prohibited from implying that their products, services or ideas are sanctioned by the Board.
- 4.6 There shall be no actual or implied obligation for Exhibition Place to purchase the product or services of the Sponsorship Holder except as provided in the terms and conditions of the agreement.
- 4.7 Sponsorships may only be transferred or assigned by a Sponsorship Holder with the consent of the Exhibition Place Board. Where a company changes its name, the Sponsorship Holder may, with the consent of the Exhibition Place Board and at the sole expense of the Sponsorship Holder, be modified to reflect the new name.



## **Implementation Procedure**

1. Issues regarding the interpretation or application of this policy are to be referred to the Chief Executive Officer.
2. In accordance with the Exhibition Place Board's Code of Conduct, and the principles and criteria contained in this policy, the solicitation, negotiation and administration of sponsorships are to be conducted by authorized Exhibition Place staff only.
3. All new sponsorships must be evaluated for compliance with this policy. Authorized staff are responsible for ensuring that all sponsors and executed agreements comply with this policy and that authorized staff abides by its provisions.
4. All sponsorship agreements will be in the form of a legal contract. For such agreements, the Chief Executive Officer shall consult with City Legal Services regarding appropriate terms and conditions and consider inclusion of the following provisions:
  - (a) A description of the contractual relationship, specifying the exact nature of the agreement;
  - (b) The term of the agreement;
  - (c) Renewal options, if permitted;
  - (d) The value of the consideration;
  - (e) The payment schedule;
  - (f) Rights and benefits;
  - (g) Release, indemnification and early termination clauses as appropriate;
  - (h) Insurance clauses;
  - (i) Confidentiality terms;
  - (j) A statement acknowledging that the agreement may be subject to provisions of the *Municipal Freedom of Information and Protection of Privacy Act*, and
  - (k) A statement that all parties are aware of, and agree to comply with, the provisions of this policy. Copies of all Sponsorship agreements are to be retained for audit purposes in accordance with the normal retention policy.
5. The terms and conditions contained within a sponsorship agreement are to be approved by the Exhibition Place Board, and if required, City Council.
6. As part of the negotiations with the Sponsorship Holder, the Exhibition Place will seek to reserve the right to terminate the sponsorship prior to the scheduled termination date, without refund of consideration, should the Exhibition Place feel it is necessary to do so to avoid the Exhibition Place being brought into disrepute.
7. It is the responsibility of authorized staff to review the effectiveness of the sponsorship and to ensure that the respective parties are adhering to the terms of the written agreement.



Travel & Expense Reimbursement Policy				
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**Policy Statement**

This policy sets out the rules that apply on how transactions are to be conducted by Members of the Exhibition Place Board with respect to attendance at conferences / seminars, business trips and claims for meterage for use of personal automobile, meal allowances, and business meetings.

**Application**

This policy applies to Members of the Exhibition Place Board.

**Definitions**

N/A

**Conditions**

**Guiding Legislation**

Members of the Exhibition Place Board shall comply with the *Municipal Conflict of Interest Act*, R.S.O. 1990, and the Conflict of Interest Policy adopted by Council, and as amended from time to time. Further, it is understood that each Member has agreed, at the time their appointment, to abide by the Code of Conduct for Members of Local Boards adopted by Council, as amended from time to time.

**Implementation**

**1. Accounting Procedures**

Claims for expenses must follow basic accounting and audit principles as noted below:

- a) Expenses must relate to the business of Exhibition Place;
- b) When providing supporting documentation for justifying business expenses related to kilometerage, parking and taxi rides, Members need to provide the specific details about these expenses;
- c) Members must incur the expenses – expenses incurred by third parties cannot be claimed;
- d) Members cannot claim expenses of a personal nature. Where an invoice contains expenses of a personal nature, Members must reimburse Exhibition Place for those personal expenses when they submit the request for reimbursement or payment of allowable expense to the CFO & Corporate Secretary;
- e) Members must provide proper documentation, including detailed original receipts, for all expense claims. Credit card receipts or statements alone are not sufficient and will not be accepted;
- f) Members must sign off all receipts with original signatures. Documentation with signature stamps or electronic signatures will not be accepted; and
- g) Expenses must be charged to the year in which they occurred. Expenses cannot be carried forward to different years.

**2. Review Process**

- a) The CFO & Corporate Secretary has ultimate responsibility and authority for the administration of Members' expenses;
- b) The CFO & Corporate Secretary and Members may consult with the City's Integrity Commissioner for guidance with respect to individual Member expenses or any interpretation on the application of this policy given its consistent with the City's Policy; and

- c) The CFO & Corporate Secretary shall file a travel summary for Members with the City of Toronto and retain a record for the official records.

### 3. Allowable Expenses

Listed below are the details of allowable expenses and documentation requirements.

#### **Kilometerage Expenses – Board Meetings**

##### Eligible Expense

- Members' expenses for use of personal vehicle travelling outside the City of Toronto boundaries to attend a Board meeting.

##### Ineligible Expense

- Fuel expenses.
- Return travel to outside boundary.
- Personal expenses.

##### Conditions

- Approval of such expenses is at the discretion of the CEO, in consultation with the Chair of the Board.
- Members must submit a "Driving Directions Map" indicating the address travelling from to the Toronto address where the Board meeting is being held – unless otherwise advised, the address to be used is 100 Princes' Blvd., Toronto, Ontario.
- Driving Directions Map must include the total one-way estimated kilometerage to the Toronto address.

#### **Business Hospitality Expenses – Related to Exhibition Place Business**

##### Eligible Expense

- Members' expenses for food and beverages related to business meals or receptions with business contacts, representatives of other levels of government, international delegations or visitors.
- Alcohol consumed or purchased for meals or receptions.

##### Ineligible Expense

- Members' personal entertainment expenses.

##### Conditions

- Members must identify the business purpose of the expense.
- If a Member hosts a business meal for a visiting delegation, the name of the delegation, the date and purchase of the visit, the number of attendees and the name of the delegation organizer must be included. Names of delegation members should be included, if available.

#### Other Information about Business Hospitality Expenses

Members must provide:

- Original itemized receipt showing items consumed.
- Full name of all participants attending business meals, except for large delegations.
- Date and purpose of the meeting.

#### **Travel – Conferences, Seminars & Business Trips related to Exhibition Place Business**

##### Eligible Expense

- Conference registration.
- Transportation (air, train or bus) or kilometerage (if driving).
- Ground transportation (between home and the terminal, and between the terminal and hotel or conference facility).
- Hotel.
- Per Diem.
- Taxi expenses related to conference/business related functions or meetings.
- Hospitality expenses.

- Trip cancellation insurance.
- Laundry and dry cleaning expenses.
- Business telephone calls.
- Vehicle rental for business related purposes.
- Parking expenses for personal vehicle or rented car.

#### Ineligible Expense

- Personal expenses.
- Sightseeing expenses.
- Medical insurance.
- Carbon Offset expenses.

#### Conditions

- Must be related to the business of Exhibition Place.
- Lowest economy fare for airfare or train at time of booking.
- Hotel rate must be the lowest rate category of the selected hotel available at time of booking. Exceptions will be made where a Member can demonstrate health requirements for a room category other than the cheapest room rate available when booking.
- \$65CAN per diem for travel within Canada; \$65US for travel within the United States; and \$100US for travel in countries of European Union to cover meals, personal telephone calls, entertainment, and other personal expenses. For travel outside of Canada, the per diem will be in U.S. dollars. No receipts are required. The number of days claimed will be the same as the number associated with the conference/seminar or business trip in question, including the day of departure and return.
- Car rental expenses must include details of the business requirements.
- A Member is entitled to claim additional hospitality expenses where a third party is hosted.
- Members can request cash advances for hotel and per diem costs no more than two weeks before their travel date.
- Members will be reimbursed for airfare, hotel reservations and conference registration fees that are paid in advance of travel.
- Travel amounts exceeding \$7,000 for the Chair, and travel amounts exceeding \$3,500 for Members of the Board, must be approved by the Board.
- Travel amounts up to \$7,000 for the Chair, may be approved by the CEO, or his/her designate.
- Travel amounts up to \$3,500 for Members of the Board with the consent of the Chair, may be approved by the CEO or the CFO & Corp Sec.
- Claims by Members for travel shall be paid within 10 business days after submission of complete paperwork to the CFO & Corp Sec, and if not, Members shall be entitled to any interest charges to their credit cards that may result in late payment by Exhibition Place.

#### Other Information about conferences, seminars and business trips

- The Chair must submit the Board's "Member Request for Authorization" Form to the CEO at least 10 days before travelling.
- Members must submit the Board's "Member Request for Authorization" Form to the Chair at least 10 days before travelling.
- Travel reimbursement must include an itinerary and confirming travel dates and airline booking.
- Reimbursement of conference registration fees must include a copy of the conference brochure confirming (conference name, dates, location and costs).
- The reimbursement of hotel costs must include an original hotel invoice itemizing room costs and other incidentals.

- Members must submit the Board's "Member Expense" Form to the CFO & Corp Sec within 10 days after returning from travel. Original receipts must accompany all claims.
- If Members incur expenses in a foreign currency, the CFO & Corp Sec will convert the cost into Canadian currency, based on the exchange rate on the date when the Member submits for reimbursement.
- Members are not required to submit a report on the outcome of their conference or business travel.