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**SOCIETIES ACT**  
**YUKON TERRITORIES**  
**APPLICATION FOR INCORPORATION**

We, the undersigned, hereby declare that we desire to have a Society incorporated under the *Societies Act* and that

I. The name of the Society is:

**Whitehorse 2000 Arctic Winter Games Host Society**

II. The objects of the Society are:

- a. To stage, finance and promote the 2000 Arctic Winter Games ("the Games") in accordance with the contract signed between the Municipal Corporation of the City of Whitehorse ("the City") and the Arctic Winter Games International Committee, a copy of which is attached hereto and marked as a schedule to this application for incorporation;
- b. To establish such committees and subordinate bodies as are necessary for the successful organization and staging of the said games;
- c. To do any and all things as may be necessary to ensure the attainment of the objects of the Whitehorse 2000 Arctic Winter Games Host Society.

III. The operations of the Society within the Yukon Territories are to be chiefly carried on in:

Whitehorse, Yukon Territories

IV. The by-laws of the Society shall be the following:

**BY-LAWS**

1. **Members of Society**

- a. The Society shall consist of no fewer than twelve (12) members and not more than twenty four (24) members. Members shall be appointed in accordance with the following procedures:
  - i. The Municipal Council of the City of Whitehorse ("Council") shall appoint two (2) elected representatives of the City other than the Mayor of the City of Whitehorse and appoint seven (7) officials including the Mayor, the City Manager, the Director of Administrative Services, the Manager of Parks and Recreation, the General Manager and the Office Manager, the President and Secretary of the Society, all being citizens of Whitehorse.

Five of those people chosen by Council shall apply for incorporation of the Society;

- ii. Council shall have the right to appoint a replacement representative should any elected representative appointed by the City withdraw or be expelled from the Society;
- iii. The Arctic Winter Games International Committee may designate two (2) of its members to be *ex officio* members of the Society and may replace any members designated by it;
- iv. The Society may appoint a member of the Legislative Assembly of the Yukon Territories from any one of the seven electoral ridings in Whitehorse to sit as an *ex officio* member of the Society;
- v. The Board may, by majority resolution, admit as members such additional residents of the City of Whitehorse as it may deem appropriate to maintain the membership of the Society between twelve (12) and twenty four (24) members.

## 2. **Rights and Obligations of Members**

- a. All members shall have the right to take part in all Society activities;
- b. All members shall act diligently and responsibly in assisting with the organization of the 2000 Arctic Winter Games and shall act in such a manner as shall enhance the image of the said Games and the City of Whitehorse;
- c. All members shall serve on the Board of Directors;
- d. The members shall serve without remuneration from the Society or elsewhere. Nothing herein shall prevent the Society from reimbursing a member for expenses incurred in conducting Society business;
- e. The Society shall appoint and employ a General Manager in accordance with its mandate set out in the contract between the City and the Arctic Winter Games International Committee.

## 3. **Withdrawal and Expulsion of Members**

- a. Any member may withdraw from membership in the Society by notice in writing to the President;
- b. Any member whose conduct is considered detrimental to the Society may be expelled by a resolution passed by a majority of the Directors of the Society. Without limiting the generality of the foregoing, recurring failure to attend meetings or failure to perform assigned duties shall be considered conduct detrimental to the Society.

## 4. **Officers of the Society**

- a. The Officers of the Society shall be a President, Vice President, Treasurer and Secretary and such other Officers as the Board in its discretion may from time to time determine to be necessary or desirable;
- b. The Officers of the Society shall be known as the Executive;
- c. The Executive shall hold office at the pleasure of Council;

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- d. The President of the Society shall be appointed by Council and shall hold office at the pleasure of Council. Upon the withdrawal, expulsion or removal of the President, Council shall appoint a new President from the membership of the Society;
  - e. In the event of withdrawal or expulsion of any Officer other than the President, the Board of Directors may, by ordinary resolution, fill the vacancy from within its own membership;
  - f. The Mayor, City Manager and Director of Administrative Services shall hold three of the Officer positions, but not the position of the President.

5. **Meetings**

- a. Meetings of the Executive and the Board shall be held at the call of the President;
- b. The Society shall hold an Annual General Meeting once each year. The date of the Annual General Meeting shall be determined by the Board, but shall not be sooner than 30 days nor later than 180 days after the fiscal year end of the Society;
- c. Any eight (8) members may call a Special Meeting by presenting a signed request to the President or (in the President's absence) to the Vice President, who shall call such Special Meeting within five business days after receipt of such request;
- d. General Meetings and Special Meetings of the Society shall be open to the public, but only members shall be entitled to vote at such meetings;
- e. A quorum for all meetings of the Society shall be a majority of the members;
- f. Rules of procedure in all meetings shall be governed by Robert's Rules of Order;
- g. All members of the Society shall have one vote at a General or Special Meeting. In the event of a tie vote, the motion will be lost.

6. **Committees**

The Board of Directors may from time to time establish Standing Committees or any other Committees as the Board might deem necessary or desirable to fulfill the objectives of the Society.

7. **Signing Officers**

Any member of the Executive together with the Society's General Manager or, alternatively, any two members of the Executive, may sign contracts, agreements, bills of exchange, cheques or other instruments on behalf of the Society, whether under the corporate seal of the Society or otherwise.

8. **Seal**

- a. The seal of the Society shall consist of the word "Seal" in a circle formed by the words "Whitehorse 2000 Arctic Winter Games Host Society";
- b. The seal shall be kept in the custody of the President.

**9. General Manager**

The General Manager is responsible to the Society. Direction to staff will flow from the Society through the President or his/her delegate to the General Manager and through him/her to all staff.

**10. Duties of Officers**

- a. The President shall preside at all meetings, Special Meetings, Directors Meetings and Executive Meetings;
- b. The Vice President shall assist the President in his or her duties when called upon and assume the responsibilities of the President in the President's absence;
- c. The members of the Executive shall ensure:
  - i. minutes are kept of all General, Special, Executive and Annual Meetings, which minutes shall be sufficient in detail to reflect the tenor of discussions at such meetings and not merely the resolution adopted;
  - ii. minutes of all meetings are circulated to all members of the Society, to the Director - Corporate Services of the City of Whitehorse and to the members of the Arctic Winter Games International Committee within seven days after such meetings;
  - iii. notices of meetings are provided to all members entitled to attend that meeting and such other individuals as may be directed by the President. Notice of a meeting need not be given to a member who was present at an earlier meeting during which the date of the meeting was established;
  - iv. records of the Society, including minutes of meetings, are made available to members for inspection during normal business hours at the registered Office of the Society or the Society's business premises, as the President may determine.
- d. The Treasurer shall:
  - i. establish a financial management system in accordance with good accounting practices and in keeping with City of Whitehorse standards;
  - ii. place all monies in the Society's bank account;
  - iii. issue cheques and pay all accounts which are duly authorized by the Executive;
  - iv. keep accurate records of all such receipts and disbursements and submit the records with proper vouchers to the auditors appointed for the current year;
  - v. prepare a financial statement at the end of the fiscal year;
  - vi. prepare interim reports not less than quarterly.

**11. General Manager and Other Employees**

- a. The Society may hire a General Manager and such other employees as the Board may deem necessary or desirable for the purpose of fulfilling the Society's objectives. All contracts of employment shall be term positions;

- b. The General Manager shall be responsible to the President of the Society. Direction to staff will flow from the Society through the President or his or her delegate to the General Manager and through him or her to all staff.

12. **Committees**

- a. The Board may establish such committees as it may deem necessary or desirable for the purpose of fulfilling the objects of the Society. Except as provided herein, persons on such committees need not be members of the Society;
- b. The Chairperson of a committee shall be appointed by resolution of the Board, but such Chairperson need not be a member of the Society;
- c. Each committee shall be responsible to the Society and may not incur financial obligations or make policy commitments without approval of the Board;
- d. One member of the Society shall sit on or chair each committee.

13. **Borrowing Powers**

The Society shall borrow money only through and upon the prior consent and authority of Council.

14. **Fiscal Year**

The fiscal year of the Society shall end on the 31<sup>st</sup> day of December in each year.

15. **Auditor**

The Auditor of the Society shall be appointed by the members at each Annual General Meeting to serve for a one year term.

16. **Distribution of Assets**

The Society shall not distribute any part of its income to any of its members. This does not preclude the payment of reasonable salaries or employees benefits, nor does it preclude the reimbursement of reasonable out-of-pocket expenses. On a winding up of the Society, all remaining assets shall be distributed among Yukon charities registered pursuant to the *Income Tax Act*, and having the promotion of sports and arts as their objects.

17. **Arbitration**

Any dispute arising out of the affairs of the Society, in the circumstances set forth in the Arbitration Act.

18. **Amendment of Bylaws**

Bylaws of the Society may be amended by majority resolution of the members present at a duly convened Annual General Meeting or Special Meeting of the Society or at any time by a resolution in writing signed by not less than two thirds of the members of the Society.

Tuesday, April 15, 1998





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## CITY OF WHITEHORSE BYLAW 97-46

A bylaw to establish an Arctic Winter Games Host Society to plan, organize and stage the 2000 Arctic Winter Games.

**WHEREAS** the City of Whitehorse has entered into an agreement to host the 2000 Arctic Winter Games with the Arctic Winter Games International Committee; and

**WHEREAS** the Agreement outlines the City's obligation in hosting the Games; and

**WHEREAS** Article 2 of the Agreement provides that the City shall cause to be formed an incorporated society, or other organization satisfactory to the Arctic Winter Games International Committee, which shall bear full responsibility for managing and staging the Games; and

**WHEREAS** Article 2 further provides that the City shall ensure that the Host Society is responsible to and controlled by the City;

**NOW THEREFORE**, the Municipal Council of the Corporation of the City of Whitehorse, in open meeting assembled, ENACTS AS FOLLOWS:

### SHORT TITLE

1. This bylaw may be cited as the "**Whitehorse (2000) Arctic Winter Games Bylaw**".

### DEFINITIONS

2. In this bylaw:
  - (1) "Agreement" means the Games Agreement between the City and the International Committee (Schedule B).
  - (2) "Board" means the Members appointed to the Whitehorse Arctic Winter Games Host Society.
  - (3) "City" means the Municipal Corporation of the City of Whitehorse.
  - (4) "Council" means the Municipal Council of the City.
  - (5) "Executive" means the President, Vice President, Secretary, Treasurer and one member at large of the Whitehorse Arctic Winter Games Society.
  - (6) "Mayor" means the Mayor of the City.

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### INCORPORATION

3. The Mayor and the City Manager of the City shall cause a society to be incorporated under the *Societies Act* of the Yukon Territory. The society shall have objects and bylaws consistent with this bylaw and the terms of reference attached hereto as Schedule A.
4. The society shall be incorporated under the name "Whitehorse Arctic Winter Games Host Society" or such other name as the Registrar of Societies may approve. The society as incorporated is herein referred to as "the Society".
5. The society shall consist of no fewer than twelve (12) members and no more than twenty-four (24) members, two of whom shall be elected officials of the City of Whitehorse.

### APPOINTMENT OF MEMBERS

6. Members shall be appointed in accordance with the following procedures:
  - (1) Council shall have the right to appoint a replacement representative should any elected representative appointed by the City withdraw or be expelled from the society;
  - (2) The Mayor, the City Manager, the Corporate Services Director and the Parks and Recreation Manager shall be members of the society;
  - (3) The Arctic Winter Games International Committee may designate two (2) of its members to be members of the society and may replace any members designated by it;
  - (4) The society may, by majority resolution, admit as members such additional residents of the City of Whitehorse as it may deem appropriate to maintain the membership of the Committee between twelve (12) and twenty-four (24) members.

### RESPONSIBILITIES OF THE SOCIETY

7. The Society shall:
  - (1) Stage, conduct, finance and promote the 2000 Arctic Winter Games in accordance with the contract signed between the City and the Arctic Winter Games International Committee;
  - (2) Establish such committees, standing committees and subordinate bodies as are necessary for the successful organization and staging of the said Games;

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- (3) Do any and all things as may be necessary to ensure the attainment of the objects of the Society and function within the terms of reference as described in Schedule A, attached hereto and forming part of this Bylaw;
- (4) Be empowered to borrow money only through and upon the consent and authority of the City.
8. In carrying out the provisions of this bylaw, the society shall at all times be the agent of the City, and while acting bona fide within the limits of the authority of the bylaw, neither the society or any member thereof shall incur any liability by reason of anything done or left undone by the society, provided however, that nothing in this paragraph shall authorize or empower the society to incur any debt, liability or obligation for which the City shall become liable without having previously obtained the consent of Council.

COMING INTO FORCE

9. This bylaw shall come into full force and effect upon receiving third reading.

FIRST and SECOND READING: July 28, 1997

THIRD READING and ADOPTION: August 11, 1997

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Mayor

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Acting City Clerk

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**SCHEDULE "A"****WHITEHORSE ARCTIC WINTER GAMES SOCIETY****TERMS OF REFERENCE****1. RIGHTS AND OBLIGATIONS OF MEMBERS/DIRECTORS**

- (1) All members shall have the right to take part in all society activities.
- (2) All members shall be under an obligation to act diligently and responsibly in assisting with the organization of the 2000 Arctic Winter Games and shall act in such a manner as shall enhance the image of the said Games and the City of Whitehorse.
- (2) The society shall appoint and employ a General Manager in accordance with its mandate set out in the contract between the City and the Arctic Winter Games International Committee.
- (4) The members shall serve without remuneration from the society or elsewhere.

**2. OFFICERS**

- (1) The officers of the society shall be a President, Vice President, Treasurer, Secretary and one member at large. The Mayor, City Manager and Director of Corporate Services shall hold three of the officer positions, but not the position of President.
- (2) The officers of the society shall be known as the Executive.
- (3) The Executive shall hold office at the pleasure of Council.
- (4) In the event of withdrawal, expulsion or any other vacancy on the Board of Directors of the Society, other than those appointed by Council, the Board of Directors may, by ordinary resolution, fill the vacancy from within its own membership.

**3. WITHDRAWAL AND EXPULSION OF MEMBERS/DIRECTORS**

- (1) Any member may withdraw from membership in the society by notice in writing to the President.
- (2) Any member whose conduct is considered detrimental to the society, may be expelled by majority resolution of the Board of Directors.

**4. MEETINGS**

- (1) General and special meetings of the society shall be held at the call of the President.
- (2) Any eight members may call a special meeting by presenting a signed request to the President or, in his/her absence, to the Vice-President, who otherwise shall call such special meetings within five days after receipt of such request. A quorum for all general or special meetings of the society shall be a majority of the Directors of the Board.
- (3) All members of the society shall have one vote at a general or special meeting. In the event of a tie vote, the motion will be lost.
- (4) Rules of procedure in all meetings shall be governed by Robert's Rules of Order.

## **5. COMMITTEES**

The Board of Directors may from time to time appoint standing committees or any other committees as the Board might deem necessary to fulfil the objects of the society.

## **6. SIGNING OFFICERS**

Any member of the Executive and the General Manager or alternately any two members of the Executive, shall have signing authority for the society.

## **7. GENERAL MANAGER**

The General Manager is responsible to the society. Direction to staff will flow from the society through the President or his/her delegate to the General Manager and through him/her to all staff.

## **8. DUTIES OF OFFICERS**

- (1) The President shall preside at all general meetings, special meetings, director's meetings and executive meetings.
- (2) The Vice-President shall assist the President in his/her duties when called upon and assume the responsibilities of the President in his/her absence.
- (3) The Secretary shall:
  - (a) Record the minutes of all meetings;
  - (b) Circulate the minutes to all Directors of the society, to the Director of Corporate Services of the City of Whitehorse and to the members of the Arctic Winter Games International Committee within seven days after such meetings; and

- (c) Send out notices of meetings as directed by the President.
- (4) The Treasurer shall:
  - (a) Establish a financial management system in accordance with good accounting practices and in keeping with City of Whitehorse standards;
  - (b) Place all monies in the bank;
  - (c) Issue cheques and pay all accounts which are duly authorized by the Executive;
  - (d) Keep accurate records of all such receipts and disbursements and submit the records with proper vouchers to the auditors appointed for the current year;
  - (e) Prepare a financial statement at the end of the fiscal year; and,
  - (f) Have interim reports available at each quarter.

## 9. STANDING COMMITTEES

- (1) The Chairman of standing committees shall be appointed by motion of the society;
- (2) Each committee shall be responsible to the society and may not incur financial or policy obligations without approval;
- (3) One member of the society shall sit on or chair each standing committee; and,
- (4) The list of committees suggested for the society's consideration is as follows:

- Ceremonies, Hospitality and Protocol
- Volunteer Services
- Facilities
- Athlete's Services
- Accreditation
- Security
- Media Relations
- Culture
- Sport
- Administration
- Finance
- Medical
- Awards, Results and Transportation
- Information Services

Marketing

**10. FISCAL YEAR**

The fiscal year of the society shall end on the 31st day of December each year.

**11. BORROWING POWERS**

The society shall be empowered to borrow money only through and upon the consent and authority of the City.

**12. AUDITOR**

The Auditor of the society shall be elected by the membership to serve for one year.

**13. SEAL**

- (1) The Seal of the society shall consist of the word "Seal" in a circle formed by the words "Whitehorse Arctic Winter Games Host Society" or such other name as may be approved by the Registrar of Societies for the Yukon Territory.
- (2) The "Seal" of the society shall be kept in the custody of the President.





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## PROCEDURE BYLAW

A bylaw to provide rules governing the proceedings of the 2000 Whitehorse Arctic Winter Games Host Society (Society) and the transaction of the business of the Society.

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**WHEREAS** the City of Whitehorse has entered into an agreement to host the 2000 Whitehorse Arctic Winter Games with the Arctic Winter Games International Committee; and

**WHEREAS** Article 2 of the Agreement provides that the City shall cause to be formed an incorporated Society, or other organization, satisfactory to the Arctic Winter Games International Committee, which shall bear full responsibility for managing and staging the Games; and

**WHEREAS** the City of Whitehorse adopted bylaw 97-46, being a bylaw to establish an Arctic Winter Games Host Society to plan, organize and stage the 2000 Whitehorse Arctic Winter Games; and

**WHEREAS** Bylaw 97-46 provides that the Society shall consist of no fewer than twelve (12) members and no more than twenty-four (24) members, two of whom shall be elected officials of the city of Whitehorse; and

**WHEREAS** the Society has incorporated under the laws of the Yukon Territory;

**NOW THEREFORE** the 2000 Whitehorse Arctic Winter Games Host Society, in open meeting assembled, hereby ENACTS AS FOLLOWS:

### **1.0 SHORT TITLE**

1.1 This bylaw may be cited as the "Procedure Bylaw".

### **2.0 DEFINITIONS**

In this bylaw:

Whenever the singular, masculine or feminine is used it shall be considered as if plural, feminine or masculine has been used where the context of the bylaw so requires.

2.1 "ADMINISTRATION" means the employees of the Society.

2.2 "BOARD OF DIRECTORS" means those members of the Society appointed as President, Vice President or Director of the Society.

2.3 "BUSINESS DAY" means a day on which the society offices are open for business.

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- 2.4 “CHAIRPERSON” means the President, Vice-President or presiding officer who presides over Society and/or committee meetings.
- 2.5 “CITY” means the corporation of the City of Whitehorse.
- 2.6 “COMMITTEE” means a committee appointed by the society, by resolution, to plan activities, provide advice, make recommendations to the Society and implement actions delegated to them.
- 2.7 “COUNCIL” means the duly elected Council of the City of Whitehorse.
- 2.8 “GENERAL MANAGER” means the senior employee of the Society with full signing authority under the policies established by the Society.
- 2.9 “INTERNATIONAL COMMITTEE” means “The Arctic Winter Games International Committee”, the body incorporated under the laws of Canada and is the permanent governing body of the Arctic Winter Games.
- 2.10 “IN CAMERA” means at the discretion of the chairperson or a majority of the members of a committee, a meeting may be closed to the general public or employees, as deemed appropriate. (“Items to be discussed in-camera include but are not limited to personnel or employment matters, discussion on the acquisition or disposal of assets, legal matters and any matter which may put the Society at a disadvantage or cause harm to any person”). The Society shall not pass resolutions or bylaws at closed meetings.
- 2.11 “MEETING” means a duly constituted regular or special open meeting of the society and continuing to hold position.
- 2.12 “MEMBER” means a member of the Society, duly appointed by Council or the Society and continuing to hold position.
- 2.13 “MOTION” means a standard terminology used by the Society to describe the original statement whereby business is brought before a meeting, and may also mean resolutions.
- 2.14 “PERSON” means a reference in discourse to the speaker, the person spoken to, or another person capable of having legal rights and duties.
- 2.15 “SOCIETY” means that group of individuals working together to organize, coordinate, promote and stage the 2000 Whitehorse Arctic Winter Games.

### 3.0 APPLICATION

- 3.1 The following rules shall be observed and shall be the rules and regulations for the order and conduct of business in all regular and special meetings of the Society, all in-camera meetings of the Society, and to Society Committee meetings.
- 3.2 Where the rules of this bylaw do not provide, The Scott, Foresman Robert's Rules of Order Newly Revised, 1990/9<sup>th</sup> Edition as revised from time to time shall be followed for governing the proceedings of Council and the conduct of its members.

### 4.0 MEETINGS AND ORDER OF PROCEEDINGS

- 4.1 A quorum shall consist of a majority of the whole Society.
- 4.2 Any bylaw or resolution upon which there is an equality of votes shall be deemed to be defeated.
- 4.3 The President and every member present shall vote on every matter.
- a) unless, in a specific case the President or member is excused by resolution of the Society from voting, or
  - b) unless he is disqualified from voting by reason of pecuniary interest.
- 4.4 If a member refuses to vote, fails to vote or abstains from voting on an issue, the member shall be deemed to have voted in favour of the matter except where the person abstaining is prohibited from voting pursuant to conflict of interest guidelines.
- 4.5 The vote on any matter shall not be recorded unless requested by any member.

### 5.0 CONFLICT OF INTEREST

- 5.1 (1) A member is disqualified from being a member of the Society where:
- a) being a shareholder, officer or director of a corporation, other than a society, that has dealings or contracts with the Society, he votes at a meeting of the Society on any question in relation to the corporation, or participates in the consideration of the question by the Society,
  - b) being a member, officer, director of a society that has dealings or contracts with the Society, he does not declare his interest in a Society meeting before voting

on or participating in the consideration of the question by the society in relation to his interest.

- (2) Upon disqualification, a Society member shall leave the meeting room while discussion of the matter takes place.
- (3) The Secretary shall record in the minutes the disqualification referred to in section 5.1.

## **6.0 GENERAL RULES OF CONDUCT**

- 6.1** At all meetings of the Society, the chairperson shall maintain order and decorum and decide all questions of order subject to appeal to the Society as a whole.

## **7.0 CONTROL AND CONDUCT OF MEETINGS**

- 7.1** The chairperson shall preside over the conduct of the meeting and:
- (1) shall maintain order and preserve the decorum of the meeting;
  - (2) shall decide points of order without debate or comment other than to state the rule governing;
  - (3) shall determine which member has the right to speak;
  - (4) shall rule when a motion is out of order, and
  - (5) may call a member to order.
- 7.2** The chairperson shall treat each question in a judicial spirit, but is allowed to take part in the debate of the Society.
- 7.3** Any member wishing to speak to the Society shall address the chair and be recognised by the chairperson before commencing to speak.
- 7.4** When a member is addressing the chair, every other member shall remain quiet, shall not interrupt the speaker except on a point of order, and shall not carry on private conversation.
- 7.5** When a member is addressing the Society the member shall:
- (1) not shout or immoderately raise his voice, or use profane, vulgar or offensive language;

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- (2) not speak on matters other than the matter before the Society;
  - (3) obey the rules of procedure of the Society;
  - (4) not comment on any person, staff or member of the Society.
- 7.6 If any member acts contrary to section 7.5 the member shall be immediately censured by the chairperson.
- 7.7 When a member has been admonished by the chairperson, the Secretary shall record the same in the minutes of the meeting of the Society.
- 7.8 If any member acts contrary to section 7.5 twice in a meeting of the Society the member shall, on the order of the chair, be excluded from the meeting.
- 7.9 The Society may then wish to proceed to an in-camera session to consider the excluded member.
- 7.10 After reconvening in open session, and if the excluded member adequately apologises to members, the member may, by a majority vote of the remaining members, be permitted to forthwith take his seat.
- 7.11 No exclusion of a member shall be for more than the meeting in progress.
- 7.12 A member called to order by the chairperson shall immediately cease speaking.
- 7.13 The decision of the chairperson shall be final unless the member called to order appeals to the Society.
- 7.14 upon a matter of decorum or priority of business being appealed to the Chair, it shall be decided without debate.
- 7.15 Where a member wishes to leave the meeting while a meeting is in progress, the member shall advise the chairperson before leaving their seat.
- 7.16 When a question is put to vote, no member shall leave the meeting until the vote is taken.
- 7.17 No person shall address the Society until permission has been obtained from the chairperson.

## **8.0 REGULAR MEETINGS**

- 8.1 Board of directors shall hold their regular meetings on the 3<sup>rd</sup> Thursday of each month at 8:30 a.m. in the Heritage Room at City Hall and, further; that the Board

may change its regular meeting date, time and location by resolution as it deems necessary.

- 8.2** When the day fixed for a regular meeting of the Society falls on a legal holiday, the meeting shall be held on the following business day which is not a legal holiday.
- 8.3** The Society may by resolution postpone or cancel any regular meeting.

## **9.0** AGENDAS

- 9.1** Notice for each meeting shall be given in the form of an agenda not less than forty-eight (48) hours prior to the time of the meeting.
- 9.2** A copy of the notice referred to in section 9.1 shall be:
- (1) delivered to each member of the society at the place to which the member has directed such notices be sent;
  - (2) sent to the local media.
- 9.3** All documents pertaining to the business listed on the agenda shall accompany the agenda when delivered to each member pursuant to section 9.2.
- 9.4** Documents pertaining to the business listed on the agenda shall be made available to the public at the meeting on the day and date specified; such documents shall not be available to the public prior to the said meeting.
- 9.5** Upon the Meeting being called to order by the Chairperson, the following shall be the order of business on the agenda unless otherwise determined by the unanimous consent of the members present at the meeting:
- (1) Call to order;
  - (2) Adoption of agenda
  - (3) Adoption of minutes
  - (4) Delegations
  - (5) Correspondence
  - (6) Committee Reports
  - (7) New and unfinished business
  - (8) Adjournment

## **10.0** DELEGATIONS

- 10.1** Any person or delegation wishing to appear before the Society shall give notice, verbally or in writing, to the General manager by no later than 4 days preceding the day on which the next regular meeting is to be held.

- 
- 10.2 Any person referred to in section 10.1 shall state the nature of the matter to be presented and the name of the spokesperson(s).
  - 10.3 Any person or delegation addressing the Society shall state their name and address and the purpose of the presentation.
  - 10.4 The chairperson of the Board or any Society Committee may limit the time of speaking for any individual or delegation appearing before the meeting.

## 11.0 SPECIAL MEETINGS

- 11.1 The Board may be called at the discretion of the President, or in his absence, four members of the Society.
- 11.2 Committee meetings will be at the call of the Committee Chairperson or the Director it reports to.
- 11.3 No business other than that stated in the notice for such special meeting shall be transacted at that meeting unless ALL MEMBERS of the Society are present and a resolution therefore is passed UNANIMOUSLY.

## 12.0 MINUTES

- 12.1 Minutes of all proceedings of the Society in regular, special and any committee meeting shall be recorded in summary form.
- 12.2 At every regular meeting the minutes of the previous regular meeting and any special meeting held more than forty-eight (48) hours prior to the current meeting shall be considered for adoption.

## 13.0 COMMITTEES

- 13.1 The Society may by resolution, establish such committees as may from time to time be deemed necessary, and shall make appointments to such committees by resolution.
- 13.2 All Committee meetings are open to the public. Committees may, by consensus, go in camera when it is deemed to be in the best interests of the Society.
- 13.3 The Chairperson of each committee or the other members shall submit to the Society in writing the report of that committee.

13.4 Any Board member not a member of a committee shall have the right to attend committee meetings with right of debate.

13.5 The General Duties of the Committees shall be:

- a) All committees are considered to be advisory in nature.
- b) No committee has the power to pledge the credit of the Society or commit the Society to any particular action.
- c) No member of the Society or a Committee shall give specific direction to any staff member at any committee meeting. The responsibility of giving specific direction to staff shall reside with the full Society at a duly assembled meeting unless otherwise delegated to the General Manager.
- d) Carry out the directions of the Society.

## 14.0 MOTIONS

### 14.1 Main Motions

- (1) When a motion has been moved and seconded, and has been stated or read, it shall be deemed to be in possession of the Society, and may only be withdrawn by majority consent of the members present.
- (2) Every motion or resolution shall be stated or read by the mover, who shall speak first to the motion and close debate on the motion.
- (3) When a member who has moved a motion closes the debate the chairperson shall put the motion to a vote.
- (4) When duly moved and seconded, a motion shall be open for discussion and debate. A member may speak to a motion a maximum of two 920 times only unless the Society agrees to provide a member another opportunity to address the issue.
- (5) When the motion has been put to a vote, no member shall debate further on the question or speak any words except to request that the motion be read aloud.
- (6) Unless the chairperson is overruled by a majority vote of the members present at the meeting, the chairperson shall determine when a motion is to be put and the chairperson's decision shall be final.



- 
- (7) The mover and seconder of any motion may speak and vote for or against any motion.
  - (8) When required by the chairperson, a motion shall be in writing and a copy shall be given to the Secretary before such motion shall be open for consideration.
  - (9) When a motion under consideration concerns two (2) or more specific matters, any member of the Society may request the vote upon each matter to be taken separately.
  - (10) Any member of the Society may require the motion under discussion to be read for the member's information at any time during the debate, but not so as to interrupt a member who is speaking.
  - (11) When a motion is tabled but is not finally settled, no similar or conflicting motion whose adoption would restrict the Society in acting on the first motion may be introduced.
  - (12) Any motion which has the effect of changing or nullifying a previous action or direction of the Society shall not be brought up.
  - (13) No motion other than an amending motion or a motion to table shall be considered until any motion already before the Society has been disposed of.
  - (14) A motion to adjourn shall not require a seconder and shall be brought to a vote. Such motion shall not be discussed or debated.

#### **14.2** Motion to Table

- (1) Any motion in possession of the Society may be tabled by a "motion to table" passed by a majority of members.
- (2) Any motion tabled to a date specified shall appear on the agenda for that meeting and shall be deemed to have been removed from the table and be considered as an item of unfinished business at that meeting.
- (3) A tabled motion should be on the next regular agenda unless otherwise specified.
- (4) Where a motion is tabled indefinitely and the motion is not further dealt with by the Society at either of its next two (2) regular meetings, the motion dies.
- (5) When duly moved and seconded, a motion to table is not debatable.

#### **14.3** Motion to Amend

- (1) A “motion to amend” an original motion may be given by any member of the Society.
- (2) Amendments shall be voted on in reverse order to that in which they are moved.
- (3) Every amending motion shall, when requested by the chairperson, be in writing, and shall be decided on or withdrawn before the original motion put to a vote.

#### **14.4** Motion to Refer

- (1) Any member of the Society may “move to refer” an original motion to administration or committee in order that additional information may be brought to the Society prior to further consideration.
- (2) A member who is moving a motion to refer may include in the motion:
  - a) the terms on which the motion is being referred;
  - b) the time when the matter referred is returnable; and
  - c) whatever explanation is necessary as to the purpose of the motion.

#### **14.4** Motion to Reconsider, Alter or Rescind

- (1) A question once decided shall not, during a period of one year after the decision, be reversed, reconsidered or rescinded unless a written notice of motion to do so has been given from one meeting to the next and a quorum of Members vote in favour of the reversal.
- (2) Notwithstanding anything provided in this section where pursuant to any motion duly passed by the Society, the Corporation has a contractual liability or obligation, the Society shall not reconsider, alter, vary, revoke, rescind or replace the motion except to the extent that it does not attempt to avoid or interfere with the liability or obligation.

#### **14.5** Debate on Motion

- (1) No member without the consent of the chairperson shall speak to the same question or in reply for longer than three (3) minutes.

### **15.0** PASSAGE OF BYLAWS

#### **15.1**

- (1) Every bylaw of the Society shall have three (3) distinct and separate readings before it is adopted, but no more than two (2) reading may take place at any one (1) meeting.
- (2) The Society shall vote on the motion for the first reading of the bylaw without amendment or debate.
- (3) When all amendments have been accepted or rejected the motion for second reading of the bylaw as amended shall be considered.
- (4) When a bylaw has received third reading and been passed, the Chairperson shall declare the bylaw adopted.

## 15.2 Enactment

- (1) After the society votes affirmatively for a third reading of a bylaw, it becomes an enactment of the Society and is effective immediately unless the bylaw provides otherwise.
- (2) After passage, a bylaw shall be signed by the chairperson at the meeting at which it was passed and by the Secretary, and shall be embossed with the corporate seal of the Society.
- (3) A bylaw which requires the approval of the City shall receive two (20 readings prior to the submission of a certified copy to the City. Approval of the bylaw by way of a form signed by the municipal corporation shall be received prior to third reading.

## 16.0 COMING INTO FORCE

16.1 This bylaw shall come into full force and effect upon the final passing thereof.

READ a first time this 26<sup>th</sup> day of February 1998

READ second time this    day of March 1998

READ a third time and finally passed this    th day of    , 1998

\_\_\_\_\_  
President

\_\_\_\_\_  
General Manager

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## Schedule “A”

### Standing Committee Terms of Reference

#### **Corporate Services Committee**

In addition to any other duties referred to the Corporate Services Standing Committee by the Board, the duties shall be to advise Council on:

- a) all matters relating to the commitment, receipt or payment of money
- b) all matters of finance including both operating and capital
- c) policy development and review.
- d) by-law development and review.
- e) Legal claims
- f) Personnel matters

#### **Fund-raising Committee**

In addition to any other duties referred to the Standing Committee on Fund-raising by the Board, the duties shall be to advise the Board on:

- a) the development of a fund-raising strategy
- b) the collection of funds required to meet the fund-raising objectives identified by the Board for the successful staging of the 2000 Whitehorse Arctic Winter Games.

#### **Marketing Committee**

In addition to any other duties referred to the Standing Committee on Marketing by the Board, the duties shall be to advise the Board on:

- a) all matters relating to the development of a line of merchandise representative of the 2000 Whitehorse Arctic Winter Games, including but not limited to, clothing, pins, commodities, etc.
- b) all matters pertaining to the sale of approved merchandise.

- c) all matters pertaining to the development, distribution and packaging of event, and special event, tickets and the operation of event box offices.

### **Media Relations Committee**

In addition to any other duties referred to the Media Relations Standing Committee by the Board, the duties shall be to advise the Board on:

- a) all matters pertaining to the development of a media strategy to promote the 2000 Whitehorse Arctic Winter Games.
- b) the development of media releases and organization of media opportunities.
- c) the planning, organization and management of the Games media centre
- d) the organization, training and management of site information officers.

### **Communications Committee**

In addition to any other duties referred to the Communications Standing Committee by the Board, its duties shall be to advise the Board on:

- a) meeting our photography and video obligations during the 2000 Whitehorse Arctic Winter Games to produce a visual history for participants, sponsors and Games historians.
- b) production of the Ulu News.
- c) production of the official Games booklet.

### **Sports Committees**

Each sport accredited for the 2000 Whitehorse Arctic Winter Games will form a standing committee. In addition to any other duties referred to the Standing Committee for each sport by the Board, their duties shall be to advise the Board on:

- a) Recruitment

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## 2000 WHITEHORSE ARCTIC WINTER GAMES HOST SOCIETY

### Adopted:

## FINANCIAL MANAGEMENT, CONTROLS AND PURCHASING POLICY AND PROCEDURES

### I. Management:

#### A. For 1998:

1. The City of Whitehorse, Department of Finance, will provide the Society with accounting and audit services.
2. The City of Whitehorse will create distinct accounts related to the Games activity and shall provide the Society with bi-monthly financial statements which routinely will be submitted to the Board of Directors for approval.
3. The City of Whitehorse will make prudent investments of Society funds with interest income accruing to the Society.

#### B. 1999 and Beyond:

The Treasurer in conjunction with the General Manager will recommend to the Board the financial management procedures to be followed.

#### C. **Accountability**

The General Manager is responsible for ensuring that no contract shall be awarded and no purchase of goods or services shall be made if sufficient funds have not been allocated within the Society's budget. In the absence of the General Manager, his responsibility and signing authority shall be delegated to the Treasurer or Vice-President.

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**I. PURCHASING:****A. Bidding Process:**

1. The General Manager may authorize the purchase of goods or services up to a value of \$2,000.
2. The General Manager or his delegate shall obtain a minimum of two written quotes where a proposed contract for goods or services has a value between \$2,000 and \$10,000; and
3. The General Manager or his delegate shall solicit a minimum of three invitational bids or go out to public tender/proposal where the estimated value of a proposed contract exceeds \$10,000. A designated Tender/Proposal Evaluation Committee comprised of at least the General Manager and one of the Treasurers and Vice-President shall present contract award recommendations to the Board of Directors for approval. The Society is not bound to accept the lowest quotation or bid; consideration will be given to other factors such as quality, delivery time, etc.

**B. Procedures**

1. The General Manager will be provided with a “Petty Cash Fund” in an amount of \$200.00 which shall be replenished upon production of receipts.
2. All purchases, except those referred to in “1” above, shall be initiated by a City of Whitehorse “Local Purchase Order” or a “Purchase Requisition”. The General Manager or his delegate shall be responsible for purchasing the goods or services on behalf of the Society.

**II. Signing Authorities:****A. For Purchase Orders/Requisitions:**

1. The General Manager may authorize the purchase of goods or services up to a value of \$2,000.
2. Purchases between \$2,000 and \$10,000 must be authorized by the General Manager and any one (1) of the Vice-President or Treasurer.

3. Purchases in excess of \$10,000 must be approved by the Board of Directors.

**B. For Payables:**

1. No payment of invoices shall be made without a duly approved Purchase Order in place and prior approval of the General Manager.

**III. Other:**

1. All contribution cheques shall be made payable to the “City of Whitehorse 2000 Arctic Winter Games Host Society” for which a written receipt is to be provided.
2. The General Manager shall maintain a list of donors
3. The Executive of the 2000 Whitehorse Arctic Winter Games Host Society may proceed in contravention of the purchasing policy if the majority determines it is required.



## CRITICAL MILESTONES

The following is a list of the major events in the life of the 2000 Whitehorse Arctic Winter Games Host society. These events have been arranged in approximate sequence and by three month/quarter periods in which they occur, creating a master schedule that will assist the Board of Directors, Staff and the Arctic Winter Games International Committee evaluate the progress of the Host Society.

Major events are those that involve partners other than the 2000 Whitehorse Arctic Winter Games Host Society, have a public communications/public image dimension, a significant financial dimension or have significant interdependencies. Some items are repeated several times.

The timeline begins in the first quarter with the submission of the bid and the site selection announcement. It ends with the winding down of the Host Society. The times are approximate, and are not fixed. Planning of the 2000 Whitehorse Arctic Winter Games will be continuous, and these milestones can be adjusted if necessary.

Those items that have been completed have been noted. Two items pertaining to merchandise were delayed due to experience from the 1998 Yellowknife Games. Merchandise was delayed purposely. The opening of the Retail Store will also occur later in the process, and this decision is also by design.

The final item to be achieved is the development of the Graphics Standards manual. We logo has only recently been finalized, and we have a draft of the manual completed. The final version will be ready to be dispersed to sponsors, Chefs de Mission and Arctic Winter Games International Committee on February 8, 1999.

|                                      | DIVISION(S)<br>RESPONSIBLE | ON-<br>GOING |
|--------------------------------------|----------------------------|--------------|
| <b>RECURRING MILESTONES</b>          |                            |              |
| Sponsor announcements                | M & PR/Admin               | ✓            |
| AWG International Committee meetings | All                        | ✓            |
| Government funding payments          | M & PR/Admin.              | ✓            |
| Newsletter distribution              | All                        | ✓            |
|                                      |                            |              |

| <b>MILESTONES</b>                       | <b>DIVISION(S)<br/>RESPONSIBLE</b> | <b>DONE</b> |
|-----------------------------------------|------------------------------------|-------------|
| Quarter 1 July, August, September, 1997 |                                    |             |
| Bid submission                          | Bid Committee                      | ✓           |

|                                                                |                                    |             |
|----------------------------------------------------------------|------------------------------------|-------------|
| Bid evaluation                                                 | AWGIC                              | ✓           |
| Site selection announcement                                    | AWGIC                              | ✓           |
|                                                                |                                    | ✓           |
| Quarter 2 October, November, December, 1997                    |                                    |             |
| Signing of agreement to undertake                              | City of Whitehorse                 | ✓           |
| Board of Directors formed                                      | City of Whitehorse                 | ✓           |
| General Manager hired                                          | Board of Directors                 | ✓           |
|                                                                |                                    |             |
| Quarter 3 January, February, March, 1998                       |                                    |             |
| Incorporation of Society                                       | All                                | ✓           |
| Management committee structured                                | All                                | ✓           |
| Plan for attendance at preceding games                         | All                                | ✓           |
| Attendance at preceding games                                  | All                                | ✓           |
| First meeting with Arctic Winter Games International Committee | President                          | ✓           |
| Information session with current Host Society                  | All                                | ✓           |
| Banking/financial services established                         | Finance                            | ✓           |
| Planning to plan                                               | All                                | ✓           |
| Logo unveiled                                                  | M & P.R.                           | ✓           |
| Office opened, phone service established                       | Administration                     | ✓           |
|                                                                |                                    |             |
| Quarter 4 April, May, June, 1998                               |                                    |             |
| Host Society internal debriefing from preceding Games          | All                                | ✓           |
| Debriefing with Chef de Mission and 98 Host Society            | All                                | ✓           |
| Interim funding released                                       | Finance                            | ✓           |
| Evaluate and assign facilities                                 | Sport                              | ✓           |
| First operating budget set                                     | All                                | ✓           |
| Operational planning initiated                                 | All                                | ✓           |
| Initial staffing plan developed                                | Administration                     | ✓           |
| Initial merchandise line available                             | M & P.R.                           | ✓           |
| Local fund raising campaign launched                           | M & P.R.                           | ✓           |
|                                                                |                                    |             |
| Quarter 5 July, August, September, 1998                        |                                    |             |
| Sport Chairpersons named                                       | Sport                              | ✓           |
| Technical packages issued by AWG International Committee       | Sport                              | ✓           |
| Graphic standards manual produced                              | M & P.R.                           | ✓           |
| <b>MILESTONES</b>                                              | <b>DIVISION(S)<br/>RESPONSIBLE</b> | <b>DONE</b> |
| Major policies and procedures established                      | All                                | ✓           |
| Mascot unveiled                                                | M & P.R.                           | ✓           |

|                                                         |                                    |             |
|---------------------------------------------------------|------------------------------------|-------------|
| Cultural Grant submitted to Federal Government          | Culture & Cer.                     | ✓           |
| National fund raising campaign launched                 | Fund Raising                       | ✓           |
| Translation volunteers acquired                         | V & P                              | ✓           |
| Quarter 6 October, November, December, 1998             |                                    |             |
| Retail store opened                                     | M & P.R.                           | May 99      |
| Revised budgets confirmed                               | All                                | ✓           |
| All Villages confirmed                                  | Sport                              | ✓           |
| Local officials development plan in place               | Sport                              | ✓           |
| Polyclinic confirmed                                    | Sport                              | ✓           |
| Technology plan developed                               | All                                | ✓           |
| First Chef de Mission Seminar held                      | All                                | ✓           |
| Quarter 7 January, February, March, 1999                |                                    |             |
| Box office and ticketing plan developed                 | M & P.R.                           | ✓           |
| Unit performers invited                                 | Culture                            | ✓           |
| Volunteer registration system in place                  | V & P                              | ✓           |
| Draft 1 of sport schedules circulated                   | Sport                              | ✓           |
| Recruitment of local medical personnel completed        | Sport                              | ✓           |
| One year and counting ceremony held                     | All                                | ✓           |
| Quarter 8 April, May, June, 1999                        |                                    |             |
| Invitations to VIP's                                    | V & P                              | ✓           |
| Fabrication shop and warehouse established              | Sport                              | ✓           |
| Recruitment of out-of-Yukon medical personnel completed | Sport                              | Ongoing     |
| Participant registration system developed               | Sport                              | ✓           |
| Quarter 9 July, August, September, 1999                 |                                    |             |
| Pre-Games economic impact study completed               | Economic Dev.                      | ✓           |
| Exterior venue signs installed                          | Sport                              | ✓           |
| Host broadcaster contract signed                        | M & P.R./Fundraising               | ✓           |
| Draft 2 of sport schedules circulated                   | Sport                              | ✓           |
| Broadcast centre confirmed                              | M & P.R.                           | ✓           |
| Food service contract signed                            | Sport                              | ✓           |
| Opening/Closing ceremonies entertainment confirmed      | Culture                            |             |
| Venue plans complete                                    | Sport                              | ✓           |
| Sponsor conference convened                             | M & P.R./Fundraising               | Nov. 5      |
| Festival/plaza/performance centre confirmed             | Culture                            | ✓           |
| <b>MILESTONES</b>                                       | <b>DIVISION(S)<br/>RESPONSIBLE</b> | <b>DONE</b> |
| Equipment ordered                                       | Sport                              | Nov/Dec     |

|                                                           |                        |   |
|-----------------------------------------------------------|------------------------|---|
| Out-of-territory medical personnel selected               | Sport                  | ✓ |
| Hotel contracts in place                                  | V&P/Sport/M&P.<br>R.   | ✓ |
| Draft 1 of ground transportation schedule circulated      | Sport                  |   |
| Medals ordered                                            | Culture                | ✓ |
| Concession contracts in place                             | Admin./Sport           |   |
| VIP centre confirmed                                      | V & P                  | ✓ |
|                                                           |                        |   |
| Quarter 10 October, November, December, 1999              |                        |   |
| Mass volunteer recruitment undertaken                     | V & P                  | ✓ |
| Media and results centre confirmed                        | M & P.R.               | ✓ |
| Volunteer uniforms designed and ordered                   | M&P.R./Sport/V<br>&P   | ✓ |
| Divisional operational plans and budgets revised-Draft 2  | All                    | ✓ |
| Results system in place                                   | Sport/M&P.R.           |   |
| Technical officials appointed                             | Sport                  |   |
| VIP invitations sent                                      | V&P                    | ✓ |
| Medal ceremonies and sport opening/closing ceremonies set | C&C/Sport              |   |
| Spectator services established                            | Sport/C&C              |   |
| Transition planning underway                              | All                    | ✓ |
| Second chef de Mission meeting                            | All                    | ✓ |
| Team entry declarations received                          | Sport/C&C/M&P.<br>R.   |   |
| Air travel Schedule in Place                              | Sport/Vol. & Pro.      | ✓ |
| Final sport schedules circulated                          | Sport                  |   |
| Draft 2 of ground schedule developed                      | Sport                  |   |
| Media kits under development                              | Marketing P.R.         |   |
| Final sponsors conference                                 | Fundraising/M&P<br>.R. |   |
|                                                           |                        |   |
| Quarter 11 January, February, March, 2000                 |                        |   |
|                                                           |                        |   |
| Mass volunteer recruitment undertaken                     | V. & P.                |   |
| Transition plan completed                                 | All                    |   |
| Venue fit out plan completed                              | Sport/V. & P.          |   |
| Team Registration Received                                | Sport/C&C/M&P.<br>R.   |   |
| Volunteers accredited and uniforms distributed            | Sport/V & P            |   |
| Venue fit out underway                                    | Sport/V & P            |   |
| Let the games begin                                       | All                    |   |

| <b>MILESTONES</b>                         | <b>DIVISION(S)<br/>RESPONSIBLE</b> | <b>DONE</b> |
|-------------------------------------------|------------------------------------|-------------|
| Quarter 12 April, May and June 2000       |                                    |             |
| Volunteer party held                      | All                                |             |
| Division final reports completed          | All                                |             |
| Sponsor reports prepared                  | Fundraising/M&P<br>.R.             |             |
| Inventory Completed                       | All                                |             |
| Final audit complete                      | Admin./Finance                     |             |
| Financial position announced              | Admin./Finance                     |             |
| Assets distributed                        | Admin./Finance                     |             |
| Hold back payments released               | Finance                            |             |
| Society final report issued               | Administration                     |             |
| Society wound down                        | Administration                     |             |
| Post event economic impact study released | Int. Comm./Ec.<br>Dev.             |             |



## INFORMATION RELEASE POLICY

### **Purpose:**

To ensure the information released is timely and newsworthy.

### **Policy:**

1. Regular news releases will be disseminated continuously leading up to the 2000 Whitehorse Arctic Winter Games as information and resources permit. They will be distributed locally, or nationally, depending on the nature of the information.
2. The Marketing Manager will prepare news releases. The General Manager and/or designate and the respective Director will review the final copy. The final copy will be distributed to the President, Vice President, Director of Marketing & Public Relations and the General Manager for their information in case they are required to respond. The Marketing Manager is to be contacted if input is required.
3. At the end of each release a section FOR MORE INFORMATION CONTACT will include the Director of Marketing and Public Relations and the General Manager. If the release comes from the President or Vice President, they will be listed as the contact person together with the General Manager. With requests coming from Divisions other than Marketing & Public Relations, the Director for the requesting Division will be included as the contact person with the General Manager.
4. A detailed Communications Plan will be prepared in conjunction with all divisions outlining a quarterly public relations schedule and presented to the Board of Directors for their input.
5. The information release is to be sent to the Board of Directors, Media, Arctic Winter Games International Committee, Major Sponsors, Chefs de Mission, web page, Yukon communities, all northern media outlets and Yukon Sport Governing Bodies. The topic of the information release may dictate the circulation of the release.

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## MEDIA INTERVIEW POLICY

The 2000 Whitehorse Arctic Winter Games wish to develop a general media interview policy that recognizes the needs of the media, the preferred status of our Official Broadcaster, the rights of our athletes and the interests of mission staff, coaches and managers. Flexibility, based on requests by mission/team staff, will be provided to ensure we do not negatively impact on the coverage of the Games.

In developing this policy, the 2000 Whitehorse Arctic Winter Games Host Society met with local media, reviewed practices of previous Host Societies and solicited input from Mission Media representatives familiar with the Games environment.

We accept that although we may develop one policy, at certain venues, exceptions may be made with the consent of mission staff, preferably the Mission Media Liaison Officer or designate. We also recognize that interviews away from venues will principally come under the direction of mission staff and look forward to working with them prior to and during the Games.

A list of Mission Media Liaison Officer's and their cell #'s will be published in the Communications Guide/Games Phone Book.

Accordingly, the interview policy at sport venues would be as follows:

1. Immediately prior to competition interviews will not be encouraged. Media may however be granted an opportunity to interview an athlete if a team official, preferably the Mission media Relations Officer, coordinates the interview through the team coach or manager.
2. During competition media will not be permitted on the field of play with the exception of representatives of our Host Broadcaster CBC. "Court side" comments at the end of competition would be permitted if requested by the Official Broadcaster.
3. The Host Society will facilitate a media interview area adjacent to most sport venues where media scrums can take place immediately following competition. A member of the Host Society Media Liaison team will be assigned to assist the media in this area. Team and/or mission staff will be encouraged to attend these media scrums if appropriate.
4. As a general rule, we will not encourage media interviews in locker rooms. Exceptions will be allowed if media make specific requests through Mission Media Relation Officers and are sponsored by a team manager or coach.



Interview policy outside of sport venues:

1. Village access will not be permitted other than both the designated interview/lounge area provided by the Host Society, and the Media Information Centre. Interviews with athletes must be coordinated through the Mission Media Liaison Officer designated by each contingent.
2. Media will be permitted to conduct interviews in the Mission Centre if they are sponsored. Interviews should be coordinated through the Mission Media Liaison Officer of each team. Media requiring entry to the Mission Centre, must be met by a representative of the Team Mission at the Mission Control Desk, and then accompanied to the appropriate location.

NOTE: A pre-games meeting involving Media Liaison Officers and Media will be conducted to ensure the needs of both parties will be met.

## NEWSLETTER POLICY

### **Purpose:**

To ensure the newsletter is accurately reflecting the 2000 Whitehorse Arctic Winter Games message.

### **Policy:**

1. The purpose of the newsletter is to promote the Games and inform Whitehorse and area of plans for the 2000 Whitehorse Arctic Winter Games.
2. The official title is “Precious Medals”.
3. The target audience is the general public.
4. The frequency is quarterly, (i.e. April, July, October), until October 1999 and then monthly.
5. Distribution is to Yukon households and businesses plus Sponsors. Eventually the Newsletter will be available on the web page.
6. Copy is written by the Marketing Manager in consultation with the Director of Marketing and Public Relations, the respective Directors, and the Advertising & Publications Chair. The content is edited and approved by the General Manager.
7. The approval of the final proof for printing will be given by the General Manager and/or designate, President, and the Director of Marketing and Public Relations.
8. The content will consist of, but not limited to, President’s Message, significant events, upcoming events, Games/division updates, athletes’ corner, human interest stories, did you know facts, photographs, sponsors logos, information about the sponsors, mascot pictograms, and office address.

## OFFICIAL SPOKESPERSON

### **Purpose:**

To ensure the message relayed is accurate.

### **Policy:**

- 9 The official spokesperson for the Host Society up to and during the 2000 Whitehorse Arctic Winter Games is the President. In his absence, the Vice President, General Manager, or the Director of Marketing & Public Relations will be the official spokesperson. The Divisional Directors may be designated as spokesperson for their respective division.
- 10 The Director of Marketing & Public Relations in consultation with the appropriate director of the division in question shall determine what information is to be released from the Host Society.
- 11 All media inquires up to and during the 2000 Whitehorse Arctic Winter Games will be forwarded to the General Manager who will determine, in conjunction with the Director of Marketing & Public Relations, the appropriate spokesperson.
- 12 Staff and volunteers asked to write an article or do an interview on a topic related to our work or position with the 2000 Whitehorse Arctic Winter Games, whether asked as an employee or private individual must obtain prior approval from the General Manager.
- 13 If any member of staff or volunteer is approached by the media for information or an interview, they are to direct the request through the appropriate channels, i.e. #3.
- 14 Prior to the Games, the media will be informed of the spokesperson policy via memo, media handbook and pre Games orientation.
- 15 Volunteers and staff will be governed by this spokesperson policy.
- 16 Interview requests or issues for third parties (i.e. Sponsors) are to be handled delicately. At no time should anyone from the Host Society speak on behalf of a third party. The third party is to be informed of the request. The Host Society may act on behalf of the third party if the third party so requests. At that point, the Host Society is to speak on the issue according to the guidelines stipulated by the third party.

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# TRAVEL EXPENSES POLICY

Directive No: AWG2000-01  
Effective Date: March 1, 1998

## PURPOSE:

This directive establishes the allowances to be claimed and the procedures to be followed for payment of travel expenses.

## DEFINITIONS:

Travel expenses will be paid to volunteers and employees on authorized travel status for the purpose of attending training programs, conferences or any other 2000 Whitehorse Arctic Winter Games Host Society business, (e.g. potential employees travelling to Whitehorse for interviews).

## RESPONSIBILITY:

All travel must be authorized in advance as follows:

- (a) Travel to attend programs or conferences will be approved by the Board of Directors according to the 2000 Arctic Winter Games budget and the approved travel plan.
- (b) Travel for purposes of 2000 Arctic Winter Games Host Society business other than training and/or conferences shall be approved by the Board of Directors.
- (c) The individual will make all arrangements related to travel including accommodation and will reconcile expense claims upon return, utilizing the rates established in this directive.
- (d) In the case of travel for the Board of Directors, arrangements will be made through the Office Manager.

### A. Transportation

- 1. Arrangements for air travel are to be made far enough in advance to take advantage of any discount available on economy class air travel. All air travel must be paid for with a Purchase Order. Arrangements should be considered carefully before booking with the air carrier to minimize the need for alterations or cancellation since penalty fees are involved. Volunteers/employees who request a change in arrangements due to personal circumstances will be responsible for the penalty fee. If work demands and/or operational requirements require a change in arrangements, any penalty fee will be paid for by the 2000 Arctic Winter Games Host Society.

2. When air travel is not available, travel may be by bus, train, ferry or private vehicle.
3. Employees who choose to combine vacation leave with authorized travel will be responsible for any and all charges over and above the most economical mode of transportation available.
4. Provided approval has been granted by the Board of Directors, an allowance of \$.385 cents per kilometre may be claimed for the use of a personal vehicle for travel during 2000 Arctic Winter Games Host Society business.
5. Taxi fares may be claimed when there is no other less expensive transportation available. Fares in excess of \$5.00 must be supported by receipts. Taxi fares to and from the Whitehorse Airport may be claimed only if receipts are submitted.
6. Other travel arrangements (e.g. car rentals) may be made provided they are the most economical and approval is granted by the Board of Directors.

B. Accommodation

1. Claims for accommodation must be accompanied by receipts.
2. Whenever possible, accommodation will be reserved in the hotel where the training and/or meeting is being held.
3. When paying the room account, the employee should ensure that the government rate, if available, has been applied to the account. Whenever possible, accommodation costs should not exceed \$120.00 per day.
4. An accommodation expense advance will be provided to the volunteer/employee prior to his/her proceeding on travel. Payment will be calculated for the number of nights X hotel rate (plus any applicable tax), per diem and any necessary road transportation costs (e.g. taxi, bus fares, etc.).
5. An employee who makes private arrangements for overnight accommodation will be advanced \$13.00 for each night.
6. Where course fees include accommodation and/or meals, no meal claims and/or accommodation costs will be paid.

C. Daily Allowance

1. For each full calendar day on travel status, an employee may claim an allowance as follows:

| <u>Canadian Travel South of 60<sup>0</sup></u> |                | <u>*Travel North of 60<sup>0</sup><br/>(Canada/U.S.A.)</u> |                |
|------------------------------------------------|----------------|------------------------------------------------------------|----------------|
| Breakfast                                      | \$ 8.00        | Breakfast                                                  | \$ 9.00        |
| Lunch                                          | 10.00          | Lunch                                                      | 12.00          |
| Dinner                                         | 20.00          | Dinner                                                     | 22.00          |
| Incidental Expenses                            | 7.00           | Incidental Expenses                                        | 7.00           |
| <b>TOTAL:</b>                                  | <b>\$45.00</b> |                                                            | <b>\$50.00</b> |

NOTE: \* Employees who travel in the United States will be advanced in U.S. funds at the current exchange rate. North of the 60<sup>0</sup> parallel is considered to start at the BC/Yukon border (i.e. Watson Lake, Yukon) and would include all of the Yukon, Northern Alaska and all of the Northwest Territory.

2. Where part days are involved, the allowance is prorated.
3. Incidental expenses will cover such things as laundry/dry cleaning, telephone calls and/or other personal supplies. Incidental expenses may be claimed if a volunteer/employee is required to be away from home overnight.
4. This daily allowance may be adjusted depending on the course or conference arrangements.

D. Claims

1. (a) All expense claims must be submitted on an "Expense Claim" form (Appendix "A").
- (b) All expense claims will be submitted to the General Manager within one week of completion of the employee's travel. The General Manager will initial all travel claims and forward to the Director of Finance for approval. In the case of the General Manager's travel, his/her expenses will be submitted to the Vice President of Administration for initialling, and approved by the Director of Finance.

- (c) All expense claims will be reconciled by the General Manager and then forwarded to the Finance Department for payment.

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## MASCOT POLICY

Use of “AWGie,” the Official Mascot of the 2000 Arctic Winter Games, is reserved for those organizations designated as “Authorized Users.”

“Authorized Users” are defined as follows:

- All divisions and committees of the Host Society;
- Participating Contingents and associated sport organizations;
- The City of Whitehorse, The Government of Yukon (including schools), The Government of Canada;
- Sponsors at or above the Gold Club level; and,
- Authorized Retailers of Official Games Merchandise.

The Host Society reserves the right to approve all proposed performances by the mascot, and will provide a written explanation for any proposed performance that is not approved. The Host Society will not approve any proposed performance that, in its opinion, would jeopardize the public image of the mascot and/or the Host Society.

The Host Society will provide performers (i.e. people to wear the AWGie costume) and handlers (i.e. people to escort the performer) for events held within Whitehorse City Limits, but will not be responsible for recruiting performers or handlers in communities outside Whitehorse, or for the cost of the costume’s return transportation to those communities.

At least one qualified handler must accompany the performer at ALL times. Given the performer’s limited mobility and field of vision when inside the costume, it is the handler’s responsibility to ensure the safety of both the performer and audience members.

Authorized Users outside Whitehorse must have their chosen performers and handlers complete Volunteer Applications. These volunteers should then read and understand the “Performance Guidelines.” Upon request, the Host Society will provide Volunteer Application Forms and “Performance Guidelines” to any such Authorized User.

Authorized Users outside Whitehorse will be responsible for returning the costume in the same condition in which it was shipped. Liabilities arising from any damages to the costume, or injuries to performers or audience members, will be the sole responsibility of the Authorized User.

In order to ensure the comfort of volunteer performers, performance times must be determined and limited, if necessary, by conditions such as the temperature at the performance venue. The ideal system is to have a performance between 15 – 25 minutes in length, followed by a break of equal duration.

Authorized Users must request use of the mascot at least **ONE MONTH** in advance of the proposed performance in order for the Host Society to arrange performers and handlers for the costume, or to have the costume shipped. The Host Society will make every effort to grant requests on shorter notice, but can offer no guarantees to any Authorized User. The Host Society will provide written confirmation of all bookings.



All bookings of the mascot costume are subject to availability. In the event of conflicting requests from two or more Authorized Users, the conflict will be resolved at the discretion of the Host Society's Marketing & Public Relations Division.

***Seize the Spirit – Book early, and book often!***

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If you have any questions about the Mascot Policy, or would like to receive copies of the “Performance Guidelines” or Volunteer Application, please contact:

Mark Koepke, Marketing Manager

Phone (867) 393-2003 Fax: (867) 393-2001 E-mail: [mark.koepke@yt.sympatico.ca](mailto:mark.koepke@yt.sympatico.ca)



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## ASSET DISPOSAL/SURPLUS POLICY

### **Purpose:**

To ensure that all assets are disposed of in an appropriate manner, while respecting the financial situation of the Host Society.

### **Policy:**

1. That the Host Society keep an accurate record of capital assets, including the date purchased and cost of each item.
2. That an asset sale be organized for immediately following the 2000 Whitehorse Arctic Winter Games where appropriate items are sold to the public. These items will include assets that would not be of value to Yukon Sport and Arts Organizations. A list of items, which will be sold at this auction, will be provided to the Board of Directors prior to such a sale.
3. If the Host Society is in a surplus situation, then certain remaining capital items may be donated to appropriate Yukon Sports and Arts Organizations. This includes office and sporting equipment.
4. At the conclusion of the Arctic Winter Games and as the Host Society winds down, that the constitution of the 2000 Whitehorse Arctic Winter Games be respected, and at the conclusion of the Games, any potential surpluses can be dealt with at that time. If the City of Whitehorse proceeds with plans to host the 2007 Canada Winter Games, the potential surplus may be directed towards this project. In order to do so a Host Society or non-profit entity will have to be in place.



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## VOLUNTEER RECOGNITION POLICY

### **Purpose:**

To ensure that there is consistency in the identification of all Games' volunteers and staff distribution and appropriate wear of the volunteer uniform.

### **Policy:**

1. The volunteer uniform is a fleece vest supplied by Brooks. Embroidered on the vest will be the 2000 Whitehorse Arctic Winter Games Host Society logo and sponsor's logo(s).
2. Volunteers are entitled to one (1) volunteer vest. The vests will be distributed during Volunteer accreditation.
3. Before receiving a vest, the volunteer will be asked to commit 20 volunteer hours for the Games.
4. Volunteers are not permitted to pick-up vests for other people.
5. The Volunteer uniform is not be worn prior to March 4, 2000.
6. Volunteers are required to wear their uniform (vests) while on duty.
7. Different coloured vests will be provided to Security Volunteers, Medical Services Volunteers, Translation Volunteers, Host/Hostesses Volunteers, and Official/Referee Volunteers. This will distinguish these groups from other volunteers.
8. There will be no substitution for the volunteer uniform.
9. An additional jacket will be provided to Host/Hostesses (approximately 20) who will be performing outdoor duties. This jacket will be a fleece and price will be kept to a minimum.
10. A jacket supplied by Brooks will also be provided to the Board of Directors, Chairs/Co-chairs and full-time Staff.



## TICKETING POLICY

### **Purpose:**

To ensure that tickets are appropriately priced and available to the public in a fair and equitable manner.

### **Policy:**

1. That super-passes be sold for \$10.00. Super-passes will allow an individual gain entry to all sporting events. Super-passes will only be required for indoor venues. This super-pass will allow the purchaser to enter all preliminary and final indoor sporting events on a first come, first serve basis. This condition will be explicitly written on the Pass. For consistency, no indoor sport will be exempted from the Pass system. The Pass will be designed attractively, so it appeals to the people as a souvenir. The super-passes will be marketed as a donation to the Games and offer some sort of premium/value added for volunteers.
2. Day passes will not be sold, as this will increase the cost and administrative effort; \$10.00 is not an unreasonable amount even for one day.
3. Tickets to the 4 cultural galas will be \$15.00 each.
4. There will be no charge for cultural day performances.
5. Separate tickets will be sold for Opening and Closing Ceremonies at \$15.00 each. A certain amount of seats will be blocked for VIPs, which will be provided free of charge. A second amount of tickets will be blocked off for parents of visiting athletes and these will be sold through the contingent Chefs de Mission. A lottery system will be organized and held in February 2000, open to all members of the public. If a person acquires a ticket to the Opening Ceremonies, then their name will be removed from the draw for the Closing Ceremonies.
6. Sport tickets and Opening and Closing Ceremony tickets will be on a rush basis. Reserved seating for the galas located at the Art Centre will be in effect.





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# MERCHANDISING POLICIES & PROCEDURES

## I. Purchasing and Inventory Control

### A. Purchasing

#### 1) Merchandise Selection

- Majority of purchases will be made from Bow Valley, Roots and Brooks
- Every effort will be made to purchase 50% from Bow Valley
- As much local merchandise will be purchased as possible
- The majority of trinkets and trash will be purchased locally
- Every effort will be made to acquire quality merchandise
- Purchases will be made in four intervals
  - summer
  - fall
  - Christmas/Winter
  - Games
- The Merchandise Coordinator must have the approval of either the General Manager or the Merchandising Chairperson prior to ordering any additional merchandise
- The Merchandising Coordinator will make recommendations pertaining to additional merchandise orders to the General Manager or the Merchandising Chairperson
- The Merchandising Coordinator will make a recommended order to the General Manager and the Merchandising Chairperson on a monthly basis or sooner, to ensure stock is kept at an acceptable level
- The Merchandising Coordinator is encouraged to recommend additional merchandise to both the General Manager and the Merchandising Chairperson

#### 2) Purchase Requisitions:

- All orders will be given a purchase requisition number when ordered
- When orders arrive, and after verification of shipments, purchase requisitions will be attached to the packing slips to wait for arrival of invoices. Once invoices have arrived in Whitehorse, they will be twinned with shipping documents, purchasing requisitions and forwarded to the General Manager for approval and payment.

**3) Purchase Requisition Approval**

- Only the General Manager can authorize purchase requisitions
- The Merchandising Coordinator will initial purchase requisitions that are to be approved, and present these to the General Manager
- The Merchandising Coordinator will provide updated sales to the General Manager and Merchandising Chair prior to requesting that an additional purchase be made
- Prior to purchasing additional inventory, a stock re-order form must be completed by the Merchandising Coordinator and forwarded to the General Manager and Merchandising Chair
- If approval is granted to re-order, a purchase requisition must be completed, initialed by the Merchandising Coordinator and forwarded to the General Manager for approval
- Once approval has been provided by General Manager, the Merchandising Coordinator can order merchandise

**B. Inventory Control****1) Inventory Count**

- The Merchandising Coordinator will complete an inventory count at least once per month. These figures will be provided to the General Manager and the Merchandising Chairperson for scrutiny and recommendations
- From the results of sales, and through recommendations of the Merchandising Coordinator, additional merchandise will be ordered
- As soon as inventory has been counted, the results will also be provided to the 2000 Whitehorse Arctic Winter Games Merchandising Consultant, Robin Henry of Bow Valley Apparel, who will also make recommendations for future purchases
- During busier periods such as the pre-Christmas season and Games Week, sales reports may be required on a daily basis

**2) Open to Buy**

- The General Manager and Merchandising Chairperson will determine the level of "Open to Buy."

## II. Employees and Volunteers

### 1) **Hiring**

- The Merchandising Coordinator will be provided with the authority to hire part time staff, upon consultation and approval of the General Manager
- No staff will be hired without consultation of the General Manager
- Additional staff will be hired for the extended summer hours of the Hougen Centre, Christmas, and Games Week
- Every effort will be made to hire locally/Yukoners
- Part-time help will start at \$8.00 per hour, unless approval for additional wages has been granted by the General Manager

### 2) **Employee/Volunteer Safety**

- Every effort will be made to offer a safe and friendly work environment
- It will be the Merchandising Coordinator's responsibility to ensure the environment is safe for all employees
- Harassment of any nature will not be tolerated
- Harassment complaints are to be directed to either the General Manager or the Merchandising Coordinator. All complaints, concerns will be handled in a swift and appropriate manner, respecting the rights of all parties involved
- The Merchandising Coordinator is to inform the General Manager immediately if a harassment complaint is received

### 3) **Employee/Volunteer Dishonesty**

- Employee/Volunteer dishonesty will not be tolerated
- Employees and/or Volunteers who are dishonest will be terminated immediately

### 4) **Termination**

- The Merchandising Coordinator will discuss all terminations with the General Manager. If the General Manager is not available, the Merchandising Coordinator will discuss the situation with the Merchandising Chairperson. The General Manager and/or the Merchandising Chairperson will make the final decision pertaining to the termination of all employees

**5) Dress Code**

- Employees will not wear jeans to work
- Employees will wear clothing provided by the 2000 Whitehorse Arctic Winter Games Host Society
- Employees are to keep their appearance neat, clean and tidy
- Employees are to remember that they are ambassadors of the 2000 Whitehorse Arctic Winter Games Host Society, and their appearance should reflect such

**6) Overtime Policy - Pre Event**

- The Merchandising Coordinator will ensure that no over time is required prior to Games Week. This will be accomplished by proper scheduling

**7) Overtime Policy - On Site**

- All overtime must be pre-approved by the General Manager

**III. Policies - Pre Event - Wholesale****A. Authorized Retailer - Pre Event****1) Minimum Order**

- The minimum order for all Authorized Retailers will be \$1,500.00
- This minimum will not be relaxed

**2) Pricing**

- Authorized Retailers must adhere to the pricing scheme of the Host Society

**3) Retail Prices**

- Prices will be set at 100% over cost, (i.e. – if the Host Society pays \$10.00 for a shirt, the price will be set at \$20.00 plus G.S.T.) and this will be the selling price for the Host Society and Authorized Retailers.

**4) Final Order Date**

- The final order date for Authorized Retailers will be February 1, 2000. This date has been set to protect Authorized Retailers, so these businesses do not have unwanted stock after the March 5-11, 2000 Games Week.

**B. Method of Payment**

- Terms Net 30 Days - OAC
- Debit Card
- Visa
- MasterCard
- Company Cheque

**C. Return Policy**

**1) Exchanges**

- Exchanges will be made on merchandise that is damaged due to manufactures defect or shipping
- Exchanges only will be made
- Exchanges will not be made for items that have been worn or washed
- A “Loss and Damaged” form must be completed by the employee and forwarded to the General Manager by the Merchandising Coordinator
- Defective merchandise must be returned to the point of purchase

**2) Refunds**

- 100% Refunds will be made upon request and provision of the original a receipt.

**D. Reporting**

**1) Event To Date Sales Report**

- The cumulative sales reports will be provided by the Merchandising Coordinator to the General Manager, Merchandising Chairperson and Robin Henry, Merchandising Consultant on a monthly basis

**2) Monthly Sales Report**

- The Monthly sales reports will also be provided to the General Manager, Merchandising Chairperson and Robin Henry, Merchandising Consultant on a monthly basis

- During busier periods such as the pre-Christmas season and Games Week, sales reports may be required on a weekly basis

### 3) **Monthly Inventory Report**

- The Merchandising Coordinator will complete an inventory count at least once per month of items sold to Authorized Retailers. These figures will be provided to the General Manager and the Merchandising Chairperson for scrutiny and recommendations

## E. **Shipping and Receiving**

### 1) **Receiving Procedure**

- All shipments will be received by the Merchandising Coordinator or designate
- It is the responsibility of the receiver to ensure that shipments are accurate in content, in good condition and documented
- After acknowledging the correct quantity and condition of the shipment, the goods are to be recorded in the Receiving Book
- The receiver must verify and cross reference the shipment contents against the suppliers packing slip
- Once the documentation is completed, the shipment must be immediately placed into the current stock, and the packing slip and/or invoice forwarded on for data entry
- It is the responsibility of the Merchandising Coordinator to report problems regarding receipt of damaged, short or incorrect shipped items to the General Manager
- Items received back from Authorized Retailers must be accompanied by an authorized return form

### 2) **Shipping Procedure**

- All shipments for Authorized Retailers will be accompanied with a packing slip.
- A copy of the packing slip will be retained by the Merchandising Coordinator
- Shipments will be recorded on a stock card
- In case of a back order, a copy of the packing slip will be kept in the customers back-order file
- Packing slips will be initialed by the shipper
- If possible, shipments will be delivered to Authorized Retailers
- The Merchandising Coordinator will train all employees on the following procedure to properly fill Authorized Retailers orders:
  - check filled order against packing slip
  - neatly pack order
  - label each package with a “ship to” address and a “return address
  - identify package with appropriate labels

- “fragile” for glass
- “careful when cutting open” for clothes
- for reused boxes, ensure all previous addresses are crossed out
- fill out waybill if sending by courier
- identify on packing slip delivery person(courier or staff)
- record the shipment in the shipping log book
- retain a copy of all documentation for files

#### **IV. Policies - Pre Event - Retail**

##### **A. Customer Service**

###### **1) 100% Customer Satisfaction**

- Customers must be 100% satisfied
- Goods will be exchanged unless the garment has been washed and/or abused

###### **2) All Customers Greeted**

- ALL customers will be greeted, “Welcome to Games on Main”, May I help you!”, in a warm and positive manner
- All employees will answer the phone by speaking “Good Morning, Games On Main” or “Good Afternoon, Games on Main” or “Good Evening, Games on Main”.

###### **3) Assistance On Request**

- Any customer will be provided assistance upon request
- Employees will attempt to locate an item from the storage room if it is not available on the floor
- If the item requested is not in stock, the customer will be asked if they wish to place an order

###### **4) Customers Leaving Store**

- As all customers leave the store, employees will say in their most sincere voice, “Thank you for shopping at Games on Main, please come again.”

##### **B. Daily Housekeeping**

- Put all garments into size order S-XXL, left to right or front to back
- Tidy up folded garments
- Dust and wipe counter, mirrors and display fixtures
- Clean change rooms.

- Re-stock sales floor from the warehouse.
- Review and adjust the store environment – lighting, music, smell.
- Move merchandise around the store.
- Review “Items sold” previous week.
- Recommend re-orders or new purchases to the General Manager

**C. Opening Procedure**

- Employees will ensure the store is neat and tidy prior to opening
- Remove the float from the safe.
- Count the float to verify the amount and place in the cash drawer
- Complete the day end processing procedure on the Interac (Transelect) machine to confirm it has been cleared from the previous day.
- Complete the day end processing procedure on the cash register to confirm it has been cleared from the previous day.
- Update the “Month to Date” and “Event to Date” reports and fax to the General Manager.
- Open the store for business.

**D. Closing Procedure**

- Lock the doors after all customers have left the store.
- Count out the float and lock it away in the safe.
- Complete the day end processing procedure on the Interac (Transelect) machine.
- Complete the day end processing procedure on the cash register.
- Complete the daily sales report.
- Complete the bank deposit.
- Fax the daily sales report to the General Manager.
- Vacuum.
- Put away all garments “on hold”.
- Leave cash drawer open, turn out lights, and lock up.
- Take the deposit to the Bank.

**E. Method of payment**

1. Cash
2. Debit Card
3. Visa
4. MasterCard
5. Local Cheque (with appropriate identification)



**F. Return Policy**

**1) Exchanges**

- Exchanges will be made on merchandise that is damaged due to manufactures defect or shipping
- Exchanges only will be made
- Exchanges will not be made for items that have been worn or washed

**2) Refunds**

- Refunds will not be made, only exchanges

**G. Discount Policy**

**1) Sponsors**

- Sponsors will be offered prices at Wholesale Prices at selected periods
- Wholesale prices are cost plus 35%
- **ALL DISCOUNTING WILL BE CONCLUDED PRIOR TO GAMES WEEK.**

**2) Staff**

- Staff will be offered merchandise, for personal use, at cost
- Staff includes all full time merchandising employees
- The total number of items that can be purchased at cost is six(6)
- Other items may be purchased at 25% discount off the retail price, on two occasions

**3) Volunteers**

- Volunteers will receive a 25% discount off the retail price, on two predetermined occasions
- This discount applies to volunteers registered and on the data base
- Volunteers will be limited to two(2) items per volunteer

**4) Gameswear Fridays Supporters**

- Gameswear Friday supporters will be provided 13% discount for purchases between \$250.00 and \$500.00
- Gameswear Friday supporters will be provided 25% discount for purchases above \$500.00
- In order to qualify for these discounts, purchases must be made in bulk and on one invoice for the total purchase

- Purchases must be made to promote the Games
- 5) **Arctic Winter Games International Committee/Chefs de Mission and Assistant Chefs de Mission**
- Will be provided a 25% discount on up to three items during their June 99 and October 99 visitations
- 6) **Damaged Merchandise**
- Exchanges will be made on merchandise that is damaged due to manufacturers defect or shipping
  - Exchanges will not be made for items that have been worn or washed
  - 100% Refund will be made upon request and provision of the original receipt.

#### H. **Banking**

##### 1) **Deposit**

- Deposits will be made daily to the Royal Bank
- The deposit will be made by the Merchandising Coordinator or designate
- The amount of the deposit will be recorded and communicated to the General Manager and the Merchandising Chairperson.

##### 2) **Floats**

- The amount of the float will be \$300.00

#### I. **Reporting**

##### 1) **Daily Sales Report**

- Daily retail sales will be generated and provided to the General Manager and Merchandising Chairperson
- Daily sales reports will be communicated verbally or via e-mail

##### 2) **Weekly Sales Report**

- Weekly computer generated reports will be supplied to the General Manager and Merchandising Chairperson
- A weekly meeting between the Merchandising Coordinator and General Manager will dictate future orders

**3) Monthly Sales Report**

- Monthly computer generated reports will be supplied to the General Manager and Merchandising Chairperson
- Monthly reports will list the following:
  - retail sales
  - wholesale sales
  - hours of operation
  - full time and part time hours

**4) Event To Date Sales Report**

- Total cumulative sales will be tracked on a daily basis, and provided to the Merchandising Coordinator, who will in turn provide these to the General Manager and Merchandising Chairperson

**J. Merchandising**

**1) Garments on Hangers**

- All garments will be placed on hangers
- No garments will be folded for display at any time
- Water-falls will be used when ever possible

**2) Display S to X XL**

- Sizes small to XXL will be displayed when ever possible

**3) Size Stickers**

- Size stickers will be placed on the exterior, usually the top right corner of each garment

**4) Merchandised by Product Category**

- Products will be displayed by product category
- Merchandising suppliers will be provided signage and fixtures, so garments can be sold in specific areas

**5) Colour Blocked**

- Where possible, product categories will be displayed by colour

**6) All Items Individually Priced**

- Items will be individually priced, on the 2000 Whitehorse Arctic Winter Games price tags
- Bar coded stickers will be placed on these tags

**V. Policies - On Site - Warehouse****1) Venue Ordering**

- Each satellite kiosk will have a person responsible (Venue Manager), who will report to the Merchandising Coordinator
- During Games Week, the Merchandising Coordinator will complete orders for satellite kiosks, upon consultation with the General Manager or the Merchandising Chairperson
- The Merchandising Coordinator will examine daily sales prior to moving additional inventory to satellite kiosks
- The warehouse will be located at the “Games on Main” retail store

**2) Delivery**

- delivery will occur each morning prior to the satellite kiosks opening, and in time to hang clothing
- The Merchandising Coordinator will be responsible to ensure all deliveries to satellite kiosks are organized, completed, and delivered on time
- Delivery to satellite kiosks will be made by volunteer drivers

**3) Daily Inventory Report**

- Venue Managers will provide daily inventory reports to the Merchandising Coordinator, who will in turn provide this information with the General Manager and Merchandising Chairperson
- Satellite Kiosk inventory reports will be combined with the “Games on Main” inventory reports prior to additional stock being ordered
- During Games Week, additional inventory will be ordered on a daily basis from Bow Valley Apparel

**VI. Policy and Procedures - On Site - Retail****A. Opening Procedure**

- Employees will ensure the store is neat and tidy prior to opening
- The Venue Manager will ensure the float is recovered from the safe, and counted for accuracy

**B. Closing Procedure**

- The Merchandising Coordinator will ensure all employees are trained in the procedure to deposit funds
- When a substantial amount of cash is on hand, the Venue Manager will contact the Merchandising Coordinator who will send a key volunteer (Auditor) to the satellite kiosk to acquire said funds for immediate deposit
- The amount of the deposit will be recounted at the satellite kiosk by key volunteer (Auditor) and then recorded by both parties
- An actual closing process will be developed by the Merchandising Coordinator

**C. Discount Policy**

- No discounts will be offered at satellite kiosks during Games Week.
- **ALL DISCOUNTING WILL BE CONCLUDED PRIOR TO GAMES WEEK.**

**D. Method of Payment**

1. Cash
2. Debit Card
3. Visa
4. MasterCard
5. Local Cheques will not be accepted at satellite kiosks during Games Week

**E. Customer Service**

**1) 100% Customer Satisfaction**

- Customers must be 100% satisfied
- Goods will be exchanged unless clearly, the garment has been washed and/or abused

**2) All Customers Greeted**

- ALL customers will be greeted by the following, “Welcome to Games on Main”, May I help you!”, in a warm and positive manner
- Employees failing to meet and greet customers in the above manner will be terminated

**3) Assistance On Request**

- Any customer will be provided assistance upon request
- Employees will attempt to locate an item from the storage room, if it is not available on the floor

- If the item requested is not in stock, the customer will be asked if they wish to place an order

#### **4) Customers Leaving Store**

- As all customers leave the store, employees will say in their most sincere voice, “Thank you for shopping at “Games on Main, and Please Come Again.”
- Employees failing to appropriately address customers as they leave the store will be terminated

### **F. Return Policy**

#### **1) Exchanges**

- Exchanges will be made on merchandise that is damaged due to manufactures defect or shipping
- Exchanges only will be made
- Exchanges will not be made for items that have been worn or washed

#### **2) Refunds**

- 100% Refund will be made upon request and provision of the original receipt.

### **G. Cash Management**

- The Merchandising Coordinator will ensure all employees are trained in the procedure to deposit funds
- When a substantial amount of cash is on hand, the Venue Manager will contact the Merchandising Coordinator who will send a key volunteer (Auditor) to the satellite kiosk to acquire said funds for immediate deposit
- The amount of the deposit will be recounted at the satellite kiosk by key volunteer (Auditor) and then recorded by both parties
- Cash will be handled by paid staff only
- Volunteers will not handle cash

### **H. Reporting**

#### **1) Daily Sales Report**

- The Venue Manager’s will communicate to the Merchandising Coordinator, the total sales at the conclusion of each day

**2) On Site To Date Sales Report**

- Total cumulative sales will be tracked on a daily basis, and provided to the Merchandising Coordinator, who will in turn provide these to the General Manager and Merchandising Chairperson

**I. Merchandising**

**1) Garments on Hangers**

- All garments will be placed on hangers
- No garments will be folded for display at any time
- Water-falls will be used when ever possible

**2) Display S to X XL**

- Sizes small to XXL will be displayed when ever possible

**3) Size Stickers**

- Size stickers will be placed on the exterior, usually the top right corner of each garment

**4) Merchandise by Product Category**

- Merchandise will be displayed by product category
- However, merchandising suppliers will be providing signage and fixtures, so garments can be sold in a specific areas

**5) Color Blocked**

- Where possible, product categories will be displayed by colour

**6) All Items Individually Priced**

- Items will be individually priced, on the 2000 Whitehorse Arctic Winter Games price tags
- Bar coded stickers will be placed on these tags