

1. CALL TO ORDER

Call to Order – 10:34AM

2. TERRITORIAL ACKNOWLEDGMENT

We acknowledge that this meeting is being conducted on the unceded territories of the Coast Salish peoples; which, to the current knowledge of the Society include the Squamish, Musqueam, Stó:lo, and Tsleil-Waututh people.

3. ROLL CALL OF ATTENDANCE

3.1 Board Composition

President (<i>Chair</i>).....	Jaskarn Randhawa
VP External Relations	Jasdeep Gill
VP Finance	Matthew Chow
VP Student Services	Samer Rihani
VP Student Life.....	Tawanda Masawi
VP University Relations	Jackson Freedman
At-Large Representative	Mohammed Ali
At-Large Representative	Wareez Ola Giwa
Faculty Representative (Applied Sciences)	Kia Mirsalehi
Faculty Representative (Arts & Social Sciences)	Kailyn Ng
Faculty Representative (Business).....	Jessica Nguyen
Faculty Representative (Communications, Art, & Technology)	Amrita Mohar
Faculty Representative (Education)	Cameron Nakatsu
Faculty Representative (Environment)	Russell Dunsford
Faculty Representative (Health Sciences)	Christina Loutsik
Faculty Representative (Science)	Natasha Birdi

3.2 Society Staff

Chief Executive Officer	Martin Wyant
Campaign, Research, and Policy Coordinator	Pierre Cassidy
Administrative Assistant	Nadine Ratu

3.3 Guests

The Peak News Editor Assistant	Amneet Mann
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4. ADOPTION OF THE AGENDA

4.1 MOTION BOD 2018-06-22:01

Mohammed/Tawanda

Be it resolved to adopt the agenda as amended.

CARRIED AS AMENDED

- To add 7.2 Appointing At-Large Members

5. MATTERS ARISING FROM THE MINUTES

5.1 MOTION BOD 2018-06-22:02

Jackson/Russell

Be it resolved to receive and file the following minutes:

- Board of Directors 2018-06-15 (2).pdf
- Board of Directors 2018-06-15.pdf
- Finance & Audit Committee 2018-06-18.pdf

CARRIED AS AMENDED

6. NEW BUSINESS

6.1 Board Standard Operating Procedures – MOTION BOD 2018-06-22:03

Jackson/Natasha

Whereas the board has been requesting a set of step-by-step procedures for accomplishing regular director tasks such as conflict resolution, event planning, accessing organizational data, requesting staff support, etc.;

*Whereas the attached document is the first iteration of the development of that set of procedures;
Be it resolved to approve the board standard operating procedures as attached as the first edition which will be added to on an ad-hoc basis.*

CARRIED

- Procedures reflected in the SOP include event planning, cheque requisitions, and email management

6.2 Appointing At-Large Members – MOTION BOD 2018-06-22:04

Jackson/Russell

Be it resolved to appoint Raven Bruan, Madison Blomly, Mehak Kalra, Helen Sofia Pahou, Colin Fowler, and Vikramaditya Chandhok to the SFSS Advocacy Committee.

Be it further resolved to appoint Jeffrey Leung, Kyle Lee, and Brittany Tam to the SFSS Vancouver Campus Committee.

Be it further resolved to appoint Noble Tan, Malika Gill, Simran Sanghera, and Jeffery Leung to the SFSS Surrey Campus Committee.

Be it further resolved to appoint Himani Gambhir, and Vivian Ly to the SFSS Accessibility Committee.

Be it further resolved to appoint Maneet Aujla, Hattie Luo, Reza Mardan, Rayhaan Khan, and Saeyan (Christina) Lee to the SFSS Events Committee.

CARRIED

7. DISCUSSION ITEMS

7.1 Student Experience Initiative

- \$9m has been put aside for the initiative by SFU
- SFU has established 8 working groups to focus on different initiatives
- Board is concerned with the working groups not having enough representation of students as only one student is included in each working group and Board has suggested for SFSS representatives or other students to lead one of the working groups
- SFU has informed Board that funds have been committed but Board would like more student involvement in how and where to spend the funds

- Board members are encouraged to put forward any initiatives they might think of to send to SFU

Kia Mirsalehi arrived at 11:00AM

Jasdeep Gill arrived at 11:00AM

8. IN-CAMERA

8.1 MOTION BOD 2018-06-22:05

Tawanda/Mohammed

Be it resolved to go in-camera for the remainder of the meeting.

CARRIED

8.2 Design Templates

8.3 Recreation Pass

8.4 Media Inquiries

8.5 HR Designate

9. EX-CAMERA

9.1 MOTION BOD 2018-06-22:06

Jasdeep/Jackson

Be it resolved to go ex-camera.

CARRIED

10. ATTACHMENTS

- Board of Directors 2018-05-22.pdf
- Final Rec Pass Survey Questions.pdf
- MBC2_CJFM - OPTION 01 - 18-06-06.pdf
- MBC2_CJFM - OPTION 02 - 18-06-06.pdf

11. ADJOURNMENT

MOTION BOD 2018-06-22:07

Jessica/Jackson

Be it resolved to adjourn the meeting at 12:41PM.

CARRIED

The SFSS SOPs sit under the Board Policies and provide the detailed steps by which any process is completed.

SFSS Standard Operating Procedures

Board of Directors

simon fraser
student society

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PURPOSE OF THESE STANDARD OPERATING PROCEDURES

The goal of this document is to establish a clear set of procedural steps that will allow any director to complete a task attributed to the Board of Directors or one of its members in a standardized fashion. The SOPs may also function as the core of new Board training.

PROCEDURE REVIEW AND APPROVAL PROCESS

Each procedure will be reviewed annually by the Governance Committee. Procedures may also be added, amended, or removed on an as-needed basis.

Each year, where initiated by the Board of Directors or its Governance Committee, or where member feedback identifies an opportunity for improvement, the Campaigns, Research, and Policy Coordinator will develop new, delete obsolete, or amend inaccurate or imperfect procedures, and then submit those proposed changes, one procedure at a time, to the Board of Directors or its Governance Committee for review.

ADMINISTRATIVE PROCEDURES

(UNAPPROVED)



AP-1: REQUESTING STAFF SUPPORT

<i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i> <i>PROCESS TITLE: REQUESTING STAFF SUPPORT</i> <i>PROCESS REFERENCE NUMBER: AP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Directors request staff support by submitting work orders.

Administrator

1. Departmental coordinators

Clients

2. Directors

Standards

3. Work orders will be inserted into the cue of work orders on a first come first served basis.
4. Ad-hoc requests will be processed as soon as possible, noting that planned departmental initiatives take precedence over ad-hoc requests.
5. Requests to prioritize ad-hoc work orders should be submitted to the director supervisor of the departmental coordinator.
6. Departmental work order are found at:

<i>Department</i>	<i>Type</i>	<i>Location</i>
CEO	Email	ceo@sfss.ca
Administrative Supervisor	Email	admin.hr@sfss.ca
Build SFU General Manager	Email	buildsfu.gm@sfss.ca
Finance	Email	finance@sfss.ca
Communications	Work Order	https://form.jotform.com/52435231914248
Campaigns, Research, and Policy	Work Order	https://form.jotform.ca/61395889015264
Events	Work Order	https://form.jotform.com/81225220656248
	In development	
Student Union Organizer	Work Order	https://form.jotform.com/72206176190250
Club Organizers	Email	gocoords@sfss.ca
Surrey	Email	surrey@sfss.ca

<i>Out on Campus</i>	Work Order	https://form.jotform.com/71575759590269
<i>Women's Centre</i>	Work Order	https://form.jotform.com/71386479190264

Timeline

7. Work orders are submitted an ad-hoc basis, where a director needs staff support.

Procedural Steps

Step	Description	Image
1	Click on the link provided in the AP-1.6.	
2	Complete all required forms fields; or, if the request is submitted by email, describe your request noting the 'who', 'what', 'when', 'where', 'why', of your request.	
3	If you receive no confirmation of receipt, contact the departmental coordinator or departmental head directly.	



AP-2: UPDATING GMAIL CONTACTS

<i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i> <i>PROCESS TITLE: UPDATING GMAIL ACCOUNT</i> <i>PROCESS REFERENCE NUMBER: AP-2</i>		
<p style="text-align: right;"> Adopted: May 22, 2018 Next Scheduled Revision Previous Revisions </p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to updating the prompted Gmail contact list upon the arrival or departure of new staff or student representatives.

Administrator

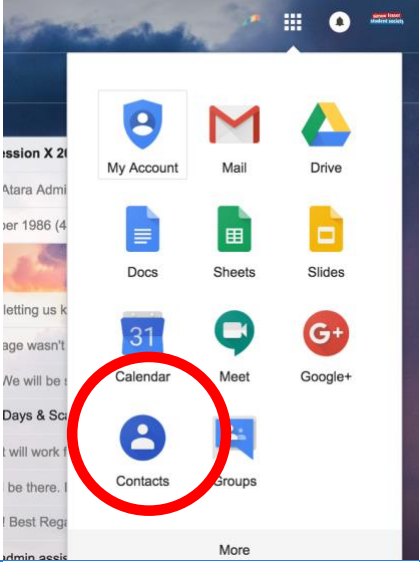
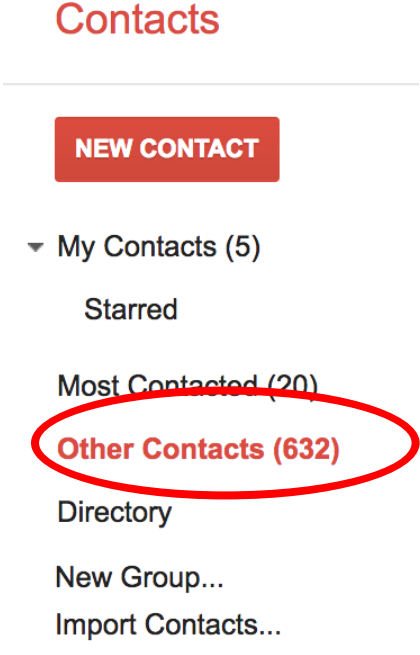
1. Each owner of an SFSS Gmail account.

Timeline

2. Upon the appointment of new student representatives or staffing changes, typically following the distribution of a new Society phone listing.

Procedural Steps

Step	Description	Image
1	Log in to your Gmail by entering your email and password	
2	Click on the square grid, located to the top right-hand corner of your email	<p>The image is a screenshot of a Gmail mobile app interface. In the top right corner, there is a square grid icon (the 'hamburger menu' or 'three lines' icon) which is circled in red. Below this icon, there is a bell icon and a small red notification badge. The background of the app shows a blue sky with clouds. Below the header, there is a list of emails. The first email is from 'Karen Atara Adminis' with the subject 'Regards, Karen Atara Adminis' and a timestamp of '10:21'. The second email is from 'Simon Fraser S' with the subject 'the following SOPs: 1. Updat' and a timestamp of '10 May'. The third email is from 'Zoya Nari Administrative A' with the subject 're Supervisor • Simon Fraser S' and a timestamp of '30 Apr'. The fourth email is from 'Zoya Nari Administrative A' with the subject 'rs) Zoya Nari Administrative A' and a timestamp of '15 Jan'.</p>

Step	Description	Image
3	Click “Contacts”	
4	Click “Other contacts” and then click the contact you wish to update/edit	



AP-3: CHANGING YOUR GMAIL ACCOUNT NAME

<p><i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i></p> <p><i>PROCESS TITLE: CHANGING YOUR GMAIL ACCOUNT NAME</i></p> <p><i>PROCESS REFERENCE NUMBER: AP-3</i></p> <p style="text-align: right;">Adopted: May 22, 2018 Next Scheduled Revision Previous Revisions</p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to updating your Gmail account name.

Administrator

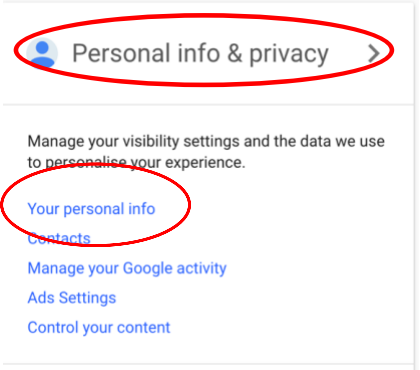
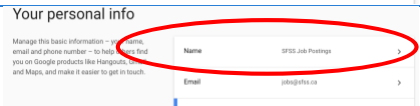
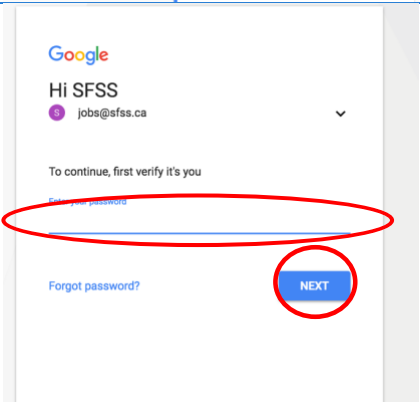
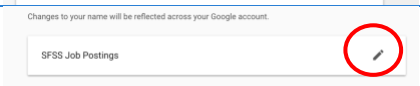
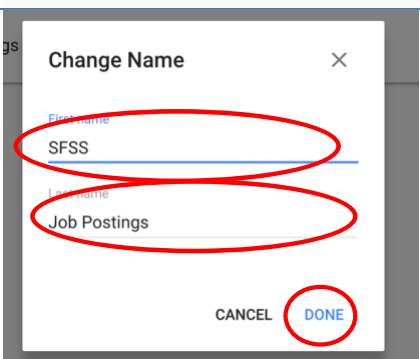
1. Each owner of an SFSS Gmail account.

Timeline

2. As needed

Procedural Steps

Step	Description	Image
1	Sign in to google account with email and password	
2	Click on the logo found on the top right-hand corner and then click "my account"	<p>The screenshot shows the Gmail account management interface. At the top right, there is a grid icon (account menu) circled in red. Below it, a dropdown menu is visible. In this menu, the "My Account" button is circled in red. Other visible text includes "This account is managed by sfss.ca.", "SFSS Job Postings", "jobs@sfss.ca", "Privacy", "Change", "Administrative Assistant", "admin.assistant@sfss.ca", "Signed out", "Add account", and "Sign out".</p>

Step	Description	Image
3	Go to “Personal info & privacy” and click “your personal info”	 A screenshot of the Google account settings page. The 'Personal info & privacy' tab is selected and circled in red. Below it, the 'Your personal info' link is circled in red. Other links like 'Contacts', 'Manage your Google activity', 'Ads Settings', and 'Control your content' are visible.
4	Click on “name”	 A screenshot of the 'Your personal info' page. The 'Name' field, which contains 'SFSS Job Postings', is circled in red. The 'Email' field below it contains 'jobs@sfss.ca'.
5	Enter your password and then click “next”	 A screenshot of the Google login screen. The password input field is circled in red. Below it, the 'NEXT' button is circled in red. The screen also shows the Google logo, 'Hi SFSS', and the email 'jobs@sfss.ca'.
6	Click the pencil, located to the right of the name, to edit	 A screenshot of the 'Your personal info' page. The edit pencil icon to the right of the 'Name' field is circled in red. The name field shows 'SFSS Job Postings'.
7	Enter the name you wish to use and then click done	 A screenshot of the 'Change Name' dialog box. The 'First name' field, containing 'SFSS', is circled in red. The 'Last name' field, containing 'Job Postings', is circled in red. The 'DONE' button at the bottom right is circled in red. The 'CANCEL' button is also visible.

FINANCE PROCEDURES (UNAPPROVED)



FP-1: SUBMITTING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS

<i>PROCESS TYPE: FINANCE PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS</i>		
<i>PROCESS REFERENCE NUMBER: FP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Directors will submit invoices and reimbursement requests to the VP Finance as a completed cheque requisition form.

Administrator

1. Directors

Clients

2. Directors

Standards

3. Society disbursements, reimbursements or spending of all types (not including society payroll) must be authorized through the cheque requisition process.
4. A cheque requisition, submitted along with all required supporting documentation satisfactory to the Society's auditor, must be supplied to the VP Finance before the Finance Office issues any payment.
 - a. invoices or original receipts (if loose receipts, staple neatly to another 8 ½ x 11 page preferably in the middle of the page),
 - b. meeting minutes authorizing expenditure,
 - c. any other documentation necessary to provide proof or explanation of expenditure.
5. All required fields must be completed correctly.
 - a. Today's Date – enter the date that you filled out the cheque requisition.
 - b. Cheque Payable To – the correct complete name of individual or company that is to be paid.
 - c. In The Amount Of – the total amount of all charges itemized on the cheque requisition.
 - d. Describe The Request (section) – if necessary, include more detailed information or an explanation about the request in this area.

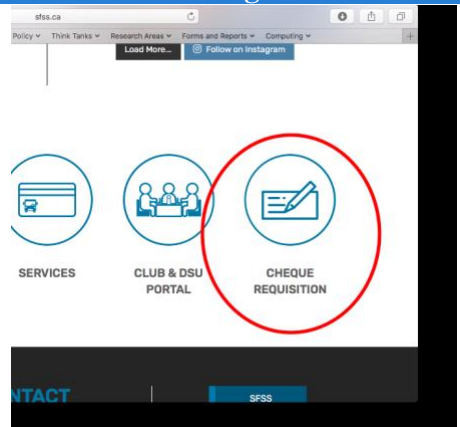
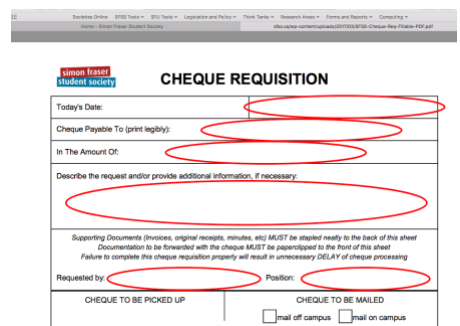
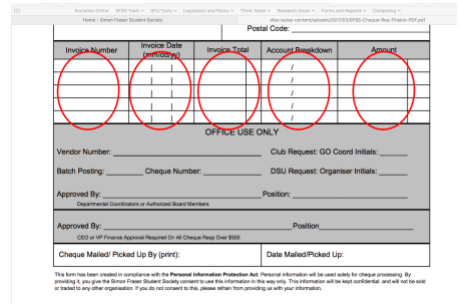
- e. Requested By / Position – name of person who is requesting cheque, and position (if applicable).
 - f. Cheque To Be Picked Up – complete this area if cheque is not be mailed, but is being picked up at the General Office.
 - g. Cheque To Be Mailed – complete this area if cheque is to be mailed. Ensure to write down complete address if not already on file.
 - h. Invoice Number – include invoice number (if applicable) or short code that summarizes the expense (12 characters maximum).
 - i. Invoice Date – the invoice date determines the month that the expenditure is assigned to, so generally the invoice date is the date that the expenditure occurred.
 - j. Invoice Total – total amount of each individual invoice or expense. If there are numerous small expenditures they can be summarized in one amount as long as they are all being assigned to the same account.
 - k. Account Breakdown – the account that the expense is being charged to. There may be more than one account if the expense is being split between several accounts.
 - l. Amount – the amount assigned to each account if total expense is broken down between several accounts. If only one account in the breakdown then amount will be the same as the Invoice Total.
 - m. Office Use Only – do not write in anything here, it will be filled in by the Financial Coordinators.
6. Check requisitions submitted to the Finance Office for processing must be signed by the VP Finance.
 7. Unbudgeted check requisitions must be approved by Board.
 8. Budgeted check requisition must be approved by two signing authorities.
 9. Where the payment is less than \$20,000, the payment may be approved by
 - a. any two signing officers.
 10. Where the payment is equal to or greater than \$20,000, may payment must
 - a. be approved by two signing officers, one of which must be a director of the Society.

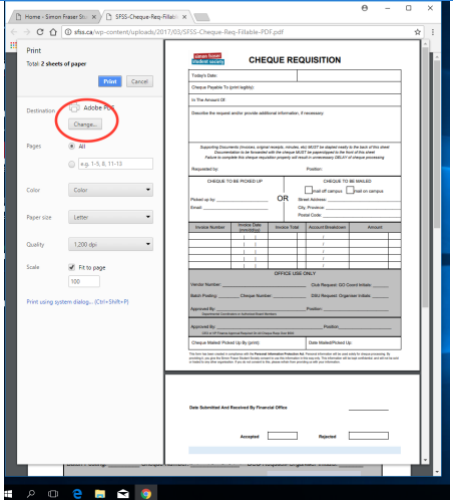
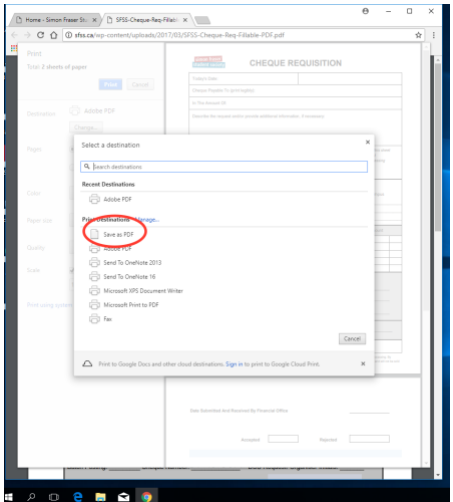
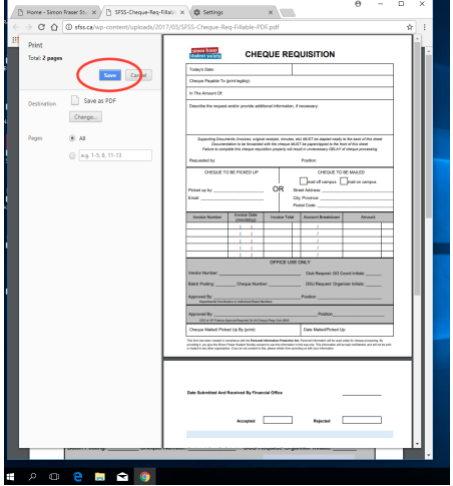
Timeline

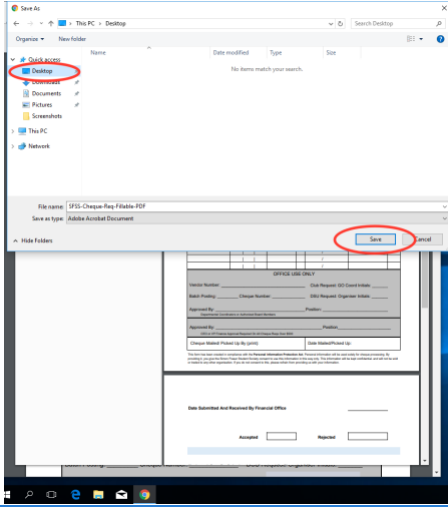
11. As soon as possible following the receipt of an invoice or the incurring of a expense.

Procedural Steps

Step	Description	Image
1	Open a web browser and go to www.sfss.ca .	

Step	Description	Image
2	Scroll down the landing page, and click on the 'CHEQUE REQUISITION' icon.	
3	As indicated by the form, from left to right and top to bottom, insert: <ul style="list-style-type: none"> Your name The person or organisation to whom the cheque should be addressed The total amount of the payment A brief description of the product or service purchased. Your name Your position 	
4	Scroll down the page, and as indicated by the form, from left to right and top to bottom, insert: <ul style="list-style-type: none"> The invoice/receipt number (if there is no invoice number, create one), The date on the invoice or receipt The invoice total The department and budget line item to which you wish to charge this expense (the VP Finance can provide guidance if you are unsure). The amount you wish to charge to this line item (an invoice may be split across multiple line items). 	

Step	Description	Image
5	Press 'Control-P' and clicking 'Change.'	 
6	Print to PDF by clicking 'Save', selecting your destination (the desktop is a good easily accessible choice), and click 'Save'.	

Step	Description	Image
		
7	Open the saved PDF in any PDF viewer and print.	
	Attach all required documentation with a stapler at the top left hand corner behind the form.	
7	Submit to the VP Finance using their Mail slot in the Resource Office.	



FP-2: REVIEWING CHEQUE REQUISITIONS FOR BOARD EXPENSES

<i>PROCESS TYPE: FINANCE PROCEDURE</i>		
<i>PROCESS TITLE: REVIEWING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS</i>		
<i>PROCESS REFERENCE NUMBER: FP-2</i>		
		Adopted Next Scheduled Revision Previous Revisions
Position	Signature	Date
Chief Executive Officer		

Description

The VP Finance will review cheque requisitions submitted by the Board and its committees, ensuring that all standards are met, and approve those submission for processing by the Finance Office.

Administrator

1. VP Finance

Clients

2. Directors

Standards

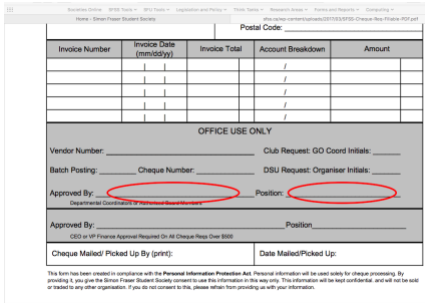
3. A cheque requisition, submitted along with all required supporting documentation satisfactory to the Society's auditor, must be supplied to the VP Finance before the Finance Office issues any payment.
 - a. invoices or original receipts (if loose receipts, staple neatly to another 8 ½ x 11 page preferably in the middle of the page),
 - b. meeting minutes authorizing expenditure,
 - c. any other documentation necessary to provide proof or explanation of expenditure.
4. All required fields must be completed correctly.
 - d. Today's Date – enter the date that you filled out the cheque requisition.
 - e. Cheque Payable To – the correct complete name of individual or company that is to be paid.
 - f. In The Amount Of – the total amount of all charges itemized on the cheque requisition.
 - g. Describe The Request (section) – if necessary, include more detailed information or an explanation about the request in this area.
 - h. Requested By / Position – name of person who is requesting cheque, and position (if applicable).

- i. Cheque To Be Picked Up – complete this area if cheque is not be mailed, but is being picked up at the General Office.
- j. Cheque To Be Mailed – complete this area if cheque is to be mailed. Ensure to write down complete address if not already on file.
- k. Invoice Number – include invoice number (if applicable) or short code that summarizes the expense (12 characters maximum).
- l. Invoice Date – the invoice date determines the month that the expenditure is assigned to, so generally the invoice date is the date that the expenditure occurred.
- m. Invoice Total – total amount of each individual invoice or expense. If there are numerous small expenditures they can be summarized in one amount as long as they are all being assigned to the same account.
- n. Account Breakdown – the account that the expense is being charged to. There may be more than one account if the expense is being split between several accounts.
- o. Amount – the amount assigned to each account if total expense is broken down between several accounts. If only one account in the breakdown then amount will be the same as the Invoice Total.
- p. Office Use Only – do not write in anything here, it will be filled in by the Financial Coordinators.

Timeline

- 5. Weekly

Procedural Steps

Step	Description	Image
1	Collect all cheque requisitions from the VP Finance mail slot in the Resource Office.	
2	Review each field to ensure it is completed correctly, as detailed in the standards section.	
3	Ensure all required documentation, as detailed in the standards section, is attached.	
4	<p>If, either, all information is not complete and accurate, or all required supporting documentation is not included, return the check requisition form to the submitter for correction.</p> <p>If, all information is not complete and accurate, and all required supporting documentation is included, sign the 'Approved By' line in the Office Use Only section, indicating your position title.</p>	
5	Place the approved cheque requisition form in the black tray, on the file cabinet at the entrance to the Finance cubicle area, or in the Finance Coordinator mail slot.	

IT PROCEDURES (UNAPPROVED)



IT-1: LOGGING ON TO SFU MANAGED COMPUTERS

<i>PROCESS TYPE: IT PROCEDURE</i>		
<i>PROCESS TITLE: LOGGING ON TO SFU MANAGED COMPUTERS</i>		
<i>PROCESS REFERENCE NUMBER: IT-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Directors have an SFU computing ID associated to the position as directors, which should be used for conducting Society business.

Administrator

8. Directors

Standards

9. Directors must log on using their director SFU computing ID accounts, not their student SFU computing ID accounts.

Timeline

10. Anytime directors wish to use the computers located in the Board Office or to access assets on the SFSS file share.

Procedural Steps

Step	Description	Image
1	Turn on computer	
2	Enter Username and Password for your account. This information is provided by the SFSS Administrative Assistant.	



IT-2: ACCESSING THE SFSS FILE SHARE SERVER

PROCESS TYPE: IT PROCEDURE

PROCESS TITLE: ACCESSING THE SFSS FILE SHARE SERVER

PROCESS REFERENCE NUMBER: IT-2

Adopted
Next Scheduled Revision
Previous Revisions

Position	Signature	Date
Chief Executive Officer		

Description

Directors may access to the SFSS file share server, which contains the Society Corporate Records Repository.

Administrator

1. Directors

Standards

2. Directors will use the Corporate Records Repository to access Society records
3. Directors will not save local copies of records to ensure that all referenced documents are up to date, and no copies left lost or left in an unsecured location.

Timeline

4. Anytime directors wish to access the file share.

Procedural Steps

Step	Description	Image
1	Log on to an SFU managed computer – See IT-1: Logging on to SFU Managed Computers.	
2	Click on the Windows icon at the bottom left of the screen, and select 'Windows System > File Explorer'	A screenshot of the Windows 10 Start menu. The 'Windows System' tile is highlighted with a red circle, and the 'File Explorer' tile within it is also highlighted with a red circle. Other visible tiles include 'Windows System', 'Control Panel', 'Run', 'Task Manager', 'This PC', 'MyASU', 'Word 2016', and 'Store'.

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STANDARD REPORTING PROCEDURES (TO BE DEVELOPED)



RP-X:

<i>PROCESS TYPE: REPORTING PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: RP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

EVENT PROCEDURES (TO BE DEVELOPED)



EPP-X:

<i>PROCESS TYPE: EVENT PLANNING PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: EPP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
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9		
10		

ELECTION PROCEDURES (TO BE DEVELOPED)



EP-X:

<i>PROCESS TYPE: ELECTION PROCEDURE</i> <i>PROCESS TITLE:</i> <i>PROCESS REFERENCE NUMBER: EP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
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9		
10		

REFERENDUM PROCEDURES (TO BE DEVELOPED)



REFP-X:

<i>PROCESS TYPE: REFERENDUM PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: REFP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
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10		

CONFLICT AND DISCIPLINARY PROCEDURES (UNAPPROVED)



CDP-1: ADDRESSING INTER-DIRECTOR CONFLICTS

(UNAPPROVED)

<i>PROCESS TYPE: CONFLICT AND DISCIPLINARY PROCEDURE</i> <i>PROCESS TITLE: ADDRESSING INTER-DIRECTOR CONFLICTS</i> <i>PROCESS REFERENCE NUMBER: CDP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to address any concern or conflict a director may have with another.

Administrator

5. This process will be administered by the director who has a concern regarding another director.
6. Directors may consult with the President or Chief Executive Officer (CEO) for guidance.

Clients

7. Directors

Standards

8. This procedure must be administered in private. Follow the edict: 'praise in public, criticize in private.'
9. Written notes should not be recorded or filed.
10. This procedure should not be administered when tempers are flared. Directors should wait until their feelings have cooled before addressing issues with other directors.
11. Directors should acknowledge that they may be incorrect in their understanding of the situation, and administer this process as a learning and communication tool.

Timeline

12. This procedure will be administered promptly, though not immediately following the event or behaviour that is viewed as problematic. Do not administer this procedure when angry or frustrated.

Procedural Steps

Step	Description	Image
1	Request a meeting with the director in question, proposing a specific time, and private (not secret) place for the meeting.	
2	At the meeting, state the concerning event or behaviour.	
3	Explain how the event was experienced, and why it is concerning.	
4	Refer to specific and relevant sections of the SFSS Board Policies, with a focus on the Governance Process Policies, to describe how the behaviour is inconsistent with the standards for directors in the performance of their duties.	
5	Ask the director in question for their experience of the event or behaviour.	
6	Be prepared for the possibility that some contextualizing consideration may influence whether or not the event or behaviour was problematic.	
7	After listening, and providing the director in question with all the time they need to respond to the concern, determine whether or not the response and explanation alleviate the concern.	
8	<p>If the response is satisfactory, thank the director for their time and the information.</p> <p>If the response is not satisfactory, communicate to the director that some concerns remain, and communicate those concerns, again making use of the standards contained in the SFSS Board Policies.</p>	
9	Provide the director with a chance to respond to those concerns.	
10	If the response is still not satisfactory, communicate the remaining concerns to the director, and notify them that the remaining issues will be administered according to CDP-2: Remediating Breaches of the Board Code of Conduct.	
11	Thank the director for taking the time to meet.	



CDP-2: REMEDIATING BREACHES OF THE BOARD CODE OF CONDUCT (**UNAPPROVED**)

<i>PROCESS TYPE: REPORTING AND DISCIPLINARY PROCEDURE</i>		
<i>PROCESS TITLE: REMEDIATING BREACHES OF THE BOARD CODE OF CONDUCT</i>		
<i>PROCESS REFERENCE NUMBER: CDP-2</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to addressing a perceived breach of the standards contained in the Governance Process Policy, GP-3, of the SFSS Board Policies.

Administrator

1. This procedure will be administered by the President; or, where the President is the director believed to have breached the terms of the Code, the VP Student Services and Chief Executive Officer (CEO).
2. The administrator of this procedure may and should consult with the CEO for recommendations.

Clients

3. Directors

Standards

4. CDP-1: Addressing Inter-Director Conflicts should be administered prior to administering this procedure.
5. Written records will be developed using the templates made available by the SFSS Administrative Supervisor.
6. Records of disciplinary measures will be securely stored by the SFSS Administrative Supervisor in a manner consistent with SFSS HR standards, and destroyed after five (5) years.
7. Any copies or drafts of records kept by the administrators of this procedure must be destroyed prior to leaving office.
8. The administrators of this procedure will have the exclusive access to its proceedings and the authority to communicate those proceedings.
9. There are four stages of progressive discipline:
 - a. Stage 1: Verbal Warning

- b. Stage 2: Written Warning,
 - c. Stage 3: 2-week Suspension without Pay
 - d. Stage 4: Impeachment Proceedings via Special General Meeting
10. Stages of progressive discipline may be skipped under to following conditions, and following a consultation with the CEO:
- a. where an act is an egregious breach of the Human Rights Act, Stage 1, 2, and 3 may be skipped,
 - b. where an act is criminal, Stages 1, 2, and 3 may be skipped; and, the appropriate authorities may be notified,
 - c. where an act constitutes an egregious conflict of interest, stages 1 and 2, or 1, 2, and 3 may be skipped.

Resources

11. The following resources will be made available to the administrator of this procedure by the SFSS Administrative Supervisor:
- a. Note Taking Form
 - b. Notice of Decision Form
 - c. Written Notice Template
 - d. Templated Board Motion Calling for a Special General Meeting to Motion in Favour of a Director Impeachment
 - e. Notice of Appeal
 - f. Notice of Review

Timeline

12. This procedure will be administered when a director notifies the appropriate administrator in writing that they believe another director has breached the terms of GP-3: Code of Conduct, and after that director has administered CDP-1: Addressing Inter-Director Conflicts.
13. The director submitting the notice should submit that notice as soon as they become aware of the breach.

Procedural Steps

Step	Description	Image
1	Confirm that the complainant has administered CDP-1: Addressing Inter-Director Conflicts.	
2	If the complainant has not done so, ask that they do. If the complainant has done so, schedule a meeting.	
3	Acquire the note taking forms from the SFSS Administrative Supervisor and notify the CEO of the complaint and scheduled meeting.	
4	Meet with the complainant, noting all the details of the situation, and collect any available material evidence. Ensure the notes capture the Who, What, When, Where, Why, and How of the issue. Note precisely what terms of the Code are believed to be breached.	

Step	Description	Image
5	Thank the complainant for meeting and for all the information.	
6	Review the facts and material evidence submitted by the complainant, the notes taken during the meeting, and make a preliminary determination as to whether or not a breach of the Code transpired. Note this preliminary determination.	
7	Where a preliminary analysis determines that a breach took place, review the facts and material evidence submitted by the complainant, the notes taken during the meeting, and make a preliminary assessment as to whether a criminal act or a conflict of interest took place. Note this preliminary assessment.	
8	Where the breach is believed to raise to the level of Stage 3 or 4, book a meeting with the CEO to review the information and the preliminary determination to receive a recommendation. Note the recommendation and make a final determination.	
9	Acquire the Notice of Decision form from the SFSS Administrative Supervisor and complete the form, noting whether or not a breach is determined to have taken place, and the disciplinary stage to which this issue rises.	
10	Where the administrator of this procedure determines that a breach did not take place, submit a copy of the Notice of Decision to the director in question, and a copy of the Notice of Decision and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards.	
11	Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 1 discipline: <ul style="list-style-type: none"> • meet with the director in question, in private or with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision to the director in question, • submit a copy of the Notice of Decision and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
12	Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 2 discipline: <ul style="list-style-type: none"> • acquire the Written Notice template from the SFSS Administrative Supervisor, 	

Step	Description	Image
	<ul style="list-style-type: none"> • meet with the director in question, in private or with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision and the Written Notice to the director in question, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
13	<p>Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 3 discipline:</p> <ul style="list-style-type: none"> • meet with the director in question with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision and to the director in question, the Finance Department, and the VP Finance, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
14	<p>Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 4 discipline:</p> <ul style="list-style-type: none"> • meet with the director in question with the CEO, to communicate the determination and review the Code of Conduct, • where the breach is of a criminal nature, task the CEO to contact the relevant authorities, • submit a copy of the Notice of Decision and to the director in question, • prepare and submit a motion to the Board of Directors at the next meeting using the Board Motion Calling for a Special General Meeting to Motion in Favour of a Director Impeachment Template, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
15	<p>Where the director in question feels that the administrators of this procedure did not adhere to its terms, they may</p>	

Step	Description	Image
	submit to the VP Student Services and CEO, or to the Executive Committee a request to appeal the Notice of Decision using the Notice of Appeal Form.	
16	<p>Upon the reception of the Notice of Appeal Form, the administrators of the appeal will review all notes of the administrator of this procedure to determine whether or its terms were followed.</p> <p>The administrators of the appeal may ask the administrator of this procedure questions regarding its conduct.</p>	
17	<p>Where it is deemed that the terms of this procedure were not followed, the administrators of the appeal request will order that the procedure be renewed, and will submit a Notice of Review to the director as well as the SFSS Administrative Supervisor for filing.</p> <p>Where it is deemed that the terms of this procedure were followed, the administrators of the appeal will submit a Notice of Review to the director as well as the SFSS Administrative Supervisor for filing.</p>	

STANDARDS FOR RELATIONSHIPS WITH EXTERNAL GROUPS (UNAPPROVED)



EGP-1: SPONSORSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: PURSUING SPONSORSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-1</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

‘Sponsorships’ are a type of fundraising, where organisations provide financial support to the SFSS, typically for the purpose of hosting an event. External groups sponsor events to market their products and services to its attendees.

Sponsorship opportunities are driven by the SFSS. It is the SFSS that actively seeks sponsors for specific initiatives.

Definitions

1. ‘External group’ means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor’s, the Peak, Embark, etc.

Administrators

2. Member Services Coordinator/Events, in consultation with the Event Committee or event organiser.

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from sponsors.
4. Board members and SFSS volunteers may be involved in recruiting sponsors.
5. For each opportunity, the events committee (supported by the Member Services Coordinator/Events) will develop a sponsorship package that includes sponsorship categories (e.g. Platinum, Gold, Silver, etc.).

- a. Each sponsorship category will have an assigned purchase price and a series of specific benefits (e.g. logo on banners, mention at podium, complimentary tickets, etc.) that are provided to sponsors.
6. The SFSS will review each potential sponsor to ensure that they are a good “fit”. We will not offer sponsorship opportunities to groups who:
 - b. are involved with natural resource extraction or processing,
 - c. espouse hate or intolerance as a result of their public stance on issues or their business practices, or
 - d. compete directly with other sponsors that have already been confirmed.
7. In all cases, agreements that detail the rights and obligations of the SFSS and sponsors will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

8. This procedure will be administered where the SFSS is hosting a large-scale event.

Procedural Steps

Step	Description	Image
1	Submit a work order to the MSC/Events to develop a draft sponsorship package, including a templated agreement to be signed by the Society and the sponsors.	
2	Submit the package to the CEO for review.	
3	Establish a list of appropriate potential sponsors.	
4	Establish a schedule and a lead for reaching out to each potential sponsor.	
5	Where a sponsor has indicated interest, submit a work order to the MSC/Events to revise the template and submit it for consideration to the CEO, who will consult with the President and VP Finance.	
6	Where approved, submit to the CEO and either the President or VP Finance for signing.	
7	Submit the SFSS copy of all signed agreements to Finance for permanent, secure storage.	



EGP-2: PARTNERSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: PARTNERSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-2</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'partnership' is an agreement between the SFSS and an external group, where both parties agree to cooperate to pursue mutual interests. These may be formed to generate income or pursue other interests.

Examples of partnerships:

- Working with the U-Pass committee to develop an agreement extension
- Working with Health and Counselling to develop, fund and implement a student assistance pilot project

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrators

2. CEO, in consultation with Board

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other "perks" from partners.
4. Partnerships may include the investment of funds or in-kind resources like staff time, office space, marketing support, access to equipment, etc.
5. Partnerships require a formal agreement, ratified by the SFSS Board of Directors. The agreement should include:

- a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Deliverables to be pursued
 - d. Name of the partnership (if there is one)
 - e. Cash contributions made by each party
 - f. In-kind contributions made by each party (and estimated value)
 - g. How profits or losses will be determined and addressed (for income- generating ventures)
 - h. How the venture will be managed
 - i. Banking arrangements, if required
 - j. How the relationship can be dissolved
6. In all cases, agreements that detail the rights and obligations of the SFSS and partners will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

7. This procedure will be administered where a director, Board, or Board committee is contacted by a service provider in pursuit of a partnership.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wished to pursue a partnership, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-3: FEE-FOR-SERVICE RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: FEE-FOR-SERVICE RELATIONSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-3</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'fee-for-service' relationship is an agreement between the SFSS and an External Group, where the SFSS agrees to purchase services to meet its operational and strategic goals.

Examples of services to meet our operational requirements:

- hiring a firm to secure the talent and provide support for a major event,
- hiring a DJ for a pub night,
- hiring SFU to complete space set-ups for events,
- hiring security to support an event, and
- hiring a consultant to deliver customer-service training for employees.

Examples of services to pursue our strategic initiatives could include:

- hiring a consultant to deliver customer-service training for employees.

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. Member Services Coordinator / Events, in consultation with the Events Committee or event organiser.

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from partners.
4. All fee-for-service arrangements require a formal agreement, signed by all parties, before services are delivered. Fee-for-service relationships that involve the expenditure of unbudgeted funds that are greater than the CEO’s approval level (\$20,000) need to be formally approved by the SFSS Board of Directors. Agreements should include:
 - a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Services to be delivered
 - d. Service delivery schedule
 - e. Reports required, including deadlines
 - f. Payment schedule
5. In all cases, agreements that detail the rights and obligations of the SFSS and groups participating in a fee-for-service arrangement will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President.

Timeline

6. This procedure will be administered where a director, Board, or Board committee is contacted by a service provider in pursuit of a fee-for-service relationship.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-service relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-4: FEE-FOR-ACCESS RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: INTERNAL AND EXTERNAL GROUP AGREEMENT PROCEDURE</i>		
<i>PROCESS TITLE: FEE-FOR-ACCESS RELATIONSHIPS</i>		
<i>PROCESS REFERENCE NUMBER: EGP-4</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'fee-for-access' relationship is an agreement between the SFSS and an external group, where the group agrees to purchase access to our members in order achieve its for-profit or non-profit goals.

A 'fee-for-access' relationship is often mistakenly portrayed as partnerships. Sponsorships are one type of fee-for-access relationship.

Examples of access could include the SFSS sending an e-mail message, postering, using social media or other SFSS marketing platforms to promote:

- a "student discount" for services or products,
- an upcoming for-profit event that students may be interested in attending,
- selling access to vending tables on campus (could include Imaginus, Craft Fair and similar events and regular table rentals), or
- sponsorships.

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. CEO, in consultation with Board

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from partners.
4. In all circumstances, SFSS will not provide any contact information for individual students, clubs, student unions or other SFSS-affiliated groups.
5. All fee-for-access arrangements require a formal agreement, signed by all parties, before access is provided. Agreements should include:
 - a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Access to be provided
 - d. Access schedule
 - e. Payment schedule
6. In all cases, agreements that detail the rights and obligations of the SFSS and groups participating in a fee-for-service arrangement will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

7. This procedure will be administered where a director, Board, or Board committee wishes to pursue a fee-for-access agreement, or where an organisation reaches out to a director in pursuit of a such an agreement.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-access relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-5: ACCESS-WITHOUT-FEE RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: INTERNAL AND EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: ACCESS-WITHOUT-FEE RELATIONSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-5</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

An 'access-without-fee' relationship is an agreement between the SFSS and external groups, where the group is provided access to our members in order to achieve its for-profit or non-profit goals for free.

There are a number of situations that may arise when SFSS may want to provide an external group with access to our members.

Examples include:

- promoting events that may be of interest to our members,
- assisting groups in completing surveys, providing the results may positively affect one of the academics,
- health and wellbeing, financial or social condition of undergraduate students,
- distributing free products,
- providing access to free services, and
- promoting job postings that may be of interest to students.

Access could take the form of:

- developing and distributing promotional messages across our social media channels,
- participating in tabling with/without the proponent, or
- providing groups with use of an SFSS table and space

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external

groups. External groups a legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. Events Committee Chair in consultation with the Communications Coordinator

Standards

3. Board members, staff members and SFSS volunteers are not to accept
 - a. gifts, compensation or other “perks” from sponsors.
4. Access-without-fees agreements will be developed and approved by the Communications Coordinator and the CEO

Timeline

5. This procedure will be administered where a director, Board, or Board committee wishes to pursue an access-without-fee agreement, or where an organisation reaches out to a director in pursuit of a such an agreement.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-access relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	

MEMBER ENGAGEMENT PROCEDURES

(UNAPPROVED)



MEP-1: RESPONDING TO MEMBER COMPLAINTS ABOUT SOCIETY SERVICES (UNAPPROVED)

<i>PROCESS TYPE: MEMBER ENGAGEMENT PROCEDURE</i> <i>PROCESS TITLE: RESPONDING TO MEMBER COMPLAINTS ABOUT SOCIETY SERVICES</i> <i>PROCESS REFERENCE NUMBER: MEP-1</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to responding to a complaint submitted by a member.

Complaints about services are complaints about operations. As the CEO is responsible and accountable for Society operations, complaints must be communicated to them.

Administrator

1. This process will be administered by the director who receives the complaint

Clients

2. Members

Standards

3. All complaints must be taken seriously.
4. All complaints must be taken as important feedback.
5. All facts regarding any complaint submitted in person must be noted using the complaints form.
6. Members making complaints must be treated with respect.
7. Members making complaints must treat directors with respect.
8. Members making complaints must be provided with a date and time at which they will be contacted for a follow-up.
9. Directors may not commit to responses or solutions to complaints.
10. All complaints about SFSS Operations must be communicated to the Chief Executive Officer (CEO).

Timeline

11. This procedure will be administered immediately upon receiving a complaint.

Procedural Steps

Step	Description	Image
1	When a member submits a complaint in writing regarding Society services, forward the complaint to the CEO and Board President.	
2	When a member submits a complaint in person or on the phone, ask the member to pause for a moment while you access the SFSS Complaints Form (https://form.jotform.com/73316448573260).	
3	Complete all fields on the complaints form, ensuring that the who, what, when, where, why, and how of the event about which the complaint is directed is noted.	
4	Encourage the member to provide their name and contact information for follow-up if they hesitate; this is an integral part of actually addressing the problem.	
5	Thank the member for communicating the issue.	
6	Tell the member the date by which you, or someone else in the organisation will contact them for follow up.	
7	Submit the complaint record to the CEO, and cc the Board President.	
8	Follow-up with the CEO on the deadline established with the member for follow-up, to ensure someone has contacted them and addressed the issue.	

ADVOCACY AND LOBBYING PROCEDURES



ALP-1: REVIEWING THE PLANS AND REPORTS ON PAST ADVOCACY AND LOBBYING PLANS

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: REVIEWING THE PLANS AND REPORTS ON PAST ADVOCACY AND LOBBYING PLANS</i>		
<i>PROCESS REFERENCE NUMBER: ALP-1</i>		
Adopted: April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to reviewing the past and ongoing advocacy and lobbying campaigns of the Society.

Administrators

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Timeline

4. At the start of the Board term, or upon the consideration of any new campaign.

Procedural Steps

Step	Description	Image
1	Request all relevant reports from the CRPC.	
2	Review email account and Board files for any additional information on campaigns.	
3	Review reports for outstanding Society commitments, successes, failures, contacts, resources, data, and recommendations.	



ALP-2: CONDUCTING A REVIEW OF RELEVANT INFORMATION ON THE CAUSE OR ISSUE IN QUESTION

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: CONDUCTING A REVIEW OF RELEVANT INFORMATION ON THE CAUSE OR ISSUE IN QUESTION</i>		
<i>PROCESS REFERENCE NUMBER: ALP-2</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to research to developing an understanding of the advocacy and lobbying issues pursued or considered for pursuit by the Society.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

1. Minimally, the liaison of advocacy and lobbying campaigns should review the following sources of information on the Society campaigns:
 - a. core Canadian media outlets,
 - b. SFU library,
 - c. other student societies representatives, and
 - d. the CRPC.
2. Where alternative views are found, their relative merits should be understood.
3. The Advocacy Committee and Campaigns, Research, and Policy Coordinator (CRPC) is available to the campaign champion for support in meeting the campaign goals.

Timeline

4. Upon the completion of the procedural steps in ALP-1: Reviewing the Plans and Reports on Past Advocacy and Lobbying Plans.

Procedural Steps

Step	Description	Image
1	Review accepted definitions used in defining the cause or issue, and establish those or alternatives to frame the Society's approach to the cause or issue.	
2	Conduct a review of relevant policy produced by the relevant jurisdiction that frames the cause or issue.	
3	Conduct a review of the Society's bylaws, policies, and Board decisions for content pertaining to the issue to identify any existing commitments.	
4	Conduct a broad review of the subject matter experts in the area of the of the cause or issue.	
5	Synthesize the research into a briefing note, including all sources used to generate the content of the briefing note, and a fact sheet listing the facts that will frame the Society's approach to the cause or issue.	



ALP-3: DEVELOPING AND IMPLEMENTING AN ENGAGEMENT STRATEGY FOR DETERMINING MEMBER NEEDS AND PREFERENCES

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i> <i>PROCESS TITLE: DEVELOPING AND IMPLEMENTING AN ENGAGEMENT STRATEGY FOR DETERMINING MEMBER NEEDS AND PREFERENCES</i> <i>PROCESS REFERENCE NUMBER: ALP-3</i>		
<p style="text-align: right;"> Adopted April 20, 2018 Next Scheduled Revision Previous Revisions </p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to developing and implementing a clear member engagement strategy

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Proposed engagement strategies will be developed using the Engagement Initiative and Campaign Development Guidelines and Template.
5. The Communications Coordinator will coordinate staff reviews of proposals to ensure coherence with other ongoing initiatives.
6. If the engagement initiative does not substantiate the belief that the members are concerned about the cause or proposal, it will not be pursued.
7. The Advocacy Committee is available to the campaign champion to support them in meeting the engagement goals.

Timeline

8. Upon the completion of ALP-2: Conducting a Review of Relevant Information on the Cause or Issue in Question.

Procedural Steps

Step	Description	Image
1	Acquire from the engagement Initiative and Campaign Development Guidelines and Template from the file server or the Communications Coordinator.	
2	Complete the template and submit it to the Communications Coordinator for review.	
3	Review the feedback and recommendations provided by the Communications Coordinator, and where appropriate the CEO and CRPC.	
4	After review, launch the engagement initiative as planned, tracking all activities in the template document.	
5	Submit all results to the Communications Coordinator for processing and for the development of a summary report.	



ALP-4: DEVELOPING A PLAN FOR THE CONDUCT OF THE ADVOCACY OR LOBBYING CAMPAIGN

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: DEVELOPING AN PLAN FOR THE CONDUCT OF THE ADVOCACY OR LOBBYING CAMPAIGN</i>		
<i>PROCESS REFERENCE NUMBER: ALP-4</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to developing a clear advocacy or lobbying campaign.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Proposed campaigns will be developed using the Engagement Initiative and Campaign Development Guidelines and Template.
5. The Communications Coordinator will coordinate staff reviews of proposals to ensure coherence with other ongoing initiatives.

Timeline

6. Upon the completion of ALP-3: Developing and Implementing an Engagement Strategy for Determining Member Needs and Preferences.

Procedural Steps

Step	Description	Image
1	Acquire from the engagement Initiative and Campaign Development Guidelines and Template from the file server of the Communications Coordinator.	
2	Complete the template and submit it to the Communications Coordinator for review.	

Step	Description	Image
3	Review the feedback and recommendations provided by the Communications Coordinator, and where appropriate the CEO and CRPC.	



ALP-5: SUBMITTING A PLAN TO BOARD FOR APPROVAL

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING A PLAN TO BOARD FOR APPROVAL</i>		
<i>PROCESS REFERENCE NUMBER: ALP-5</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to establishing a clear member engagement strategy.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Campaigns must be subjected to meaningful debate and consideration by the Board.
5. Campaigns must be submitted to Board for approval well ahead of the launch of the campaign.

Timeline

6. Upon the completion of ALP-4: Developing a Plan for the Conduct of the Advocacy or Lobbying Campaign

Procedural Steps

Step	Description	Image
1	Provide the research briefing note, plan, and a motion to have the plan approved by the Board to the Board Chair for inclusion on the next Board meeting agenda.	



ALP-6: IMPLEMENTING THE CAMPAIGN

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i> <i>PROCESS TITLE: IMPLEMENTING THE CAMPAIGN</i> <i>PROCESS REFERENCE NUMBER: ALP-6</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary implementing the campaign as planned and approved by Board.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Campaigns must be implemented in a manner consistent with the plan.
5. Campaigns must be approved by the Board before they are launched.
6. Where new events or knowledge suggest a change to the plan, such changes should be reported to the Board.
7. Where the goal of the campaigns changes materially, any such change should be approved by the Board.
8. The Advocacy Committee and Society directors are available to the campaign champion for support in meeting the campaign goals.
9. The CRPC is available to the campaign champion in an advisory capacity.

Timeline

10. Upon the completion of ALP-5: Submitting a Plan to Board for Approval

Procedural Steps

Step	Description	Image
1	Follow the timeline and initiatives as laid out in the campaign plan.	
2	For each activity undertaken by the champion or their support, indicate that activity in the planning document as indicated.	

Step	Description	Image
3	For each commitment to follow up, perform some act, determine the Society's position on some aspect of the campaign, the champion will record that in the planning document as indicated, including its completion status.	



ALP-7: SUBMITTING CAMPAIGN REPORTS FOR FILING

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING CAMPAIGN REPORTS FOR FILING</i>		
<i>PROCESS REFERENCE NUMBER: ALP-7</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary implementing the campaign as planned and approved by Board.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. The campaign plan, where appropriately completed by the campaign champion throughout the campaign, will constitute the written report to be submitted to the Board.

Timeline

5. Every month, after the Board has approved the campaign.

Procedural Steps

Step	Description	Image
1	Submit the campaign plan to the Board for review and the CRPC for filing.	
2	Respond to any questions pertaining to the information submitted to Board at the Board meeting.	

Recreation memberships are available to all SFU students as part of the \$75.42 per semester Athletics and Recreation fee (students taking 3 or fewer units per semester pay \$37.71). As determined by University policy, students are entitled to one Recreation membership at their "place of study"; defined as any campus where they are registered in a minimum of 3-credits.

The SFSS believes that physical activity is important for students' overall well-being and sees the SFU recreational pass (rec pass) as a valuable resource for our members. We are interested in learning more about your experience with the SFU recreational pass. Your identification will not be shared with SFU, but we will summarize the results of the survey and share it with representatives from SFU administration.

***1. Before reading this e-mail message, were you aware that you were entitled to a rec pass as part of your tuition?**

Yes

No

***2. At which campus do you take the majority of your classes?**

Burnaby

Surrey

Vancouver

***3. Undergraduate Students who are registered for 3 or more credits at any campus receive a recreation membership at one location (their "place of study"). At which campus do you currently have a recreation membership?**

I do not have an SFU recreation membership

Burnaby campus

Surrey campus

Vancouver campus

***4. How useful do you find your rec pass?**

Very useful

Sort of useful

Not very useful

***5. How often do you participate in recreation activities at SFU?**

Once per day

Once per week

2 or more times per week

Once per month

2 or more times per month

Once per semester

A few times per semester

I do not participate in recreation activities at SFU

***6. If you had a choice, where would you prefer to use your rec pass?**

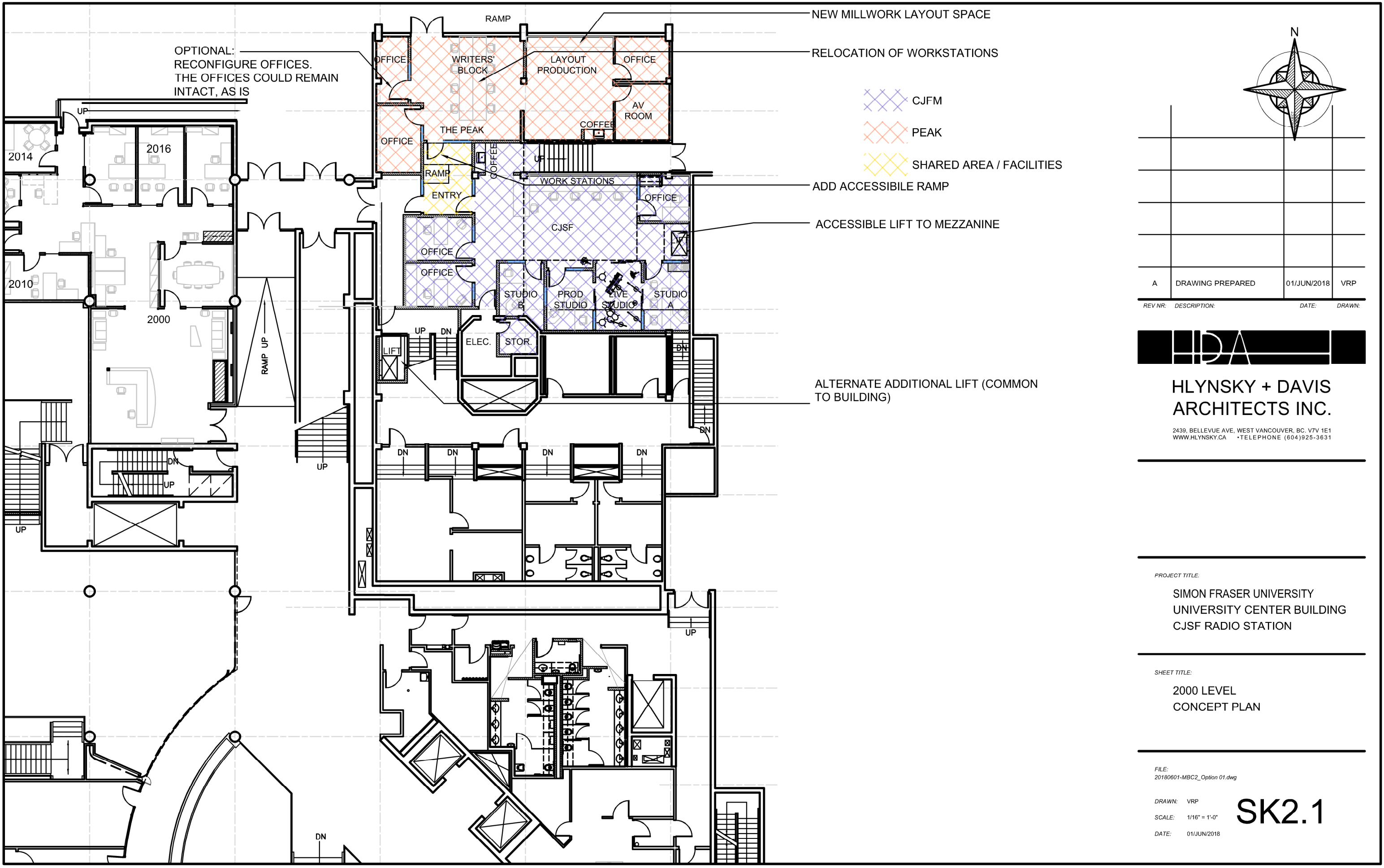
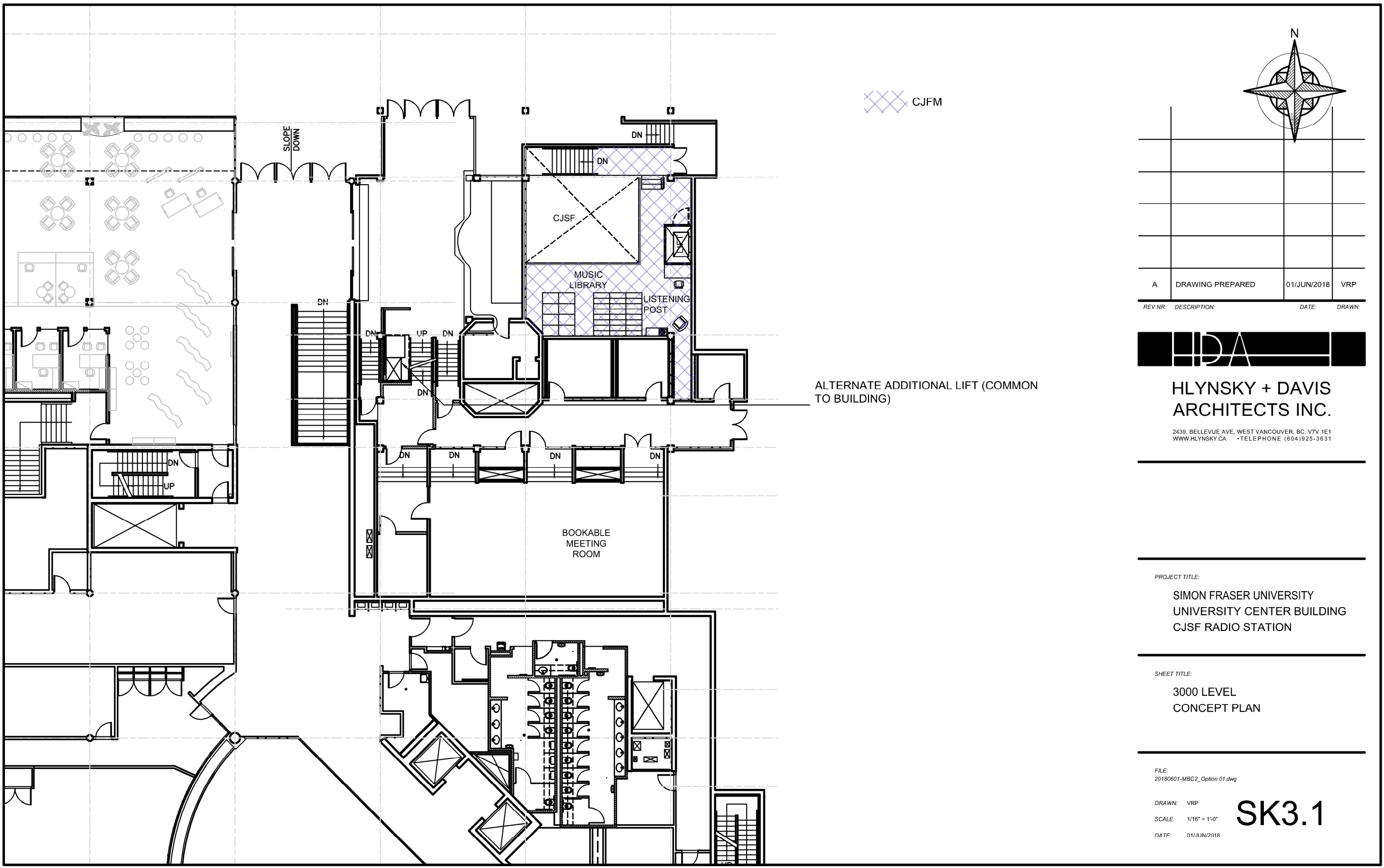
SFU Burnaby

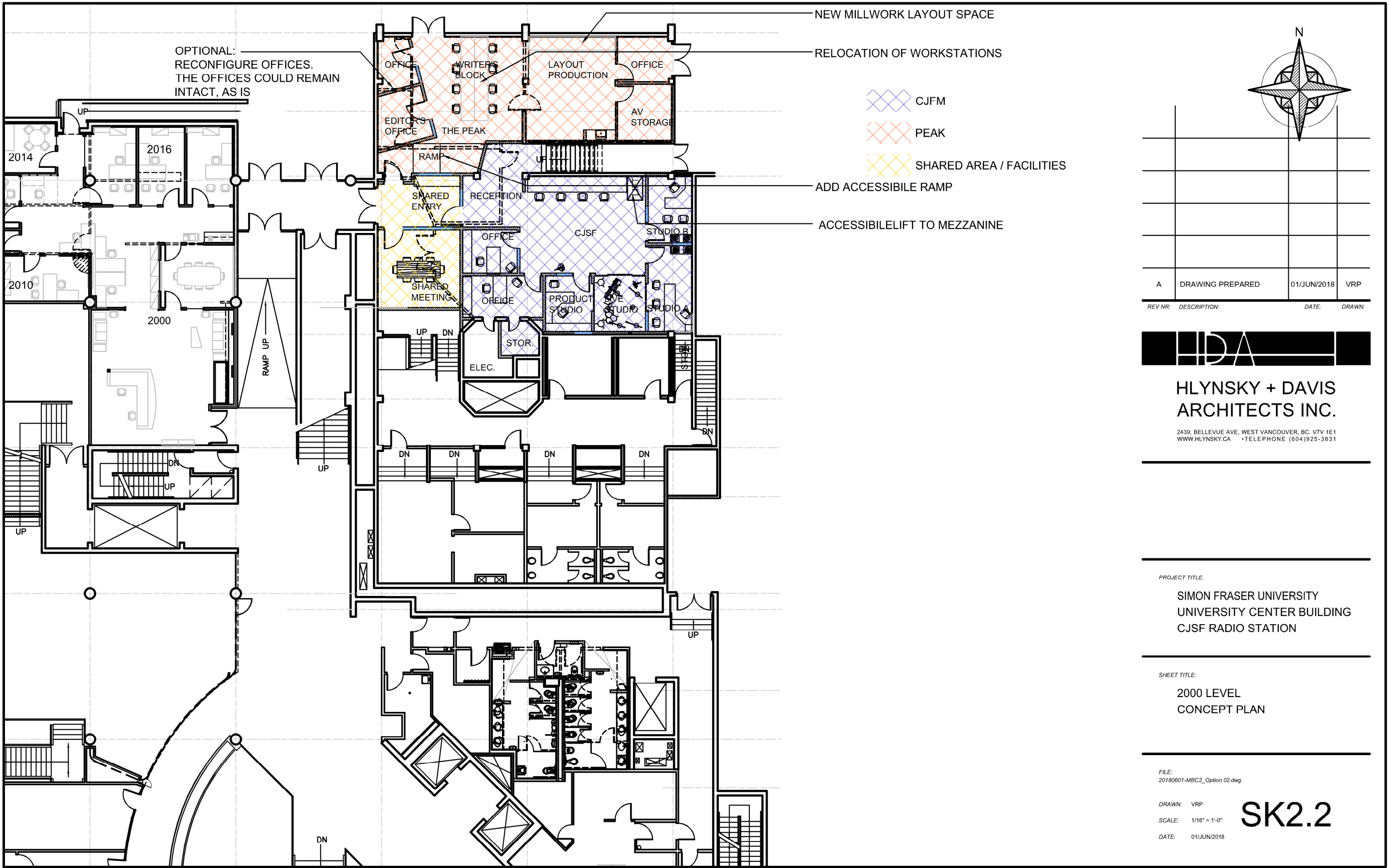
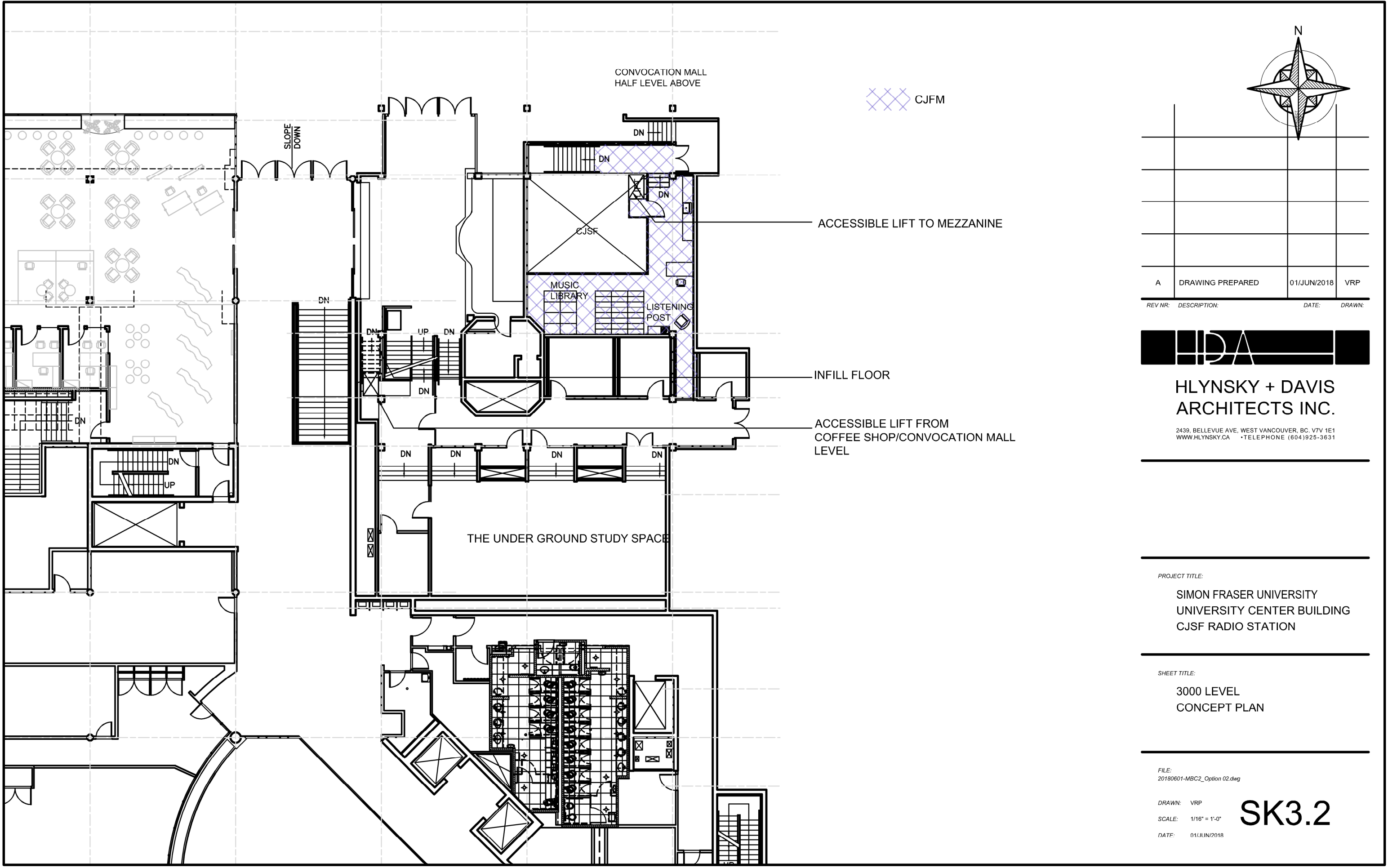
Vancouver

Surrey

Somewhere else (please identify)

7. What would make you use your rec pass more?





The SFSS SOPs sit under the Board Policies and provide the detailed steps by which any process is completed.

SFSS Standard Operating Procedures

Board of Directors

simon fraser
student society

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PURPOSE OF THESE STANDARD OPERATING PROCEDURES

The goal of this document is to establish a clear set of procedural steps that will allow any director to complete a task attributed to the Board of Directors or one of its members in a standardized fashion. The SOPs may also function as the core of new Board training.

PROCEDURE REVIEW AND APPROVAL PROCESS

Each procedure will be reviewed annually by the Governance Committee. Procedures may also be added, amended, or removed on an as-needed basis.

Each year, where initiated by the Board of Directors or its Governance Committee, or where member feedback identifies an opportunity for improvement, the Campaigns, Research, and Policy Coordinator will develop new, delete obsolete, or amend inaccurate or imperfect procedures, and then submit those proposed changes, one procedure at a time, to the Board of Directors or its Governance Committee for review.

ADMINISTRATIVE PROCEDURES

(UNAPPROVED)



AP-1: REQUESTING STAFF SUPPORT

<i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i> <i>PROCESS TITLE: REQUESTING STAFF SUPPORT</i> <i>PROCESS REFERENCE NUMBER: AP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Directors request staff support by submitting work orders.

Administrator

1. Departmental coordinators

Clients

2. Directors

Standards

3. Work orders will be inserted into the cue of work orders on a first come first served basis.
4. Ad-hoc requests will be processed as soon as possible, noting that planned departmental initiatives take precedence over ad-hoc requests.
5. Requests to prioritize ad-hoc work orders should be submitted to the director supervisor of the departmental coordinator.
6. Departmental work order are found at:

<i>Department</i>	<i>Type</i>	<i>Location</i>
CEO	Email	ceo@sfss.ca
Administrative Supervisor	Email	admin.hr@sfss.ca
Build SFU General Manager	Email	buildsfu.gm@sfss.ca
Finance	Email	finance@sfss.ca
Communications	Work Order	https://form.jotform.com/52435231914248
Campaigns, Research, and Policy	Work Order	https://form.jotform.ca/61395889015264
Events	Work Order	https://form.jotform.com/81225220656248
	In development	
Student Union Organizer	Work Order	https://form.jotform.com/72206176190250
Club Organizers	Email	gocoords@sfss.ca
Surrey	Email	surrey@sfss.ca

<i>Out on Campus</i>	Work Order	https://form.jotform.com/71575759590269
<i>Women's Centre</i>	Work Order	https://form.jotform.com/71386479190264

Timeline

7. Work orders are submitted an ad-hoc basis, where a director needs staff support.

Procedural Steps

Step	Description	Image
1	Click on the link provided in the AP-1.6.	
2	Complete all required forms fields; or, if the request is submitted by email, describe your request noting the 'who', 'what', 'when', 'where', 'why', of your request.	
3	If you receive no confirmation of receipt, contact the departmental coordinator or departmental head directly.	



AP-2: UPDATING GMAIL CONTACTS

<i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i> <i>PROCESS TITLE: UPDATING GMAIL ACCOUNT</i> <i>PROCESS REFERENCE NUMBER: AP-2</i>		
<p style="text-align: right;"> Adopted: May 22, 2018 Next Scheduled Revision Previous Revisions </p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to updating the prompted Gmail contact list upon the arrival or departure of new staff or student representatives.

Administrator

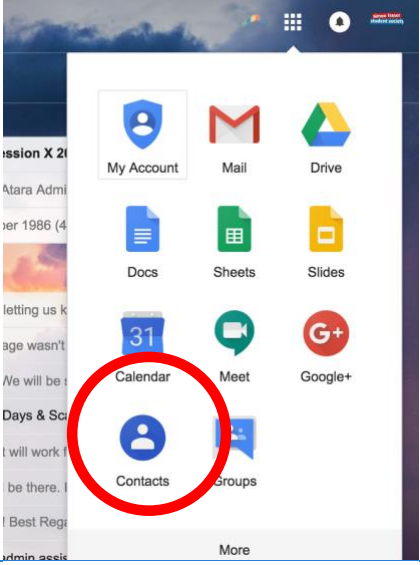
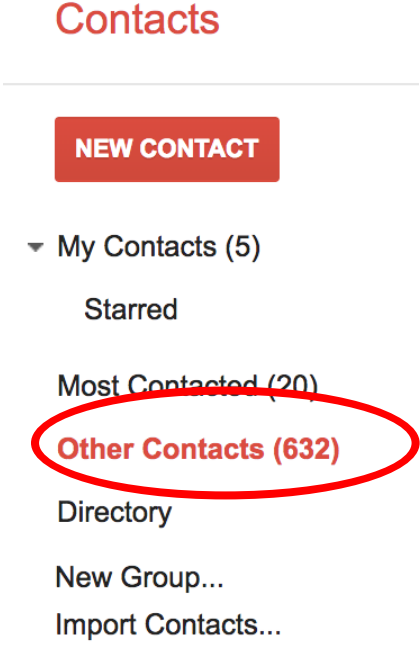
1. Each owner of an SFSS Gmail account.

Timeline

2. Upon the appointment of new student representatives or staffing changes, typically following the distribution of a new Society phone listing.

Procedural Steps

Step	Description	Image
1	Log in to your Gmail by entering your email and password	
2	Click on the square grid, located to the top right-hand corner of your email	<p>A screenshot of a Gmail mobile app interface. In the top right corner, there is a square grid icon (the 'App Drawer' icon) which is circled in red. Other visible elements include a notification bell icon, a settings gear icon, and a list of emails below.</p>

Step	Description	Image
3	Click “Contacts”	
4	Click “Other contacts” and then click the contact you wish to update/edit	



AP-3: CHANGING YOUR GMAIL ACCOUNT NAME

<i>PROCESS TYPE: ADMINISTRATIVE PROCEDURE</i> <i>PROCESS TITLE: CHANGING YOUR GMAIL ACCOUNT NAME</i> <i>PROCESS REFERENCE NUMBER: AP-3</i>		
<p style="text-align: right;"> Adopted: May 22, 2018 Next Scheduled Revision Previous Revisions </p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to updating your Gmail account name.

Administrator

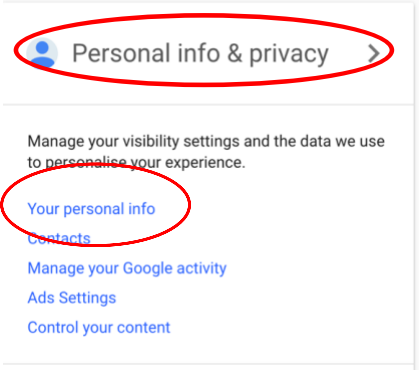
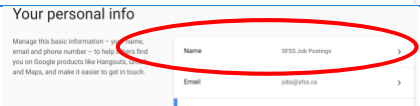
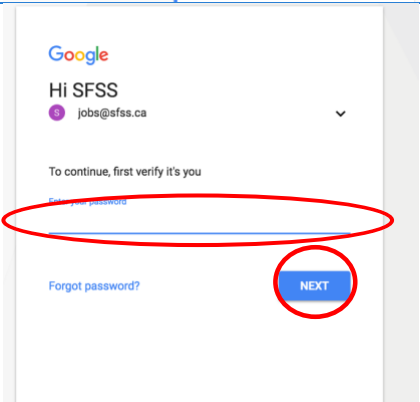
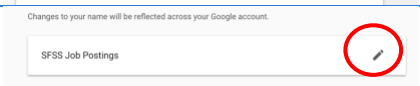
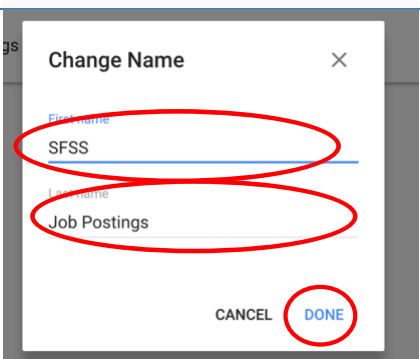
- Each owner of an SFSS Gmail account.

Timeline

- As needed

Procedural Steps

Step	Description	Image
1	Sign in to google account with email and password	
2	Click on the logo found on the top right-hand corner and then click "my account"	<p>The screenshot shows the Gmail account management interface. In the top right corner, there is a grid icon (account menu) circled in red. Below it, a dropdown menu is visible. In this menu, the "My Account" button is circled in red. Other visible text in the interface includes "This account is managed by sfss.ca.", "SFSS Job Postings", "jobs@sfss.ca", "Privacy", "Change", "Administrative Assistant", "admin.assistant@sfss.ca", "Signed out", "Add account", and "Sign out".</p>

Step	Description	Image
3	Go to “Personal info & privacy” and click “your personal info”	 A screenshot of the Google account settings page. The 'Personal info & privacy' tab is selected and circled in red. Below it, the 'Your personal info' link is circled in red. Other links like 'Contacts', 'Manage your Google activity', 'Ads Settings', and 'Control your content' are visible.
4	Click on “name”	 A screenshot of the 'Your personal info' section. The 'Name' field, which contains 'SFSS Job Postings', is circled in red. The 'Email' field below it contains 'jobs@sfss.ca'.
5	Enter your password and then click “next”	 A screenshot of the Google login screen. The password input field is circled in red. Below it, the 'NEXT' button is circled in red. The screen also shows the Google logo, 'Hi SFSS', and the email 'jobs@sfss.ca'.
6	Click the pencil, located to the right of the name, to edit	 A screenshot of the name field 'SFSS Job Postings'. A small pencil icon to the right of the text is circled in red, indicating the edit option.
7	Enter the name you wish to use and then click done	 A screenshot of the 'Change Name' dialog box. The 'First name' field contains 'SFSS' and the 'Last name' field contains 'Job Postings', both circled in red. At the bottom right, the 'DONE' button is circled in red, next to a 'CANCEL' button.

FINANCE PROCEDURES (UNAPPROVED)



FP-1: SUBMITTING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS

<i>PROCESS TYPE: FINANCE PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS</i>		
<i>PROCESS REFERENCE NUMBER: FP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Directors will submit invoices and reimbursement requests to the VP Finance as a completed cheque requisition form.

Administrator

1. Directors

Clients

2. Directors

Standards

3. Society disbursements, reimbursements or spending of all types (not including society payroll) must be authorized through the cheque requisition process.
4. A cheque requisition, submitted along with all required supporting documentation satisfactory to the Society's auditor, must be supplied to the VP Finance before the Finance Office issues any payment.
 - a. invoices or original receipts (if loose receipts, staple neatly to another 8 ½ x 11 page preferably in the middle of the page),
 - b. meeting minutes authorizing expenditure,
 - c. any other documentation necessary to provide proof or explanation of expenditure.
5. All required fields must be completed correctly.
 - a. Today's Date – enter the date that you filled out the cheque requisition.
 - b. Cheque Payable To – the correct complete name of individual or company that is to be paid.
 - c. In The Amount Of – the total amount of all charges itemized on the cheque requisition.
 - d. Describe The Request (section) – if necessary, include more detailed information or an explanation about the request in this area.

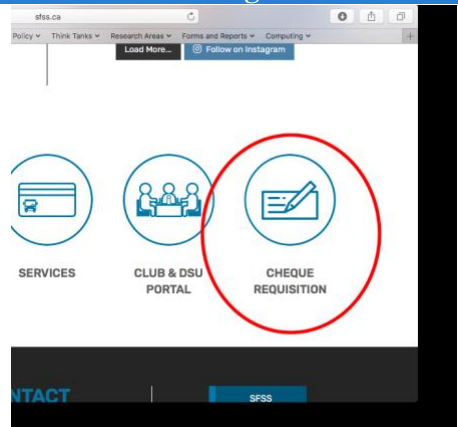
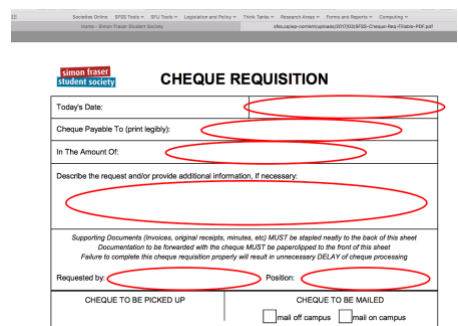
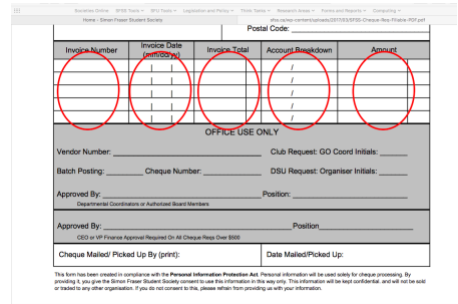
- e. Requested By / Position – name of person who is requesting cheque, and position (if applicable).
 - f. Cheque To Be Picked Up – complete this area if cheque is not be mailed, but is being picked up at the General Office.
 - g. Cheque To Be Mailed – complete this area if cheque is to be mailed. Ensure to write down complete address if not already on file.
 - h. Invoice Number – include invoice number (if applicable) or short code that summarizes the expense (12 characters maximum).
 - i. Invoice Date – the invoice date determines the month that the expenditure is assigned to, so generally the invoice date is the date that the expenditure occurred.
 - j. Invoice Total – total amount of each individual invoice or expense. If there are numerous small expenditures they can be summarized in one amount as long as they are all being assigned to the same account.
 - k. Account Breakdown – the account that the expense is being charged to. There may be more than one account if the expense is being split between several accounts.
 - l. Amount – the amount assigned to each account if total expense is broken down between several accounts. If only one account in the breakdown then amount will be the same as the Invoice Total.
 - m. Office Use Only – do not write in anything here, it will be filled in by the Financial Coordinators.
6. Check requisitions submitted to the Finance Office for processing must be signed by the VP Finance.
 7. Unbudgeted check requisitions must be approved by Board.
 8. Budgeted check requisition must be approved by two signing authorities.
 9. Where the payment is less than \$20,000, the payment may be approved by
 - a. any two signing officers.
 10. Where the payment is equal to or greater than \$20,000, may payment must
 - a. be approved by two signing officers, one of which must be a director of the Society.

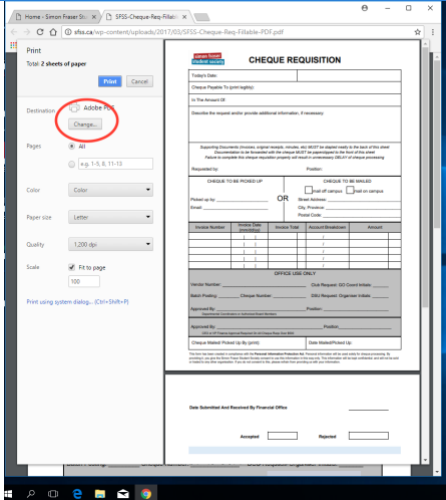
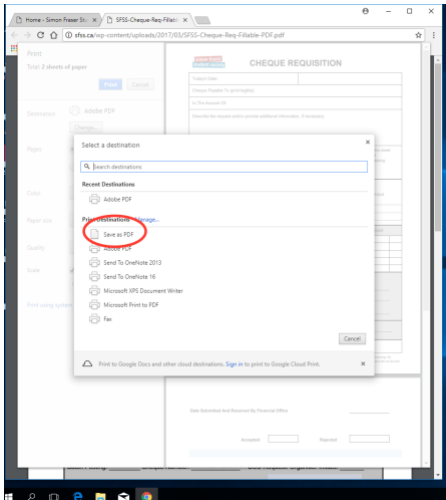
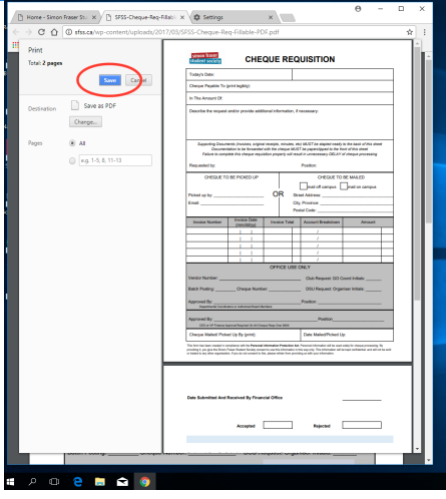
Timeline

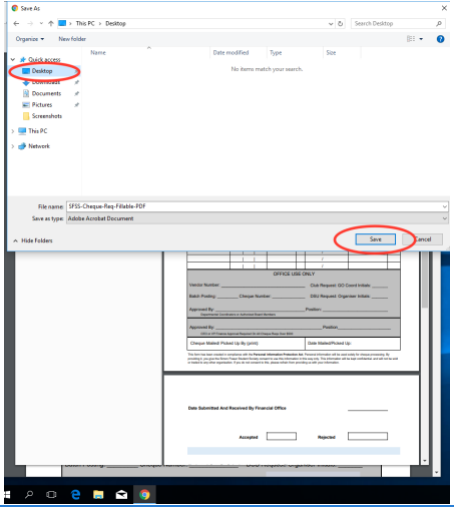
11. As soon as possible following the receipt of an invoice or the incurring of a expense.

Procedural Steps

Step	Description	Image
1	Open a web browser and go to www.sfss.ca .	

Step	Description	Image
2	Scroll down the landing page, and click on the 'CHEQUE REQUISITION' icon.	
3	As indicated by the form, from left to right and top to bottom, insert: <ul style="list-style-type: none"> Your name The person or organisation to whom the cheque should be addressed The total amount of the payment A brief description of the product or service purchased. Your name Your position 	
4	Scroll down the page, and as indicated by the form, from left to right and top to bottom, insert: <ul style="list-style-type: none"> The invoice/receipt number (if there is no invoice number, create one), The date on the invoice or receipt The invoice total The department and budget line item to which you wish to charge this expense (the VP Finance can provide guidance if you are unsure). The amount you wish to charge to this line item (an invoice may be split across multiple line items). 	

Step	Description	Image
5	Press 'Control-P' and clicking 'Change.'	 
6	Print to PDF by clicking 'Save', selecting your destination (the desktop is a good easily accessible choice), and click 'Save'.	

Step	Description	Image
		
7	Open the saved PDF in any PDF viewer and print.	
	Attach all required documentation with a stapler at the top left hand corner behind the form.	
7	Submit to the VP Finance using their Mail slot in the Resource Office.	



FP-2: REVIEWING CHEQUE REQUISITIONS FOR BOARD EXPENSES

<i>PROCESS TYPE: FINANCE PROCEDURE</i>		
<i>PROCESS TITLE: REVIEWING CHEQUE REQUISITIONS FOR INVOICE PAYMENTS AND REIMBURSEMENTS</i>		
<i>PROCESS REFERENCE NUMBER: FP-2</i>		
		Adopted Next Scheduled Revision Previous Revisions
Position	Signature	Date
Chief Executive Officer		

Description

The VP Finance will review cheque requisitions submitted by the Board and its committees, ensuring that all standards are met, and approve those submission for processing by the Finance Office.

Administrator

1. VP Finance

Clients

2. Directors

Standards

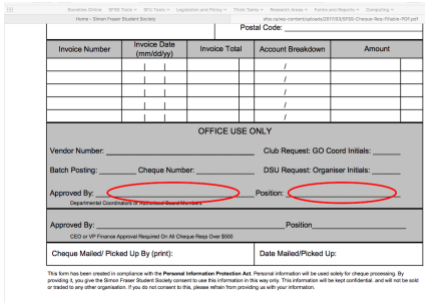
3. A cheque requisition, submitted along with all required supporting documentation satisfactory to the Society's auditor, must be supplied to the VP Finance before the Finance Office issues any payment.
 - a. invoices or original receipts (if loose receipts, staple neatly to another 8 ½ x 11 page preferably in the middle of the page),
 - b. meeting minutes authorizing expenditure,
 - c. any other documentation necessary to provide proof or explanation of expenditure.
4. All required fields must be completed correctly.
 - d. Today's Date – enter the date that you filled out the cheque requisition.
 - e. Cheque Payable To – the correct complete name of individual or company that is to be paid.
 - f. In The Amount Of – the total amount of all charges itemized on the cheque requisition.
 - g. Describe The Request (section) – if necessary, include more detailed information or an explanation about the request in this area.
 - h. Requested By / Position – name of person who is requesting cheque, and position (if applicable).

- i. Cheque To Be Picked Up – complete this area if cheque is not be mailed, but is being picked up at the General Office.
- j. Cheque To Be Mailed – complete this area if cheque is to be mailed. Ensure to write down complete address if not already on file.
- k. Invoice Number – include invoice number (if applicable) or short code that summarizes the expense (12 characters maximum).
- l. Invoice Date – the invoice date determines the month that the expenditure is assigned to, so generally the invoice date is the date that the expenditure occurred.
- m. Invoice Total – total amount of each individual invoice or expense. If there are numerous small expenditures they can be summarized in one amount as long as they are all being assigned to the same account.
- n. Account Breakdown – the account that the expense is being charged to. There may be more than one account if the expense is being split between several accounts.
- o. Amount – the amount assigned to each account if total expense is broken down between several accounts. If only one account in the breakdown then amount will be the same as the Invoice Total.
- p. Office Use Only – do not write in anything here, it will be filled in by the Financial Coordinators.

Timeline

5. Weekly

Procedural Steps

Step	Description	Image
1	Collect all cheque requisitions from the VP Finance mail slot in the Resource Office.	
2	Review each field to ensure it is completed correctly, as detailed in the standards section.	
3	Ensure all required documentation, as detailed in the standards section, is attached.	
4	<p>If, either, all information is not complete and accurate, or all required supporting documentation is not included, return the check requisition form to the submitter for correction.</p> <p>If, all information is not complete and accurate, and all required supporting documentation is included, sign the 'Approved By' line in the Office Use Only section, indicating your position title.</p>	
5	Place the approved cheque requisition form in the black tray, on the file cabinet at the entrance to the Finance cubicle area, or in the Finance Coordinator mail slot.	

IT PROCEDURES (UNAPPROVED)



IT-1: LOGGING ON TO SFU MANAGED COMPUTERS

<i>PROCESS TYPE: IT PROCEDURE</i>		
<i>PROCESS TITLE: LOGGING ON TO SFU MANAGED COMPUTERS</i>		
<i>PROCESS REFERENCE NUMBER: IT-1</i>		
		Adopted Next Scheduled Revision Previous Revisions
Position	Signature	Date
Chief Executive Officer		

Description

Directors have an SFU computing ID associated to the position as directors, which should be used for conducting Society business.

Administrator

8. Directors

Standards

9. Directors must log on using their director SFU computing ID accounts, not their student SFU computing ID accounts.

Timeline

10. Anytime directors wish to use the computers located in the Board Office or to access assets on the SFSS file share.

Procedural Steps

Step	Description	Image
1	Turn on computer	
2	Enter Username and Password for your account. This information is provided by the SFSS Administrative Assistant.	



IT-2: ACCESSING THE SFSS FILE SHARE SERVER

PROCESS TYPE: IT PROCEDURE

PROCESS TITLE: ACCESSING THE SFSS FILE SHARE SERVER

PROCESS REFERENCE NUMBER: IT-2

Adopted
Next Scheduled Revision
Previous Revisions

Position	Signature	Date
Chief Executive Officer		

Description

Directors may access to the SFSS file share server, which contains the Society Corporate Records Repository.

Administrator

1. Directors

Standards

2. Directors will use the Corporate Records Repository to access Society records
3. Directors will not save local copies of records to ensure that all referenced documents are up to date, and no copies left lost or left in an unsecured location.

Timeline

4. Anytime directors wish to access the file share.

Procedural Steps

Step	Description	Image
1	Log on to an SFU managed computer – See IT-1: Logging on to SFU Managed Computers.	
2	Click on the Windows icon at the bottom left of the screen, and select 'Windows System > File Explorer'	A screenshot of the Windows 10 Start menu. The 'Windows System' tile is highlighted with a red circle, and the 'File Explorer' tile is also highlighted with a red circle. The Start menu is open, showing various application tiles and the taskbar at the bottom.

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STANDARD REPORTING PROCEDURES (TO BE DEVELOPED)



RP-X:

<i>PROCESS TYPE: REPORTING PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: RP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
1		
2		
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EVENT PROCEDURES (TO BE DEVELOPED)



EPP-X:

<i>PROCESS TYPE: EVENT PLANNING PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: EPP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

ELECTION PROCEDURES (TO BE DEVELOPED)



EP-X:

<i>PROCESS TYPE: ELECTION PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: EP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
1		
2		
3		
4		
5		
6		
7		
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9		
10		

REFERENDUM PROCEDURES (TO BE DEVELOPED)



REFP-X:

<i>PROCESS TYPE: REFERENDUM PROCEDURE</i>		
<i>PROCESS TITLE:</i>		
<i>PROCESS REFERENCE NUMBER: REFP-X</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

Administrator

1.

Clients

2.

Standards

3.

Timeline

4.

Procedural Steps

Step	Description	Image
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

CONFLICT AND DISCIPLINARY PROCEDURES (UNAPPROVED)



CDP-1: ADDRESSING INTER-DIRECTOR CONFLICTS

(UNAPPROVED)

<i>PROCESS TYPE: CONFLICT AND DISCIPLINARY PROCEDURE</i> <i>PROCESS TITLE: ADDRESSING INTER-DIRECTOR CONFLICTS</i> <i>PROCESS REFERENCE NUMBER: CDP-1</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to address any concern or conflict a director may have with another.

Administrator

5. This process will be administered by the director who has a concern regarding another director.
6. Directors may consult with the President or Chief Executive Officer (CEO) for guidance.

Clients

7. Directors

Standards

8. This procedure must be administered in private. Follow the edict: 'praise in public, criticize in private.'
9. Written notes should not be recorded or filed.
10. This procedure should not be administered when tempers are flared. Directors should wait until their feelings have cooled before addressing issues with other directors.
11. Directors should acknowledge that they may be incorrect in their understanding of the situation, and administer this process as a learning and communication tool.

Timeline

12. This procedure will be administered promptly, though not immediately following the event or behaviour that is viewed as problematic. Do not administer this procedure when angry or frustrated.

Procedural Steps

Step	Description	Image
1	Request a meeting with the director in question, proposing a specific time, and private (not secret) place for the meeting.	
2	At the meeting, state the concerning event or behaviour.	
3	Explain how the event was experienced, and why it is concerning.	
4	Refer to specific and relevant sections of the SFSS Board Policies, with a focus on the Governance Process Policies, to describe how the behaviour is inconsistent with the standards for directors in the performance of their duties.	
5	Ask the director in question for their experience of the event or behaviour.	
6	Be prepared for the possibility that some contextualizing consideration may influence whether or not the event or behaviour was problematic.	
7	After listening, and providing the director in question with all the time they need to respond to the concern, determine whether or not the response and explanation alleviate the concern.	
8	<p>If the response is satisfactory, thank the director for their time and the information.</p> <p>If the response is not satisfactory, communicate to the director that some concerns remain, and communicate those concerns, again making use of the standards contained in the SFSS Board Policies.</p>	
9	Provide the director with a chance to respond to those concerns.	
10	If the response is still not satisfactory, communicate the remaining concerns to the director, and notify them that the remaining issues will be administered according to CDP-2: Remediating Breaches of the Board Code of Conduct.	
11	Thank the director for taking the time to meet.	



CDP-2: REMEDIATING BREACHES OF THE BOARD CODE OF CONDUCT (**UNAPPROVED**)

<i>PROCESS TYPE: REPORTING AND DISCIPLINARY PROCEDURE</i>		
<i>PROCESS TITLE: REMEDIATING BREACHES OF THE BOARD CODE OF CONDUCT</i>		
<i>PROCESS REFERENCE NUMBER: CDP-2</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to addressing a perceived breach of the standards contained in the Governance Process Policy, GP-3, of the SFSS Board Policies.

Administrator

1. This procedure will be administered by the President; or, where the President is the director believed to have breached the terms of the Code, the VP Student Services and Chief Executive Officer (CEO).
2. The administrator of this procedure may and should consult with the CEO for recommendations.

Clients

3. Directors

Standards

4. CDP-1: Addressing Inter-Director Conflicts should be administered prior to administering this procedure.
5. Written records will be developed using the templates made available by the SFSS Administrative Supervisor.
6. Records of disciplinary measures will be securely stored by the SFSS Administrative Supervisor in a manner consistent with SFSS HR standards, and destroyed after five (5) years.
7. Any copies or drafts of records kept by the administrators of this procedure must be destroyed prior to leaving office.
8. The administrators of this procedure will have the exclusive access to its proceedings and the authority to communicate those proceedings.
9. There are four stages of progressive discipline:
 - a. Stage 1: Verbal Warning

- b. Stage 2: Written Warning,
 - c. Stage 3: 2-week Suspension without Pay
 - d. Stage 4: Impeachment Proceedings via Special General Meeting
10. Stages of progressive discipline may be skipped under to following conditions, and following a consultation with the CEO:
- a. where an act is an egregious breach of the Human Rights Act, Stage 1, 2, and 3 may be skipped,
 - b. where an act is criminal, Stages 1, 2, and 3 may be skipped; and, the appropriate authorities may be notified,
 - c. where an act constitutes an egregious conflict of interest, stages 1 and 2, or 1, 2, and 3 may be skipped.

Resources

11. The following resources will be made available to the administrator of this procedure by the SFSS Administrative Supervisor:
- a. Note Taking Form
 - b. Notice of Decision Form
 - c. Written Notice Template
 - d. Templated Board Motion Calling for a Special General Meeting to Motion in Favour of a Director Impeachment
 - e. Notice of Appeal
 - f. Notice of Review

Timeline

12. This procedure will be administered when a director notifies the appropriate administrator in writing that they believe another director has breached the terms of GP-3: Code of Conduct, and after that director has administered CDP-1: Addressing Inter-Director Conflicts.
13. The director submitting the notice should submit that notice as soon as they become aware of the breach.

Procedural Steps

Step	Description	Image
1	Confirm that the complainant has administered CDP-1: Addressing Inter-Director Conflicts.	
2	If the complainant has not done so, ask that they do. If the complainant has done so, schedule a meeting.	
3	Acquire the note taking forms from the SFSS Administrative Supervisor and notify the CEO of the complaint and scheduled meeting.	
4	Meet with the complainant, noting all the details of the situation, and collect any available material evidence. Ensure the notes capture the Who, What, When, Where, Why, and How of the issue. Note precisely what terms of the Code are believed to be breached.	

Step	Description	Image
5	Thank the complainant for meeting and for all the information.	
6	Review the facts and material evidence submitted by the complainant, the notes taken during the meeting, and make a preliminary determination as to whether or not a breach of the Code transpired. Note this preliminary determination.	
7	Where a preliminary analysis determines that a breach took place, review the facts and material evidence submitted by the complainant, the notes taken during the meeting, and make a preliminary assessment as to whether a criminal act or a conflict of interest took place. Note this preliminary assessment.	
8	Where the breach is believed to raise to the level of Stage 3 or 4, book a meeting with the CEO to review the information and the preliminary determination to receive a recommendation. Note the recommendation and make a final determination.	
9	Acquire the Notice of Decision form from the SFSS Administrative Supervisor and complete the form, noting whether or not a breach is determined to have taken place, and the disciplinary stage to which this issue rises.	
10	Where the administrator of this procedure determines that a breach did not take place, submit a copy of the Notice of Decision to the director in question, and a copy of the Notice of Decision and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards.	
11	Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 1 discipline: <ul style="list-style-type: none"> • meet with the director in question, in private or with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision to the director in question, • submit a copy of the Notice of Decision and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
12	Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 2 discipline: <ul style="list-style-type: none"> • acquire the Written Notice template from the SFSS Administrative Supervisor, 	

Step	Description	Image
	<ul style="list-style-type: none"> • meet with the director in question, in private or with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision and the Written Notice to the director in question, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
13	<p>Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 3 discipline:</p> <ul style="list-style-type: none"> • meet with the director in question with the CEO, to communicate the determination and review the Code of Conduct, • submit a copy of the Notice of Decision and to the director in question, the Finance Department, and the VP Finance, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
14	<p>Where the administrator of this procedure determines that a breach took place, and the breach rises to the level of stage 4 discipline:</p> <ul style="list-style-type: none"> • meet with the director in question with the CEO, to communicate the determination and review the Code of Conduct, • where the breach is of a criminal nature, task the CEO to contact the relevant authorities, • submit a copy of the Notice of Decision and to the director in question, • prepare and submit a motion to the Board of Directors at the next meeting using the Board Motion Calling for a Special General Meeting to Motion in Favour of a Director Impeachment Template, • submit a copy of the Notice of Decision, the Written Notice, and Notes to the SFSS Administrative Supervisor for filing in a manner consistent with SFSS HR standards, and • destroy all other notes and emails related to this issue. 	
15	<p>Where the director in question feels that the administrators of this procedure did not adhere to its terms, they may</p>	

Step	Description	Image
	submit to the VP Student Services and CEO, or to the Executive Committee a request to appeal the Notice of Decision using the Notice of Appeal Form.	
16	<p>Upon the reception of the Notice of Appeal Form, the administrators of the appeal will review all notes of the administrator of this procedure to determine whether or its terms were followed.</p> <p>The administrators of the appeal may ask the administrator of this procedure questions regarding its conduct.</p>	
17	<p>Where it is deemed that the terms of this procedure were not followed, the administrators of the appeal request will order that the procedure be renewed, and will submit a Notice of Review to the director as well as the SFSS Administrative Supervisor for filing.</p> <p>Where it is deemed that the terms of this procedure were followed, the administrators of the appeal will submit a Notice of Review to the director as well as the SFSS Administrative Supervisor for filing.</p>	

STANDARDS FOR RELATIONSHIPS WITH EXTERNAL GROUPS (UNAPPROVED)



EGP-1: SPONSORSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: PURSUING SPONSORSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-1</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

‘Sponsorships’ are a type of fundraising, where organisations provide financial support to the SFSS, typically for the purpose of hosting an event. External groups sponsor events to market their products and services to its attendees.

Sponsorship opportunities are driven by the SFSS. It is the SFSS that actively seeks sponsors for specific initiatives.

Definitions

1. ‘External group’ means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor’s, the Peak, Embark, etc.

Administrators

2. Member Services Coordinator/Events, in consultation with the Event Committee or event organiser.

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from sponsors.
4. Board members and SFSS volunteers may be involved in recruiting sponsors.
5. For each opportunity, the events committee (supported by the Member Services Coordinator/Events) will develop a sponsorship package that includes sponsorship categories (e.g. Platinum, Gold, Silver, etc.).

- a. Each sponsorship category will have an assigned purchase price and a series of specific benefits (e.g. logo on banners, mention at podium, complimentary tickets, etc.) that are provided to sponsors.
6. The SFSS will review each potential sponsor to ensure that they are a good “fit”. We will not offer sponsorship opportunities to groups who:
 - b. are involved with natural resource extraction or processing,
 - c. espouse hate or intolerance as a result of their public stance on issues or their business practices, or
 - d. compete directly with other sponsors that have already been confirmed.
7. In all cases, agreements that detail the rights and obligations of the SFSS and sponsors will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

8. This procedure will be administered where the SFSS is hosting a large-scale event.

Procedural Steps

Step	Description	Image
1	Submit a work order to the MSC/Events to develop a draft sponsorship package, including a templated agreement to be signed by the Society and the sponsors.	
2	Submit the package to the CEO for review.	
3	Establish a list of appropriate potential sponsors.	
4	Establish a schedule and a lead for reaching out to each potential sponsor.	
5	Where a sponsor has indicated interest, submit a work order to the MSC/Events to revise the template and submit it for consideration to the CEO, who will consult with the President and VP Finance.	
6	Where approved, submit to the CEO and either the President or VP Finance for signing.	
7	Submit the SFSS copy of all signed agreements to Finance for permanent, secure storage.	



EGP-2: PARTNERSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: PARTNERSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-2</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'partnership' is an agreement between the SFSS and an external group, where both parties agree to cooperate to pursue mutual interests. These may be formed to generate income or pursue other interests.

Examples of partnerships:

- Working with the U-Pass committee to develop an agreement extension
- Working with Health and Counselling to develop, fund and implement a student assistance pilot project

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrators

2. CEO, in consultation with Board

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other "perks" from partners.
4. Partnerships may include the investment of funds or in-kind resources like staff time, office space, marketing support, access to equipment, etc.
5. Partnerships require a formal agreement, ratified by the SFSS Board of Directors. The agreement should include:

- a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Deliverables to be pursued
 - d. Name of the partnership (if there is one)
 - e. Cash contributions made by each party
 - f. In-kind contributions made by each party (and estimated value)
 - g. How profits or losses will be determined and addressed (for income- generating ventures)
 - h. How the venture will be managed
 - i. Banking arrangements, if required
 - j. How the relationship can be dissolved
6. In all cases, agreements that detail the rights and obligations of the SFSS and partners will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

7. This procedure will be administered where a director, Board, or Board committee is contacted by a service provider in pursuit of a partnership.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wished to pursue a partnership, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-3: FEE-FOR-SERVICE RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: FEE-FOR-SERVICE RELATIONSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-3</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'fee-for-service' relationship is an agreement between the SFSS and an External Group, where the SFSS agrees to purchase services to meet its operational and strategic goals.

Examples of services to meet our operational requirements:

- hiring a firm to secure the talent and provide support for a major event,
- hiring a DJ for a pub night,
- hiring SFU to complete space set-ups for events,
- hiring security to support an event, and
- hiring a consultant to deliver customer-service training for employees.

Examples of services to pursue our strategic initiatives could include:

- hiring a consultant to deliver customer-service training for employees.

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. Member Services Coordinator / Events, in consultation with the Events Committee or event organiser.

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from partners.
4. All fee-for-service arrangements require a formal agreement, signed by all parties, before services are delivered. Fee-for-service relationships that involve the expenditure of unbudgeted funds that are greater than the CEO’s approval level (\$20,000) need to be formally approved by the SFSS Board of Directors. Agreements should include:
 - a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Services to be delivered
 - d. Service delivery schedule
 - e. Reports required, including deadlines
 - f. Payment schedule
5. In all cases, agreements that detail the rights and obligations of the SFSS and groups participating in a fee-for-service arrangement will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President.

Timeline

6. This procedure will be administered where a director, Board, or Board committee is contacted by a service provider in pursuit of a fee-for-service relationship.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-service relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-4: FEE-FOR-ACCESS RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: INTERNAL AND EXTERNAL GROUP AGREEMENT PROCEDURE</i>		
<i>PROCESS TITLE: FEE-FOR-ACCESS RELATIONSHIPS</i>		
<i>PROCESS REFERENCE NUMBER: EGP-4</i>		
Adopted Next Scheduled Revision Previous Revisions		
Position	Signature	Date
President		
Chief Executive Officer		

Description

A 'fee-for-access' relationship is an agreement between the SFSS and an external group, where the group agrees to purchase access to our members in order achieve its for-profit or non-profit goals.

A 'fee-for-access' relationship is often mistakenly portrayed as partnerships. Sponsorships are one type of fee-for-access relationship.

Examples of access could include the SFSS sending an e-mail message, postering, using social media or other SFSS marketing platforms to promote:

- a "student discount" for services or products,
- an upcoming for-profit event that students may be interested in attending,
- selling access to vending tables on campus (could include Imaginus, Craft Fair and similar events and regular table rentals), or
- sponsorships.

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external groups. External groups are legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. CEO, in consultation with Board

Standards

3. Board members, staff members, and SFSS volunteers are not to accept gifts, compensation or other “perks” from partners.
4. In all circumstances, SFSS will not provide any contact information for individual students, clubs, student unions or other SFSS-affiliated groups.
5. All fee-for-access arrangements require a formal agreement, signed by all parties, before access is provided. Agreements should include:
 - a. Term of the agreement (from “when to when”)
 - b. Roles and responsibilities of each party to the agreement
 - c. Access to be provided
 - d. Access schedule
 - e. Payment schedule
6. In all cases, agreements that detail the rights and obligations of the SFSS and groups participating in a fee-for-service arrangement will be developed by the Member Services Coordinator/Events and signed by the CEO (staff) and either the VP Finance or the President (Board).

Timeline

7. This procedure will be administered where a director, Board, or Board committee wishes to pursue a fee-for-access agreement, or where an organisation reaches out to a director in pursuit of a such an agreement.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-access relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	



EGP-5: ACCESS-WITHOUT-FEE RELATIONSHIPS (UNAPPROVED)

<i>PROCESS TYPE: INTERNAL AND EXTERNAL GROUP AGREEMENT PROCEDURE</i> <i>PROCESS TITLE: ACCESS-WITHOUT-FEE RELATIONSHIPS</i> <i>PROCESS REFERENCE NUMBER: EGP-5</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
President		
Chief Executive Officer		

Description

An 'access-without-fee' relationship is an agreement between the SFSS and external groups, where the group is provided access to our members in order to achieve its for-profit or non-profit goals for free.

There are a number of situations that may arise when SFSS may want to provide an external group with access to our members.

Examples include:

- promoting events that may be of interest to our members,
- assisting groups in completing surveys, providing the results may positively affect one of the academics,
- health and wellbeing, financial or social condition of undergraduate students,
- distributing free products,
- providing access to free services, and
- promoting job postings that may be of interest to students.

Access could take the form of:

- developing and distributing promotional messages across our social media channels,
- participating in tabling with/without the proponent, or
- providing groups with use of an SFSS table and space

Definitions

1. 'External group' means a group external to the SFSS. As student union, clubs, constituency groups, and informal student groups pursuing a shared goal are parts of the SFSS, these are not external

groups. External groups a legal entities distinct from the SFSS; for example, SFPIRG, CJSF, SFU, Nestor's, the Peak, Embark, etc.

Administrator

2. Events Committee Chair in consultation with the Communications Coordinator

Standards

3. Board members, staff members and SFSS volunteers are not to accept
 - a. gifts, compensation or other “perks” from sponsors.
4. Access-without-fees agreements will be developed and approved by the Communications Coordinator and the CEO

Timeline

5. This procedure will be administered where a director, Board, or Board committee wishes to pursue an access-without-fee agreement, or where an organisation reaches out to a director in pursuit of a such an agreement.

Procedural Steps

Step	Description	Image
1	Where a director or committee is contacted by a service provider, or where a director or committee wishes to pursue a fee-for-access relationship, that director or committee will notify the President and CEO.	
2	The CEO, or their designate, will review the request and provide a report and recommendation to Board.	

MEMBER ENGAGEMENT PROCEDURES

(UNAPPROVED)



MEP-1: RESPONDING TO MEMBER COMPLAINTS ABOUT SOCIETY SERVICES (UNAPPROVED)

<i>PROCESS TYPE: MEMBER ENGAGEMENT PROCEDURE</i> <i>PROCESS TITLE: RESPONDING TO MEMBER COMPLAINTS ABOUT SOCIETY SERVICES</i> <i>PROCESS REFERENCE NUMBER: MEP-1</i>		
<div style="text-align: right;"> Adopted Next Scheduled Revision Previous Revisions </div>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to responding to a complaint submitted by a member.

Complaints about services are complaints about operations. As the CEO is responsible and accountable for Society operations, complaints must be communicated to them.

Administrator

1. This process will be administered by the director who receives the complaint

Clients

2. Members

Standards

3. All complaints must be taken seriously.
4. All complaints must be taken as important feedback.
5. All facts regarding any complaint submitted in person must be noted using the complaints form.
6. Members making complaints must be treated with respect.
7. Members making complaints must treat directors with respect.
8. Members making complaints must be provided with a date and time at which they will be contacted for a follow-up.
9. Directors may not commit to responses or solutions to complaints.
10. All complaints about SFSS Operations must be communicated to the Chief Executive Officer (CEO).

Timeline

11. This procedure will be administered immediately upon receiving a complaint.

Procedural Steps

Step	Description	Image
1	When a member submits a complaint in writing regarding Society services, forward the complaint to the CEO and Board President.	
2	When a member submits a complaint in person or on the phone, ask the member to pause for a moment while you access the SFSS Complaints Form (https://form.jotform.com/73316448573260).	
3	Complete all fields on the complaints form, ensuring that the who, what, when, where, why, and how of the event about which the complaint is directed is noted.	
4	Encourage the member to provide their name and contact information for follow-up if they hesitate; this is an integral part of actually addressing the problem.	
5	Thank the member for communicating the issue.	
6	Tell the member the date by which you, or someone else in the organisation will contact them for follow up.	
7	Submit the complaint record to the CEO, and cc the Board President.	
8	Follow-up with the CEO on the deadline established with the member for follow-up, to ensure someone has contacted them and addressed the issue.	

ADVOCACY AND LOBBYING PROCEDURES



ALP-1: REVIEWING THE PLANS AND REPORTS ON PAST ADVOCACY AND LOBBYING PLANS

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: REVIEWING THE PLANS AND REPORTS ON PAST ADVOCACY AND LOBBYING PLANS</i>		
<i>PROCESS REFERENCE NUMBER: ALP-1</i>		
Adopted: April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary to reviewing the past and ongoing advocacy and lobbying campaigns of the Society.

Administrators

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Timeline

4. At the start of the Board term, or upon the consideration of any new campaign.

Procedural Steps

Step	Description	Image
1	Request all relevant reports from the CRPC.	
2	Review email account and Board files for any additional information on campaigns.	
3	Review reports for outstanding Society commitments, successes, failures, contacts, resources, data, and recommendations.	



ALP-2: CONDUCTING A REVIEW OF RELEVANT INFORMATION ON THE CAUSE OR ISSUE IN QUESTION

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: CONDUCTING A REVIEW OF RELEVANT INFORMATION ON THE CAUSE OR ISSUE IN QUESTION</i>		
<i>PROCESS REFERENCE NUMBER: ALP-2</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to research to developing an understanding of the advocacy and lobbying issues pursued or considered for pursuit by the Society.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

1. Minimally, the liaison of advocacy and lobbying campaigns should review the following sources of information on the Society campaigns:
 - a. core Canadian media outlets,
 - b. SFU library,
 - c. other student societies representatives, and
 - d. the CRPC.
2. Where alternative views are found, their relative merits should be understood.
3. The Advocacy Committee and Campaigns, Research, and Policy Coordinator (CRPC) is available to the campaign champion for support in meeting the campaign goals.

Timeline

4. Upon the completion of the procedural steps in ALP-1: Reviewing the Plans and Reports on Past Advocacy and Lobbying Plans.

Procedural Steps

Step	Description	Image
1	Review accepted definitions used in defining the cause or issue, and establish those or alternatives to frame the Society's approach to the cause or issue.	
2	Conduct a review of relevant policy produced by the relevant jurisdiction that frames the cause or issue.	
3	Conduct a review of the Society's bylaws, policies, and Board decisions for content pertaining to the issue to identify any existing commitments.	
4	Conduct a broad review of the subject matter experts in the area of the of the cause or issue.	
5	Synthesize the research into a briefing note, including all sources used to generate the content of the briefing note, and a fact sheet listing the facts that will frame the Society's approach to the cause or issue.	



ALP-3: DEVELOPING AND IMPLEMENTING AN ENGAGEMENT STRATEGY FOR DETERMINING MEMBER NEEDS AND PREFERENCES

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i> <i>PROCESS TITLE: DEVELOPING AND IMPLEMENTING AN ENGAGEMENT STRATEGY FOR DETERMINING MEMBER NEEDS AND PREFERENCES</i> <i>PROCESS REFERENCE NUMBER: ALP-3</i>		
<p style="text-align: right;"> Adopted April 20, 2018 Next Scheduled Revision Previous Revisions </p>		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to developing and implementing a clear member engagement strategy

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Proposed engagement strategies will be developed using the Engagement Initiative and Campaign Development Guidelines and Template.
5. The Communications Coordinator will coordinate staff reviews of proposals to ensure coherence with other ongoing initiatives.
6. If the engagement initiative does not substantiate the belief that the members are concerned about the cause or proposal, it will not be pursued.
7. The Advocacy Committee is available to the campaign champion to support them in meeting the engagement goals.

Timeline

8. Upon the completion of ALP-2: Conducting a Review of Relevant Information on the Cause or Issue in Question.

Procedural Steps

Step	Description	Image
1	Acquire from the engagement Initiative and Campaign Development Guidelines and Template from the file server or the Communications Coordinator.	
2	Complete the template and submit it to the Communications Coordinator for review.	
3	Review the feedback and recommendations provided by the Communications Coordinator, and where appropriate the CEO and CRPC.	
4	After review, launch the engagement initiative as planned, tracking all activities in the template document.	
5	Submit all results to the Communications Coordinator for processing and for the development of a summary report.	



ALP-4: DEVELOPING A PLAN FOR THE CONDUCT OF THE ADVOCACY OR LOBBYING CAMPAIGN

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: DEVELOPING AN PLAN FOR THE CONDUCT OF THE ADVOCACY OR LOBBYING CAMPAIGN</i>		
<i>PROCESS REFERENCE NUMBER: ALP-4</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to developing a clear advocacy or lobbying campaign.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Proposed campaigns will be developed using the Engagement Initiative and Campaign Development Guidelines and Template.
5. The Communications Coordinator will coordinate staff reviews of proposals to ensure coherence with other ongoing initiatives.

Timeline

6. Upon the completion of ALP-3: Developing and Implementing an Engagement Strategy for Determining Member Needs and Preferences.

Procedural Steps

Step	Description	Image
1	Acquire from the engagement Initiative and Campaign Development Guidelines and Template from the file server of the Communications Coordinator.	
2	Complete the template and submit it to the Communications Coordinator for review.	

Step	Description	Image
3	Review the feedback and recommendations provided by the Communications Coordinator, and where appropriate the CEO and CRPC.	



ALP-5: SUBMITTING A PLAN TO BOARD FOR APPROVAL

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING A PLAN TO BOARD FOR APPROVAL</i>		
<i>PROCESS REFERENCE NUMBER: ALP-5</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the necessary steps to establishing a clear member engagement strategy.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Campaigns must be subjected to meaningful debate and consideration by the Board.
5. Campaigns must be submitted to Board for approval well ahead of the launch of the campaign.

Timeline

6. Upon the completion of ALP-4: Developing a Plan for the Conduct of the Advocacy or Lobbying Campaign

Procedural Steps

Step	Description	Image
1	Provide the research briefing note, plan, and a motion to have the plan approved by the Board to the Board Chair for inclusion on the next Board meeting agenda.	



ALP-6: IMPLEMENTING THE CAMPAIGN

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: IMPLEMENTING THE CAMPAIGN</i>		
<i>PROCESS REFERENCE NUMBER: ALP-6</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary implementing the campaign as planned and approved by Board.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. Campaigns must be implemented in a manner consistent with the plan.
5. Campaigns must be approved by the Board before they are launched.
6. Where new events or knowledge suggest a change to the plan, such changes should be reported to the Board.
7. Where the goal of the campaigns changes materially, any such change should be approved by the Board.
8. The Advocacy Committee and Society directors are available to the campaign champion for support in meeting the campaign goals.
9. The CRPC is available to the campaign champion in an advisory capacity.

Timeline

10. Upon the completion of ALP-5: Submitting a Plan to Board for Approval

Procedural Steps

Step	Description	Image
1	Follow the timeline and initiatives as laid out in the campaign plan.	
2	For each activity undertaken by the champion or their support, indicate that activity in the planning document as indicated.	

Step	Description	Image
3	For each commitment to follow up, perform some act, determine the Society's position on some aspect of the campaign, the champion will record that in the planning document as indicated, including its completion status.	



ALP-7: SUBMITTING CAMPAIGN REPORTS FOR FILING

<i>PROCESS TYPE: ADVOCACY AND LOBBYING PROCEDURE</i>		
<i>PROCESS TITLE: SUBMITTING CAMPAIGN REPORTS FOR FILING</i>		
<i>PROCESS REFERENCE NUMBER: ALP-7</i>		
Adopted April 20, 2018 Next Scheduled Revision Previous Revisions		
Position	Signature	Date
Chief Executive Officer		

Description

This procedure details the steps necessary implementing the campaign as planned and approved by Board.

Administrator

1. VP External Relations for all advocacy and lobbying campaigns not targeting the University.
2. VP University Relations for all advocacy and lobbying campaigns targeting the University
3. Another director or member as appointed by the Board

Standards

4. The campaign plan, where appropriately completed by the campaign champion throughout the campaign, will constitute the written report to be submitted to the Board.

Timeline

5. Every month, after the Board has approved the campaign.

Procedural Steps

Step	Description	Image
1	Submit the campaign plan to the Board for review and the CRPC for filing.	
2	Respond to any questions pertaining to the information submitted to Board at the Board meeting.	

Recreation memberships are available to all SFU students as part of the \$75.42 per semester Athletics and Recreation fee (students taking 3 or fewer units per semester pay \$37.71). As determined by University policy, students are entitled to one Recreation membership at their "place of study"; defined as any campus where they are registered in a minimum of 3-credits.

The SFSS believes that physical activity is important for students' overall well-being and sees the SFU recreational pass (rec pass) as a valuable resource for our members. We are interested in learning more about your experience with the SFU recreational pass. Your identification will not be shared with SFU, but we will summarize the results of the survey and share it with representatives from SFU administration.

***1. Before reading this e-mail message, were you aware that you were entitled to a rec pass as part of your tuition?**

Yes

No

***2. At which campus do you take the majority of your classes?**

Burnaby

Surrey

Vancouver

***3. Undergraduate Students who are registered for 3 or more credits at any campus receive a recreation membership at one location (their "place of study"). At which campus do you currently have a recreation membership?**

I do not have an SFU recreation membership

Burnaby campus

Surrey campus

Vancouver campus

***4. How useful do you find your rec pass?**

Very useful

Sort of useful

Not very useful

***5. How often do you participate in recreation activities at SFU?**

Once per day

Once per week

2 or more times per week

Once per month

2 or more times per month

Once per semester

A few times per semester

I do not participate in recreation activities at SFU

***6. If you had a choice, where would you prefer to use your rec pass?**

SFU Burnaby

Vancouver

Surrey

Somewhere else (please identify)

7. What would make you use your rec pass more?

