

**YELLOWKNIFE DIRECT CHARGE
CO-OPERATIVE**

POLICIES

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CHEQUE SIGNING POLICY

APPROVED : 8 October 1997

PURPOSE: This policy defines the limits and controls for all cheques issued.

PROCEDURES:

1. To maintain controls over cash, all expenses greater than \$50.00 shall be paid by cheque.
2. All cheques shall be supported by an invoice or similar authorizing document describing the date, services rendered and cost. Supporting documents shall be available on request when cheques are signed by those designated signing authority.
3. If funds are available, cheques shall be issued in advance of due dates to take advantage of all cash discounts.
4. Cheques to Arctic Co-operatives Ltd. for purchasing normal store inventory for resale shall be signed by any two signing officers of the Co-operative.
5. Cheques greater than \$50,000.00 shall be signed by the President or Treasurer and any other signing officer for the Co-operative except for
 - a) cheques described in #4 above
 - b) expenditures approved by a motion of the Board.
6. Randomly during the operating period, the Treasurer may review cheques and supporting documents.

President

Secretary

UNDER REVIEW AND REVISION

CAPITAL PURCHASES POLICY

APPROVED: 8 October 1997

PURPOSE: This policy defines the limits of spending authority for the General Manager, President, Treasurer and the Board of Directors when purchasing items for long term use.

PROCEDURES

1. The General Manager may order capital assets under a purchase price of \$5000.00.
2. The General Manager may replace capital assets with the authorization of the President or Treasurer up to a purchase price of \$10,000.00.
3. The President or Treasurer shall bring all proposed capital asset purchases exceeding \$5,000.00 to the Board of Directors for approval.
4. This policy is applicable to capital assets purchased for long term use. Generally, the benefits of the asset apply to more than one year. Also, the asset is not usually purchased for resale.
5. A capital asset is an individual purchase or capital project whose cost exceeds \$1000.00. Each capital asset shall be recorded in the statement of financial position.
6. The Board shall be provided with a report of all capital expenditures not previously approved under this policy on a monthly basis.

President

Secretary

UNDER REVIEW AND REVISION

PRICING POLICY

APPROVED: 2 February 2000

The Yellowknife Direct Charge Co-operative will deliver real economic value to members through competitive pricing and marketing strategies while maintaining budgeted margins. An indicator of real value on competitive pricing is the significant value and lower cost of the total food basket for an average family. We shall strive to reward member loyalty each time a purchase is made by offering goods at reasonable prices. We operate on a not-for-profit basis and do not price our merchandise to earn a surplus.

President

Secretary

UNDER REVIEW AND REVISION

COMMUNITY SUPPORT AND CONTRIBUTIONS POLICY

Approved: 19 October 2005

Proactive support of community for marketing purposes must:

- Promote Co-op as overall, the “best deal” in town
- Demonstrate Yellowknife Co-op philosophy of Community Builder and Commitment to Community
- Be aligned with the Co-op’s philosophical underpinnings:
 - Supportive of members and their interests (broadly)
 - Serving Yellowknife and market catchment area
 - Family-oriented
- Promote visibility/identity for Co-op
- Provide concrete marketing benefits for the Co-op, which would be greater than or equal to those that could be got through an equivalent investment in traditional marketing efforts.
- Preference will be given to initiatives of long duration or visibility over one-time activities.
- Support Marketing Communications Plan

The Co-op will actively pursue specific initiatives and partnerships for investment of the above marketing opportunities, and/or respond to written proposals (see below).

The Co-op will also continue to respond to requests for support from community groups.

Responsive support of community for charitable purposes must:

- Support member/community initiatives that enhance Yellowknife lifestyles, and respond to the interests and efforts of members.
- Enable community groups to use Co-op facilities to raise funds to further their efforts. The Co-op will work with community groups on “in store activities and fundraising projects”
- To enable the Co-op to participate in and reflect the broad interests of members
- Benefit the local community and catchment area.

POLICY – financial and product requests

- The Co-op shall budget up to 0.1% of the previous year’s sales, with 60% of that amount for proactive (marketing) and 40% for reactive (charitable) community support
- Where possible Contributions will be in Co-op product
- Responsive community support contributions will be approved as received by staff within staff limits, and where the request exceeds the amounts that can be approved by staff, will be reviewed by the Board monthly.
- Proactive marketing sponsorships that exceed amounts that can be decided by staff will be planned, and will be awarded on a monthly basis.
- Charitable contributions will be made on approval of written applications within the scope of this policy. A Co-op request for support form will help organizations make their requests by identifying all required information.

- The following community contributions fall outside this policy
 - Co-op scholarships
 - Annual school per capita contributions

POLICY – In-store fundraising requests

- The Co-op will continue to support qualifying community groups (see criteria, below) by allowing them to undertake reasonable fundraising activities within the Co-op and on Co-op property. Such fundraising activities include (but are not limited to):
 - Grocery bagging
 - Car washes
 - Ticket sales
 - Demonstrations
- Organizations wishing to raise funds on Co-op property must make written application to Member Services. (A Co-op form is available for this purpose.)
- Fundraising activities by any single organization will normally be limited to once per quarter.
- Grocery bagging will be scheduled by Member Services, and will occur no more frequently than once every two weeks.
- Ticket sales by community groups will be scheduled by Member Services, and will occur no more frequently than once every two weeks.

CRITERIA

Responsive community support must at a minimum, meet the following criteria:

- The organization shall be a non-profit organization or a not-for-profit organization registered under the Societies Act of the Northwest Territories or registered under the Income Tax Act as a federal charity.

OR

- Assist Co-op members in distress who have suffered a recent calamitous loss such as death, fire, or major illness.

AND

- The individual requesting the support must be a member in good standing of the Yellowknife Direct Charge Co-op

In addition to meeting the minimum criteria, the following general criteria must be met:

- Each project, event or organization must clearly benefit the community and/or the Co-op.
- The project, event or organization must be oriented toward youth, seniors, or family activities.
- The project, event or organization must foster community relations, cultural awareness, literacy, or Northern arts, community/social development, or health issues.

The following groups and activities are excluded from receiving donations from the Co-op:

- Partisan political parties
- Activities or programs that are predominantly outside the Co-op trading area, or where proceeds and benefits of the programs or activities are not retained in the Co-op trading area.

- Religious and denominational groups that do not fit the above criteria.

The Co-op may also make donations to community events or groups that are raising funds to assist community members who, for various reasons, are in distress or in need. It is not a requirement in such cases that the person receiving the donation be Co-op member. The requester of the donation must be a Co-op member.

APPLICATION PROCESS

The General Manager may approve an application for contributions to a maximum of \$100 (one hundred dollars) within approved budget.

For requests exceeding \$100 value, applications will be reviewed monthly at regular membership committee meetings.

Written application must be submitted for all funding, detailing how the Co-op will be recognized and benefit from the support provided. (A Co-op form is available for this purpose.) Applications shall contain:

- The organization's name, address, contact person's name, (who shall be a Co-op member), title, and telephone/fax numbers
- Description of the activity, benefits/recognition for the Co-op and the value of such benefits/recognition
- Type and value of support requested
- Number of members of the organization
- How the organization will promote the Co-op to its membership
- Projected budget including revenues and costs
- Recognition of the Yellowknife Direct Charge Co-op as supporter

Written application must be submitted for requests for fundraising activities in the Co-op or on Co-op property. (A Co-op form is available for this purpose) Applications must contain:

- The organization's name, address, contact person's name, (who shall be a Co-op member), title, and telephone/fax numbers
- Description of the requested fundraising
- Requested date of activity
- Number of members of the organization
- How the organization will promote the Co-op to its membership
- Projected budget including revenues and costs
- Recognition of the Yellowknife Direct Charge Co-op as supporter

President

Secretary

UNDER REVIEW AND REVISION

LEASES

APPROVED: 14 January 1998

1. All long-term (greater than one month) rentals of space in properties owned by the Yellowknife Direct Charge Co-operative shall be formalised with written lease agreements, signed by both parties. All such leases shall be approved by the Board of Directors, before signing.
2. All leases shall be let at market rates for the space rented, with appropriate consideration to the recovery of costs of other services such as power, parking, or improvements required by the tenant.
3. First-time leases shall be reviewed by legal counsel.

President

Secretary

UNDER REVIEW AND REVISION

CORPORATE TRAVEL AND EXPENSE POLICY

APPROVED: 13 February 2008

General Statement:

All travel shall be properly authorized, reported, and reimbursed in accordance with the guidelines outlined. The Yellowknife Direct Charge Co-operative Ltd. will reimburse employee/directors for eligible expenses incurred by the employee/director in the pursuit of company business.

Objective

To define acceptable guidelines.

General Information:

This policy covers items normally encountered as business or travel expenses.

Expenses that generally will be reimbursed include the following:

Accommodations

Car rental fees

Taxi fares

Mileage for use of personal cars in accordance with the GNWT Duty Travel Rates

Charges for one personal call per day (should be reasonable in length)

Charges for laundry and valet services, only on trips of five or more days

Personal entertainment and personal care items are not reimbursed

Authorization:

Members of the Board of Directors must have all business and travel expenses approved in advance by the President of the Board or such person delegated that authority by the President.

The General Manager must have all business and travel expenses approved in advance by the President of the Board or such person delegated that authority by the President.

Employees must have all business travel expenses approved in advance by the General Manager or such person delegated that authority by the General Manager.

All employees/directors who travel on board directed business must provide a written report to the Board of Directors.

Guidelines

Expenses for employees and members of the Board of Directors travelling on behalf of the Yellowknife Direct Charge Co-operative shall be paid according to GNWT Duty Travel Rates. Other expenses incurred for legitimate business expenses above the normal GNWT Duty Travel Rates shall be reimbursed upon submission of receipts.

Employees should use Co-op vehicles on all Co-op related business and if vehicles are unable then the alternative travel method would be taxi cabs.

President

Secretary

UNDER REVIEW AND REVISION

REMUNERATION OF DIRECTORS

APPROVED: 12 December 2001

PURPOSE: From time to time, members of the Board of Directors may be called upon to represent the Yellowknife Direct Charge Co-operative at meetings or functions.

1. A board member shall receive a *per diem* for attending meetings or functions on behalf of the Co-op as approved by the Board of Directors.
2. The *per diem* shall be \$250 (two hundred and fifty dollars) per day plus expenses supported by receipts, as outlined in the Travel Expenses policy.
3. Where less than a full day is required, the *per diem* shall be one-half of the full day rate, or \$125 (one hundred and twenty-five dollars). The *per diem* shall also be paid for travel days, if required.
4. The Director will provide a written trip report to the next Board meeting.

President

Secretary

UNDER REVIEW AND REVISION

SERVICE AWARDS

APPROVED: 11 July 2001

The Co-op membership values the loyalty and efforts of employees and Directors for specific periods of long service to the Co-operative system.

Director service awards for cumulative service on the Board of the Yellowknife Direct Charge Co-operative shall be awarded at five years, nine years, fifteen years and twenty-five years.

Employees shall be recognised for continuous service in five-year intervals, beginning at five (5) years and extending to twenty-five (25) years. Continuous service means continuous full-time or part-time employment in the Co-operative system, including members of Arctic Co-operatives Limited, Arctic Co-operatives Limited, members of Federated Co-operatives Limited, members of Co-op Atlantic, Co-op Atlantic or any other member of the Canadian Co-operatives Association.

Awards to Directors and employees shall be presented at the Annual General Meeting or appropriate function.

Awards shall be the same as those recommended and stocked by Federated Co-operatives Limited, where applicable (see attached).

President

Secretary

UNDER REVIEW AND REVISION

MEMBERSHIP POLICY

APPROVED: 12 July 2000

This policy establishes the requirements of membership in the Yellowknife Direct Charge Co-operative. It addresses memberships for people who live in the Yellowknife trading area (Yellowknife Members), and memberships for those people who live outside the Yellowknife trading area (Associate Members). The Yellowknife trading area includes the City of Yellowknife and surrounding area with road access up to 100 kilometres.

A. For Yellowknife Members, the requirements of membership are as stated in the attached Membership Contract.

B. Associate Members are required to purchase \$60 (sixty dollars) in shares in the Co-op. In addition, a 3% up charge plus an order processing fee will be added to all purchases. All other services of the Co-op will be available to Associate Members in the same manner as outlined in the Membership Contract for Yellowknife Members.

Additional shares will be purchased at a rate of 2% of purchases for members in both categories.

President

Secretary

UNDER REVIEW AND REVISION

SENIOR CITIZENS POLICY

APPROVED: 11 July 2001

The Yellowknife Direct Charge Co-operative recognizes the contribution of senior citizens to our community. The following conditions apply for membership of senior citizens in the Co-op.

A senior citizen is 60 years of age or over.

Upon notification from the senior citizen, purchase of shares will be set out as below

- (a) Initial purchase of three shares or \$60
- (b) Additional shares will be purchased at the rate of 2% of purchases
- (c) Shares shall be limited to \$300, upon request by the member
- (d) Annually, share capital in excess of \$300 shall be repaid to the senior citizen upon request

The weekly service fee for senior citizens shall be the same as the rate for single-person households, regardless of household size.

Senior citizens shall share in the benefits of the Co-op in every way as a regular member including rebates on surpluses, voting privileges, and participation on the Board of Directors or committees.

President

Secretary

UNDER REVIEW AND REVISION

SEXUAL HARASSMENT POLICY

APPROVED: 11 June 1996

The Yellowknife Direct Charge Co-operative Ltd., in exercising its responsibility as an employer, endeavours at all times to provide a work environment which is supportive of both productivity and the personal goals, dignity and self esteem of every employee. The Co-op is committed to a healthy harassment-free work environment for all staff. To this extent, the Co-op has developed this policy with the intention of preventing sexual harassment of its employees and to deal quickly and effectively with any incident involving harassment.

The policy of this organization is that sexual harassment will not be tolerated in our workplace.

A. Definition of Sexual Harassment

Sexual harassment in the work place can be defined as any unwanted sexual advance, request for sexual favours, or other verbal or physical contact of a sexual nature which threatens job security, affects advancement opportunities or negatively impacts on working conditions or employment atmosphere in which an employee works. Sexual harassment is any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offence or humiliation to any employees or that might, on reasonable grounds, be perceived by that employee as placing a sexual condition on employment or on any opportunity for training or promotion.

Sexual harassment can include such things as pinching, patting rubbing, leering, dirty jokes, pornographic pictures or materials, suggestions/innuendoes, request or demands of a sexual nature.

Any of the above behaviour need not be intentional in order to be considered sexual harassment. If any of the above are offensive, intimidating or make an employee feel uncomfortable, they would be deemed to be sexual harassment and will not be acceptable behaviour within our company.

Sexual harassment should not be confused with social interaction. Sexual harassment is not flirtation or other mutually acceptable behaviour which may be part of the working environment. Social interaction between sexes is based on mutual consent and attraction and does not involve intimidation or negative connotations. Harassment, however, is coercive and one-sided, and leaves one of the parties feeling negative about the experience. When an employee is treated as a sex object rather than as a worker, sexual harassment has occurred.

Sexual harassment may occur either at or away from the usual workplace and could be either on a one-time basis or in a continuous series of incidents. It could involve unwelcomed sexual actions by superiors, an employee's peers or the employee's subordinates. Either male or female employees can be victims of such harassment.

Sexual harassment is an illegal employment practice and is a violation of the law under both federal legislation and all provincial and territorial statutes. As such, it is a serious offence, subject to a range of disciplinary actions up to and including dismissal.

B. Procedures

Sexual harassment is considered to have taken place if a reasonable person ought to have known that such behaviour was unwelcomed. If an employee feels he/she is being sexual harassed:

1. Tell the harasser that his/her behaviour is unwelcome and ask him/her to stop.
2. If after asking the harasser to stop his/her behaviour, the harassment continues, report the problem to one of the following:
 - a) your superior
 - b) the General Manager
 - c) the Union.

C. Dealing With a Complaint

1. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem.
2. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. All information gathered will be kept in confidence.
3. If the investigation reveals evidence to support the sexual harassment complaint, the harasser will be disciplined appropriately. Such discipline may include a written reprimand, suspension or dismissal, and the incident will be documented in the harasser's file. No documentation whatsoever will be placed in the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. Regardless of the outcome of a sexual harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities for advancement, as well as harassment of the individual as a result of his/her having made a complaint or having provided evidence regarding a complaint.

D. Responsibility of Management

All management and employees have been made aware of the seriousness of sexual harassment. It is, therefore, the responsibility of every manager or person supervising one or more employees to take immediate and appropriate action to report incidents of sexual harassment whether brought to their attention or personally observed. Under no circumstances would a complaint be dismissed or downplayed or the complainant told to deal with it herself or himself.

President

Secretary

UNDER REVIEW AND REVISION

PERSONAL HARASSMENT POLICY

APPROVED: 11 June 1996

The Yellowknife Direct Charge Co-operative Ltd., in exercising its responsibility as an employer, endeavours at all times to provide a work environment which is supportive of both productivity and the personal goals, dignity and self esteem of every employee. The Co-op is committed to a healthy harassment-free work environment for all staff. To this extent, the Co-op has developed this policy with the intention of preventing harassment of its employees and to deal quickly and effectively with any incident involving harassment.

The policy of this organization is that personal harassment is not allowed in this workplace. Employees who harass co-workers or other individuals at work will be disciplined.

A. Definition of Personal Harassment

Harassment is against the law. It is unwanted, unsolicited, offensive behaviour, comments or displays by a person that is directed at an employee and is made on the basis of race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, intimate personal relationship with the employee, ancestry, or place of origin, that does, or is likely to cause offense or humiliation to any employee. Personal harassment may, in some circumstances, constitute a threat to health or safety of the employee.

Without limiting the generality of the above, personal harassment can, include such things as derogatory comments, jokes, teasing, threats, sound effects, innuendoes, displaying of offensive pictures or cartoons, or physical assault made on the basis of one of the prohibited grounds of personal harassment listed previously.

Personal harassment is coercive and one-sided, and leaves one of the parties feeling negative about the experience. When an employee is treated as a member of a classification rather than an individual, personal harassment has occurred.

Personal harassment may occur either at or away from the usual workplace and could be either on a one-time basis or in a continuous series of incidents. It could involve offensive behaviour by superiors, peers or subordinates. Either male or female employees can be victims of personal harassment.

Harassment is against the law. Personal harassment is not allowed in this workplace. Employees who harass co-workers or other individuals at work will be disciplined.

B. Procedures

Personal harassment is considered to have taken place if a reasonable person ought to have known that such behaviour was unwelcomed. If an employee feels he/she is being harassed:

1. Ask the harasser to stop his/her behaviour.
2. If the harassment continues report the problem to one of the following:

- a) your superior
- b) the harasser's superior
- c) the General Manager
- d) the Union.

C. Dealing With a Complaint

1. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem.
2. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. All information gathered will be kept in confidence.
3. If the investigation reveals evidence to support the personal harassment complaint, the harasser will be disciplined appropriately. Such discipline may include a written reprimand, suspension or dismissal, and the incident will be documented in the harasser's file. No documentation whatsoever will be placed in the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. Regardless of the outcome of a personal harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities for advancement, as well as harassment of the individual as a result of his/her having made a complaint or having provided evidence regarding a complaint.

D. Responsibility of Management

All management and employees have been made aware of the seriousness of personal harassment. It is, therefore, the responsibility of every manager or person supervising one or more employees to take immediate and appropriate action to report incidents of personal harassment whether brought to their attention or personally observed. Under no circumstances would a complaint be dismissed or downplayed or the complainant told to deal with it herself or himself.

President

Secretary

UNDER REVIEW AND REVISION

TENDERING OF CONTRACTS

APPROVED: 11 February 1998

1. The General Manager shall request quotes or tenders from at least three (3) suppliers for all contracts for capital or maintenance in excess of \$5000 (five thousand dollars). Written specifications outlining the requirements of the contract shall be provided to each business from which a quote is requested.
2. The above requirements can be waived if it is not possible to find three suppliers offering the required goods or services.
3. The lowest quote shall not necessarily be accepted, if it can be shown that another quote offers better value.
4. Before entering a contract valued at more than \$5000 (five thousand dollars), the General Manager will present it in draft form to a Contract Review Committee should the Board, in its discretion, decide to strike one.

President

Secretary

UNDER REVIEW AND REVISION

INTER-CO-OPERATIVE MEMBERSHIP POLICY

APPROVED: 12 December 2001

Members of ACL/FCL Co-operatives who are passing through Yellowknife may shop at the Yellowknife Direct Charge Co-operative under the following conditions:

1. They will pay a 3% up charge on non-motor fuel purchases.
2. They will provide proof of membership, if requested.
3. They will pay for all purchases with cash, credit card or debit card.

They will be eligible for the gas discount.

No bush orders will be accepted under this policy.

President

Secretary

UNDER REVIEW AND REVISION

MEMBERSHIP SHARE REPURCHASE

APPROVED: 25 March 1998

1. Members will be allowed to withdraw their share capital only when both of the following conditions are satisfied:

- a) the member cancels his/her membership in the Co-op, and
- b) the Board has approved the repurchase of the departing member's shares by means of a motion passed at a regularly constituted meeting.

2. In the event that no Board meeting is held within sixty (60) days of a member's departure, the General Manager will authorize the share repurchase.

3. If a member cancels his/her membership, he/she will not be allowed to rejoin for a period of three (3) months, unless he/she reinvests share capital to the level that existed at the time of leaving.

4. This policy does not supersede the Senior Citizens Policy.

President

Secretary

UNDER REVIEW AND REVISION

DIVISION OF MEMBERSHIP

APPROVED: 29 April 1998

PURPOSE: This policy provides a procedure to deal with a membership upon the breakdown of a family relationship.

1. The persons in the family relationship will be able to transfer the entire membership rights and membership equity to one of the individuals who was a party to the family relationship. If, as a result of the breakdown of a family relationship, one of the former members of the family relationship no longer has a membership in the Co-operative, he/she may apply for immediate membership in the Co-operative, subject to complying with the requirements for membership.

2. Alternately, the family members will be given the opportunity to divide the membership rights and membership equity between themselves in any fashion they agree to subject to the following:

- (a) no member shall have less than three (3) shares in the Co-operative as a result of the division;
- (b) each member will be deemed to have signed a separate membership contract with the Co-operative and it will be binding on each member; and
- (c) a new membership number will be issued to one (1) of the parties with the mutually agreed number of shares being transferred from the original member=s account to the new account.

3. At any time after the Co-operative has become aware that a household has experienced a breakdown of a family relationship and that the By-laws of the Co-operative are being broken (for example, by having more than one household using the same membership), the Co-operative may issue a written demand to the person or persons in whose name the membership is listed requiring that the parties to the family relationship agree on the manner by which the membership rights and equity of the membership is to be shared by them. Such an agreement must be conveyed in writing to the General Manager and signed by both parties.

If the parties are unable to agree on how to split the share capital, they will be given ninety (90) days to reach an agreement or the membership will be rescinded by the Board of Directors and the share capital placed in trust with the Co-operative's attorney. Notice of such action by the Co-operative will be given to both parties of the former family relationship. Any legal costs incurred will be the responsibility of the members involved.

President

Secretary

UNDER REVIEW AND REVISION

SHARE CAPITAL/SAVING CERTIFICATES

APPROVED: 8 September 2004

PURPOSE: This policy provides for the administration and payment of interest on membership capital in excess of the \$2500 share capital requirement.

1. Members pay a 2% surcharge on their purchases at the Co-operative.
2. These amounts are recorded in the share capital ledger until the member has fully paid his/her share capital, as established by the membership.
3. At the end of the fiscal year, the monies in the member's share capital account exceeding \$2,500 will be transferred from the member's share capital account to the member's loan account.
4. Simple interest will be calculated and credited to the member's account at a rate which will be determined by the Board of Directors.
5. These member saving certificates will mature at the end of a three-year period. All members with saving certificates will receive a semi-annual statement of their saving certificate account within sixty days of the end of the period.
6. If written instructions are not received from the member within three months of the maturity date, the loan will be rolled over for another three-year term.
7. If a member withdraws from the Co-operative, the money in the member's saving certificate account, including accumulated interest, will be paid out with the member's share capital.

President

Secretary

UNDER REVIEW AND REVISION

SHOPLIFTING

APPROVED: 9 September 1998

Shoplifters will be prosecuted and their membership revoked.

President

Secretary

UNDER REVIEW AND REVISION

PREPAID SERVICE FEES

APPROVED: 9 September 1998

PURPOSE: To provide an incentive for members to prepay their weekly service fees and to offset the fees which would be paid while a member is on vacation.

1. Members who prepay their weekly service fees by 25 weeks will receive 1 week at no charge.
2. Members who prepay their weekly service fees by 49 weeks will receive 3 weeks at no charge.

President

Secretary

UNDER REVIEW AND REVISION

INTEREST ON DEBENTURES

APPROVED: 9 September 1998

1. The Yellowknife Direct Charge Co-operative will offer debentures to members and patrons at rates of interest which shall be determined by the Board from time to time. Rates will be available to members on request.
2. At his/her discretion, the General Manager may decline to issue or limit the amount of debentures issued to any member if the Co-op cannot make use of the money offered by the member, or cannot make use of the money at the term at which the member wishes to offer.

President

Secretary

UNDER REVIEW AND REVISION

NON-ACTIVE MEMBERS

APPROVED: 9 September 1998

PURPOSE: This policy allows members to be classified as inactive and not required to pay service fees for a given period rather than cancelling membership and withdrawing share capital.

The following are the criteria under which the Board of Directors will consider a member's request to become inactive for a specified period of time.

1. The member in good standing is required to submit a request to the General Manager in writing containing the following information:

- a) reason for the request to become inactive;
- b) period of time the member wishes to be inactive. The minimum time is six weeks.

2. The General Manager shall grant the member's request providing the member abides by the following conditions:

- a) member agrees not to use the Co-op facilities during the period specified;
- b) member agrees that his/her share capital will remain invested in the Co-op during the inactive period;
- c) member agrees to reactivate his or her membership at the end of the specified period and further agrees to recommence paying the required service fees.

3. In the event that the member uses the Co-op facilities during the first six weeks of the period in which his/her is inactive, the inactive status will be immediately deemed to be cancelled and the member will be required to pay the service fees retroactively to the date the membership became inactive.

4. In the event that the member uses the Co-op facilities during the period his or her membership is inactive, the inactive status will be immediately deemed to be cancelled and the member will be required to recommence immediately to pay the required service fee.

President

Secretary

UNDER REVIEW AND REVISION

NON-UNIONIZED EMPLOYEE VACATION POLICY

APPROVED: 9 September 1999

PURPOSE: To define the policy and procedures relating to the accumulation and liquidation of vacation benefits which apply to employees not covered by a collective agreement.

1. During the first two years of employment, for each month in which an employee receives ten days pay
 - a) in a non-management position, he/she shall earn vacation leave at the rate of five-sixths (5/6) days each month [10 working days per year];
 - b) in a management position, he/she shall earn vacation leave at the rate of one and one-quarter days (1 1/4) days each month [15 working days per year];
 - c) payment for part-time employees will be based on 4% of their gross pay since their last vacation.

2. After two years of service, for every month in which an employee earns ten days pay, he/she shall earn vacation leave at the following rates:
 - a) one and one-quarter (1 1/4) days each month [15 working days per year] beginning in the month after completion of two (2) years of service until the month in which the anniversary of the fifth (5th) year of continuous service is completed;
 - b) one and two-thirds (1 2/3) days each month [20 working days per year] beginning in the month after completion of five (5) years of service until the month in which the anniversary of the tenth (10th) year of continuous service is completed;
 - c) two and one-twelfth (2 1/12) days each month [25 working days per year] beginning in the month in which the anniversary of ten (10) years of continuous service is completed; and
 - d) two and one-half (2 2) days each month [30 working days per year] beginning in the month in which the anniversary of twenty (20) years of continuous service is completed.

3. Employees entitled to four or more weeks of vacation leave in a fiscal year shall be entitled to take at least three of those weeks consecutively at a date requested by the employee and approved by the Employer.

4. If a statutory holiday falls during an employee's vacation, it shall not count as a day of liquidated vacation leave.

5. When two employees in one department request the same dates for their vacation, seniority shall be the deciding factor for any period of vacation leave requested before April 1st of the year.

6. Employees are discouraged from carrying-over more than five (5) days of vacation leave credits to a subsequent fiscal year. Carry-over of more than five days of vacation leave credits must be authorized by the General Manager.

7. In cases where carry-over has not been approved the General Manager, accumulated vacation leave credits in excess of five days will be paid out to the employee at the beginning of

each fiscal year.

8. Employees who have completed their probationary period are eligible to use accumulated vacation credits.

President

Secretary

UNDER REVIEW AND REVISION

NON-PAYMENT OF MEMBERSHIP FEES

Approved: 13 March 2003

PURPOSE: To provide guidance in cancelling a membership due to a member's failure to meet membership requirements.

1. When a member is ten weeks in arrears of weekly service fees, he/she will be sent a letter advising of the overdue status of his/her account. The member will be advised that, by the twentieth week in arrears, the account must be brought to current status or arrangements made to do so. Failure to do so will result in the member's forfeiture of membership in the Co-operative.
2. At twenty weeks in arrears, the member will be sent a letter advising that his/her membership in the Co-operative has been revoked. Arrears will be recovered by debiting the member's share capital account. After this has occurred, the member will be advised of any share capital remaining in the account and will be advised of procedures for recovering it.

President

Secretary

UNDER REVIEW AND REVISION

NON-PROFIT ORGANIZATIONS AND ASSOCIATIONS

APPROVED: 12 JULY 2000

1. The Board of Directors may accept non-profit organizations or associations as patrons and allow them to use the services of the Yellowknife Direct Charge Co-operative.
2. To ensure that this privilege is not detrimental to the membership of the Co-op, the Board shall establish a fair up charge to be applied to these purchases. This up charge shall be 3%, effective 16 July 2000.
3. Organizations wishing to use credit for their purchases shall file an application, and, subject to approval, shall pay a 5% up charge.
4. Applications must be made in writing to, and approved by, the General Manager.
5. No organization or association can be a member of the Yellowknife Direct Charge Co-operative or hold any equity in the Co-op.

President

Secretary

UNDER REVIEW AND REVISION

CORPORATE PATRONS

APPROVED: 12 JULY 2000

The Yellowknife Direct Charge Co-operative will allow corporations to make purchases at the store under the following conditions:

1. Corporate patrons will pay a 3% processing fee plus an assembly fee.
2. Management reserves the right to terminate any purchasing arrangement at any time should it not be in the best interests of the membership.
3. All purchases must be paid by cash, except as provided in the Credit Policy.
4. Other co-operatives will be allowed to purchase at regular shelf prices plus freight.

President

Secretary

UNDER REVIEW AND REVISION

CREDIT POLICY

APPROVED: 11 March 1999

1. All purchases made by regular members must be paid with cash, cheque, credit card or debit card. Alternately, shoppers may elect to prepay their account and make purchases as required against the balance.
2. No personal charge accounts will be allowed.
3. Only organizations and businesses will be extended credit with prior approval. When short-term credit is requested by a business or organization and approved by the General Manager, accounts shall receive a 2% discount if paid within seven days of invoice date and net thirty days.
4. Organizations and businesses with past due accounts shall be charged interest at the rate of 2% per month and may be subject to immediate cancellation of shopping privileges.

President

Secretary

UNDER REVIEW AND REVISION

SMOKING POLICY

APPROVED: 11 July 2001

Smoking is not allowed, at any time, in the building proper of the Yellowknife Direct Charge Co-operative, including space leased to tenants, except in the staff smoking room(s), provided such facility meets Health and Safety Standards.

President

Secretary

UNDER REVIEW AND REVISION

ETHICAL TRADING POLICY

APPROVED: 11 March 1999

PURPOSE: This policy provides guidelines for the Board to use in responding to members' concerns about ethical issues relating to the selection of products for sale and methods used to promote sales of products.

CRITERIA

1. When a request is made to stop carrying a product or take other action for ethical reasons, the Board may consider the issue and decide to
 - a) stop carrying the product
 - b) take no action
 - c) take such action as it feels warranted, such as advising members about the issue, or
 - d) put the question to members, either at a general meeting or by some other means.

2. When the question is put to members, thirty-days notice shall be given. Questions may be put to members with or without a recommendation from the Board.

3. When, in the opinion of management, any proposed action would have a significant effect on the sales or margin of the business, management shall provide information on sales and gross margin for product(s) for the meeting of the Board at which the issue is to be discussed.

ETHICALLY TRADED GOODS: Management is encouraged to stock fair traded items.

LOCALLY PRODUCED GOODS: Management is encouraged to stock products produced by businesses in the Northwest Territories, subject to quality and member demand.

PACKAGING: Management is encouraged to consider the volume of waste generated by the products sold, and to stock products which minimize the amount of packaging.

President

Secretary

UNDER REVIEW AND REVISION

TRAINING ASSISTANCE PROGRAM FOR EMPLOYEES

APPROVED: 11 March 1999

PURPOSE: To encourage the professional development of the Co-op's employees by providing financial assistance to them.

A: VOLUNTARY COMPLETION OF WORK-RELATED TRAINING COURSES

1. Each year a budget will be approved for assisting employees with work-related training that occurs on the employee's own time.
2. The budget for the fund will be allocated on a first-come basis with an employee receiving a maximum contribution of \$1000 in a calendar year for tuition and books.
3. To access the assistance, the employee must submit to his/her supervisor a request for assistance which outlines the training course: cost, content, length, and the expected benefits as they relate to the workplace.
4. The Supervisor shall submit the request to the General Manager with a recommendation. The General Manager will evaluate and approve or reject the request based on the benefits to be gained by the employee and the Co-op, and the available funds.
5. Upon approval, the employee may receive up to 50% of the assistance for the course after submitting a proof of payment/registration. Upon submission of successful completion of the course, the employee shall receive the remaining 50%. Should the employee fail to complete the course successfully, the first 50% must be repaid to the Co-op.
6. If an employee leaves the Co-op's employ within six months of receiving such financial assistance he/she is required to return the Co-op's contribution.

B: REQUIRED TRAINING FOR EMPLOYEE

7. When a manager determines that specific training is required for a staff member, the Co-op will pay for the training whether or not the training occurs during work hours. The employee is expected to complete the training. An assessment of the employee's success will be included in the next performance review.

President

Secretary

UNDER REVIEW AND REVISION

GAS BAR PRICING POLICY

APPROVED: 13 November 2002

PURPOSE: The pricing policy at the gas bar may be different from the rest of the Co-operative's operations due to market conditions. Members should receive the best price for gas while the Co-operative achieves targeted margins.

Sundry items sold at the gas bar shall be priced through competitive pricing and marketing strategies.

1. Targeted margins will be set annually by the Board.
2. Discounts will be available only to members and corporate clients.
3. The discounts and prices to members can be adjusted to meet the targeted margin.

President

Secretary

UNDER REVIEW AND REVISION

LOBBYIST, PETITIONING AND CANVASSING POLICY

DATE: 12 DECEMBER 2001

From time to time, members, individuals or groups may approach the Co-op for the purpose of distributing information and/or gathering support for specific causes.

The Co-op may support issues that promote the interests of the Yellowknife Co-op or the membership as a whole.

Broad issues impacting the health, welfare or legal well being of the community or community services may also be considered.

The General Manager must approve any soliciting of the membership and shall set guidelines for appropriate conduct.

President

Secretary

UNDER REVIEW AND REVISION

CONTEST AND DRAW POLICY

DATE: 12 December 2001

The Yellowknife Direct Charge Co-operative and its staff, Directors, and members, on occasion, sponsor or take part in promotional draws or contests.

The purpose of this policy is to ensure that:

In-store promotional draws are perceived to be fair and transparent to the Co-op membership.

Contests are not entered and purchases made for personal gain using the resources of the Co-op.

Door prizes at the Annual General Meetings and other events are distributed in a fair and consistent manner.

Members of the Board of Directors, staff members and all those persons directly residing in the same household with a staff or Board member are not eligible to participate during in-store promotional draws and Customer Contests.

Where a draw at an event, including the Annual general meeting of the Yellowknife Direct Charge Co-op, is tied to attendance at the event(door prizes), winners must be present to claim their prize at the time of the draw, or supplementary draws will be made until a winner is found.

In cases where the door prize structure is such that there are clearly Grand Prizes and intermediary prizes, winners of intermediary prizes shall not be eligible for additional intermediary prizes, but shall be re-entered in the draw and eligible to win a Grand Prize.

A winner of a Grand Prize shall not be eligible for any further prizes.

Where the purchasing power of the Co-op or its affiliations and business dealings with other businesses are used to win a contest or obtain a promotional gift or item, the item in question becomes the property of the Co-op.

All winners of contests and draws shall permit their name and photo to be used, at the discretion of the Co-op, in promotional material on behalf of the Yellowknife Direct Charge Co-op.

President

Secretary

UNDER REVIEW AND REVISION

PRIVACY POLICY

APPROVED: 13 November 2002

POLICY STATEMENT – Privacy of Information

The Yellowknife Direct Charge Co-operative (the Co-op) is committed to maintaining the confidentiality of information provided by members. The Co-op will be in compliance with the laws of the NWT and Canada with respect to its information gathering and sharing of this information. This information is necessary to plan the activities of the Co-op to ensure that it continues to meet members' needs for goods and services.

DEFINITIONS

Designated Information Officer: the General Manager is the senior officer responsible for the collection, storage and security of information collected from members.

Personal Information: Information provided by members that is not in the public domain or available through public sources, such as telephone directories. This includes but may not be limited to age, gender, personal or household income, number of family members, social insurance numbers, etc.

Authorities and Accountabilities

The Designated Information Officer and their delegates, will comply with the following provisions in administering the Privacy Policy:

1. **Identifying Purposes:** Personal information shall only be collected for purposes of administering the Co-op.
2. **Consent:** The knowledge and consent of members shall be required for the collection, use or disclosure of personal information.
3. **Limiting Collection:** The collection of information shall be limited to that which is reasonably necessary for membership in the Co-op and the administration of the Co-op. Information shall be collected by fair and lawful means.
4. **Limiting Use, Disclosure or Retention:** information shall not be used or disclosed for any purpose other than the administration of the Co-op, except as consented to by the member, or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of the purposes for which it was collected, or as required by law.
5. **Accuracy:** Information shall be accurate, complete and up to date to the best of the Co-op's ability.
6. **Security of Information:** Procedures and practices will be established to protect unauthorized access to this information.
7. **Openness:** The Co-op shall make readily available to members specific information about its policies and practices relating to the management of information.
8. **Access:** Upon request and reasonable notice, a member shall be given access to his or her

personal information as set out in the records of the Co-op. A member shall be able to challenge the accuracy and completeness of the information as recorded and have it amended as appropriate.

9. **Challenging compliance:** A member shall be able to address a challenge concerning compliance with the above principles to the Designated Information Officer.

President

Secretary

LEAVE AS IS

GAS BAR REBATE POLICY

Approved: 08 December 2006

1. Commencing April 1, 2007, the Co-op shall discontinue immediate rebates for gas and diesel purchases and shall instead adopt a rebate payment by cheque twice per year.
2. The rebate per litre shall be set by resolution of the Board from time to time. The General Manager shall have the authority to reduce the rebate without the prior approval of the Board if the General Manager if circumstances require an immediate reduction, but any such reduction must be ratified at the next meeting of the Board. The General Manager shall not be authorized to increase the rebate.
3. Only gasoline and diesel purchases will be eligible for the rebate.
4. Rebates shall be calculated for purchases made during the period of April 1 to September 30 and during the period October 1 to March 31 of the following year. Unless otherwise directed by the Board, rebate cheques shall be issued within 60 days of the end of the period for which the rebate is payable.
5. Only members who are not under suspension shall be eligible for rebates. A suspended member shall not be eligible for rebates while the member continues to be under suspension. If the member is reinstated, the member will be entitled to accrue rebates on purchases made after the member reinstated, but shall not be entitled to a rebate on any gas or diesel purchases made during the period of suspension. For greater certainty, a suspended member is entitled to receive a cheque for rebates earned before the member's suspension, subject to the Co-op's right to set off the rebate payable to the member against outstanding fees owed to the Co-op.
6. The gas bar personnel are authorized to require proof of membership at any time. If a member is unable to provide proof of membership at the time of purchase, that member shall not be entitled to rebate for that purchase and cannot claim retroactive credit for that purchase.
7. A member who has resigned shall be entitled to receive payment for rebates earned to the effective date of his or her resignation. The rebate shall be paid at the same time the next rebate cheque is available to the membership generally.
8. Only one rebate cheque will be issued per period for each member account. If more than one person is identified as the member for one member account, the rebate cheque shall be issued jointly to all persons identified as the members for that member account.
9. The Co-op may, at its option, apply all or any portion of a rebate payable to a member against outstanding fees or other amounts owed to the Co-op by the member.
10. If a member claims a purchase has been credited to the wrong membership account, the member shall provide proof satisfactory to the Coop that an error occurred before the Co-op will correct the error.
11. It shall be the responsibility of members to provide accurate mailing addresses for rebate

cheques.

12. If a rebate cheque payable to a member is less than \$15.00, the Co-op may, in its discretion, carry forward the amount payable to the member to the next rebate cheque, provided that the rebate shall be paid at least once each year.

President

Secretary

UNDER REVIEW AND REVISION

NON-MEMBER SHOPPING POLICY

Approved: 14 February 2007

1. The Co-op's policy is to encourage shopping by non-members by eliminating disincentives for non-members, while continuing to offer distinct benefits exclusively to members.
2. Non-members are entitled to shop at the Co-op without payment of weekly membership fees, share capital assessments, or other charges the Coop levies on members.
3. Non-members are not eligible for rebates on fuel purchases at the gas bar.
4. Non-members will not be eligible to receive any discounted prices that are identified as prices available to members only.
5. Non-members will not be eligible for discounts offered to Co-op members by third parties.
6. Non-members will not be eligible for services that are identified as being offered to Co-op members only.

President

Secretary

UNDER REVIEW AND REVISION