Section	Finance
Policy:	FP 2.09 Supply Chain Code of Ethics
Effective Date:	January 1, 2012, approved by Board on 23-Dec-11
Replaces:	n/a

1 POLICY

1.01 All Springboard staff involved in organizational purchasing are expected to:

a) Contribute to an ethical, professional and accountable Broader Public Sector (BPS) supply chain.

b) Reflect the Broader Public Sector Accountability Act, 2010 ethics of:

i. Personal integrity and professionalism

ii. Accountability and transparency

iii. Compliance and continuous improvement

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure that all Springboard staff involved in organizational purchasing comply with the Broader Public Sector Accountability Act, 2010.

3 SCOPE

3.01 The Policy Development & Control policy applies to all Springboard staff involved in organizational purchasing.

4 DEFINITIONS

Ontario Broader Public Sector (BPS) Supply Chain Code of Ethics

Goal: To ensure an ethical, professional and accountable BPS supply chain.

I. Personal Integrity and Professionalism
Individuals involved with Supply Chain Activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all Supply Chain Activities within and between BPS organizations, suppliers and other stakeholders. Respect must be demonstrated for each other and for the environment. Confidential information must be safeguarded. Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products.

II. Accountability and Transparency
Supply Chain Activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

III. Compliance and Continuous Improvement
Individuals involved with purchasing or other Supply Chain Activities must comply with this Code of Ethics and the laws of Canada and Ontario. Individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.

Excerpt from Broader Public Sector Procurement Directive, Ontario Ministry of Finance, July 1, 2011

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Broader Public Sector Accountability Act, 2010
Broader Public Sector Supply Chain Directive

7 PROCEDURES

7.01 The Finance Department will review the Supply Chain Code of Ethics Compliance Checklist annually to assess organizational compliance and report findings to the Finance Committee

8 ATTACHMENTS

9.3. Supply Chain Code of Ethics Compliance Checklist

This checklist is designed to assist Organizations to determine whether they have successfully adopted the key elements of the Code.

The Code:

- Is formally endorsed by the board of directors or its equivalent in accordance with the Organization's governance structure;
- Is distributed to all Members of an Organization involved with Supply Chain Activities, including but not limited to individuals from such departments as:
    - Procurement;
    - Purchasing;
    - Materials/Inventory Management;
    - Planning;
    - Logistics/Distribution; and
    - Accounts Payable.
- Is communicated to all individuals outside the above departments who are involved with purchasing and other supply chain-related activities, such as requisitioning or supplier or product evaluation;
- Is visible in procurement departments or their equivalents; and
- Is easily accessible in an electronic format to all Members of an Organization, suppliers and other stakeholders of the Organization.

Excerpt from Broader Public Sector Procurement Directive Implementation Guidebook, Ontario Ministry of Finance

Section	Expenditures
Attachment to Policy:	FP 2.01 Expense Authorization
Effective Date:	January 1, 2012 - approved by Board on 23-Dec-11
Replaces:	n/a

Approval Authority Schedule

Purchase Amount (excl. taxes) for Competitive Award of Goods, Non-Consulting Services and Consulting Services	Delegation of Financial Authority (DOFA) to approve a Competitive Award for Goods, Non-Consulting Services and Consulting Services*
< $5,000	Budget Holder
>= $5,000 and <$20,000	Program Manager / Director, Finance, IT and Facilities
>= $20,000 and < $200,000	Executive Director or Director, Finance, IT and Facilities
>= $200,000	Board of Directors

Purchase Amount (excl. taxes) for a Non-Competitive Award for Consulting Services	Delegation of Financial Authority (DOFA) as per the BPS Procurement Directive to approve a Non-Competitive Award for Consulting Services
< $100,000	Executive Director
>= $100,000	Board of Directors

"Consultant" means a person or entity that under an agreement, other than an employment agreement, provides expert or strategic advice and relating services for consideration and decision-making.

"***Consulting Services***" means the provision of expertise or strategic advice that is presented for consideration and decision-making.

A **"Non-consulting Service Provider"** is an individual/company who contracts to provide services, other than consulting services to another individual or business. Examples may include "consultants" such as property brokers, head hunters or trainers.

Some special circumstances may require Organizations to use **non-competitive procurement**. Prior to commencement of non-competitive procurement, supporting documentation must be completed and approved by an appropriate authority within the Organization.

The circumstances that lead to non-competitive procurements are listed in BPS Procurement Implementation Guidebook including but not limited to the following:

- Where goods or services regarding matters of a confidential or privileged nature are to be purchased and the disclosure of those matters through an open tendering process could reasonably be expected to compromise confidentiality, cause economic disruption or otherwise be contrary to the public interest;

- Where compliance with the open tendering provisions set out in the Directive would interfere with the organization's ability to maintain security or order or to protect its resources;

- In the absence of a receipt of any bids in response to a call for proposals or tenders made in accordance with the Directive;

- To ensure compatibility with existing products, to recognize exclusive rights, such as exclusive licences, copyright and patent rights, or to maintain specialized products that must be maintained by the manufacturer or its representative;

- For work to be performed on or about a leased building or portions thereof that may be performed only by the lessor;

- Where there is an absence of competition for technical reasons and the goods or services can be supplied only by a particular supplier and no alternative or substitute exists.

Section	Expenditures
Policy:	FP 2.01 Expense Authorization Policy
Effective Date:	April 1, 2009, Revised December 30, 2011
Replaces:	2.4 Expenditure Authority dated September 2006

1 POLICY

1.01 All employees must obtain appropriate authorization for any expenditure of the organization's funds.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to establish internal controls over the authorization of expenses.

3 SCOPE

3.01 This policy applies to all individuals making purchases on behalf of the organization.

4 RESPONSIBILITY

4.01 All Departments are responsible for ensuring that expenditures made on behalf of the organization represent good value and represent a benefit to the organization.

4.02 The Finance Department is responsible for ensuring that no payments are made without appropriate authorization.

5 DEFINITIONS

5.01 ***Petty Cash*** means a small amount of cash kept on hand at a work site to be used for necessary minor purchases.

5.02 ***Cheque Request*** means a form requesting a cheque be prepared for payment of an organizational expense.

5.03 ***Budget*** means a financial plan outlining expected revenues, expenses and expenditures for capital assets that is formally reviewed and approved by the Board of Directors.

5.04 ***Budget Holder*** means an employee who has been given the responsibility to manage an approved budget on behalf of the organization.

5.05 ***Barter Transactions*** means an exchange of goods or services between two or more parties where no money changes hands.

5.06 ***Goods and Services*** mean any goods, construction, and services, including but not limited to IT and consulting services.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

FP 2.01 Attachment – Approval Authority Schedule
FP 2.02 Petty Cash Policy
FP 2.03 Company Credit Card Policy
FP 2.04 Expense Advances & Expense Allowances Policy
FP 2.05 Travel Expenses Policy
FP 2.06 Purchase Order Policy
Broader Public Sector Procurement Directive, July 01, 2011

7 PROCEDURES

7.01 Goods and Services less than $100:

Goods and services costing less than $100 required in the normal course of business may generally be purchased using Petty Cash (see FP 2.02 — Petty Cash Policy).

All withdrawals from Petty Cash and all expenditures using Petty Cash must be authorized by the employee's supervisor / designate. This authorization may occur at the time that the petty cash fund is replenished.

7.02 Goods and Services greater than $100 and less than $10,000:

Goods and Services greater than $100 and less than $10,000 required in the normal course of business that do not commit the agency to future purchases via a contract may be usually purchased by requesting a supplier invoice, using a cheque request or personal expense report. (see FP 2.03 Company Credit Cards Policy; FP 2.04 Expense Advances & Expense Allowances Policy; FP 2.05 Travel Expenses Policy)

Cheque requests and personal expense reports must be completed by the employee and authorized by the employee's supervisor.

Invoices must be sent to the employee's department and authorized for payment by the employee's supervisor before the Finance Department will process the invoice.

7.03 Goods and Services of a one-time, non-routine and capital nature greater than $5,000 and less than $10,000:

For individual goods and services of one –time, non-routine and capital nature costing more than $5,000 and less than $10,000 invitational competitive procurement (minimum of three suppliers are invited to submit a bid) must be

conducted. The Finance Department has to be contacted for guidance and appropriate documentation based on the BPS procurement directive.

For purchases of a recurring nature from major suppliers, or for standing order purchases, the purchase order process must be used in accordance with the FP 2.06 Purchase Order Policy.

7.04 ***Goods and services greater than $10,000 and less than $100,000***
For individual goods and services costing more than $10,000 and less than $100,000 invitational competitive procurement must be used. Finance department should be contacted for guidance and appropriate documentation.

7.05 **Expense Approval Hierarchy**
General expense authorization levels for the agency must be followed as per FP 2.01 Attachment – Approval Authority Schedule.

a) Any purchase with a purchase value under $5,000 shall be reviewed and authorized by a Budget Holder.

b) Any purchase with a purchase value greater than $5,000 but less than $10,000 and approved in the budget shall be reviewed and authorized by a Program Manager.

c) Any purchase with a purchase value greater than $10,000 but less than $20,000 shall be reviewed and authorized by a Director

d) Any purchase with a purchase value greater than $20,000 and not approved in the budget shall be reviewed and authorized by the Executive Director or the Director, Finance, IT and Facilities.

e) Any agreement that may materially affect the direction or the finances of the organization shall be reviewed and authorized by the Board of Directors. This includes, but is not restricted to:
   i. Divestitures
   ii. Any contract out of the ordinary course of business
   iii. Any contract extending beyond 2 years

7.06 **Purchases initiated by Budget Holders:**
Budget Holders receive the authorization to approve the expenditure of funds on behalf of the organization upon approval of their respective budgets by the Board of Directors and/or the Executive Director as follows:

a. Expenditures must be coded to the correct general ledger accounts to maintain the integrity of the financial system
b. Approvals must follow the approval hierarchy identified in 7.05 above
c. Budget Holder personal expense reports must be approved by their direct supervisor.

7.07 **Authorization by Board of Directors:**
The Board of Directors authorizes the annual expenses of the agency by approving the annual budget.

For major purchases not incorporated into the fiscal budget, the Board of Directors delegates authorization responsibility to the Executive Director. However, the Board of Directors shall be informed of major purchases that have the potential to affect the direction or financial results of the company.

The Board of Directors may require the Executive Director to obtain Board authorization for purchase commitments (individual purchase orders or supplier contracts) longer than 2 years or greater than $200,000.

7.08 **Barter Transactions**
Barter transactions represent an expense to the organization in the amount of the cost of the items the organization is bartering. Authorizations for barter transactions shall follow the same process as for a standard purchase, in the amount of the value of the barter. Sales taxes must be accounted for as for a standard purchase.

8 **Attachments**
FPM 2.01 Expense Authorization Policy Map

Section	Expenditures
Policy:	FP 2.05 Travel, Meals & Hospitality Expenses Policy
Effective Date:	April 1, 2009; Revised Dec. 01, 2010; Apr.01, 2014; Jan.01, 2019
Replaces:	2.5 Cheque Request; 2.6 Cheque Requests – Time Frame dated September 2006

1 POLICY

1.01 Employees approved to travel on agency business are representing the organization. They are expected to conduct themselves with dignity and behave ethically at all times.

1.02 Expenses incurred on agency trips should be consistent with normal living standards. Those who are in doubt as to the appropriateness of a specific travel expense should consult with their supervisor for guidance.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to provide guidance to all employees that travel on agency business.

3 SCOPE

3.01 The Travel Expenses policy applies to all employees, volunteers and students travelling on approved agency business and their supervisors.

4 RESPONSIBILITY

4.01 **Every person travelling on agency business is responsible for:**

a) Behaving as a representative of the agency at all times
b) Obtaining prior approval to incur expenses
c) Considering other options for meetings before travel is approved, including audio or video conferencing
d) Following agency procedures and guidelines for expenses
e) Retaining all receipts

4.02 **Operating department supervisors are responsible for:**

a) Reviewing and approving all travel expenses submitted by the travelling personnel
b) Providing guidance regarding appropriate types and levels of expenses

4.03 **The Finance Department is responsible for:**

a) Ensuring that travel expenses are properly authorized
b) Ensuring that travel expenses are processed in a timely manner

5 DEFINITIONS

5.01 ***Mileage allowance*** means the payment to the individuals who use their own personal vehicles for agency approved travel based on a flat rate per kilometer (also referred to as “mileage”).

5.02 ***Meal rate*** means the payment for meals when away from assigned office(s) or location(s) on agency business.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

FP 2.01 Expense Authorization Policy
FP 2.03 Company Credit Cards Policy
FP 2.04 Expense Advances and Expense Allowances Policy

7 PROCEDURES

7.01 Allowable Travel Expenses

In general, the agency recognizes the following as normal travel expenses:

a) Economy class air fares/train or bus tickets to the city of destination or if the estimated costs are expected to be less, a rental car for travel to the city of destination
b) Travel insurance
c) Airport fees
d) Lodging in the city of destination
e) Personal meals and associated tips
f) Telephone calls home of a reasonable duration, telephone calls to the office and telephone calls with clients or business contacts. Wherever possible, you are expected to use the least expensive means of communication, such as calling cards or Internet.
g) Taxi fares, to and from destinations, within a city and associated tips or, if the estimated costs are expected to be less, a rental car in the destination city
h) Parking and gasoline charges in the case where a rental car has been deemed appropriate (for use of personal car for business travel, see 7.06 below)
i) Minor miscellaneous expenses which would not otherwise be incurred by the employee such as tips in a hotel, or public transportation costs
j) Expenses for a group can only be claimed by the most senior person present

In general, the agency does not reimburse for:

a) Entertainment in the city of destination
b) Alcoholic purchases
c) Upgrades to higher classes of service for air or train travel
d) Fines for traffic or parking violations
e) Personal items of any nature including clothing or toiletries
f) Additional expenses related to traveling with a spouse or other guest
g) Fees for excess baggage or baggage handling

7.02 **Exceptional Expenditures**

Executives may be required to participate in stakeholder entertainment activities such as meals, social events, client golf tournaments, etc. for public relations or stakeholder purposes. The agency will provide reimbursement for these expenses. (See more in 8 Hospitality).

7.03 **Gifts in Lieu**

When a person travelling on agency business has an opportunity to lodge with a friend or relative and in doing so will reduce the overall cost to the agency, a gift in lieu may be purchased at agency expense. Gifts are expected to be symbolic in nature and not exceed $50.00.

7.04 **Credit Card Points**

Approved employees with Company Credit Cards with Point programs are required to use Company Credit Cards rather than their own personal Point Cards. Those without Company Credit Cards may participate to personal advantage in their own Point programs as long as all decisions regarding carriers are made first with due regard to the best available flight prices and times.

7.05 **Price Advantages for staying over into a Weekend**

Many airlines offer deep discounts for travelers willing to return on a Saturday or Sunday. Where this discount benefits the agency, the traveler has the option of taking advantage of it. In these cases, normal meal and lodging expenses will be considered reimbursable.

7.06 **Use of Personal Car for Business Travel**

a) An employee, volunteer or student has the option of using their personal car for business travel as long as they have minimum insurance coverage of at least $1,000,000 for both personal injury and third party liability.
b) The agency will not reimburse the costs of insurance coverage for business use, physical damage or liability. In the event of an accident, you will not be permitted to make a claim to the agency for any resulting damages.
c) Mileage expenses to and from work will not be reimbursed. For clarity, work is considered any Springboard location. However, if an employee makes multiple travel destinations during the course of their work duties in a day, the mileage accrued throughout the day less the first and last destinations will be reimbursed.
d) At the discretion of the Executive Director or designate, an employee may be reimbursed for expenses incurred for road, ferry, or bridge tolls if there was no reasonable alternate route that an employee could have taken or there was need to get from one location to another in the shortest time possible.

e) Parking fees may be reimbursed when employees use their personal vehicles in the course of the work only if an explanation of the parking is provided on the Expense Claim Form, along with original parking receipt attached and approved by a supervisor.

f) In order to be eligible for mileage expense reimbursement as outlined in this policy, an employee must complete an Expense Claim Form and clearly indicate the number of kilometers traveled, the destination(s), and the purpose for the travel. Incomplete Expense Claim Forms will not be processed.

The agency reimburses mileage at a rate of $0.44 per kilometer for Southern Ontario and $0.45 for Northern Ontario.

7.07 **Meal Rates for Travel Away From Assigned Office/ Location**

An employee, volunteer or student who travels away from their assigned office(s) or location(s) (i.e. at least 24 km) over a normal meal period on agency business is entitled to claim a reimbursement for meal expenses.

Meal expenses will be reimbursed at the established meal reimbursement rates regardless of the actual meal costs as follows:

a) Breakfast - $10.00
b) Lunch - $15.00
c) Dinner - $25.00

This is a meal allowance. Taxes and gratuities are included in the meal reimbursement rates.

Meals must be purchased in order to be able to submit a claim for reimbursement.

In limited and exceptional circumstances (e.g. health considerations; limited options available) where a meal expense is higher than the meal reimbursement rate, the actual cost of the meal may be reimbursed. In this situation, the claim for meal reimbursement must be accompanied by an original itemized receipt and a written rationale for exceeding the rate. A credit card slip is not sufficient. Approval is subject to managerial discretion.

7.08 **Dependent Care**

A dependent is a person who resides with the traveler on a full-time basis and relies on the traveler for care (e.g. a child or parent). Prior approval for reimbursement of dependent care expenses is required, as well as a written

explanation of the circumstances. Requests for dependent care expenses may be reimbursed under the following circumstances:
- if travel is occasional or unexpected, and
- if expenses are incurred above and beyond usual costs for dependent care as a direct result of travel.

In these situations, the employee may be reimbursed for actual costs up to a daily maximum of:
- $75/day, with a caregiver receipt or
- $35/day, with a written explanation.

7.09 **Documentation of Travel Expenses**

The organization expects all receipts to be retained and submitted with an Expense report and subsequently, with the company credit card statement if applicable.

All receipts should indicate the nature of the expense, the date, the location and the client on whose business it was incurred.

HST should be identified for all expenses on which it was incurred

Only receipts which have been approved by the person's supervisor will be reimbursed.

Expenses for which a receipt has been lost or misplaced will be reimbursed only at the discretion of the person's supervisor and are subject to review by the Finance Department and the Executive Director.

8 HOSPITALITY

8.1

Hospitality is the provision of food, beverages, accommodation, transportation, or other amenities at Springboard's expense to people who are not engaged in work for Springboard where there is benefit to Springboard for such hospitality.

a) Hospitality will be provided in an economical, consistent and appropriate manner that facilitates the agency's business or is desirable as a matter of courtesy.
b) Hospitality may be extended to cover the expenses of:
    - professionals coming to Springboard from a distance,
    - guests visiting Springboard in an official capacity
    - hosting conferences and interagency functions

- facilitating interactions with, or reward volunteers, donors and business partners.

c) Hospitality expenditures are to be kept modest and consistent with the status of the guest(s), the number of persons attending, and the business purpose to be achieved.

d) Hospitality may include the consumption of alcohol at a meal or a reception in a responsible manner and only under the discretion and approval of the Executive Director.

e) All expenses must be documented and reflect the purpose of hospitality, the form of hospitality, the cost, name and location of the establishment, number of attendees, names of the individuals entertained and their titles/company name, and the name of the member of Springboard management approving the expenditure.

f) The following functions will not be reimbursed:
- Office social events
- Retirement parties
- Holidays lunches

8.2 Expenses for Consultants and Other Contractors

Consultants and other contractors will not be reimbursed for any hospitality, incidental and food expenses, including:
- Meals, snacks and beverages
- Gratuities
- Laundry and dry cleaning
- Valet services
- Dependent care
- Home management
- Personal telephone calls

9 ATTACHMENTS

FPM 2.04 Personal Expense Reports Map
FPF 2.05 A Travel Expense Report Form

Section	Purchasing
Policy:	FP 2.15 Request For Proposals Policy
Effective Date:	April 1, 2009, Revised December 30, 2011
Replaces:	N/A

1 POLICY

1.01 All supplier contracts with an annual or multi-year commitment over $100,000 must be approved through a formal Request For Proposal process conducted by the Finance Department.

1.02 This policy does not apply to frequent substantial contracts such as property leases and utilities which are approved through the procedures outlined in FP 2.01 – Expense Authorization Policy.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to provide guidance to all employees regarding supplier contracts with an annual or multi-year commitment over $100,000

3 SCOPE

3.01 The Request For Proposal Policy applies to Finance Department.

4 RESPONSIBILITY

4.01 The Finance Department is responsible for:

(a) Conducting formal and professional requests for proposals based on current available best practice guidance

(b) Communicating and seeking approval of request for proposal results from the Finance Committee prior to awarding contracts to successful candidates

(c) Retaining appropriate documentation to provide evidence of the integrity of the request for proposal process.

5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Broader Public Sector Procurement Directive – July 01, 2011, FP 2.01 – Expense Authorization Policy

7 PROCEDURES

7.01 All agency requests for proposal should be conducted using the Request For Proposal Checklist along with documented support.

8 ATTACHMENTS

FPM 2.06 Purchase Order Policy Map

FPF 2.15 A Request For Proposal Checklist Form

Section	Expenditures
Policy:	FP 2.06 Purchase Order Policy
Effective Date:	April 1, 2009
Replaces:	N/A

1 POLICY

1.01 Purchases made on behalf of the agency over $25,000 or supplier contracts with an annualized value over $25,000 require the use of a Purchase Order.

1.02 Certain purchases or expenditures over $25,000 are excluded from this policy such as utilities or rent.

1.03 Other purchases made on behalf of the agency must adhere to specific policies as follows:
a) Be appropriately authorized per FP 2.01 Expense Authorization Policy
b) Generally $100 or less via petty cash per FP 2.02 Petty Cash Policy
c) Via company credit cards per FP 2.03 Company Credit Card Policy
d) Via expense advances or allowances per FP 2.04 Expense Advances & Allowances Policy
e) Incurred as a result of agency related travel per FP 2.05 Travel Policy
f) Purchases over $100,000 per the FP 2.10 Request For Proposal Policy

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to provide internal controls over the purchasing process.

3 SCOPE

3.01 The Purchase Order policy applies to all employees.

4 RESPONSIBILITY

4.01 Budget Holders are responsible for:
a) Reviewing and approving all purchase requisitions originating in their department
b) Working with the Finance Department in investigating potential suppliers for specific requirements

4.02 The Finance Department is responsible for:
a) Working with operating departments in investigating potential suppliers for specific requirements
b) Establishing supply contracts
c) Issuing and controlling purchase orders

5 DEFINITIONS

5.01 ***Budget Holder*** means an employee who has been given the responsibility to manage an approved budget on behalf of the organization.

5.02 ***Request for Proposal Process*** means the formal process by which potential suppliers are invited to quote on future supply contracts.

5.03 ***Purchase Requisition*** means a form requesting that the Finance Department purchase supplies of a specified nature on behalf of the requisitioning department.

5.04 ***Supplementary Purchase Order*** means a purchase order which relates to or modifies a previously-issued purchase order.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

FN 2.01 — Expense Authorization Policy
FN 2.02 — Petty Cash Policy
FN 2.03 — Company Credit Card Policy
FN 2.07 — Supplier Records and Management
FN 2.08 — Purchase Contracts

7 PROCEDURES

7.01 Purchases greater than $25,000 require a Purchase Order and are initiated via a ***Purchase Requisition*** completed by the Department with the requirement (see SPP FN 2.01 — Expense Authorization).

7.02 All fields in the Purchase Requisition should be completed and the requisition should be produced in duplicate:

a) One copy for the originating department
b) One copy for the Finance Department

7.03 Upon receipt of a purchase requisition, the Finance Department checks the requirement against existing supplier contracts. If a contract exists, a Purchase Order is produced by the Finance Department against the applicable supplier contract.

7.04 If no supplier contract exists, then a minimum of three competing supplier quotes must be obtained by Finance Department and Requisitioning Department staff. These quotes must be kept on file with the selected supplier details.

7.05 Purchase Orders are valuable documents because they represent a commitment on behalf of the company. Purchase Orders will be maintained in a secure location by the Finance Department. Every Purchase Order number must be controlled and tracked throughout its use. When a purchase order has been fulfilled, the number must be retired.

Section	Expenditures
Policy:	FP 2.06 Purchase Order Policy
Effective Date:	April 1, 2009
Replaces:	N/A

7.06 All fields in Purchase Orders documents should be completed per the agency Purchase Order Form.

7.07 Purchase Orders must be accessible (by copy or electronic access) by:

a) The supplier organization (original copy)
b) The originating department (pink copy)
c) The Finance department (yellow copy)

7.08 Purchase order numbers must be cross-referenced to Supplier Records for future reference.

7.08.1 Purchase Requisitions are authorized by the department originating the request according to company authorization policy. Purchase orders are authorized by the Controller of the agency. The authorized buyer must ensure that authorization for the purchase has been secured before placing an order.

7.09 Unmatched open purchase orders shall be followed up by the Finance Department at the end of each month.

7.10 From time to time, either from changing requirements or from limitations on the part of the supplier, the contents of a purchase order must be changed.

a) The purchase order may not be changed without the approval of the Controller.
b) Changes are marked on the original purchase order, initialled by the Controller and faxed or emailed to the supplier who acknowledges the change.
c) A ***supplementary purchase order*** with the suffix "C" (or C2, C3, C4, etc. for subsequent changes as necessary) is then produced with the proper contents to replace the marked up copy and the original purchase order is amended as "Replaced by PO XXXXX-C". Explanatory comments may be made at the bottom of the purchase order.
d) Copies of the supplementary purchase order are distributed as per the normal purchase order process.

8 ATTACHMENTS

FPM 2.06 Purchase Order Policy Map
FPF 2.06 A Purchase Requisition Form
FPF 2.06 B Purchase Order Form

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SPRINGBOARD'S PRIVACY STATEMENT

Springboard is committed to keeping the personal information given to us safe and confidential.

This means that we will ensure that all personal information is properly collected, used only for the purposes for which it is collected, stored securely and disposed of in a safe and timely manner when no longer required.

1) What information do we collect?

Springboard only collects personal information from you when you voluntarily provide it to us – for example, in contacting us through the website, registering for updates, signing up for an event or making a donation. Personal Information may include your contact information (such as your name, address, postal code, telephone numbers and/or e-mail address). You may, however, visit our site anonymously.

2) What do we use your information for?

Any information we collect from you may only be used in one of the following ways:

- To personalize your experience

  (Your information helps us to better respond to your individual needs)
- To improve our website

  (We continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service

  (Your information helps us to more effectively respond to customer service requests and support needs)

3) How do we protect your information?

Springboard secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure.

All supplied sensitive/credit card information is transmitted via Secure Socket Layer (SSL) and then encrypted in our payment gateway, which uses the latest encryption technology, ensuring that credit card payments are 100% secure before, during, and after each and every transaction.

It operates under security best practices and undergoes ongoing routine assessments to ensure the highest quality compliance standards are met to protect client data.

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4) Do we use cookies?

- The Springboard website uses “cookies” to help you personalize your online experience. A “cookie” is a text file that is placed on your hard disk by a web page server. “Cookies” cannot be used to run programs or deliver viruses to your computer. “Cookies” are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.
- One of the primary purposes of “cookies” is to provide a convenience feature to save you time. The purpose of a “cookie” is to tell the web server that you have returned to a specific page.
- You have the ability to accept or decline “cookies.” Most web browsers automatically accept “cookies”, but you can usually modify your browser setting to decline “cookies” if you prefer.

5) Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

6) Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

This policy was last modified on April 11, 2014.

CONTACT INFORMATION

If there are any questions regarding this privacy policy you may contact us using the information below.

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springboard
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ACCESSIBILITY POLICIES AND MULTI-YEAR ACCESSIBILITY PLAN

Accessibility Plan and Policies for Springboard
This 2014 - 2021 accessibility plan outlines the policies and actions that **Springboard** will put in place to improve opportunities for people with disabilities. The plan will be updated with every milestone.

STATEMENT OF COMMITMENT

Springboard is committed to treating all people in a way that allows them to maintain their dignity and independence and we believe in providing people equal opportunity. We will, to the best of our ability, meet the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

1) Accessible Emergency Information

Springboard is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. This will be reviewed every 2 years or upon request of the employee.

2) Training

Springboard will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

We have taken the following steps to ensure staff are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- AODA courses (customer service standards and the IASR – including disability through Human Rights Code), like our other mandatory training, are accessible on-line through DS training website and are part of the New Hire Orientation.
- Compliance is tracked through the HR quarterly reporting and is part of employees' performance expectations. For non-paid staff, tracking will be done through the DS dstraining.org.

3) Information and Communications

Springboard is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

In December 2011, we implemented Policy *1005-1.0 Standards for Customer Service*, which

a) ensures that existing feedback processes/information is accessible to people with disabilities upon request and in a format that is based on their request.
b) make sure all publicly available information that are requested by the public can be provided on-line/through Springboard website or in a format that is based on their request.

If for whatever reason the requested information mentioned above cannot be provided in the required format, Springboard will immediately advise the requesting individual, and will do its best to find another way to provide the information.

We will continue converting the HUB programming contents that are posted on our HUB websites/pages to be in compliance to Web Content Accessibility Guidelines 2.0 Level A (WCAG), and continue working on converting our materials into accessible formats by **January 1, 2021**.

4) Employment

Springboard is committed to fair and accessible employment practices.

In February 2014, we have taken the following steps to notify the public and the employees that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

a) A statement of commitment has been included in the recruitment policy.
b) All job postings will have the following statement: "*Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position*".
c) When making offers of employment, the successful applicants are advised of Springboard's policy for accommodating employees with disabilities.
d) The successful applicant is notified that accommodations are available upon request in relation to the materials or processes to be used.
e) If a selected applicant requests an accommodation, the employer will work with the applicant and provide/arrange for the provision of a suitable accommodation in a manner that takes into account the individual's accessibility needs due to disability.

Starting January 1, 2015, our training, meeting, conference or event announcements will have the following statement: "*Please let us know in advance of the _____ if you require any accessibility accommodations, have dietary restrictions, or have any questions.*"

Based on best practice, we developed *HRP 4.14 Long Term Disability Leave Policy*. This was published and implemented across the agency in February 2014. This policy addresses potential work accommodation and return to work plan for employees that have been absent due to a disability. We also collaborate with the employee, attending health care professionals or case managers, and insurance providers on return to work/accommodation plan.

We will further review this policy to make sure that:

a) It is in compliance with the AODA, other employment laws, existing CBA, and considering other organizational programs. If there are changes, the revised policy will be published across the agency and a copy will be provided to all staff by January 1, 2016.

b) The process for the development of documented individual accommodation plans will include the following elements:
   - employee requesting accommodation can participate in the development of the accommodation plan and is assessed on an individual basis
   - employee can request the participation of a representative from their bargaining agent for union employees or other representative from the workplace for non union employees
   - employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved
   - all parties involved in the process shall consider the privacy of the employee's personal information
   - individual accommodation plan will be reviewed and updated when changes occur that have direct impact to the plan, e.g. recurring or sporadic illness, changes in policies/practices
   - employer will advise the requesting individual when individual accommodation plan is denied – including the reasons for the denial
   - consider the format required and communication supports when providing the individual accommodation plan
   - may include individualized workplace emergency response information

We will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes (with respect to the Collective Agreement provision for layoff and bumping).

5) Design of Public Spaces

Springboard will notify the public of the service disruption and alternatives available as per our Policy *1005-1.0 Standards for Customer Service*.

CHALLENGES

As a non-profit organization, the challenges in meeting the accessibility requirements for the AODA are dependent on such resources as: availability of funds, time, manpower, and technology.

CONTACT INFORMATION

For accessibility plan, please contact **People & Culture Department** at:

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- Email: mdmello@spingboardservices.ca

Accessible formats of this document are available free upon request from:

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