



Your **Cycling** Connection

HUB Cycling Employee, Contractor & Volunteer Orientation Handbook

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I OVERVIEW

The purpose of this document is to provide new employees, committee members and volunteers with an overview of HUB Cycling (HUB). It will provide information related to the organizational history, key messages, standard policies and protocols and frequently asked questions. This guide may be adapted depending on the audience that is it intended for.

This HUB Employee Manual is to be used as a guideline for employees, volunteers and contractors. It is not intended to be a contractual agreement of any kind. All policies, procedures, terms and conditions are subject to change. Specific questions concerning this Manual should be directed to your supervisor.

The policies contained in this document are based on the HUB Cycling Policies and Procedures Manual as adopted by the HUB Board of Directors and regularly updated.

If, at any time, any policy, procedure, rule or regulation in the manual is in conflict with, or in violation of, any Federal, Provincial and Common Law, those laws will govern and our policy will be changed accordingly.

If there is any question as to the meaning or intent of any information contained in this manual, please direct it to your supervisor.

II HUB ORGANIZATIONAL BACKGROUND

Vision

In Metro Vancouver in 2030, cycling is an attractive transportation option because it is fun, safe, convenient and comfortable for people of all ages and cycling abilities. Investment in cycling is aligned with ambitious government mode share goals, cycling education is universally accessible and cycling facilities are connected throughout the region.

Mission

To get more people cycling, more often.

Core Values

As Metro Vancouver's most recognized and respected cycling transportation organization we:

- Respect all forms of transportation
- Value cycling as a community building tool & as a healthy practice for individuals & our environment
- Provide inclusive, forward-thinking programs and services, known for engagement and empowerment of the community and their transportation choices
- Avoid funding or support that could compromise the integrity of our mission, purpose or values

Purpose

HUB has two purposes in its constitution:

1. **To provide educational forums**, classes, workshops and seminars to the public that teach the following two subjects in Metro Vancouver:
 - a. how to cycle safely and interact safely with cyclists on the road and
 - b. how to repair and maintain a bicycle.
2. **To conserve the environment and improve the health of people** in Metro Vancouver by encouraging cycling as a mode of transportation through:
 - a. **facilitating communication between cyclists** by providing forums wherein cyclists can discuss cycling issues;
 - b. **facilitating communication between cyclists, motorists, pedestrians**, bicycle retailers, non-political transportation companies and planners, real estate developers and other non-political groups dealing with cyclists by engaging these groups directly and presenting the interests of these various groups to each other;
 - c. **collecting and developing best practices related to cycling**, which includes compiling research & developing expertise in relation to cycling infrastructure and urban design and resources for businesses & organizations interested in promoting cycling to the public
 - d. **organizing and operating non-political events** that promote the use of the bicycle as an environmentally beneficial and healthy mode of transportation between destinations; and
 - e. **improving public cycling facilities** through engagement with decision makers & stakeholders in planning processes.

Strategic Priorities

HUB has outlined strategic priorities for 2015-2020 to aid in achieving its mission and purpose. Those strategic priorities are:

<ol style="list-style-type: none">1. Improve engagement with all transportation stakeholders<ul style="list-style-type: none">● Becoming the region’s cycling experts and ensuring HUB’s consistent and pervasive voice on important decision-making issues.<ul style="list-style-type: none">○ Strengthen Local Committees○ Be the Region’s Cycling Resource○ Improve public cycling facilities and policies through charitable means
<ol style="list-style-type: none">2. Improve financial strength<ul style="list-style-type: none">● Ensuring revenues are more reliable in the long term, sourcing more funds for discretionary spending and spending money prudently.<ul style="list-style-type: none">○ Diversify revenues○ Increase organizational capacity○ Secure major revenue sources
<ol style="list-style-type: none">3. Strengthen public engagement<ul style="list-style-type: none">● Connecting HUB directly with its members and the community through programs, events and communications.<ul style="list-style-type: none">○ Grow Membership & Contacts○ Grow Programming○ Build Brand & Positive Profile

Positioning Statement

This is the “elevator” description of the organization. It quickly answers the question “what does HUB Cycling do”. It should be used anytime the organization is introduced in speeches, articles, media kits and the like.

We are HUB: Your Cycling Connection. We make cycling better through education, action and events. More people cycling means healthier, happier, more connected communities. HUB Cycling is leading the way in making cycling an attractive choice for everyone.

HUB Membership & Volunteers

HUB Cycling is a membership-driven organization and we rely on the support of our members to make Metro Vancouver a more bike-friendly place. Members are able to vote for our board of directors, receive our Bicycle Bulletin and gain exclusive HUB membership benefits & discounts. For a full list of benefits, visit bikehub.ca/membership.

Key Messages

- HUB is a membership-based charitable organization that provides a voice to the cycling community throughout the Metro Vancouver region. The more members we have, the more impact we can have when we go to city councils and work with engineers to push for better cycling conditions. HUB has 10 volunteer-run local committees working across the region to assess, help design and push for better bike infrastructure & facilities.
- By becoming a member of HUB, you are joining our growing community of cyclists and bike-friendly organizations and gaining access to fantastic benefits including discounts for bike shops, car-sharing, legal advice, health & wellness services and more!
- HUB Members get discounted cycling courses where you can learn everything you need to know about cycling safety, year-round bike commuting and maintaining your bike.
- HUB encourages people to experience the joys of cycling through events like Bike to Work Week, neighbourhood rides, member parties, festivals and more!

Individual & Family Memberships

- \$30 per year (\$15 for low-income, students & seniors)
- \$40 for a family membership (additional members must share the same physical address)
- There are also time limited membership options such as a 3 year membership and a lifetime membership. Check bikehub.ca/join for the current options
- For \$10 per year as an individual, you can also sign up to support the British Columbia Cycling Coalition. The BCCC deals with province-wide cycling issues, e.g. getting cycling into the school curriculum, creating a cycling tourism network.

Organizational Memberships

- \$300 for a basic organizational membership; platinum and gold membership levels are available for organizations who want to support the work that we do with a larger financial contribution.
- \$100 for a non-profit organization
- \$1,000 for a Gold membership
- \$2,500 for a Platinum membership
- (Gold and Platinum level HUB memberships include increased recognition. Refer to laura@bikehub.ca for more information.)

Contact & Info

Individual & Family Memberships - Cathy Acuna - membership@bikehub.ca

Organizational Memberships - Laura Jane - laura@bikehub.ca

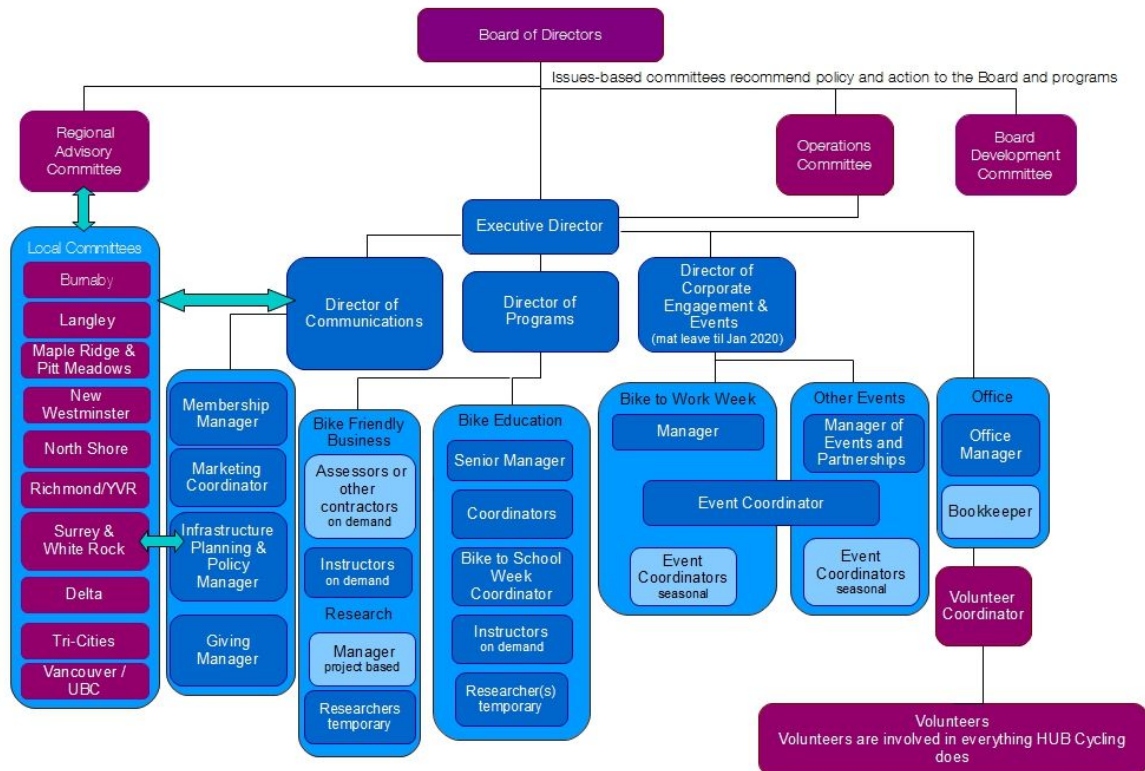
HUB Membership & Benefits – bikehub.ca/membership

HUB Cycling Organizational Chart



HUB Cycling
Organizational Chart
May 2019

- Volunteer
- Staff
- Contractor



HUB Historical Timeline to 2012



III HUB Cycling LOCAL COMMITTEES

HUB Local Committees

HUB has local committees across Metro Vancouver who engage with decision makers to improve cycling conditions in their municipality. Each committee meets regularly to discuss local cycling issues, perform assessment rides to document local conditions, develop reports and present recommendations to local councils/decision makers & plan local events to encourage cycling.

Local Committee	Contact Info
<ul style="list-style-type: none">• Burnaby	<ul style="list-style-type: none">• burnaby@bikehub.ca
<ul style="list-style-type: none">• Delta	<ul style="list-style-type: none">• delta@bikehub.ca
<ul style="list-style-type: none">• Langley	<ul style="list-style-type: none">• langley@bikehub.ca
<ul style="list-style-type: none">• Maple Ridge and Pitt Meadows	<ul style="list-style-type: none">• mapleridge-pittmeadows@bikehub.ca
<ul style="list-style-type: none">• New Westminster	<ul style="list-style-type: none">• newwestminister@bikehub.ca
<ul style="list-style-type: none">• North Shore North Vancouver / Bowen Island West Vancouver / Lions Bay	<ul style="list-style-type: none">• northshore@bikehub.ca
<ul style="list-style-type: none">• Richmond/YVR	<ul style="list-style-type: none">• richmond@bikehub.ca
<ul style="list-style-type: none">• Surrey & White Rock	<ul style="list-style-type: none">• surrey-whiterock@bikehub.ca
<ul style="list-style-type: none">• Tri-Cities Coquitlam / Port Coquitlam / Port Moody / Belcarra / Anmore	<ul style="list-style-type: none">• tri-cities@bikehub.ca
<ul style="list-style-type: none">• Vancouver/UBC	<ul style="list-style-type: none">• vancouver@bikehub.ca

Key Messages

- Working together, cyclists can make a bigger impact on the decisions made in our communities related to cycling issues, policies & infrastructure improvements.
- HUB brings together and supports cycling enthusiasts of all levels to craft policy positions, share best practices; build community and promote cycling education programs.
- HUB committees have been central to the implementation of major cycling-related initiatives, programs & improvements in regional areas.

- HUB provides access to user perspectives, motivations, barriers, data collected from cycling programming and membership (BTWW survey results, etc)

Contact & Info

Navdeep Chhina, Director of Communications navdeep@bikehub.ca

HUB Local Committees public webpage – bikehub.ca/action

HUB Local Committees internal resources page -
<https://bikehub.ca/local-committee-resources>

IV HUB Cycling PROGRAMS

HUB Bike to Work Week

HUB Bike to Work Week uses events, friendly competition, and online interactive tools to encourage people to start riding to work and to celebrate those that already do. On btww.ca participants are able to log their bicycle commutes and calculate the amount of greenhouse gases that are saved by the bike use. Workplaces are encouraged to create 'teams' where employees can register and see the total trips for their team and for their organization.

We track the organizations with the highest number of trips, riders, and the best overall workplace involvement. HUB and our community partners host between 25 and 50 celebration stations (tents with food, drink, maps, and bike mechanics) along bike routes in the region. This occurs two weeks in the year, one in the spring, and one in the fall.

Key Messages

- HUB Bike to Work uses events and friendly competition to encourage avid cyclists and new riders alike to commute to work on bike.
- Improve your personal health & fitness, save money (on gas, insurance, parking & transit), reduce greenhouse gases & road congestion, and connect with the communities through HUB Bike to Work Week.
- By tracking your commutes, you are part of something greater. You help establish a benchmark for how many people cycle in Metro Vancouver, in your company and on average as a cyclist, which helps to show the growth of cycling in Metro Vancouver and influence decision makers in funding cycling improvements.
- Cycling to work is a great way to add activity to your day, saving time by combining a work out with your travel needs. We want to help you arrive at work energized, less stressed and full of endorphins year round.
- Chart the benefits: kilometres, calories, carbon savings. Challenge a friend or co-worker; challenge yourself and discover how fun it is.

Contact & Info

Rowena Farr, Manager - rowena.farr@bikehub.ca

HUB Bike to Work Week – Info & Registration – bikehub.ca/btww

HUB Bike to School Week

Bike to School Week encourages students to choose active transportation in their commute to school. The coordinators recruit Team Leaders (a parent, teacher, student etc.) at participating schools who can take a leading role in raising awareness about Bike to School Week. Team Leader are supported by the Bike to School Week team with posters, tips, and other resources to share with their team. Students are encouraged to participate throughout the week through group rides, fun events, cycling workshops and given the chance to win prizes.

Key Messages

- Imagine schools that help to secure a network of greenways for kids to bike to school and where parents are comfortable with their children traveling by bicycle to parks, community centres and friends' homes.
- Imagine a generation of students receiving bike safety, maintenance, repair and skills training in a routine fashion, several times throughout the school year and their school career. They will grow up making informed choices about their own transportation.
- Cycling to school is about freedom, joy and being a kid; about fresh air, making friends and having fun!

Contact & Info

Jel@bikehub.ca

HUB Bike to School Week – Info & Registration – bikehub.ca/btsw

HUB Bike to School

Designed for elementary, middle & secondary schools, our Bike to School program provides cycling instruction and fun activities for Grades 2 and up, as well as Metro Vancouver's Bike to School Week! Your school can:

- Promote and demonstrate cycling as a fun, healthy & social way to exercise, be independent, and get around!
- Build and increase cycling skills
- Teach and promote safe, responsible cycling
- Teach the ABCs of bike care, security and maintenance

Learn2Ride

A beginner course for grades 2-5, HUB Learn2Ride is a schoolground-based introductory cycling skills and safety course.

In Learn2Ride, students are taught how to negotiate different types of road safety situations in a simulated environment free from traffic.

Learn2Ride courses introduce many aspects of biking commonly encountered in the primary grades and beginner level, such as:

- Crossing busy streets safely
- Shared use pathways
- Corners
- Shoulder checks and hand signals

- Car door avoidance

Ride the Road

- An intermediate course for grades 6-10, HUB Ride the Road introduces upper-level primary and secondary school students to the freedom and responsibilities of cycling in an urban setting.
- In this course, a fun and positive approach to cycling goes hand in hand with more formal instruction on how to cycle safely within neighbourhoods and on city streets, and basics on bike maintenance.
- Ride the Road is focused on promoting the benefits of cycling as a form of transportation and recreation, and providing students the knowledge, skills, attitudes and values they need to bike safely and effectively, sharing the road with cars and people on foot.

Contact & Info

Alyshia – HUB Senior Bike Education Program Manager – alyshia@bikehub.ca
bikehub.ca/bike-to-school

HUB Streetwise Cycling Courses

Streetwise Cycling Courses provide basic and advanced training that teaches people how to safely cycle in traffic throughout the year and bike maintenance skills. The courses are held at community centres around Metro Vancouver, and at the HUB office.

- [HUB Streetwise Cycling Courses](#) – teach adults how to ride safely & confidently on the road: learn the safest place on the road to ride, how to communicate with other road users, how to maneuver a bike at night and in the rain, check your bike for safety, adjust your bike to fit you, choose equipment and clothing and plan the best routes. These can be offered to individuals of the public through community centres or neighbourhood houses. These can also be offered to targeted groups, like newcomers to Canada, working in partnership with immigrant serving organizations
- [Adult Learn to Ride Lessons](#) - If you have never ridden a bike before or haven't ridden in a very long time, HUB offers one-on-one instruction courses to get you pedaling.
- [HUB Advanced Streetwise Cycling course](#) - Advanced Streetwise is a course in defensive cycling for commuters, recreational/racing cyclists & long-distance touring cyclists who want to take their skills and safety/emergency training to the next level. This course is also offered for HUB Cycling instructor training.

- [Maintenance & Mechanics Courses](#) - We only offer a limited number of these courses, based on municipal government funding support. Participants learn how to do basic inspections, change a flat, clean & lube the parts & check breaks. You can also refer people to Our Community Bikes, Kickstand, and MEC.
- [Intermediate Bike Maintenance](#) - We only offer a limited number of these courses, based on municipal government funding support. Participants learn advanced maintenance skills in specific areas including brakes, rotational systems/bearings, gears & drive train and wheels/emergency repairs. You can refer people to Our Community Bikes, Kickstand, and MEC.

Key Messages

HUB Streetwise Cycling Courses:

- allow people of any age or experience to gain the skills and confidence they need to feel safe and confident while riding in the city.
- are taught by certified and experienced bike-safety instructors.
- are taught in a safe, fun and non-intimidating manner.
- teach you how to maintain & fix your bike.

Contact & Info

Alyshia – HUB Senior Bike Education Program Manager – alyshia@bikehub.ca
 Streetwise Cycling Courses - bikehub.ca/streetwise

HUB Newcomer Bike Host

The Newcomer Bike Host Program is a collaborative program between HUB Cycling and the Immigrant Services Society of BC, modeled off of Toronto’s CultureLink program. The first of its kind in Western Canada, the program matches recent immigrants and refugees with local “host” volunteers for companionship and cultural orientation to Vancouver’s active transportation lifestyle. Newcomers receive city cycling instruction, and have the opportunity to spend time with their host volunteer getting oriented to Vancouver's cycling routes, rules, and culture, while having fun exploring Vancouver by bike together.

HUB Cycling aims to expand this program with national funding in 2020 or beyond. No programming is taking place in 2019 in preparation.

Contact & Info

Director of Programs - tim@bikehub.ca
bikehub.ca/bike-host

HUB Bike Friendly Business

The HUB Bike Friendly Business Program provides customized education, tools and resources to help businesses recruit creative and talented employees, cultivate healthier and more productive work environments, and attract cycling customers.

Internal note: although we aren't actively promoting all of our BFB offerings, they are all still available, and we will speak with potential clients to understand their needs and how we can support their efforts to provide better biking facilities and education.

The HUB Bike Friendly Business certification is helping employers attract and retain top talent in their industries, and increase employee productivity by becoming a bike friendly business. Utilizing cycling as a health promotion tool reduces employer costs, lowers absenteeism and turnover, and creates higher productivity, loyalty, and morale.

Offerings:

- Workplace Cycling Workshops
- Workplace & Building Bikeability Assessment
- Real Estate Developer and Property Manager Workshops
- Employee Cycling Survey
- HUB Organization Membership - recognition to over 30,000 cycling enthusiasts
- Discounts for bike shops, car sharing, bike rack and room design and other supports
- Mobile bike mechanics
- Public recognition through media, social media, awards events
- Bike Friendly Business Certification

[HUB Workplace Cycling Workshops](#) - A health promotion and sustainability program that fosters biking to work through on-site training for employees. More information can be found [here](#). Courses include:

- [Biking to Work: A Lunch-Hour Primer](#) – A fun and interactive 1-hour workshop that covers everything you need to know to start biking to work in one hour. A Women's Only version is also available.
- [Biking to Work: Fall & Winter Cycling](#)– Intermediate workshop that covers dressing for the weather (staying warm and dry), more advanced cycling safety, advanced use of your gears, cold-weather care for your bike, lights, visibility, and more
- [Demystifying Your Bike: Beginner Bike Maintenance](#) - Participants bring their bikes and we show them how to do a basic inspection to make sure it's in good running order.
- [Biking to Work: Commuter Skills](#) - This workshop includes both in-class and on-road training to teach the safest place on the road to ride, how to maneuver their bike effectively, communicate with other road users, handle riding at night and in the rain etc.

[HUB Bikeability Assessments](#) – HUB has developed a bikeability tool and a consulting service which works with businesses to assess the bikeability of an organization's workplace culture, physical infrastructure (building) or overall business operations. HUB provides a report, concrete recommendations and resources to help businesses become more bike friendly. This work is fee for service. For more information: bfb@bikehub.ca

Key Messages

- Bike Friendly Businesses are seen to be progressive, sustainable and desirable places to work.
- Our trained consultants can work with you to provide concrete recommendations and resources to help you enhance your competitive advantage and make your business a healthier and more bike-friendly place.
- Utilizing cycling as a health promotion tool reduces employer costs, lowers absenteeism and turnover, and creates higher productivity, loyalty, and morale.
- Cyclists have higher than average incomes and are more likely to frequent local businesses more often.
- Cycle-friendly region and reputation will enhance tourism and benefit the local economy

Contact & Info

Tim Welsh - tim@bikehub.ca

Bike Friendly Business – bikehub.ca/bfb

HUB Bike to Shop Days

Bike to Shop Days takes place over 2-3 days in the summer, educating people on how to carry things on bike, local bike routes that serve shopping areas, and why shopping is a great trip to bike for. There are celebration stations set up in shopping districts, and participants can sign up for prizes there and online, where they log their trips to shop by bike. Guided rides are also included in some events.

Contact & Info

bikehub.ca/biketoshop

Events Manager: tracy@bikehub.ca

HUB Bike the Night

Experience the beauty and energy of nocturnal Vancouver at its best - by bike. As dusk becomes darkness, join thousands of people on bikes and pedal the streets of Vancouver for HUB's mass participation ride, Bike the Night.

A family-friendly event, Bike the Night allows people a safe and comfortable way to try cycling on city streets and cycling at night, which has been reported as a barrier. Bikes get decorated with lights and fun colours and participants enjoy a 10km+ ride together.

Contact & Info

bikehub.ca/BiketheNight

Events Manager: tracy@bikehub.ca

HUB Research

In 2018, HUB Cycling began a research program, starting with Benchmarking the State of Cycling, collecting data and compiling a shared understanding, cataloguing and mapping of cycling infrastructure types, quantities and usage in partnership with TransLink, MoTI and local municipal engineering staff.

HUB Cycling intends to carry on our research focus to better understand current cycling realities, potential, and partnerships, such as the links to the health sector.

Contact & Info

bikehub.ca/about-us/news/the-state-of-cycling-in-metro-vancouver

Director of Programs: tim@bikehub.ca

V REPRESENTING HUB Cycling AT EVENTS

This section outlines what to expect when volunteering with HUB at events and applies to volunteers, committee members, board members, staff, and contractors.

Main Objectives

- Sign people up to become HUB members
- Raise awareness of HUB programming (Streetwise Cycling Courses, Bike to Work Week, Workplace Workshops and HUB Bikeability Assessments) & how we are involved in improving cycling
- Answer questions about cycling in general or forward people to resources
- Sell HUB T-Shirts & ask people to sign up for a charitable donations (over \$25 will receive a tax receipt)

What you will find at the booth:

- a table with HUB pamphlets & stickers, often there will also be bike maps
- HUB signs for the table
- Membership materials: sign-up sheets, 'thank you' letter, cards (often found in the cashbox or an envelope, if they are not there we will mail them a card)
- cashbox
- t-shirts and onesies for sale
- bins under and around the tables with extra maps, pamphlets, t-shirts and snacks
- donations tin

Extras items that we sometimes have:

- raffle draw & ballots
- a demonstration bike bus rack from Translink with a bike that people can try out how to put their bike on the bus
- free treats & giveaways such as Momentum Magazine, water bottles

Instructions for HUB Materials:

- HUB pamphlets: Please distribute to everyone and tell them about HUB programs (see *descriptions above*)
- HUB membership forms & cards
 - The minimum information for us to sign people up is their full name, email address and phone number, we would also like the physical address as well; have them complete the form
 - Write their name and membership expiry date (one year from date of purchase) on a HUB membership card for each membership purchased (individual & household members) and provide it to them
 - Complete the bottom of the registration form to document date, who collected the money and whether a membership card was provided or not
 - Offer them a copy of the "Thank you for being a member" letter which also lists the member benefits

- Thank them for supporting cycling improvements in Metro Vancouver and point them to the website where they can find info about discounts & benefits
 - Deposit money in the cashbox or designated folder with the registration form
- HUB T-shirts - T-shirts are available in multiple sizes. Please arrange on the hanging rack (if applicable) and ensure one of each size is available. If people wish to try the t-shirt on away from the table, ask that they leave a piece of ID (if they leave with the t-shirt). Please keep them out of the rain. The t-shirts are usually sold for \$25 regular (sometimes less for current members). Onesies are usually sold for \$20.
- Maps include:
 - Metro Vancouver maps by Translink - note they are no longer printing these and encouraging people to go online
 - Regional maps - Richmond, Surrey, Burnaby
 - Pocket maps - Vancouver, New Westminister, North Shore and Coquitlam have all produced accordion style pocket maps
 - Central Valley Greenway - a great route connecting Vancouver, Burnaby and New Westminister
- Raffle Draw: we often have prizes to give away at events. There will be raffle draw ballots to fill out, we just need an email address (preferably) or phone number. If they give us their email address, we will also be adding them to our monthly bike bulletin. There is an option on the ballot to opt out if they would prefer. The draw will take place after the event finishes, winners will have to pick up their prize at the HUB office.

Why Become a HUB Member?

HUB is a membership-driven organization and we rely on your support to make Metro Vancouver a more bike-friendly place. Members are able to vote for our board of directors, receive our Bicycle Bulletin and gain exclusive HUB membership benefits & discounts. For a full list of benefits, visit bikehub.ca/membership.

Key Messages

- HUB is a membership-based charitable organization that provides a voice to improve throughout the Metro Vancouver region. The more members we have, the more impact we can have when we go to city councils and work with engineers to push for better cycling conditions - which we do! HUB has 10 volunteer-based local committees that work across the region to assess, help design and push for better bike infrastructure & facilities.
- By becoming a member of HUB, you are joining our growing community of cyclists and bike-friendly organizations and gaining access to fantastic benefits including discounts for bike shops, car-sharing, legal advice, health & wellness services and more!
- HUB Members get discounted cycling courses where you can learn everything you need to know about cycling safety, year-round bike commuting and maintaining your bike.
- HUB encourages people to experience the joys of cycling through events like Bike to Work Week, neighbourhood rides, member parties, festivals and more!

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- \$30 per year (\$15 for low-income, students & seniors)
- \$40 for a family membership (additional members must share the same physical address)
- For \$10 per year as an individual, you can also sign up to support the British Columbia Cycling Coalition. The BCCC deals with province-wide cycling issues, e.g. getting cycling into the school curriculum, creating a cycling tourism network.

Organizational Memberships

- \$300 for an organization
- \$100 for a non-profit organization
- Higher levels of Gold and Platinum memberships are available. Please ask them to contact ltracy @ bikehub.ca

Payment methods

- Cash is preferred.
- Checks are ok, please verify ID.
- Square payment processor for credit cards
- Credit Card number taken manually - we can take it but the individual has to be ok with their CC info being written down. Let them know that it will be picked up at the end of the day, brought back to the office and shredded after processing. You must keep this information confidential and secure.
- Online - People can visit our website and sign up there, but we prefer to sign them up in person.

Membership Incentives

For in-person events, we often have incentives such as a free bike light when people purchase their membership on-site. Please use these offers to engage people at the table.

How Do I Engage the Public about HUB Cycling Programming?

Ensure that everyone who visits our booth learns at least one thing about HUB and its programming. Here are a list of questions you can ask and some possible ways to connect your discussions to HUB programming:

- Do you know what we do at HUB Cycling?
 - Inform visitors that HUB (see messages above) is a membership-driven organization that works to improve cycling conditions and education in Metro Vancouver. We've been around since 1998 and re-branded to HUB Cycling in 2012 (we were called the Vancouver Area Cycling Coalition before that). We focus on increasing cycling in the region through education, action and events.
- What's your favorite bike route?

- Connect that work to what we do at HUB to make cycling infrastructure safer and more comfortable to people of all ages & abilities
- Refer issues & concerns to local committees
- Do you have any issues with your bike route?
 - If they do, ask them to write down their comments, the street and city of the bike route on one of the pads of paper around so can pass it along to the appropriate local committee for follow up. In Vancouver, you can email bikevancouver@vancouver.ca to get in touch directly with the city bicycle engineers. Contact info for other cities is online: bikehub.ca/get-involved/useful-links/report-route-problem
 - Let them know about HUB local committee meetings that they are encouraged to attend to improve local bike routes. Meeting information is online at bikehub.ca
- What would make you cycle more?
 - “Safer streets and bike lanes” - promote work we do at HUB to create a safe & connected network of bike paths suitable for all ages and abilities
 - “I don’t feel safe on the road” - promote Streetwise and Workplace Cycling Workshops, which teaches people the skills to be safer and more confident on the road
 - “There are no secure parking or facilities at my workplace” - promote HUB Bikeability assessment, which provides businesses, HR & property managers with resources, best practises, and concrete solutions on how to improve the bikeability of a building, workplace or overall business operations
 - “If I had someone to ride with” - email volunteer@bikehub.ca to sign up for a Bike Buddy volunteer or to ask about upcoming HUB social rides
 - “Distances are too far / hilly” - Don’t forget you can bring your bike on transit as well.
 - “It’s too rainy in Vancouver” - HUB members get discounts on bike gear at bike shops and retailers across Metro Vancouver so you can suit up for the weather. Our [Biking to Work - Fall & Winter Riding Workplace Workshop](#) will also teach you tips for riding all year round.

For more details about HUB, check out the website bikehub.ca and read the About Us and Organization pages. There will also be a copy of the Annual Reports at the table, NOT to give away but for reference material in case people are asking questions about our organization or funding.

How do I deal with negative comments?

You are not required to deal with negative comments as a volunteer with HUB. If you receive questions about HUB, you may communicate the responses that are outlined in the FAQ or refer them to a staff or Board member if you are unsure. If there are no staff available suggest that they contact the office. Remember that you are acting as a representative of HUB and it is best that any interaction and communication to the public properly reflect our mission & values.

How do I deal with media?

Only designated spokespeople are authorized to speak to the media on behalf of HUB. If you receive a media request, please contact your supervisor, designated HUB local committee member, the Executive Director or Director of Communications.

Please see the HUB Cycling Public Correspondence Procedure for more information & contact info.

Pre-ride checklist for any group ride you organize: [Pre-Ride Checklist](#)

Can also be found on drive in HUB Policies and Procedures folder.

VI FREQUENTLY ASKED QUESTIONS

What has HUB done to improve cycling conditions in Metro Vancouver? What has HUB accomplished?

HUB Cycling has successfully engaged decision-makers around improving cycling conditions in Metro Vancouver in several ways. We have been instrumental in bringing about:

- Bikes on Skytrains
- Bikes on buses
- Cyclist-triggered push buttons for traffic lights
- Bike paths & lanes across Metro Vancouver & ongoing improvements
- HUB Bike to Work Week - a bi-yearly initiative that has encouraged thousands of cyclists to cycle to work by hosting celebration stations and giving away prizes/incentives to those who track their commutes
- Bike to School Week – an annual event that has encouraged over 50 schools a year to encourage students to cycle to school with interactive events, group rides and prizes/incentives
- developing & delivering Streetwise Cycling Education & Workplace Workshops to teach adults and children on how to ride safely and more confidently on the road
- making the Burrard Bridge Separated Lanes permanent
- Widened sidewalks on Lion’s Gate, Iron Workers Memorial and Queensborough Bridge
- creation of the Central Valley Greenway
- building of the Canada Line Cycling Bridge

What is HUB Cycling currently working on?

HUB has 10 local committees who directly engage decision-makers about making improvements throughout Metro Vancouver.

- Continuing to work with government, businesses & community organizations to connect Metro Vancouver through a regional network of safe, convenient and accessible cycling paths
- Working on providing access to cycling education for all school-aged children across the region

- Working with ICBC to increase content related to pedestrian and cyclist interactions in Driver Training & Exams and continuing education
- More cycling events, festivals and social rides to create more community and to celebrate the joys of cycling!
- Providing Streetwise Cycling Education and Workplace Workshops to teach people basic and advanced bike maintenance skills and the on-road cycling skills they need to ride safely and confidently on their bike.
- Immigrant Learn to Ride - delivering cycling skills education to immigrants and people with barriers to employment, including the Bike Host program.

What is HUB's position on the Helmet Law?

HUB supports and encourages the use of helmets by cyclists of all ages, but also recognizes an adult's right to make their own choice. HUB believes that the over-emphasis of adult helmet use may detract from addressing important cycling safety issues. Although helmet use may reduce the severity of some injuries, HUB believes the best measures to improve safety for cyclists are:

- Cycling education for both cyclists and motorists
- Cycling infrastructure that reduces conflict between cyclists, motorists, and pedestrians
- Increasing the amount of people cycling, making cyclists a normal and expected part of the transportation landscape

What is HUB's involvement in Public Bike Share?

PBS is an important addition to the cycling facilities in Vancouver, and is increasing the number of people on bikes. HUB helped contribute to the educational messaging and training for PBS users and staff, and we continue to partner with Mobi by Shaw Go to cross promote. HUB also supports the expansion to e-bike share across the region.

What is HUB's involvement with Critical Mass?

HUB has never been involved in the organization of Critical Mass. HUB encourages and teaches lawful, safe and respectful cycling at all times.

Does HUB support licensing or increased taxation of cyclists?

ICBC looked into that idea extensively, and concluded that the cost of administering a bike-licensing scheme would exceed the benefits, while also causing many people to reject cycling altogether.

The administrative and bureaucratic burden of having people register and enforce licensing would be significant with little benefit especially when it comes to children. We do encourage all cyclists to take HUB Streetwise training courses to encourage safe and respectful road use by cyclists.

What are you doing about cyclists who run red lights/don't follow the rule of the roads/disrespect pedestrians?

HUB believes that all road users should share the public space respectfully and responsibly and that cyclists should follow the rules of the roads. One of our main focuses is education – we teach people how to ride safely in accordance with the current rules of the road. One of the largest issues though is that there is no standard for cycling education.

Children and teenagers are on bikes before they are given the option to learn how to drive, this means that they never have any formal training on what the rules of the road are. We think this is a failing of our education system and are working with the provincial advocacy group (BC Cycling Coalition) to integrate cycling into the school curriculum. We see this as a necessary step to ensure that our children grow up to be respectful road users whether it be on foot, on a bike, or driving a car.

We are also working with ICBC and would like to see changes made to the Motor Vehicle Act as well as driver education. This would include more questions on our drivers test focusing on how to interact with pedestrians and cyclists. In places in Europe there is standardized cycling education for all children in school - this is an aim of the Right to Bike campaign HUB is a part of.

Should cyclists pay a special tax?

Roads are paid for mostly through general taxes. People who use bicycles for transportation pay these property taxes, income taxes, sales taxes, etc. Building cycling facilities and maintaining them is much less expensive than facilities for motor vehicles, because the impact on the roads from cycling is minimal.

Cycling mostly happens on municipal roads, which are paid for with property taxes, for which there is no difference between someone who rides a bicycle and someone who drives a truck. Many cyclists therefore actually subsidize driving.

As a taxpayer and home-owner (but not a car owner), a significant amount of tax dollars are spent on the road network, much of which is not used by bicycles because it still feels unsafe or is not permitted.

What are the benefits of investing in cycling?

Infrastructure for cycling is a lot less expensive than infrastructure for automobiles in terms of the numbers of people who can get around.

Every kilometre that a cyclist rides brings economic benefits to society, mostly through lower health care costs and less air pollution.

Cycling is the most cost effective way of providing mobility for BC communities. More people cycling means less people driving so congestion is reduced. With proper cycling facilities, it will be safer for everyone. Also, cycling offers many benefits to society, including improved health and less pollution and noise. Increased investment in cycling will reduce overall costs for transportation AND health care.

HUB Cycling

VII HUB POLICIES & PROCEDURES

The following policies and procedures apply to all HUB staff, contractors, committee members and volunteers.

Safe Workplace Policy

HUB Cycling is committed to providing a safe work environment for all employees, contractors, and volunteers. We prohibit all incidents of workplace violence, harassment and discrimination.

DEFINITIONS

DISCRIMINATION

Distinguished treatment of a person because of the race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

NEW WORKER

"New worker" means any worker who is

- new to the workplace,
- returning to a workplace where the hazards in that workplace have changed during the worker's absence;
- affected by the change in the hazards of a workplace, or
- relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace.

YOUNG WORKER

"Young worker" means any worker who is under the age of 25.

WORKPLACE

For the purpose of policy, the "workplace" is defined as any and all places where company business is conducted. This includes but is not limited to;

- Company property, whether leased or owned, including buildings, and surrounding areas including: parking lots, sidewalks, and driveways: All off-site locations where company business occurs;
- Company sponsored functions: Any location of travel for business purposes.

WORKPLACE VIOLENCE

Workplace violence includes, but is not limited to:

- The exercise of physical force by a person including attempt, against a worker that causes or could cause physical injury to the worker. This can include physical injury to the worker; physical acts such as pushing hitting, Kicking or throwing objects;
- A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- Bringing a weapon of any sort to a company workplace or possessing weapon of any kind while carrying out company business, or threatening to bring a weapon to the workplace.

WORKPLACE HARASSMENT

For the purpose of this policy, "workplace harassment" is defined as engaging in a course of vexatious comment or conduct against a worker at a workplace that is known or ought to be reasonably known to be unwelcome. This includes conduct that demeans, embarrasses or humiliates an employee. Workplace harassment does not include:

- Legitimate performance management
- Application or delegation of management authority;
- Transfers, demotions and job assignments during the course of employment;
- Management mistakes;
- Any single action not considered harassment unless it involves a lasting impact on the employee.

SCOPE

This Statement of Policy and Procedure applies to all employees, contractors and volunteers

Privacy & Information Policy

It is essential that business information and affairs of HUB, its clients, contractors, volunteers and employees must be kept in the strictest confidence. The unauthorized release or use of confidential information is strictly prohibited. Disciplinary action, including but not limited to termination will be taken towards the violator of this policy.

HUB Public Correspondence Procedures

Extracted from Policy I - Communications (HUB Policy and Procedure Manual)

It is essential that HUB Cycling speak, and be seen to speak, with a unified voice. It is also vital that the policies and opinions expressed be those agreed upon by the organization and not simply those of individual members or staff.

The following officers may speak publicly on behalf of HUB Cycling:

- President of the Board
- Current Board Member who has been on the board for at least 8 months and who regularly attends board meetings
- Executive Director
- Director of Communications
- Local Committee Chair. A Chair may appoint a Communications Representative for public speaking if preferred
- Program Manager

For Press Releases or public bulletins that are "information only" or "low-risk":

- Share factual data with the public
- Do not define nor describe HUB policies on issues or opinions on current events.
- Examples: "HUB representatives will be available to speak at the following public open house"; or " HUB will be providing valet bike service and an information booth at the following event".
- May include statements about the HUB which have been previously approved by the Board (such as the organization's mission, purpose, or values, located on the HUB official website.)
- These may be issued:
 - Directly by the Executive Director
 - Directly by the Director of Communications
 - in consultation with the ED
 - Directly by Staff after approval by the Executive Director; or by a Board member if the ED is unavailable
 - Directly by a Regional Advisory Committee member after approval by their Committee Chair or a Board member.
 - Directly by a Board member after a review by a 2nd Board member.
 - Directly by a Local Committee chair in consultation with the Executive Director

For Written Statements, Letters to Government Officials, Public Correspondence that is "higher-risk":

- May define or describe HUB policies on issues or opinions on current events.
- Could have a higher impact on the organization for legal, funding, or public relation reasons.
- Examples: Letters to Mayor & City Council describing HUB's views on proposed infrastructure or municipal programs; Public statements or written articles regarding the organization's stand on legal issues (e.g. helmet laws, Motor Vehicle Act); etc.
- These may be issued:
 - After approval by at least two of the following four officers: Board President, Director of Marketing, Approvals Committee Board Member, Executive Director, and Local Committee Chair. At least one of these approvals must be by a Board member (President or Communications Committee)
 - If it was prepared by one of the above, at least two additional officers from the list will need to approve. Emails can be sent to approval @ bikehub.ca
 - If the above officers are unavailable, the statement should be held until approval if it is not "time-sensitive".
 - If the above officers are unavailable and the statement release is "time-sensitive", approval may be obtained by at least two Board Members who have been on the Board for a period of at least 8 months and who regularly attend board meetings.

If it is unclear whether a public statement is "low-risk" or "higher-risk", this can be confirmed by the Executive Director, Director of Communications or a Board member.

The Executive Director (ED) may assume the actions herein, after either: a) the ED has held the position at least 3 months; or b) the President has agreed the ED is ready to issue/ approve communication on behalf of the HUB.

Individual statements:

HUB members are welcome - and encouraged - to write letters to newspapers, City Council, etc. regarding their *individual* views on current events. However, there must be no implication that these views are shared nor endorsed by HUB.

Public speaking/ TV or radio interviews/ Media requests:

The following officers may speak publicly on behalf of HUB:

- President of the Board
- Board Member who has been on the board for at least 8 months and who regularly attends board meetings.
- Executive Director
- Director of Communications
- Local Committee Chair. [Chair may appoint a Communications Representative for public speaking if preferred]
- Program Manager

- If there is little or no time for pre-planning, the above officers have authority to speak on behalf of HUB being consistent with board strategy and direction. A follow-up notification to the Board and/or ED is required.
- If schedule allows, the strategy for verbal messages should be approved by/ discussed with at least two of the officers from the same list of those who may approve "higher-risk" written statements.
- HUB officers may refuse to comment or respond to media requests.

Timeline for Approvals/ Edits:

- Regular correspondence should be sent for approval at least two days prior to release.
- Edits or Approval should be provided within 24 hours
- In the case of "time sensitive" correspondence, approvals should be provided as soon as possible: ideally within 3 hours.
- In "high risk" circumstances, if a statement reflects HUB policy that has not been previously approved and is not "time sensitive", a Board member may determine that the statement must be held until after HUB policy has been agreed upon by a quorum of Board members or the appropriate Board Committee.

Rapid Response team for very time sensitive high risk events:

- ED or Communications Director is best positioned to be the point person in emergencies. Needs to have consultation team to develop confident emergency position.
- If ED or Director of Communications is not available, HUB president or vice president are to take the lead of Rapid response.
- Rapid Response team should consist of three people and needs to include two of the following: ED, Director of Communications, Board President, Board Vice-President, , RAC representative (nominated by committee). Rapid response team always must include at least one Board representative. Team is available at approval @ bikehub.ca
- Online media fact checking backgrounder/press release to be published for reference. Must be published within 24 hours.
- Review of emergency position to include appropriate committees and Board once time is available amendments/tweaking if necessary. Timeline: should be less than 2 days on review.
- HUB officers may refuse to comment or respond to media requests.

Tracking

- All media events should be tracked and reported to the Director of Communications for debrief and refinement of actions or position.

Contacts

(remove spaces between @). This was added to reduce spam to these email addresses.

President: president@bikehub.ca
Executive Director: erin@bikehub.ca
Director of Communications: navdeep@bikehub.ca
Public Correspondence Approval: approval@bikehub.ca
HUB Board of Directors: board@bikehub.ca

Updated May 2019

Health & Safety Program & Policy

1. HUB strives to create and maintain a safe workplace in order to minimize and/or prevent occupational injuries and illnesses. Consistent and continuous efforts by all employees, contractors and volunteers shall be directed to preventing workplace accidents and maintaining the workplace and equipment in a safe condition.
2. At all times, employees, contractors and volunteers are required to observe and comply with the requirements of the British Columbia Workers Compensation Act and its regulations.
3. Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily and mental harm to that person, or any other person, arising from the work or task.

RESPONSIBILITY

Management is responsible for ensuring that appropriate health and safety standards are developed, implemented and maintained in accordance with the provisions of the British Columbia Workers Compensation Act and its regulations.

Supervisors (Anyone with direct report/s) are directly responsible for ensuring the health and safety of employees and volunteers under their supervision and for ensuring:

- Safe and healthy work conditions are maintained in their areas of responsibility.
- Employees, Volunteers and Contractors who perform their work in compliance with accepted safe work practices and procedures; adequate training is provided to employees so that tasks assigned to employees can be performed safely, including specific health and safety orientation and training to young workers and new workers.
- Employees are notified of any potential hazards, which may exist in and around the employee's work location.
- Each employee is responsible for working safely in compliance with accepted safe work practices, procedures and legislated health and safety standards.
- Contractors and their workers are responsible for meeting or exceeding the requirements of the Site Health and Safety Program.

PROCEDURE

The employees, contractors and volunteers in a supervisory role are responsible to make sure

- HUB's Health and Safety policy is posted at each location and effectively communicated to each employee, volunteer and contractor.
- Health and Safety program is distributed to every employee, volunteer and contractor reporting to him or her.

- Safety orientation, training is conducted in a timely manner.
- Accident reporting is in compliance with WorkSafe BC standards.
- All accidents are thoroughly investigated according to WCB standards.
- First Aid arrangements and procedures are communicated.
- Equipment Lockout procedures are posted when necessary.
- Emergency spill procedures are communicated, if appropriate.
- Health and Safety monitoring and reporting procedures are conducted as required by legislation.
- Other information deemed advisable or necessary by Management for the protection of employees, contractors and volunteers is provided.
- A schedule for reviewing the effectiveness of the Health and Safety program at least annually.
- A procedure for modifying the Health and Safety program, if necessary.
- Communicate Emergency Plan, which outlines procedures to be followed in the event of an emergency arising from fire, theft, break-in, bomb threats, power failure, or other natural disasters. Employee / Volunteer emergency response training, including fire training and drills, shall be conducted on a regular basis.
- Location Health and Safety policies, plans, and practices are in compliance with the legislated requirements governing the location.
- All young and new workers receive adequate health and safety orientation and training prior to commencing work.

Disciplinary action up to and including termination for cause shall be taken against any employee who fails to observe this policy or who violates established workplace safety requirements.

Bereavement Leave Policy

Effective April 1, 2019, bereavement leave will be granted on the death of a member of the Employee's immediate family. For the purpose of this policy, "immediate family" will mean spouse/partner, child or step-child, parent or step-parent, father-in-law, mother-in-law, guardian, sibling or step-sibling, foster child, sister-in-law, brother-in-law, grandchild or grandparent of an Employee and any person who lives with an Employee as a member of the Employee's family.

Where a member of the Employee's immediate family dies, an eligible employee will be granted up to three (3) days' paid leave. Where a member of the Employee's extended family (aunts, uncles, cousins, etc) dies, an eligible employee will be granted up to one (1) day of paid leave. For hourly employees, hours/day would be based on average hours/day worked of the past 30 business days.

Staff may request to take vacation or unpaid time in the event of a death of a friend or non-immediate family member and permission will not be unreasonably withheld. Additional unpaid leave must be agreed upon in writing by the Employee and Executive Director or their designated representative.

Zero Tolerance Policy

HUB is committed to providing a safe work environment for all employees. We have zero tolerance for incidents of workplace violence, harassment and discrimination.

PROCEDURE

- It is every employee's responsibility to report the conduct to the respective manager/supervisor.
- Supervisor / Manager under the direction of Executive Director or Human Resources discipline the employee.
- Disciplinary actions up to and including termination will be taken towards an employee who breaks the policy regarding workplace violence, harassment and discrimination.

Substance Abuse Policy

HUB's main concern and duty is to provide a safe workplace for all our employees. Use of illicit drugs and alcohol can have serious adverse effects on the safety and well-being of our employees present at the workplace. Therefore we maintain an alcohol and drug free workplace.

HUB prohibits its employee's consumption, manufacture, sale or purchase-or the attempted consumption, manufacture, sale or purchase of narcotics, drugs, alcohol, or any other illegal or controlled substances and their possession and/or use in the workplace. This prohibition applies equally to the consumption prior to an assignment and / or reporting to the workplace.

The presence of recreational drugs (including cannabis in any amount) on the worksite is prohibited. If an employee has sufficient medical issue to necessitate cannabis possession at work, the employee must first receive written approval from the Executive Director, which may include conditions on the possession.

- The ED and managers are to identify and handle all situations promptly where there are concerns about an individual's ability to perform his or her job safely.
- Employees who are assessed and suspected to be impaired while at work will be sent home immediately. Transportation will be arranged. The ED or manager is responsible for documenting any incidence of suspected impairment.
- Employees are encouraged to inform their manager or another named person(s) about any situation that may compromise their safety or the safety of others, or impair their performance.
- HUB Cycling honours that disabilities are protected through human rights legislation. Employees who have substance dependence are strongly encouraged to seek assistance and canvass with their manager avenues in which HUB Cycling may support their recovery.
- Employees shall advise their manager or ED whenever they have any concerns about their colleagues' fitness or duties.
- The ED will work with the manager to determine appropriate disciplinary action if necessary.

We recognize the fact that a drug and alcohol dependency is a disease that can be successfully treated. Therefore no employee with a drug or alcohol dependency will be disciplined for requesting reasonable accommodation in conjunction with rehabilitation efforts, however, if an employee violates the provisions of this policy, or as a result of substance use, does not meet satisfactory standards of safety or work performance, appropriate disciplinary action will be taken.

Long term office employees that are enrolled with HUB's extended health benefits have free and confidential access to the Employee Assistance Program, which includes assistance with addictions or other health issues. [Details can be found here](#) (access limited to HUB Cycling staff). EFAP info starts on page 92.

HUB Cycling Transportation Reimbursement Policy

Applicability:

- Local travel within Metro Vancouver.
- Cycling skills workshops / courses – instructors, Program Managers / Coordinators.
- Meetings for HUB business – Contractors.
- Reimbursement policy excludes travel for which Contract/Agreement fees explicitly include travel.

Transportation Options:

- Travel by bicycle / transit / on foot strongly encouraged.
- Travel by car from a car co-op or personal vehicle when necessary.
- Any travel mode is encouraged such that it minimizes the time spent traveling, impact of travel on the environment, and cost of travel to HUB Cycling.

Minimum Distance for Reimbursement:

More than 10 km and less than 60 km (one way) between course, workshop or meeting, and whichever is the lesser of:

- place of residence / work /HUB office for instructors / contractors / volunteers residing / working in Metro Vancouver, OR
- from HUB Cycling office for instructors / contractors / volunteers living / working outside of Metro Vancouver.

10 km distance is chosen as the lower limit for being a reasonable cycling distance, with the travel time reasonably covered by existing fees. 60 km distance is chosen as the upper limit for being (roughly) the longest distance between two points within Metro Vancouver. Distances over 60 km are considered “out of town” travel, and may be reimbursed on a case-by-case basis, as determined by the Board, or the Director of Programs for HUB Cycling staff and sub-contractors.

Reimbursement Rates:

Time and travel cost may be reimbursed.

- 1/2 hour of travel time in each direction of travel, for travel distance of more than 10 and up to 25km.
- 1 hour of travel time in each direction of travel, for travel distance of more than 25 and up to 60 km.
- Travel time reimbursement rate shall be \$20/hr.

AND

- Transit fare as indicated by submitted receipts or tickets for travel over 10km
- Co-op cars are available for contractor/subcontractor use for occasions where travel by bike/transit will take more than an hour and a half. Registration must be completed in advance and all expenses related to this are automatically covered by HUB. Where instructors are required to drive in order to transport bikes or other supplies, travel time will be covered for the entire time spent driving.
- Reimbursement for personal vehicle use must be approved in advance by the appropriate program manager, Director of Programs or Executive Director. Reimbursement will be paid out at \$0.55 cents per kilometer to cover all costs including but not limited to gas, insurance, maintenance.

Implementation:

Travel costs submitted on expense invoices must include the distances traveled on a given date and all relevant and appropriate receipts. HUB may verify the stated travel distances. Contractors and volunteers dishonouring the travel policy may be requested to reimburse HUB Cycling for overpayments. In addition, any one dishonouring the travel policy may be excluded from the receiving any travel reimbursements for the balance of their Contract/Agreement, and/or may be terminated from HUB Cycling Contracts/Agreements.

There are HUB Compass Cards with stored value pre-loaded. Staff and contractors can borrow these cards from the office. They should email their supervisor with the date, program and trip description so that accounting can be matched. If staff or contractor uses their own Compass Card, a print screen or print out of the statement can be used for expense reimbursement.

To drive a Modo shared car for work travel, HUB Cycling staff and contractors can be added to the HUB Cycling account – details and forms available from the office manager – or in the case where the driver is already a Modo member, they can be added as a driver on bookings that are made under the HUB Cycling account.

To get access to a car, staff and contractors can log in at modo.coop and book a vehicle for a time and location that is convenient and cost-effective, as agreed upon by the program manager. Alternately, vehicles can be booked by HUB staff and relevant details will be shared with the driver.

Example 1:

Streetwise Instructor residing in Vancouver travels to Maple Ridge to deliver a one-day course.
Distance

between course and place of residence is 40 km each way.

- Instructor may expense for 1 hour of travel time in each direction, at \$20/hr,

PLUS

- Instructor may expense for transit 3-Zone fare in each direction when submitting receipt or ticket

– \$5.50/adult weekday cash fare. Compass stored value (\$4.20 each way) is encouraged in this instance.) For a total of \$51 (\$40 time + up to \$11 cost (with receipts)).

ALTERNATELY

If this travel will take more than 1.5 hours one way by bike/transit, the instructor may request a Modo shared car, and be reimbursed \$20 for travel time each way.

Example 2:

Program Manager residing in Vancouver travels to Burnaby to meet with City of Burnaby transportation department. Distance between course and place of residence is 12 km each way.

- Instructor may expense for 1/2 hour of travel time in each direction, at \$20/hr,

PLUS

- Instructor may expense for transit 2-Zone fare each direction (\$4.00/adult weekday cash fare.

Compass card stored value is encouraged in this instance.) For a total of \$28.00 (\$20 time + \$8.00 cost (with receipts)).

HUB Driving Infraction and Parking Policy

Any HUB employee or contractor using a shared vehicle under the HUB account or their own vehicle for HUB purposes regardless of whether the individual chooses to use the vehicle or if they use the vehicle at the request of HUB. Any kind of driving infraction, parking ticket, towing fee or other penalty due to the manner in which a vehicle is driven or parked is the responsibility of the driver at the time of the infraction. No payments or penalties will be the responsibility of HUB. If HUB is penalized through Modo or other agencies, this value will be deducted from the pay of the responsible individual.

HUB Travel Meal and Incidentals Per Diems Policy

HUB Cycling uses a per diem process to cover staff meals and incidentals while traveling. To simplify processing, no receipts are required when claiming per diem meal allowances.

Per diems are reimbursed after the travel has been completed through an expense form indicating for each day of travel the amount of per diem being claimed. Per diems will be provided in advance of travel on a case by case basis in instances where the employee does not have a HUB Cycling credit card and cannot incur the immediate per diem costs themselves.

Only meal costs incurred while on HUB business or during travel for HUB business should be claimed. For example, a traveller beginning or ending travel midway through a day should not claim the full day's allowance. A traveller adding on personal time to a trip should not claim meal per diems for that time.

A claimant will not claim the full per diem amount if a meal is covered already (i.e. breakfast included at the hotel, lunch included in conference registration, etc).

Meals Without Receipts - maximum per diem rates (unless otherwise approved by the Executive Director):

- \$10 CAD including taxes Breakfast
- \$15 CAD including taxes Lunch
- \$25 CAD including taxes Dinner

On the date of departure, travel status must start before 7:00 a.m. to claim breakfast; before 12:00 noon to claim lunch; and, on the date of return, travel status must end after 6:00 p.m. to claim dinner.

All travel expenses outside of Canada will be reimbursed in Canadian dollars.

Other Eligible Expenses

The specific nature of miscellaneous expenses is to be detailed on the expense form and original receipts should be provided and subject to the approval of the staff person's direct supervisor or Executive Director.

Ineligible Expenses

Inclusive but not restricted to:

- Any expenses related to accompanying travel companions
- Child care expenses
- Pet care expenses
- Non-business or personal related expenses (barbers and hairdressers, toiletry articles, alcohol, movie rental)
- Parking and other traffic fines
- Personal travel insurance
- Insurance coverage for privately owned vehicles
- Expenses for the repairs and cleaning of privately owned vehicles
- Expenses related to damages to uninsured rental cars and privately owned vehicles
- Interest charges levied on overdue invoices or credit card statements
- Unnecessary stopovers
- Lost or stolen items
- Meals included in another reimbursable item (e.g. conference fee, transportation charge, accommodation)
- In room entertainment
- Passports
- Costs resulting from failure to cancel a guaranteed reservation
- Medical bills, prescriptions, etc., except for immunization costs incurred for foreign business travel as required by Public Health Canada

Accommodations

Where possible and reasonable, the lowest cost option for accommodation should be selected. The maximum reimbursable rate for a nightly hotel room is \$125, unless otherwise approved by the Executive Director.