

Executive Limitation Report

To: The MSA Board

From: The Executive Director, Harry Oosterhoff

Re: Compliance Report on the Executive Limitations Policy **EL# 9**

Date: As of April 30, 2024

This is the report on the Executive Limitations policy **EL#9: FINANCIAL CONDITION** presented in accordance with the MSA Board's monitoring schedule outlined in **EL#2**.

Interpretation

To ensure responsible financial management within the MSA, the Executive Director has the following financial responsibilities:

- **Fiscal Responsibility:** The Executive Director must avoid fiscally irresponsible use of resources. This means not spending more funds than revenue allows, except when meeting debt guidelines.
- **Debt Management:** Temporary debt should not exceed the ability to repay it within 90 days.
- **Budget Adherence:** MSA funds must be used as stated in the approved budget and aligned with Board outcomes. Significant deviations require pre-approval by the MSA Board.
- **Conflict of Interest:** Conflicts of interest must be avoided, and individuals with signing authority on MSA bank accounts must not sign disbursements to their own benefit.
- **Operating Account Balance:** The operating bank account balance should always cover payroll and debts promptly.
- **Timely Payments:** Tax payments and other government-ordered filings must not be overdue or inaccurately filed.
- **Operational Policies:** Written operational policies and procedures should cover all aspects of operations.
- **Annual Financial Review:** Support the preparation of an annual financial review according to the Constitution and Bylaws.

Report on Compliance

I continue to report non-compliance similar to December 2023 report. As previously noted, the filings to Alberta Corporate Registries under the Alberta Societies Act remain an issue and we have begun the process of unincorporating as advised by MSA's legal counsel. The information package including the required "Special Resolutions" have been communicated to the MSA membership for vote at the Spring 2024 Semi-Annual General Membership Meeting.

As previously reported and discussed with the Board at the recent Strategic Planning sessions, MSA is also still not currently compliant with the requirement for Operational Policies covering **ALL** aspects of operations. The Strategic Outcome specified by the Board at that session was to have compliance before Jun 30, 2025. A staff manual was developed in 2023 and does include some of the required financial policies and procedures (i.e. allowable staff expenses, staff responsibilities, staff salary and payroll, etc.)

I report compliance in principle, and that all tasks are being done consistent with the Constitution & Bylaws and following the recommendation of MSA's accountant for Generally Accepted Accounting Principles (GAAP) and previous MSA approved practice. As required, the MSA office requested and received Board approval for deviations to the budget caused by hiring the Office Admin Assistant 2 (re-allocation of Release Time budget line item)

I also report compliance with the requirements listed for appropriate expenditure of funds and maintenance of appropriate account balances, and/or seeking prior Board approval as required for any anticipated significant budgetary deviations.

Additional information to note: In accordance with Board governance policy, the budget for 2023-2024 was prepared by projecting revenue conservatively and expenses realistically. I am pleased to report that as of April 30, 2024 our actual dues revenue has already surpassed the budgeted core dues revenue projection because of the impact of University hiring, movement of positions into the MSA bargaining unit and negotiated wage increases. A total of \$525,000 was projected for entire fiscal year and \$536,810.12 received with 4 remittances still outstanding for the fiscal year. Although some additional expenses for the Open House and Semi-Annual General Membership Meeting haven't been processed yet, I anticipate a healthy balance at fiscal year end allowing a significant allocation of revenue over expenses to reserve funds as per Governance Policy EL#10.

Attachments: General Account Income Statement & Balance Sheet as of April 30, 2024, Wellness Account Balance Sheet as of April 30, 2024. Professional Development Balance Sheet as of April 30, 2024, Dues Income Report as of April 30, 2024, Proposed 2024-2025 Budget with 2023-2024 Budget and 2023-2024 Actuals YTD.

Certification

I certify that the information contained in this report is accurate and true.

Harry Oosterhoff (signed) Executive Director May 15, 2024 (dated)

MacEwan Staff Association General

Comparative Income Statement

	Actual Jul 01, 2023 to Apr 30, 2024	Budget Jul 01, 2023 to Jun 30, 2024
REVENUE		
Core Revenue		
Core Membership Dues	511,541.87	525,000.00
Total Core Revenue	<u>511,541.87</u>	<u>525,000.00</u>
Non-Core Revenue		
Non-Core Membership Dues	1,949.50	1,750.00
Interest Revenue - Non-Core	16,130.01	12,000.00
Other Revenue-Div./Profit Share/Ins	430.98	250.00
Corporate Rebates	0.00	1,500.00
Total Non-Core Revenue	<u>18,510.49</u>	<u>15,500.00</u>
TOTAL REVENUE	<u>530,052.36</u>	<u>540,500.00</u>
EXPENSE		
Core Expenses		
Labour Relations Legal Expenses	3,727.50	7,500.00
Non-Labour Relations Legal Expenses	0.00	5,000.00
Arbitration/Legal Def./Human Rights	7,767.85	10,000.00
Total Legal Expenses	<u>11,495.35</u>	<u>22,500.00</u>
Bank Charges	377.97	500.00
Office Supplies	4,577.39	5,000.00
Duplicating	819.22	2,500.00
Parking	3,307.10	1,400.00
Insurance	3,124.60	3,000.00
IT Service/Contract	3,078.40	5,500.00
Maintenance	439.22	2,000.00
Total Office Operations	<u>15,723.90</u>	<u>19,900.00</u>
MSA Membership Awards	2,000.00	2,000.00
Total Education Awards	<u>2,000.00</u>	<u>2,000.00</u>
Meetings	16,256.85	26,000.00
Hospitality	1,397.17	2,000.00
Promotional Items	1,795.91	3,500.00
Recognition	1,471.66	3,000.00
Member Travel	0.00	500.00
Total Hospitality & Meetings	<u>20,921.59</u>	<u>35,000.00</u>
Professional Fees & Consulting	6,129.85	10,000.00
Policy Governance	8,461.40	6,000.00
Release Time	0.00	21,400.00
Capital Expenditures	5,333.24	5,000.00
Social Events	0.00	1,000.00
Member Engagement	737.23	2,000.00
Total Social Events	<u>737.23</u>	<u>3,000.00</u>
MSA Staff Development/Travel	1,712.18	7,500.00
Professional Development Expenses	25,000.00	25,000.00
Net PD Expenses	<u>25,000.00</u>	<u>25,000.00</u>
Reserve Fund	0.00	20,000.00
Salaries & Benefits - Admin Staff	146,598.14	177,800.00
Salary & Benefits - Exec Director	148,067.25	176,400.00
Total Salaries & Benefits	<u>294,665.39</u>	<u>354,200.00</u>
Total Core Expenses	<u>392,180.13</u>	<u>531,500.00</u>
Non-Core Expenses		
Education Awards - Non-Core	3,000.00	3,000.00
Scholarship for Dependants-Non-Core	4,000.00	4,000.00
Professional & Consulting Fees - NC	0.00	500.00
Memorial Bursary - Non-Core	0.00	1,500.00
Charitable Donations - Non-Core	105.00	0.00
Total Non-Core Expenses	<u>7,105.00</u>	<u>9,000.00</u>

MacEwan Staff Association General**Comparative Income Statement**

	Actual Jul 01, 2023 to Apr 30, 2024	Budget Jul 01, 2023 to Jun 30, 2024
TOTAL EXPENSE	<u>399,285.13</u>	<u>540,500.00</u>
NET INCOME	<u><u>130,767.23</u></u>	<u><u>0.00</u></u>

MacEwan Staff Association General

Comparative Income Statement

	Actual Jul 01, 2023 to Apr 30, 2024	Actual Jul 01, 2022 to Apr 30, 2023
REVENUE		
Core Revenue		
Core Membership Dues	511,541.87	461,995.08
Total Core Revenue	<u>511,541.87</u>	<u>461,995.08</u>
Non-Core Revenue		
Non-Core Membership Dues	1,949.50	1,053.00
Interest Revenue - Non-Core	16,130.01	13,629.89
Other Revenue-Div./Profit Share/Ins	430.98	301.74
Total Non-Core Revenue	<u>18,510.49</u>	<u>14,984.63</u>
TOTAL REVENUE	<u>530,052.36</u>	<u>476,979.71</u>
EXPENSE		
Core Expenses		
Labour Relations Legal Expenses	3,727.50	5,509.88
Non-Labour Relations Legal Expenses	0.00	1,845.38
Arbitration/Legal Def./Human Rights	7,767.85	8,917.13
Total Legal Expenses	<u>11,495.35</u>	<u>16,272.39</u>
Bank Charges	377.97	27.15
Office Supplies	4,577.39	1,734.84
Duplicating	819.22	1,129.30
Parking	3,307.10	6,459.71
Insurance	3,124.60	0.00
IT Service/Contract	3,078.40	5,203.91
Maintenance	439.22	0.00
Total Office Operations	<u>15,723.90</u>	<u>14,554.91</u>
MSA Membership Awards	2,000.00	2,000.00
Total Education Awards	<u>2,000.00</u>	<u>2,000.00</u>
Meetings	16,256.85	8,841.75
Hospitality	1,397.17	1,345.51
Promotional Items	1,795.91	1,035.13
Recognition	1,471.66	3,236.28
Member Travel	0.00	51.00
Total Hospitality & Meetings	<u>20,921.59</u>	<u>14,509.67</u>
Professional Fees & Consulting	6,129.85	6,077.80
Policy Governance	8,461.40	9,457.26
Release Time	0.00	36,203.04
Capital Expenditures	5,333.24	0.00
Social Events	0.00	167.65
Member Engagement	737.23	196.72
Total Social Events	<u>737.23</u>	<u>364.37</u>
MSA Staff Development/Travel	1,712.18	3,843.00
Professional Development Expenses	25,000.00	0.00
Net PD Expenses	<u>25,000.00</u>	<u>0.00</u>
Salaries & Benefits - Admin Staff	146,598.14	166,374.28
Salary & Benefits - Exec Director	148,067.25	145,789.96
Total Salaries & Benefits	<u>294,665.39</u>	<u>312,164.24</u>
Total Core Expenses	<u>392,180.13</u>	<u>415,446.68</u>
Non-Core Expenses		
Education Awards - Non-Core	3,000.00	3,000.00
Scholarship for Dependents-Non-Core	4,000.00	4,000.00
Memorial Bursary - Non-Core	0.00	500.00
Charitable Donations - Non-Core	105.00	0.00
Total Non-Core Expenses	<u>7,105.00</u>	<u>7,500.00</u>
TOTAL EXPENSE	<u>399,285.13</u>	<u>422,946.68</u>

MacEwan Staff Association General**Comparative Income Statement**

	Actual Jul 01, 2023 to Apr 30, 2024	Actual Jul 01, 2022 to Apr 30, 2023
NET INCOME	<u>130,767.23</u>	<u>54,033.03</u>



MSA Dues Received

Wednesday, May 15, 2024

11:09:08 AM

	Pay Period End Date	Employee Count	Earnings Subject to MSA Dues	MSA Dues	MSA Non Core Dues
1	July 1, 2023	919	\$1,968,103.47	\$23,716.12	\$78.00
2	July 15, 2023	884	\$1,864,934.16	\$22,530.87	\$79.50
3	July 29, 2023	873	\$1,858,622.68	\$22,431.56	\$79.00
4	August 12, 2023	887	\$1,873,640.87	\$22,639.65	\$79.00
5	August 26, 2023	948	\$1,930,061.43	\$23,326.07	\$83.50
6	September 9, 2023	985	\$1,937,011.54	\$23,402.91	\$83.00
7	September 23, 2023	1036	\$1,950,198.48	\$23,525.83	\$84.50
8	October 7, 2023	1092	\$1,956,027.50	\$23,431.14	\$85.50
9	October 21, 2023	1115	\$2,004,547.41	\$24,132.13	\$90.00
10	November 4, 2023	1115	\$2,001,904.48	\$24,164.69	\$92.50
11	November 18, 2023	1110	\$2,023,986.18	\$24,484.41	\$96.00
12	December 2, 2023	1122	\$2,035,574.76	\$24,634.93	\$95.00
13	December 16, 2023	1073	\$1,999,167.03	\$24,187.15	\$102.00
14	December 30, 2023	979	\$2,147,796.19	\$25,948.09	\$99.50
15	January 13, 2024	1077	\$2,065,792.37	\$24,962.67	\$100.00
16	January 27, 2024	1151	\$2,086,643.75	\$25,246.45	\$103.00
17	February 10, 2024	1152	\$2,166,312.12	\$25,917.60	\$99.50
18	February 24, 2024	1148	\$2,077,130.27	\$25,169.53	\$105.00
19	March 9, 2024	1160	\$2,153,443.66	\$26,163.48	\$105.50
20	March 23, 2024	1179	\$2,147,351.58	\$25,970.01	\$106.50
21	April 6, 2024	1132	\$2,114,190.22	\$25,556.58	\$103.00
Count:	21	Totals:	\$42,362,440.15	\$511,541.87	\$1,949.50

MacEwan Staff Association General

Balance Sheet As at Apr 30, 2024

ASSET

Current Assets

Petty Cash	181.65	
Servus Rewards Bank Account	14.69	
Capital Savings Common Shares	8,293.78	
Saveplus-Savings #0	526,872.69	
Chequing Bank Account	295,544.81	
Total Cash		830,907.62
Total GIC Investments		266,240.41
Prepaid Expense & Deposits		956.50
Inventory-Gift Cards & Movie Tick		180.00
Total Current Assets		<u>1,098,284.53</u>

Capital Assets

Office Furniture & Equipment	54,847.10	
Accum. Amort. -Furn. & Equip.	-44,680.45	
Net - Furniture & Equipment		10,166.65
Total Capital Assets		<u>10,166.65</u>

TOTAL ASSET 1,108,451.18

LIABILITY

Current Liabilities

Accounting Accrual	1,350.00	
Account Payable	40,670.12	
Servus MC Payable	4,510.74	
Total Current liabilities		<u>46,530.86</u>

TOTAL LIABILITY 46,530.86

EQUITY

Retained Earnings

Arbitration Fund (Restricted)	236,161.00	
Retained Earnings - Previous Year	694,992.09	
Current Earnings	130,767.23	
Total Retained Earnings		<u>1,061,920.32</u>

TOTAL EQUITY 1,061,920.32

LIABILITIES AND EQUITY 1,108,451.18

MacEwan Staff Association - PD

Balance Sheet As at 04/30/2024

ASSET	
Current Assets	
Servus Credit Union	112,471.08
Investments	0.00
Accounts Receivable	0.00
Due from/to General Account	0.00
Prepaid Expenses and Deposits	0.00
Total Current Assets	<u>112,471.08</u>
TOTAL ASSET	<u><u>112,471.08</u></u>
LIABILITY	
Current Liabilities	
Accounts Payable	0.00
Deferred Professional Dev Funds	113,371.08
Total Current liabilities	<u>113,371.08</u>
TOTAL LIABILITY	<u>113,371.08</u>
EQUITY	
Share Capital	
Common Shares	0.00
Preferred Shares	0.00
Total Share Capital	<u>0.00</u>
Retained Earnings	
Retained Earnings - Previous Year	0.00
Current Earnings	-900.00
Total Retained Earnings	<u>-900.00</u>
TOTAL EQUITY	<u>-900.00</u>
LIABILITIES AND EQUITY	<u><u>112,471.08</u></u>

MacEwan Staff Association - Wellness

Balance Sheet As at 04/30/2024

ASSET

Current Assets

Servus Credit Union Common Shares	980.30	
Servus Credit Union	44,399.48	
Servus Rewards Bank	112.95	
Servus Credit Union Savings Account	68,194.06	
Commuity Plan #3	103,943.78	
Total Cash		217,630.57

Total Current Assets 217,630.57

TOTAL ASSET 217,630.57

LIABILITY

Current Liabilities

Deferred EI Reduction Fund	165,006.04	
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Total Current liabilities 165,006.04

TOTAL LIABILITY 165,006.04

EQUITY

Retained Earnings

Retained Earnings - Previous Year	20,988.39	
Current Earnings	31,636.14	

Total Retained Earnings 52,624.53

TOTAL EQUITY 52,624.53

LIABILITIES AND EQUITY 217,630.57

MacEwan Staff Association General

	Actual Jul 01,2023 to Apr 30, 2024	Budget Jul 01, 2023 to Jun 30, 2024	Budget Jul 01, 2024 to Jun 30, 2025
REVENUE			
Core Revenue			
Core Membership Dues	511,541.87	525,000.00	613,000.00
Total Core Revenue	511,541.87	525,000.00	613,000.00
Non-Core Revenue			
Non-Core Membership Dues	1,949.50	1,750.00	2,400.00
Interest Revenue - Non-Core	16,130.01	12,000.00	20,000.00
Other Revenue-Div./Profit Share/Ins	430.98	250.00	250.00
Corporate Rebates	0.00	1,500.00	1,000.00
Total Non-Core Revenue	18,510.49	15,500.00	23,650.00
TOTAL REVENUE	530,052.36	540,500.00	636,650.00
EXPENSE			
Core Expenses			
Labour Relations Legal Expenses	3,727.50	7,500.00	9,000.00
Non-Labour Relations Legal Expenses	0.00	5,000.00	12,000.00
Arbitration/Legal Def./Human Rights	7,767.85	10,000.00	10,000.00
Total Legal Expenses	11,495.35	22,500.00	31,000.00
Total Office Operations	15,723.90	19,900.00	20,150.00
Total Education Awards	2,000.00	2,000.00	2,000.00
Total Hospitality & Meetings	20,921.59	35,000.00	35,000.00
Professional Fees & Consulting	6,129.85	10,000.00	10,000.00
Policy Governance & Board Development	8,461.40	6,000.00	10,000.00
Release Time	0.00	21,400.00	0.00
Capital Expenditures	5,333.24	5,000.00	5,000.00
Total Social Events	737.23	3,000.00	5,000.00
MSA Staff Development/Travel	1,712.18	7,500.00	10,000.00
Net PD Expenses	25,000.00	25,000.00	25,000.00
Reserve Fund	0.00	20,000.00	74,000.00
Total Salaries & Benefits	294,665.39	354,200.00	400,000.00
Total Core Expenses	392,180.13	531,500.00	627,150.00
Non-Core Expenses			
Education Awards - Non-Core	3,000.00	3,000.00	3,000.00
Scholarship for Dependents-Non-Core	4,000.00	4,000.00	4,000.00
Professional & Consulting Fees - NC	0.00	500.00	500.00
Memorial Bursary - Non-Core	0.00	1,500.00	1,500.00
Charitable Donations - Non-Core	105.00		500.00
Total Non-Core Expenses	7,105.00	9,000.00	9,500.00
TOTAL EXPENSE	399,285.13	540,500.00	636,650.00
NET INCOME	130,767.23	0.00	0.00

Edited On: May 14, 2024

Executive Limitation Report

To: The MSA Board

From: The Executive Director, Harry Oosterhoff

Re: Compliance Report on the Executive Limitations Policy **EL# 15**

Date: April 2024.

This is the report on the Executive Limitations policy **EL#15: INFORMATION MANAGEMENT** presented in accordance with the MSA Board's monitoring schedule outlined in **EL#2**.

Interpretation

The effective management of historical and current information is crucial for MSA's efficiency and effectiveness. For that reason, the Executive Director must establish and maintain a comprehensive information management process that includes the following key aspects:

1. **Record Control:** Manage the creation and growth of records.
2. **Productivity Improvement:** Enhance office work productivity.
3. **Utilize Best Practices:** Stay up-to-date with record management techniques and technologies.
4. **Regulatory Compliance:** Ensure compliance with relevant regulations.
5. **Risk Minimization:** Minimize information-related risks.
6. **Information Safeguarding:** Protect vital information.
7. **Decision Support:** Support informed decision-making by the Board and Staff.
8. **Professional Environment:** Foster a professional work environment.
9. **Cybersecurity Considerations:** Address cybersecurity realities.
10. **Standardization:** Align with Member and other Stakeholder information systems.
11. **Corporate Memory Preservation:** Preserve MSA's corporate memory.
12. **Legislated Requirements:** Comply with legal requirements related to records collection, use, retention, and disposal, including privacy and confidentiality policies.
13. **Information Management Plan:** Develop a plan with tasks, timelines, responsibilities, and regular reviews.
14. **Backup and Recovery Plans:** Design, document, implement, and test backup and recovery plans for information.

Report on Compliance

I cannot report full compliance, specifically regarding the requirement for a documented information management plan that includes tasks, timelines and staff responsibilities. The intention is that this will be included in the Operations Manual that is being worked on and is included in the Strategic Outcomes required by the MSA Board prior to June 30, 2025.

The existing Document Retention Policy was approved by the Board on Feb 20, 2019 and is still being followed. This historical policy does consider the required key elements, and paper files are stored in a locking cabinet in the MSA office, and digital records are stored on a Network Storage device with RAID technology for redundancy if a drive fails. This Information System is

located behind the MacEwan firewall from outside exposure and has user-level password protection to protect from internal risk exposure.

Additionally, digital files are also periodically backed up to a portable hard drive using Microsoft SyncToy and are stored in a locked drawer in the locked MSA office. MSA member information is stored in a password-protected Access Database. The only personal information stored on the MSA website is the log-in credentials and the website utilizes UpDraft for back-up on a manual basis.

Certification

I certify that the information contained in this report is accurate and true.

Harry Oosterhoff (signed) Executive Director May 15, 2024 (dated)

Executive Limitation Report

To: The MSA Board

From: The Executive Director, Harry Oosterhoff

Re: Compliance Report on the Executive Limitations Policy **EL# 16**

Date: April 2024.

This is the report on the Executive Limitations policy **EL#16: CONTRACTS AND AGREEMENTS** presented in accordance with the MSA Board's monitoring schedule outlined in **EL#2**.

Interpretation

The Executive Director's role involves managing contracts and agreements while maintaining alignment with MASA's organizational governance policies and operational guidelines. When engaging with stakeholders, the ED must utilize contracts and agreements appropriately to ensure that essential work is carried out effectively while minimizing risk and avoiding unnecessary misunderstandings. Specific guidelines to be followed include:

1. **Preserving Board Policies:** The Executive Director must avoid actions that jeopardize or compromise the MSA's Outcomes policies set by the Board.
2. **Adherence to Operational Checklists and Policies:** When entering into contracts or agreements, the Executive Director must adhere to operational checklists and policies, including those that define signing authorities.
3. **Contractual Consistency:** The Executive Director should avoid deviating from the terms outlined in contracts or agreements.

Report on Compliance

I report compliance. The MSA manages several essential contracts that directly impact its members and staff.

- **Collective Agreement with the Board of Governors:** The primary contract involves the collective agreement between the MSA and the MacEwan University Board of Governors on behalf of its members. This agreement outlines various rights, benefits, and working conditions for MSA members. It significantly affects their economic well-being and job satisfaction.
- **Employment Contracts for MSA Office Staff:** The MSA also prioritizes employment contracts for its office staff. These contracts ensure fair compensation, job security, and a positive work environment. Honoring these agreements is crucial for supporting staff members and their families.
- **Other Contracts and Agreements:**
 - **Member Services:** Occasionally, the MSA enters into contracts for services such as Professional Development courses conducted by external trainers or the School of Continuing Education.
 - **Commercial Agreements:** The MSA collaborates with external parties, including Blair Chahley Klassen lawyers, financial services (auditors, bookkeepers,

insurance providers), and various MacEwan University departments (such as ITS and food services).

Importantly, to the best of my knowledge all these contracts are authorized and aligned with the organization's policies. The MSA ensures it does not deviate from contractual terms or default on its obligations. Although employers rarely file grievances against the union for alleged breaches of the collective agreement, it is possible. MSA strives to remain in full compliance with its collective agreement and representational commitments. During my tenure to date, MSA has never received a grievance or unfair labour practice complaint from the University, nor have we received a duty of fair representation (DFR) complaint from any of our members to the Alberta Labour Relations Board.

Certification

I certify that the information contained in this report is accurate and true.

Harry Oosterhoff (signed) Executive Director May 15, 2024 (dated)

Executive Limitation Report

To: The MSA Board

From: The Executive Director, Harry Oosterhoff

Re: Compliance Report on the Executive Limitations Policy **EL# 17**

Date: April 2023.

This is the report on the Executive Limitations policy **EL#17: INTERACTION WITH OWNERS** presented in accordance with the MSA Board's monitoring schedule outlined in **EL#2**.

Interpretation

The Executive Director plays a crucial part in ensuring respectful, confidential, and inclusive interactions within the MSA. This includes legal owners (signed members) and moral owners (all non-academic staff employed in the bargaining unit). In maintaining these relationships, the following responsibilities must be met:

1. The Executive Director must use forms and procedures that elicit only necessary information from individuals.
2. When collecting, reviewing, transmitting, or storing owner information, the Executive Director should employ methods that protect against improper access, use, or disposal of the elicited data.
3. The Executive Director is responsible for providing an environment that promotes health, physical comfort, privacy, and personal dignity for all participants in MSA business.
4. The MSA office and events should be designated as smoke-free and allergy-sensitive to ensure the well-being of everyone involved.
5. The Executive Director must ensure that the different rights, privileges, and responsibilities of Bargaining Unit employees and Members are clearly communicated.
6. Regularly seeking and welcoming input from Bargaining Unit employees, members and staff is essential for maintaining a collaborative environment.
7. The Executive Director should establish a process to fairly, consistently, and respectfully respond to both signed members and bargaining unit members in a timely manner.
8. Treating individuals with dignity, fairness, and politeness, consistent with human rights legislation, is a fundamental aspect of the role.

Report on Compliance

I report compliance. The most recent major activities involving owner (and stakeholder) interaction have been the bargaining interest survey, open house on April 26, 2024 and nominations/elections for Board of Governors and Board of Director roles. The open house was a great success as indicated by exclusively positive feedback from the 250 attendees.

In regards to policy compliance, the MSA's current Privacy Policy was approved by the MSA Board on September 19, 2018, and the current Records Retention Policy was approved by the MSA Board on February 20, 2019.

As part of our commitment to creating a welcoming and safe environment for our members, the MSA office is smoke-free and we strive to provide options for dietary requirements or allergies whenever practicable. The open house included vegetarian and gluten-free options from two different local food trucks (Dedo's and Coast Lunchbox).

We regularly and actively seek input, address concerns, and value feedback from our members. Responsiveness is a core value, and the MSA office consistently addresses member concerns promptly.

The MSA Staff manual also outlines specific service standards:

- **Timely Communication:** We make reasonable efforts to reply to or acknowledge all correspondence, including telephone calls, emails, texts, and chat messages, within one working day of receipt. All correspondence must be responded to or acknowledged within five (5) working days. Even when employees are traveling or attending meetings outside the office, they check email and voice mail messages at least once per day.
- **Coverage During Absences:** When an employee is on vacation, ill, or on leave, their voice mail and email messages direct callers to a qualified colleague who can provide assistance.

Certification

I certify that the information contained in this report is accurate and true.

Harry Oosterhoff (signed) Executive Director May 15, 2024 (dated)