SERVICE PURCHASING AND PROGRAMS UTILIZATION POLICY

OF THE
ALMA MATER SOCIETY
OF QUEEN'S UNIVERSITY

Responsibility	Vice-President of Operations
Approved by	Board of Directors (Reviewed By F&R Committee)
Date initially approved	March 26, 2026
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Land Acknowledgement

We acknowledge that we are on the traditional lands of the Anishinaabe and Haudenosaunee peoples, known as Katarokwi, or colonially as "Kingston." The Alma Mater Society at Queen's University seeks to recognize the importance of these lands to the Indigenous peoples who have existed since time immemorial. The unjust acquisition of these lands occurred through the Crawford Purchase of 1783, a land treaty upheld by the First Peoples but later undermined by the British Crown and the "Canadian" government. This history of numerous broken promises and treaties continues to impact Indigenous communities today.

As settlers on this land, we acknowledge our continued benefit from systemic structures that marginalize Indigenous peoples. Recognizing systemic oppression, it is our duty to actively listen to and amplify Indigenous voices, addressing both past and ongoing injustices for meaningful, positive change. We are grateful to these lands for sustaining us and giving us the gift of life. This acknowledgment is a call to action, committing us to understand and respect the history and ongoing struggles of Indigenous peoples. We recognize that words alone are not enough; our actions must reflect our commitment to justice and reconciliation.

Purpose

The purpose of this policy is to ensure all AMS expensed and solely operated events, initiatives, meetings, and gatherings are provided thresholds and guidelines to employees of the AMS for ensuring all AMS services (both business and program services) are prioritized and utilized.

For business services provided in this policy, are for the purposes of utilizing AMS products and revenue-services over competitors to the respective business services and supporting a student-circular model.

For program services provided in this policy, are for the purposes of advancing their engagement, cross-promotion, and collaboration with other non-program service departments in the organization (ie. Business services, Offices, and Commissions).

Scope

This policy applies to all AMS employees that are using AMS funds through way of: invoicing, corporate credit card purchases, reimbursable purchases, and any other method of payments that utilize AMS funds. This scope is granted under the authority of the Board of Directors of AMS Incorporated. The Board is the authorized body as the fiduciary of the corporation and on behalf of the society as provided in the AMS Corporate By-laws and the AMS Constitution; and are responsible for setting financial policies and guidelines.

The additional scope to the dual-purpose to this policy is to encourage and align program services utilization through thresholds to outline use of program services, in the planning and operating of AMS Departments (toward the organizations programming, events, and initiatives).

Terminology

"Board of Directors", hereby also referred to as "the Board"

"Student Life Centre", hereby also referred to as "SLC"

"John Deutsh University Centre", hereby also referred to as "JDUC"

1. **Business Service:** The category of services as defined in the Board of Directors Governance Policy Manual; that are revenue generating and not primarily reliant on a student fee.
2. **Department:** Any individual "operating unit" within the AMS, also called Services, Offices, and Commissions.
3. **Purchasing Standard:** For the purposes of this policy, is defined as the requirements for expenses made to the AMS that are established in categories defined in this policy.
4. **Program Service:** The category of services as defined in the Board of Directors Governance Policy Manual; that are Board approved "essential" services and reliant on student activity fee revenue.

Roles and Responsibilities

Board of Directors

- The Board of Directors is the approving Body of this policy; and expects an F&R Committee review and endorsement to Board prior to Board approval. The Board shall be made aware of any severe deviations of the policy and current corrective action taken or rationale behind the deviation. The AMS Board of Directors shall approve an annual AMS Internal Department Discount Grid that outlines any special prices for the departments of the AMS for the operating year. This shall be approved by the end of June of each year, to assist in the department budget planning process. The Board of Directors shall through the Chair of the board or Vice President Operations; ensure to present to all senior management at May training this policy and overview the procedural requirements including internal billing, internal discounts, etc. In coordination with the Accounting Department and Human Resource Office.

Finance and Risk Committee

- The Finance and Risk Committee are responsible for analyzing implications and impacts of this policy both on revenues for services and bottom-line expenses for programs or society departments.

Vice-President of Operations

✴ Administration of the policy that includes; receiving reporting of any incompliance, enforcing correction measures to bring policy into compliance, reporting to F&R Committee the impacts and implications of the current policies use, reporting to the Board on any severe deviations of the Policy, works with Presidents on exemptions requests, and work with the Chair of the Board to present training in May on this policy and it's use/compliance. The Vice-President Operations also develops and brings for approval the AMS Internal Department Discount Grid.

Senior Managers

✴ The Senior Managers of all departments are responsible for making sure their respective department and their staff have all purchases and programming under the scope of this policy, to follow the standards of purchasing with AMS Services and utilizing AMS programs. Further, Senior Managers shall ensure in the goal planning and budgeting process that this policy is reflected accurately through: budgeting of expenses projects that fall under the purchasing categories to be reflective of those respective services rates, and including in timelines and event / program planning the coordination and utilization of programs as outlined in this Policy. Senior Managers are responsible for assisting in the Internal Billing Process, where a respective service a department is purchasing from shall receive an Invoice for internal processing to the Accounting department as per established invoicing procedures; these invoices will require to be reviewed, approved, and sent the respective budget code for the expense to the service manager or delegate staff.

AMS Employees

✴ Ensure to review and familiarize the services and products of Business Services of the AMS. This is to ensure that prior to any purchasing that would be billed or reimbursed by the AMS and under the scope of this policy; that the employee is aware of the requirement of purchasing in AMS Business Services when using AMS Dollars. Further, employees are still required to follow all financial and operational approvals and procedures established for the AMS and their reporting departments; this policy does not preclude or supersede expense request processes and approval steps already established.

Part A: General

Section 1: Administration

1. The administration of this policy shall be from the Vice-President of Operations.
2. The internal purchasing standards are divided into 5 categories of purchasing areas as provided in Appendix A.
3. Specific types of services and products from each category are defined within Part B of this policy; as well any provisions for exemptions to this policy. The requirements of purchasing QSC services is not provided in this policy and shall be referred to the

Event Insurance policies and guidelines provided by the Campus Affairs Commission.

4. The purchasing standards provided in this policy, are applicable in the following circumstances of expenses involved in general business, events, programs, and initiatives;
    a. The expense is reimbursed by the AMS.
    b. The expense is charged directly to the AMS.
5. For program services and society department programs, Part C outlines the requirements for internal department utilization of the program services and department programs.

Section 2: Monitoring and Compliance

1) The AMS Board of Directors shall monitor the compliance and impacts of this policy, with reporting through the Vice-President of Operations that includes;
    a) The Finance and Risk Committee analyzing implications and impacts of this policy both on revenues for services and bottom-line expenses for programs or society departments.
    b) The Board of Directors shall be made aware of any severe deviations of the policy and current corrective action taken or rationale behind the deviation.
    c) The Board of Directors shall through the Chair of the board or Vice President Operations; ensure to present to all senior management at May training this policy and overview the procedural requirements including internal billing, internal discounts, etc.
2) Reporting of incompliance of this policy can be made to the Vice President of Operations.

Section 3: Internal Discount Process

1. The AMS Board of Directors shall approve and be presented by the Vice-President of Operations; an annual AMS Internal Department Discount Grid that outlines any special prices for the departments of the AMS for the operating year. This shall be approved by the end of June of each year, to assist in the department budget planning process.
2. The Vice-President of Operations shall work with the following for coordinating internal discounts that are offered by services included in this policy, ensuring to evaluate department financial feasibility and feasibility of departments to comply with this policy (ie. Ensuring prices are obtainable for other departments);

    a.   Common Ground Head Manager
    b.   AMS Media Centre Head Manager
    c.   Society 58 Head Manager
    d.   Student Life Centre Director
    e.   Facilities Officer
    f.   Queen's Journal Editor in Chief(s)
    g.   Operations Officer
    h.   President
    i.   General Manager

3. Upon completing meetings and consolidation of necessary information the Vice-President of Operations shall prepare an AMS Annual Internal Department Discount Grid to present to the Board. It shall outline all specialty prices or free services provided for each department throughout the year.

4. Upon approval by the Board, the Vice-President of Operations will communicate the approved Discount Grid consolidated to Senior Management, the General Manager, Controller, and Operations Officer; this shall also include any instructions for applying a discount in the internal billing process.

Section 4: Internal Billing

1) Expenses made under this purchasing policy that are internal AMS department to department invoices shall be completed by the following;
    a) The request, order, booking, or process for purchasing shall be completed by the requesting department up until the step of transaction.
    b) The responsible staff of the service (other department) of a purchase is being made to will prepare an invoice and communicate it to the head manager of the requesting department.
        i) Upon approval from the requesting department of the invoice amount, the respective head manager or designated staff as per policy will communicate to the responsible staff of the service, the budget code for the invoice to be expensed to following the requesting departments budget.
    c) Once the invoice is reviewed by the requesting department and service department has received the budget code , the service will send the invoice for processing to accounting following invoice posting procedures of the service.
        i) The head manager shall make sure to follow invoice posting procedures and approve the invoice to be processed within Business Central, ensuring it aligns with initially reviewed details of the invoice. This is required for it to go to the final level of approval; the reporting executive. Refer to the accounting procedures on Business Central Use.

Part B: Purchasing Preference Guidelines

Section 1: Common Ground Coffeehouse

1. Under the scope of this policy, all applicable purchases for the Catering Category including of the following shall be made through Common Ground Coffeehouse Catering Orders process:
    a. Coffee and Tea, in the amount of;
        i. By the Cup or;
        ii. By the Gallon.
    b. Muffins and/or Cookies
        i. Single or;
        ii. By the dozen.

    c. Any main items that fall under the following categories;
        i. Sandwiches;
        ii. Wraps.

Section 2: AMS Media Centre

1) Under the scope of this policy, all applicable purchases for the Media Development Category including of the following shall be made through the AMS Media Centre Orders process; unless made exempt to be performed by the Marketing Office as determined by the Vice-President of Operations and the President:
   a) Photography Services requiring servicing capacity of 15 or more people, and the following services; unless made exempt to be performed by the Marketing Office as determined by the Vice-President of Operations and the President, including;
      i) Headshots or group photos;
      ii) Photoshoots;
      iii) Photobooths and general photos at events.
   b) Videography services;
      i) Livestream services;
      ii) Videography projects that involve either shooting above three filming sessions, with 8 or more people, and/or requested content of over 3 minutes; unless made exempt to be performed by the Marketing Office as determined by the Vice-President of Operations and the President.
   c) Printing and Finishing services;
      i) Banner Stands;
      ii) Custom Bundle Prints (booklets, rave cards, brochures/pamphlets more than 5, coil binds, and cover binding)
      iii) Posters and Signs
      iv) Photo Printing
      v) Small Prints (stickers, business cards, printed name tags)
      vi) Standard printing of more than 15 pages; excluding printing for materials for meetings or conducting regular office business.

Section 3: Society 58

1) Under the scope of this policy, all applicable purchases for the Merchandise Category including of the following shall be made through the Society 58' Custom Orders process:

a) Custom clothing including the following;
   i) T-shirts and long sleeves;
   ii) Shorts and Pants;
   iii) Sweaters and Jackets;
   iv) Hats, Visor, or Touque;
   v) Socks.
b) Custom merchandise and branding accessories including the following;
   i) Fanny pack;
   ii) Lanyard or Keychain;
   iii) Card Holder;
   iv) Tote bag and Back packs;
   v) Custom tablecloths.

Section 4: Student Life Centre

1) Under the scope of this policy, all applicable purchases in the Rooms and Facilities Category including of the following shall be made through the SLC Bookings process:
   a) Room bookings following capacity guidelines as outlined in Appendix B.
      i) Room bookings purchasing requirements may be exempt if deemed appropriate under discretion of the reporting executive, general manager, or chair of the board.
   b) Room equipment including AV equipment, tables, and chairs.
   c) Table bookings up to minimum amount of total 50% of tabling hours; the remaining may be utilized for alternative table spaces including residences, west-campus, dining halls, and outdoor spaces that are not facilitated through SLC Room Bookings.
2) Under the scope of this policy, all applicable purchases or requests in the Advertising Category including of the following shall be made through the SLC Booking process or as outlined in the policy for the advertising service provided by SLC.
   a) Screen advertising on-campus; this shall not prohibit screen advertising in residences provided by ResLife and/or for Cogro or the Brew screen advertisings provided by Common Ground Coffee House.
   b) Poster advertising requests; printing of the posters should be made through AMS Media Centre, but all postings shall be requested and posted by the SLC.

Section 5: Queen's Journal

1) Under the scope of this policy, all applicable purchases in the Advertising Category including of the following shall be made through the Queen's Journal ads process as outlined in the Media Kit;
    a) Any additional website ad placements; that is in addition to AMS website marketing and communications.
    b) Any additional social media ad placements; that is in addition to any AMS accounts promotion and/or paid promotion services through the social media platform.
    c) Any additional newsletter placements; that is in addition to AMS newsletters and the AMS departments with established newsletters (ie. Clubs Newsletter, Foodbank Newsletter etc.)
    d) Any print advertisements for the purposes of placement and distribution with a newspaper publication prior to the purchasing of any print advertisements of alternative external media publication providers.

Part C: Program Services Standards

Section 1: Resource Centres

1) Under the scope of this policy, all applicable services provided by the Peer Support Centre shall be made available to its best ability;
    a) For events involving sensitive or heavily emotionally engaged topics or with an attending capacity of more than 25 people; a Remote Booth shall be requested to the contact provided on the Peer Support Centre website.
    b) All other resource centers shall be coordinated by the respective head manager the use of the Peer Support Centers Training's service titled "Support Peers without Burning Out", to be completed for anyone engaging with students under a resource center. This includes the Housing Resource Centre, Academic Affairs Centre, and International Affairs Centre.
2) Under the scope of this policy, all events involving more than 25 people shall be provided by the resource centres to the reporting manager running the event; the AMS Resource Centre's poster or relative promotion to be posted within or outside the venue.

Section 2: Walkhome

1) Under the scope of this policy, services provided by Walkhome shall be promoted publicly through a poster, contact number tag, or information pamphlet at the minimum of the following;
   a) An event, meeting, or any gathering of people occurring past 8pm.
2) For events running past the time of 8pm and with an attending capacity of more than 20 people; a Satellite Booth shall be requested to the contact provided on the Walk home website.

Section 3: Foodbank

1) Under the scope of this policy, services provided by Foodbank shall be publicly promoted through a poster or information pamphlet and a donation box shall be available with coordination from the Foodbank at the minimum of the following;
   a) All events ran by or collaborated with the AMS;
   b) Any meeting or gathering of 25 or more people held by or collaborated with the AMS;
2) Donation boxes once confirmed to be made available shall be communicated to attendees of the event through adding a notice of being able to bring a food items by donation to help the AMS foodbank.
   a) This notice shall include a link to the "How to Donate" page of the Foodbank website.
   b) The Foodbank donation box shall have a QR code on the front side displayed towards people. The QR code shall link to the "How to Donate" page of the Foodbank website.
   c) The Foodbank donation box shall be placed by the discretion of the planner, responsible manager, or executive of the outlined circumstances in Pt.C.s.3.1

Appendix A: Category Table

Category	Description
Catering	Expenses derived for events, meetings, and gatherings held by the AMS that are for food and beverages that are reimbursed by or directly costed to the AMS.
Media Development	Expenses derived from printing, photography/videography, and publishing; for events, meetings, gatherings, projects, campaigns, or branding projects provided or released by the AMS.
Merchandise	Expenses derived for accessories and merchandise for events, meetings, gatherings, projects, campaigns, or branding projects provided or sold by the AMS.
Rooms and Facilities	Expenses derived for venues and spaces for events, meetings, and gatherings held by the AMS; additionally, this includes the expenses for furnishings and AV equipment needed.
Advertising	Expenses derived for promotional advertising of the AMS or an AMS held event, meeting, program, project, or initiative.

Appendix B: Room Capacity Guidelines

This chart is to provide reference to the capacity needs for venues of events, meetings, and gatherings of the AMS and correlated rooms available for departments of the AMS to refer to prior to making the decision of purchasing a room from an external non-AMS facilities service provider, unless otherwise exempted as prescribed in Pt.B.s.4.1.a.

Attending Capacity Needed	Space Provided by SLC
0 – 10 People *Meetings of 0-15 People may be facilitated in the AMS Boardrooms and are exempt from this requirement. *Meeting of 0-4 People for conducting business may be facilitated in an AMS office.	RM 307C; JDUC (3) RM 346; JDUC (6) RM 347; JDUC (8) RM 221; JDUC (10)
11 – 24 People *Meetings of 0-15 People may be facilitated in the AMS Boardrooms and are exempt from this requirement.	RM 354B; JDUC (14) RM 354A; JDUC (22)
25 – 50 People	Polson Room A; JDUC (25) Polson Room B; JDUC (30) RM 354; JDUC (45) Robert Sutherland Room (45)
50 – 75 People	Polson Room; JDUC (70)
75 – 150 People	Wallace Hall; JDUC (150)
Any event or gathering of an attending capacity over 150 people is automatically exempt from purchasing requirements.	