

COLLECTIVE AGREEMENT

BETWEEN



HOSPITAL EMPLOYEES' UNION

AND

**COMPASS CANADA SUPPORT SERVICES LTD.
currently doing business as
MARQUISE HOSPITALITY (CCSS)**

**FRASER HEALTH AUTHORITY
(FHA LOCATIONS)**

October 1, 2016 to September 30, 2020

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ARTICLE 1 - PURPOSE OF AGREEMENT

1.01 The purpose of this agreement is to set forth terms and conditions of employment affecting employees covered by the agreement. The parties agree to foster and promote an environment free from harassment.

Encourage the practice and procedures of collective bargaining between Employer and the Union as the freely chosen representative of our employees.

Encourage the cooperative participation between the Employer and the Union in resolving workplace issues, adapt to changes in the economy, develop workforce skills and develop a workforce and a workplace that promotes productivity.

1.02 Human Rights Code

- a) The Employer and the Union subscribe to the principles of the *Human Rights Code* of British Columbia.
- b) The employer and the Union agree that there shall be no discrimination, interference, restriction or coercion exercised or practiced with respect to any employee for reason of membership or activity in the Union.

1.03 Procedure for Filing Complaints

- The Union and the Employer recognize the right of employees to work in an environment free from harassment, including sexual harassment.
- An employee who wishes to pursue a concern arising from an alleged harassment may register a complaint in writing with the Employer or through the Union to the Employer designate.
- If a complaint is registered, it shall be handled in a timely manner in accordance with the Company's harassment policies.
- All persons involved with the complaint shall hold all aspects of the complaint and all related information in the strictest

confidence. Failure to do so may result in discipline, up to and including dismissal.

- Unresolved complaints of harassment may be pursued through the grievance procedure initiated after this process has been completed.
- Both the complainant and the alleged harasser shall be entitled to Union representation if they are members of the bargaining unit.

1.04 Respectful Conduct in the Workplace

The parties are committed to promoting a work environment in which all those who enter the workplace will conduct themselves in a civil, respectful, and cooperative manner. A safe environment is important for staff and contributes to providing the highest possible standard of care. Staff should expect to work in, and residents and patients should expect to be treated in an environment where the risk of violence is minimized.

The Employer has policies for promoting and maintaining a working environment in which all persons are treated with respect and dignity. These policies will be accessible to staff and managers regarding expectations and consequences of inappropriate behaviour, aggression and violence.

Individuals who work for the Employer are responsible for conducting themselves in a respectful manner in the workplace and at work-related gatherings. Failure to maintain respectful conduct will lead to discipline up to and including termination of employment.

A Respectful Workplace is characterized by:

- a) Polite Behaviour – defined as courteous and considerate behaviour toward others;
- b) Inclusion – of people with different backgrounds, cultures, strengths and opinions;

- c) Safety – from disrespectful, discriminating, bullying and harassing behaviour;
- d) Dispute Resolution Processes – differences will be managed through dispute resolution processes including, but not limited to Article 1.03 of this agreement; and
- e) Support – individuals will be supported to learn and practice personal dispute resolution and respectful workplace skills.

1.05 Workplace Bullying

Bullying for the purpose of this Article is any repeated or systemic behaviour which may be either physical, verbal or psychological including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Personal harassment and/or bullying does not include acceptable social banter in the workplace. Nor does it include actions occasioned through the exercise in good faith of management's rights for bona fide operational requirements or progressive corrective discipline in a manner that is respectful of those involved.

1.06 Inclusion

Inclusion for the purpose of this Article means welcoming people with diverse backgrounds into the workplace. Behaviours include but are not limited to: working to understand cultural differences, working constructively with employees accommodated as a result of the employer's duty to accommodate and valuing other's differing styles and contributions.

1.07 Support

Support for the purpose of this Article means coaching, in-service training and/or internal or external expert intervention designed to bring dispute resolution skill and respectful workplace knowledge to the workplace.

1.08 Nothing in the above definitions or any application thereof is intended to reduce, restrict or fetter the Employer's policies or Employer's right and ability to manage and or discipline its employees.

ARTICLE 2 - RECOGNITION OF THE UNION

2.01 Sole Bargaining Agency

During the life of this Agreement the Employer recognizes the Union as the sole bargaining agency on behalf of the employees for whom the Union has been certified as bargaining agent with respect to wages, hours of work and terms and conditions of employment.

2.02 Union Shop

- (a) All employees covered by the Union's Certificate of Bargaining Authority shall maintain membership in the Union as a condition of employment. Employees who are brought within the jurisdiction of the Union's Certificate of Bargaining Authority, including newly hired employees, shall become members of the Union by the first day of the third bi-weekly pay period after their initial date of employment in the bargaining unit.
- (b) Upon receipt by the Employer of written advice from the Union, employees who fail to maintain membership in the Union or the check-off of Union Dues, or an amount equal to Union Dues, shall be terminated by the Employer from their employment.

Where the Employer has knowledge of an employee failing to maintain Union membership, or the check-off of Union Dues, the Employer shall so advise the Union and, in turn, the Union shall advise the employee in writing. When the Employer is advised by the Union of non-compliance of either of the above, the Employer shall terminate the services of the employee within thirty (30) days of written advice as noted above.

In the event an employee is terminated pursuant to this section, the following contract provision shall not be applicable to the employee: ARTICLE 7 - Grievance Procedure

2.03 Union Check-Off

The Employer agrees to the monthly check-off of all Union Dues, Assessments, Initiation Fees and written assignments of amounts equal to Union Dues.

The check-off monies deducted in accordance with the above paragraph shall be remitted to the Union by the employer in a period not to exceed twenty-one (21) days after the date of deduction.

The employer shall provide the Union's Provincial Office with a list of all employees hired, and all employees who have left the employ of the employer (who shall be designated as terminated and shall include discharges, resignations, retirements and deaths) in the previous month along with a list of all employees in the bargaining unit and their employee status and the amount of dues or equivalent monies currently being deducted for each employee. Such information shall be provided in an electronic format, such as Microsoft Excel and will be provided securely in a fashion mutually agreeable to both Parties.

The employer agrees to sign into the Union all new employees who jobs are covered by the Certificate of Bargaining Authority in accordance with the provisions of Art 2.02.

The employer shall supply each employee, without charge, a receipt (T4) in a form acceptable to Revenue Canada for income tax purposes, which receipt shall record the amount of all deductions paid to the Union by employees during a taxation year.

The receipts shall be mailed or delivered to employees prior to March 1st of the year following each taxation year.

Twice every calendar year (February and August) the Employer shall provide the Secretary-Business Manager of the Union, a list in order of seniority of all employees in the bargaining unit, their job titles, and addresses and their telephone numbers known to the Employer. Such information shall be provided in an electronic format, such as Microsoft Excel, and will be provided securely in a fashion mutually agreeable to both Parties to memberupdates@heu.org.

2.04 New Employee Orientation

New employees will be advised that a collective agreement is in place and be provided with the name of their shop steward.

The Chief Shop Steward or designate and the new employee shall be given an opportunity to meet within regular working hours without loss of pay for up to fifteen (15) minutes during the first thirty (30) days of his/her employment.

2.05 Shop Stewards

The Employer agrees to the operation of a Shop Steward system which shall be governed by the following:

- (1) Shop Stewards may be appointed by the Union on the basis of two (2) Shop Stewards per worksite for up to twenty-five (25) employees covered by this Agreement, with a maximum number of eight (8) Shop Stewards per worksite.
- (2) The Employer is to be kept advised of all Shop Steward appointments.
- (3) One (1) Shop Steward, or Union Committee member, shall be appointed by the Union as Chief Shop Steward. The Chief Shop Steward may present or assist in the presentation of any grievance.
- (4) A Shop Steward or Union Committee member shall be permitted to represent an employee's interest without loss of pay when such meetings are scheduled during the Shop Steward's or Union Committee member's hours of work. The

Shop Steward or Union Committee Member shall obtain the permission of his/her immediate supervisor or designate, prior to leaving their work duties to undertake their Union responsibilities. Such permission shall not be unreasonably withheld.

2.06 Badges and Insignia

Employees shall be permitted to wear union pins and shop steward badges.

2.07 Bulletin Boards

The employer shall provide space for two bulletin boards per worksite for the posting of legitimate Union materials as approved for posting by the Steward or his/her alternate.

2.08 Notice of Union Representative Visits

The Union shall inform the Company when any representative of the Union intends to visit the worksite for the purpose of conducting Union business. Such visits will not disrupt employees working without the supervisor/manager's permission.

ARTICLE 3 – DEFINITIONS

“Common-Law Spouse” means two people who have cohabited as spousal partners for a period of not less than one (1) year.

“Employer” means Compass Canada Support Services Ltd., currently doing business as Marquise Hospitality (CCSS).

“Employee” means an employee employed in the service of the employer's contract applicable to Fraser Canyon Hospital, and Cottage and Worthington Pavilions.

“Work Area” means a specific ward, department, floor, etc. within a worksite.

“Worksite” means one of Fraser Canyon Hospital or Cottage and Worthington Pavilions.

ARTICLE 4 - MANAGEMENT RIGHTS

4.01 Subject to the provisions of this Agreement, the Union acknowledges that the employer has and retains the exclusive right and responsibility to manage its facilities as it sees fit, including but not limited to the following:

- (i) To hire employees and to direct the working forces, including the right to decide the number of employees needed by the employer or required for any task, to organize and assign the work, to schedule shifts, to maintain order, discipline and efficiencies of all operations.
- (ii) To make and to alter from time to time rules and regulations to be observed by all employees. The parties agree to discuss rules and regulations at Union/Management meetings.
- (iii) To discipline or discharge for proper cause.

4.02 It is expressly understood that all management rights not specifically altered, limited, or eliminated by this Agreement shall remain the rights of the employer.

4.03 This Article will not be used in a discriminatory manner against any person, employee or group of employees (including trade unions or their members) and management rights under this Article shall not be exercised in any way inconsistent with or contrary to any express terms or provisions of this Agreement.

4.04 Managers Excluded from Bargaining Unit Work

Management shall not perform work of the bargaining unit, except for the purposes of training, quality control purposes, occasional rest periods and meal breaks, or in cases of emergency when employees covered by this Agreement are not available, and provided that the performing of such work does not reduce the

hours of work of any employee scheduled to work.

ARTICLE 5 - STRIKES, LOCKOUTS, LEGAL PICKET LINES

5.01 No Strikes or Lockouts

During the term of this Agreement, there shall be no strike action by any bargaining unit employee, the Union or any person acting on behalf of the Union, whether or not such strike action has been authorized by the Union; nor shall the employer lock-out bargaining unit employees.

5.02 Legal Picket Line

Refusal to cross or to work behind a picket line that is legally established pursuant to the *Labour Relations Code* of B.C. shall not constitute cause for discipline or dismissal. An employee who refuses to cross or work behind a picket line pursuant to this Article shall be considered to be absent without pay.

5.03 Force Majeure/Act of God

It is understood that events which result from Act of God, breakdown of operations, strike or labour dispute or for any reason beyond the control of the employer, the provision of proper notice, scheduling and other similarly impacted items in this Agreement will not be complied with.

ARTICLE 6 – UNION/MANAGEMENT COMMITTEE

6.01 Union/Management Committee

- a) The Union and the Employer are committed to a process of working together with the common goals of anticipating and resolving mutual problems and improving their day to day working relationship. To this end, the parties agree to the establishment of Union/Management committees.

Union/Management Committees shall be established, each consisting of two (2) employees chosen according to the

Union's practice and may include the Secretary Business Manager of the Union or his/her designate and two (2) representatives of management. The Union shall appoint one (1) alternate representative.

If attendance at the Union/Management Committee meetings requires an employee to travel to a site other than his/her home site, he/she shall be paid the transportation allowance pursuant to Article 24 and any parking costs incurred.

- b) The Committee shall meet for the purpose of discussion and, if possible, resolution of any matter of mutual concern. Such meetings may discuss issues, related to the workplace that affect the parties or any employee bound by this agreement, including, but not limited to:
- i) Reviewing matters, other than grievances, related to the maintenance of good relations between the parties;
 - ii) Correcting conditions causing grievances and misunderstandings;
 - iii) Fostering the development of work related skills and promoting work place productivity.
 - iv) Dealing with workload concerns and matters raised by the Parties.
- c) The Union members on the committee shall ensure any agenda items from the Union are forwarded to the Employer one week before the scheduled meeting. The Employer agenda items shall be added, and a proposed written agenda shall be distributed to Committee members by the Employer at least seventy two (72) hours before the meeting.
- d) Minutes of each meeting of the Committee shall be prepared by the Employer and approved by an Employer and Union designate who were in attendance at the meeting.

- e) The Committee shall not have jurisdiction over wages or any other matter of collective bargaining, including the administration of this agreement. The Committee shall not have the power to bind either the Union or its members or the Employer to any decisions or conclusions reached in their discussions.
- f) Employees who are members of the Union/Management Committee shall be granted leave without loss of pay or receive straight time regular wages while attending meetings of the Committee.
- g) The committee shall meet at least once every sixty (60) days or at the call of either party at a mutually agreeable time and place. The meeting shall be held at a time and place fixed by mutual agreement but no later than fourteen (14) calendar days after the initial request, unless mutually agreed.

6.02 Employee Attendance at Staff Meetings

- (a) Where an employee is directed by the employer to attend a staff meeting or a committee meeting during his/her working hours, the employee shall be compensated at his/her regular hourly rate for the time spent in attendance at these meetings.
- (b) Where an employee is directed by the employer to attend a staff meeting or committee meeting outside of normal working hours, said employee shall be paid in accordance with the provisions of the Collective Agreement.

ARTICLE 7 - GRIEVANCE PROCEDURE

The Employer and the Union recognize that the goal of this grievance procedure is to attempt to resolve a grievance at the earliest possible opportunity with the least amount of time and resources.

7.01 Grievance Investigations

A shop steward or Union committee member shall obtain the

permission of their immediate supervisor prior to leaving their work duties to undertake Union responsibilities. Such permission will not unreasonably be withheld where operational requirements permit. Paid leave will be granted for:

- (a) Investigation of grievances and assisting any employee whom the shop steward represents in presenting a grievance in accordance with this Agreement.
- (b) attending meetings called by management;
- (c) investigation of employee complaints of an urgent nature.

The shop steward or Union committee member agrees to notify his/her supervisor on resuming his/her normal duties.

7.02 Right to Have Steward Present

The employee shall have the right to have Union representation present at any discussion with supervisory personnel where the supervisor intends to interview that employee for disciplinary purposes. The supervisor shall make every effort to notify the employee in advance of the purpose of the meeting in order that the employee may contact a shop steward, providing that this does not result in an undue delay of the appropriate action being taken.

7.03 Grievance Procedure

For the purposes of this Agreement, a grievance is defined as:

- (a) a difference arising between the parties relating to the interpretation, application, administration, or alleged violation of the Agreement including any question as to whether a matter is arbitrable.
- (b) The dismissal, discipline or suspension of an employee bound by this agreement. Disciplinary action grievable by the employee shall include written censures, letters of reprimand, and adverse reports or performance evaluation.

7.04 All grievances, with the exception of grievances pertaining to dismissals or lay-offs shall proceed as follows:

Step 1

The employee shall take the difference to their immediate manager or designate with or without a Steward at the employee's option within seven (7) days from the date the employee knew or reasonably should have known of the incident giving rise to the grievance.

Step 2

Failing settlement at Step 1, the employee, steward or a servicing representative shall within twenty-one (21) days of the event giving rise to the difference, put the grievance in writing, including articles allegedly violated and remedies sought, and meet with the applicable manager or designate and endeavour to settle the matter. The Manager shall respond to the grievance in writing within seven (7) days of the Step 2 meeting.

Step 3

Failing settlement at Step 2, the Union committee shall, within fourteen (14) days of the employer's response in Step 2, meet with the applicable Manager/Director or designate to discuss the grievance.

At this step of the grievance procedure, each party shall exchange copies of all relevant documentation available to date. The findings or decisions of the Employer/Union shall be presented to the other party in writing within seven (7) days of the meeting. If the grievance is not settled at this step, either party may refer the grievance to arbitration under either Article 7.07 or 7.08 within twenty-eight (28) days of the receipt of the response at Step 3.

The referring party will notify the other party of the selection of the arbitrator prior to assigning the grievance in writing to the arbitrator.

Grievances of a general nature may be initiated by a member of the Union Committee in Step two of the grievance procedure.

7.05 Dismissal or Lay-off Grievance

The following procedure shall be used for any grievance arising from a dismissal or lay-off:

- (i) Within seven (7) days of the dismissal or lay-off, the Union shall notify the Employer in writing of its grievance of same. Such grievances shall be heard at Step 3 of the grievance procedure within ten (10) days of the Employer's receipt of the Union's written grievance.
- (ii) At this step of the grievance procedure, each party shall exchange copies of all relevant documentation available to date. The findings or decisions of the Employer/Union shall be presented to the other party in writing within seven (7) days of the meeting. If the grievance is not settled at this step, either party may refer the grievance to arbitration under either Article 7.07 or 7.08 within fourteen (14) of the receipt of the response at Step 3.

The referring party will notify the other party of the selection of the arbitrator prior to assigning the grievance in writing to the arbitrator.

7.06 Employer Grievance

Any Employer grievance shall proceed directly to Step 3 within twenty-one (21) days from the date the Employer knew or reasonably should have known of the incident giving rise to the grievance.

7.07 Arbitration

- (i) The following list constitutes the Arbitrators agreed to by the parties:
 - (1) Brian Foley
 - (2) John Hall
 - (5) Joan McEwen
 - (6) John Orr

- | | | | |
|-----|--------------------|-----|----------------|
| (3) | <u>Corinn Bell</u> | (7) | Chris Sullivan |
| (4) | Stan Lanyon | (8) | Colin Taylor |

- (ii) The order in which arbitrators are contacted shall be as follows:
- a) the first name on the list; and thereafter
 - b) alphabetically commencing with the next name following the last Arbitrator chosen.
 - c) the referring party will notify the other party of the selection of the Arbitrator prior to assigning the grievance in writing to the Arbitrator.
- (iii)
- a) The Arbitrator chosen shall be the first Arbitrator contacted who is able to meet and hear the grievance within sixty (60) days of the date of appointment.
 - b) The Arbitrator chosen for an expedited arbitration process shall be the first Arbitrator contacted who is able to meet and hear the grievance within thirty (30) days of the date of appointment.
- (iv) The Arbitrator will be restricted to interpreting and applying the provisions of this Agreement and will have no authority to alter, modify, subtract from, or supplement the provisions of this Agreement in any way.
- (v) The Arbitrator will base a decision on evidence submitted by the Union and by the Employer's representatives, or their appointees.
- (vi) The Arbitrator's decision shall be final and binding on both parties.
- (vii) The Parties will bear an equal proportion of the fees and expenses of the arbitration.

7.08 Expedited Arbitration

- (1) Either party may refer an unresolved grievance to an expedited arbitration process within the time limits allowed at Step 3 of the grievance procedure. Arbitrators shall be chosen from the list of Arbitrators at Article 7.07 and must be able to comply with the terms of this Article.

- (2) Dates and locations for expedited arbitration hearings shall be by mutual agreement in a location central to the geographic area in which the dispute arose.
- (3) All presentations are to be brief and are to include a comprehensive opening statement. The parties agree to make limited use of authorities during their presentations.
- (4) Prior to rendering a decision, the Arbitrator may assist the parties in mediating a resolution to the grievance.
- (5) Where mediation fails, or is not appropriate, a decision shall be rendered as contemplated herein.
- (6) The decision of the Arbitrator is to be completed and delivered to the parties within three (3) working days of the hearing.
- (7) Any decision of an Arbitrator is to be limited in application to that particular dispute and is without prejudice. Expedited arbitration decisions shall have no precedential value and shall not be referred to by either party in any subsequent proceeding.
- (8) All settlements of proposed expedited arbitration cases made prior to hearing shall be without prejudice.
- (9) The parties shall equally share the costs of the fees and expenses of the Arbitrator.
- (10) The Expedited Arbitrator shall have the same powers and authority as an Arbitrator established under the provisions of Article 7.07.
- (11) It is understood that it is not the intention of either party to appeal a decision of an expedited arbitration proceeding.

7.09 Time Limits

Time limits may be altered by mutual consent of the parties. The consent must be given in writing and will not be unreasonably withheld.

In circumstances whereby the party who originated the grievance does not follow the grievance process within the prescribed time limits and an extension has not been granted, the grievance will

be deemed to have been abandoned without further recourse, except where extenuating circumstances exist. However, the party shall not be deemed to have prejudiced its position on any future grievance.

ARTICLE 8 - DEFINITION OF EMPLOYEE STATUS

8.01 The status of all employees covered by this agreement shall be defined under one of the following three definitions.

Regular Full-Time Employees:

A regular full time employee is one who is regularly scheduled to work an average of 37.5 hours to 40 hours per week.

Regular Part-Time Employees:

A regular part time employee is one who is regularly scheduled to work less than full time hours per week (Reference Article 19.02). Time worked as a casual will be added to their status as a part time employee.

Casual Employees:

A casual employee is one who is not regularly scheduled to work but is employed to relieve vacancies for vacation, sick leave, education, maternity, Union business and other time off regulated under the collective agreement in the regular schedule as required by the company or to perform emergency or non-reoccurring or irregular short term relief work as required by the company.

ARTICLE 9 - EVALUATION REPORTS, PERSONNEL FILE

9.01 Evaluation Reports

Where a formal evaluation of an employee's performance is carried out, the employee shall be provided with a copy to read and review. Provision shall be made on the evaluation form for an employee to sign it. The form shall provide for signature to agree or disagree with the evaluation. The employee shall sign the evaluation within seven (7) calendar days. No employee may

initiate a grievance regarding the contents of an evaluation where they have signed in agreement with the evaluation. The employee shall receive a copy of the evaluation report at the time of signing.

9.02 Personnel File

Upon one (1) week's notice, an employee, or the Secretary-Business Manager of the Union, or designate, with the written authority of the employee, shall be entitled to review the employee's personnel file. The review shall take place at the location where the file is maintained, in the office in which the file is normally kept.

9.03 The personnel file shall not be made public or shown to any other individual without the employee's written consent, except in the proper operation of the Employer's business and/or for the purposes of the proper application of this Agreement.

9.04 With the exception of suspension of employment, notices pertaining to discipline or warnings will be maintained on an employee's personnel file for a period not exceeding eighteen (18) months from the date it was issued, provided there has not been further infraction.

9.05 Notices pertaining to suspension of employment will be maintained on an employee's personnel file for a period not exceeding twenty four (24) months from the date it was issued, provided there has not been further infraction.

ARTICLE 10– PROBATIONARY PERIOD

10.01 All employees shall be probationary employees for the first four hundred and fifty (450) hours worked with the Employer. Upon completion of the probationary period, the initial date of employment shall be the anniversary date of the employee for the purpose of determining vacation and benefit entitlement.

10.02 Rejection during Probation

A rejection during probation shall not be considered a dismissal for the purpose of Article 7.08. The test of just cause for rejection shall be a test of suitability of the probationary employee for continued employment in the position to which they have been appointed, provided that the factors involved in suitability shall be related to work performance, including interpersonal relations.

ARTICLE 11 – SENIORITY

11.01 Promotion, Transfer, Demotion

In the promotion, transfer or demotion of employees, efficiency, required qualifications and seniority shall be the determining factors. Each of the three determining factors will be accorded equal weight.

11.02 Qualifying Period

If an employee is promoted, voluntarily demoted, or transferred to a job, the classification for which the Union is the certified bargaining authority, then the promoted, voluntarily demoted, or transferred employee shall be considered a qualifying employee in his/her new job for a period of three (3) months.

In no instance during the qualifying period shall such an employee lose seniority or benefits. However, if an employee has been promoted, voluntarily demoted or transferred and during the aforementioned three (3) month period is found unsatisfactory in the new position, then the promoted, voluntarily demoted or transferred employee shall be returned to his/her former job and increment step before the promotion, voluntary demotion or transfer took place, without loss of seniority, and any other employee hired, promoted, voluntarily demoted or transferred because of the rearrangement of jobs, shall be returned to his/her former job and pay rate without loss of seniority and accrued benefits.

An employee who requests to be relieved of a promotion, voluntary demotion, or transfer during the qualifying period in the new job must do so within the first two (2) months of the qualifying period and shall return to the employee's former job without loss of seniority or benefits at the end of the qualifying period on the same basis as outlined in paragraph (2) of this Section. Such an employee may return to their former job sooner under the terms of this section with the agreement of the Employer.

11.03 An employee granted a temporary promotion, transfer or demotion shall return to his/her former job and pay rate without loss of seniority and accrued benefits when the temporary promotion, transfer or demotion terminates.

11.04 Bridging of Service

If a regular employee terminates as a result of a decision to care for a dependent parent, spouse or child, and is re-employed, upon application they shall be credited with the length of service accumulated at time of termination for the purpose of benefits based on service seniority. The following conditions apply:

- (a) the employee must have been a regular employee for at least two (2) years of service seniority at time of termination.
- (b) the resignation must indicate the reason for termination.
- (c) the break in service shall be for no longer than two (2) years.
- (d) the previous length of service shall not be reinstated until successful completion of the probationary period of employment.

Former employees who meet the conditions outlined above shall be considered an internal applicant when applying for re-employment.

11.05 Military Service

It is understood service with the Armed Forces of Canada in time of war or compulsory military service does not constitute a break

in the continuous service and shall not affect an employee's seniority rights.

11.06 Seniority Lists and Seniority Hours

- (a) The parties agree that there shall be one (1) seniority list.
- (b) The seniority list shall include the employee's name, status, and hours of accumulated seniority. Seniority shall be defined as total accumulated hours, excluding overtime, but including:
 - (i) All regular-full-time or regular part-time – all paid hours (whether worked or on paid absences) plus any regular scheduled hours through any unpaid leave of absence to maximum of 1 FTE.
 - (ii) Casuals – all hours worked to a maximum of 1 FTE.
- (c) Seniority shall be calculated from the date the employee was hired.
- (d) The employer agrees to provide to the Union in February and August an updated copy of the seniority list, which will include the date of hire and seniority hours of any employees covered by this agreement. The date of hire and seniority hours shall be subject to correction for error on proper representation by the Union within thirty (30) days of the posting of the lists.

11.07 Loss of Seniority

Seniority status, once acquired, will be lost only for the following reasons:

- (a) voluntary resignation,
- (b) retirement,
- (c) discharged for just cause,
- (d) is absent from work by reason of layoff for more than six (6) months,
- (e) if a laid off employees fails to report for work of an ongoing nature within seven (7) days of the date of notification by registered mail or courier.
- (f) Employment Abandonment

- i. Any employee failing to report for work without notifying the Employer within three (3) work days, and who cannot give an acceptable reason for his/her absence, shall be considered as having abandoned his/her position.
- ii. An employee shall be afforded the opportunity to demonstrate that there was an acceptable reason for not having informed the Employer.

ARTICLE 12 - JOB POSTINGS AND APPLICATIONS

12.01 Job Postings and Applications

- a) The employer agrees that all bargaining unit positions shall be posted at the worksite for a period of ten (10) calendar days on designated bulletin boards and a copy of all such postings shall be provided to the Secretary Business Manager or Union designate.
- b) Postings shall be open to any employee of the bargaining unit.
- c) The employer shall also consider applications from those employees with the required seniority, qualifications, experience and ability who are absent from their normal places of employment because of sick leave, annual vacation, union leave, compassionate leave or other leave and who have filled out an application form stating they would be interested in applying for should a vacancy or new job occur during their absence.

12.02 Float Positions

- a) The employer may, at its sole discretion, establish float positions. Any such position shall be posted according to Article 12.01.
- b) The rate of pay shall be according to the job classification the Float position is covering.
- c) An employee accepting a Float position must be willing and able to work in a variety of positions and shifts according to operational needs and locations and may be pre-scheduled to fill vacancies or as they occur.

- d) It is understood that start and stop times may vary, so therefore this position will be exempt from Article 18.01 (a) – Scheduling Provisions.

12.03 Information on Postings

- a) All job postings shall indicate the following:
- date of posting and closing date of posting
 - hours of work, including start and stop times and days off
 - pay rate
 - worksite and work area
 - start date of position
 - summary of job description/duties
 - required qualifications
- b) The hours of work including stop and start times, days off, duties and work area may be subject to change provided that the change is consistent with operational requirements, the provisions of the collective agreement, and is not for arbitrary, discriminatory or in bad faith reasons.

12.04 The employer shall, within three (3) calendar days, of the successful applicant being notified, inform all applicants of the name of the successful applicant by posting the name of the successful applicant in the same manner in which the vacancy or new job was posted.

12.05 The employer agrees to supply to the union the names of all applicants for a vacancy or new position in the course of a grievance investigation.

12.06 Temporary Vacancies Less Than 45 Days

- (a) Notwithstanding Art 12.01, if the vacancy is a temporary one of less than forty five (45) calendar days, the position shall not be posted and instead shall be filled as follows:
- (i) in order of seniority, by qualified regular employees who have indicated in writing their desire to work additional hours;

- (ii) by casual employees
 - (iii) if the application of this paragraph requires the employer to pay overtime to the employee, the proposed move shall not be made;
- (b) Where operational requirements make it necessary, the Employer may make temporary appointments pending the posting and consideration of bargaining unit applicants pursuant to Article 12.01.

12.07 Two (2) copies of all postings shall be sent to a person designated by the Union within the aforementioned ten (10) calendar days.

ARTICLE 13 – JOB DESCRIPTIONS

13.01 The employer will draw up job descriptions for each classification for which the Union is the certified bargaining agent. Descriptions will contain job title, qualifications and summary statement of duties, and date prepared.

The said job descriptions shall be provided in writing to the Chief shop steward and Secretary-Business Manager or designate.

13.02 Each regular employee shall be provided with a copy of the job description for his/her classification.

13.03

- a) In case of newly created classification or where an existing classification is changed to the extent that it becomes a new classification, the employer will draft a new job description and meet with the Union to discuss the appropriate remuneration. If agreement cannot be reached the issues may be submitted to expedited arbitration. The arbitrator shall decide on the issues regarding the job description based on the relationship of the new classification to existing classifications in the bargaining unit.

- b) Where an employee considers there has been a significant change to their position/job duties, and that the position is not assigned to an appropriate classification, the employee may initiate a grievance in accordance with Article 7. The grievance will indicate in what manner the position has changed and why they think the classification is inappropriate. The parties will meet at Step 3 of the grievance procedure to review the grievance. If an agreement cannot be reached the issues may be submitted to expedited arbitration. The arbitrator shall decide on the issues regarding the appropriate classification and remuneration based on the relationship of the new classification to existing classifications in the bargaining unit.
- c) Any decision to adjust the wage rate, either by the parties or the Board, shall be retroactive to the date the complaint was filed.

ARTICLE 14 - CONTRACTING OUT

14.01 The Employer agrees not to contract out any of the Employer's work presently performed by employees covered by this Agreement which would result in the laying off of such employees.

14.02 Exceptions

The Employer has the right to contract for services when:

- (a) the Employer does not have the equipment or facilities necessary to provide the required service; or
- (b) the Employer does not have employees who perform such work or are qualified in such work; or
- (c) an emergency occurs.

In the event of any of the exceptions as noted above, the employer will notify the Union, in a timely manner, functions they intend to contract out except where an emergency exists.

ARTICLE 15 - TECHNOLOGICAL CHANGE

15.01 An employee shall be considered displaced by technological change when his/her services are no longer required as a result of automation or replaced by equipment, or the mechanization or automation of duties which cause the displacement and/or layoff of an employee.

15.02 Where the Employer intends to introduce technological change which affects the job security of at least twenty (20) percent of the employees, the Employer shall give no less than sixty (60) calendar days' notice in writing to the Union. Where less than twenty (20) percent of the employees will be affected, the Employer will give no less than twenty (20) work days' notice in writing to the Union.

15.03 The employer and the Union shall, within fourteen (14) days of the date of the notice, meet to review the effect of the change and what course of action is to be taken.

15.04 After notice has been given, the employer and the Union will meet in good faith and endeavour to develop an adjustment plan on which the change will be made and may include the following:

- i) consideration of alternatives to the proposed measure, policy, practice or change, including amendments of provisions in the collective agreement;
- ii) human resource planning and employee counselling and retraining;
- iii) notice of termination;
- iv) severance pay;
- v) entitlement to pension and other benefits including early retirement benefits;
- vi) a bipartite process for overseeing the implementation of the adjustment plan.

The parties agree that changes made to the collective agreement through the adjustment plan are enforceable.

ARTICLE 16 - REDUCTION IN WORKFORCE

16.01 The employer will lay off employees in reverse order of seniority within the classification provided those retained have the ability to do the work.

No new employee will be hired until all those qualified employees with recall rights have been given the opportunity to return to work and have failed to do so.

16.02 Reduction in Hours – Two weeks or less

In the event of a reduction of hours of less than two (2) weeks, a regular employee may choose one of the following options:

- i) accept the reduction in hours.
- ii) accept the reduction in hours and be assigned available casual hours ahead of casual call-in for work.
- iii) elect unpaid leave or take vacation entitlement earned.

16.03 Layoff/Reduction in Hours – Greater than two weeks

The employee may elect one of the following options:

- i) displace a less senior employee where the employee has the ability to do the work.
- ii) be placed on the casual list or use their seniority rights for regular vacancies within the bargaining unit.
- iii) be placed on the recall list.
- iv) accept the reduction (not increase) in hours.

16.04 Layoff Notice or Pay

The employer shall give regular full-time and regular part-time employees the following written notice of layoff or normal pay in lieu as follows:

- (i) after three months service: one weeks pay or fourteen (14) days written notice;
- (ii) after one years service: two weeks pay or twenty-one (21) days written notice;
- (iii) after two years' service: three weeks pay or twenty-eight (28) days written notice;
- (iv) after three years' service: four weeks pay or thirty-five (35) days written notice;
- (v) after four years' service: five weeks pay or forty-two (42) days written notice;
- (vi) after five years' service: six weeks pay or forty-nine (49) days written notice;
- (vii) after six years' service: seven weeks pay or fifty-six (56) days written notice;
- (viii) after seven years' service: eight weeks pay or sixty-three (63) days written notice.

A copy of the written notice shall also be sent to the Secretary Business Manager of the Union or his/her designate.

16.05 Recall Rights

- i) Laid off regular employees shall retain recall rights for 6 months.
- ii) Laid off regular employees shall be rehired in the reverse order they were laid off provided they have the ability to perform the duties of the work to be performed.
- iii) An employee recalled to work in a different classification from which he/she was laid off shall have the right of returning to the previous classification she held prior to layoff should it become vacant within six months of his/her return to work.
- iv) Laid off employees failing to report for regularly scheduled work within seven days of notification shall be considered to have terminated their employment. Employees required to give two weeks' notice to another employer shall be deemed to be in compliance with the seven day provision.

- v) When a laid off employee bids for and is successful in obtaining a posted position, he/she shall have no further rights with regard to recall.
- vi) No new employee shall be hired until those laid off have been given an opportunity for recall to positions for which they possess the ability to do the work available.

16.06 Additional Posting Options

- i) During the fourteen (14) day layoff notice period a laid off employee is entitled to notify the employer that he/she is available for work.
- ii) A laid off employee who has exercised his/her rights pursuant to Article 16.06 shall be considered for all jobs posted pursuant to Article Art.12.01.
- iii) All other layoff provisions continue to apply for employees electing additional options.
- iv) An employee who successfully posts into a new position shall be credited with all service and seniority earned prior to the layoff.

16.07 Bumping

- i) In a layoff, as per Article 16.03, the Employer shall supply to an employee and the Union designate a list of employees that may be bumped by the employee. The list of employees will include their seniority hours, classification, worksite, work area, hours of work and schedules, including days off. An employee must exercise their bump option within three (3) days of receiving the list.
- ii) The employee shall receive the rate of pay for the new position.

16.08 Group Layoff – Expedited Bumping Process

Prior to any group layoff notices being issued to employees, the Employer shall notify the Union and the Employer shall make every effort to ensure all existing permanent vacancies are posted and awarded pursuant to Article 12.

The Parties shall agree to a date or dates, (depending on the size of the group receiving lay-off notice), to have employees, in order of seniority, select an option as per Article 16.03, including selecting a bump choice if that is the option chosen.

The Parties shall make every effort to ensure affected employees are aware of and understand the process, their rights and responsibilities. The Parties shall work cooperatively to ensure the expedited process runs smoothly.

The Parties agree to use the following expedited bumping process when fifteen (15) or more employees are directly affected by a lay-off or when the parties agree.

1. Regular employees in positions which may be affected shall receive lay/off/displacement notice.
2. The Employer shall supply a list of regular employees in descending order of seniority, listing all positions in the bargaining unit that may be bumped and shall include the following information:
 - (a) Employee's name
 - (b) Employee's seniority
 - (c) Employee's classification
 - (d) Worksite
 - (e) Work area
 - (f) Hours of work
 - (g) Work schedule, including days off
3. The Parties shall make every effort to schedule employees in order of seniority, with ten (10) minutes between each employee, to be at one of the Employer worksites to make their bump selection.
 - (i) Where an employee is unable to attend at the worksite, it shall be arranged with that employee to be available by phone within a set time period.
 - (ii) The Employer and Union shall arrange to have representatives at each affected worksite with the

master employee list as noted in section 2 above. One of these worksites shall be the central committee, in charge of coordinating the overall process.

- (iii) After each employee selection is made, all worksite representatives shall be made aware of the option selected and immediately update their master list.
4. After point 3 above is concluded, the master list shall be updated based on those selections. The Parties shall then identify the employees affected by the first round of bump choices.
 5. The Employer shall then issue lay-off notices to each employee, (whom have not already received such in point 1 above), whose position was bumped during the “first round”.
 6. The Parties shall take the time necessary to ensure all newly affected employees are aware of and understand the process, their rights and responsibilities. Then the Parties shall repeat the process found in sections 1 through 3 above, for this “second round” of laid off employees.
 7. The above process shall be repeated for “round 3” and any subsequent “rounds” necessary to complete the process.
 8. The process shall be completed and the Employer shall post and award all existing permanent vacancies as per Article 12 before any employees transfer to their new position (bump choice).

ARTICLE 17 - TRAINING

17.01 The Employer and the Union agree to promote, wherever possible, the training, retraining or in-service sessions of employees to improve their job skills related to their employment.

17.02 It is understood that an employee will be adequately trained to safely perform the assigned work. The training of employees shall be performed by management or lead hands. Employee or Union concerns and issues about training or orientation shall be brought forward to the Union Management Committee for discussion.

Employees without the required skills assigned to work in specialized cleaning areas including, but not limited to Maternity, Surgical, Emergency, O.R. and Oncology, shall receive additional specialized training.

17.03 Employees, when directed to attend compulsory training courses or in-service sessions pertaining to operations shall be paid in accordance with the provision of the collective agreement.

17.04 After the probationary period is concluded, an employee may indicate in writing to the supervisor, areas of the operation where he/she requests to be trained in. When the Employer decides such opportunities are available, the Employer will train, on the basis of seniority, employees who demonstrate an ability for the work.

17.05 The Employer may grant leave to allow employees to take additional courses related to their employment and such leave may be without pay or with partial pay.

17.06 Orientation

- (a) The Employer shall solicit volunteers to orient new employees and maintain a list of volunteers willing to provide orientation. When assigning for this purpose, the Employer shall first assign employees from this list.
- (b) Orientation primarily involves job shadowing and familiarization to workplace routines and procedures.
- (c) Impacts to workload shall be considered when making these assignments.

ARTICLE 18 –SCHEDULING PROVISIONS

18.01

- a) i) The employer shall arrange the times of all on-duty and off-duty shifts, including statutory holidays, and post these at least 14 calendar days in advance of their effective date.

- ii) The employer may alter the scheduled work days and/or start and stop times of an employee without giving at least fourteen (14) calendar days advance notice, in emergency or circumstances beyond the employer's control. In such cases the shifts of the most junior qualified employee will be amended without overtime owing, except in circumstances of less than ten (10) hours between shifts.
- b) There shall be a minimum of ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of the next.
- c) When it is not possible to schedule ten (10) consecutive hours off-duty between work shifts, all hours by which such changeover falls short of ten (10) consecutive hours shall be paid at overtime rates in accordance with Article 19.
- d) If a written request for a change in starting time is made by an employee which would not allow ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of another, and such request is granted, then the application of paragraphs b) and c) of this section shall be waived for all employees affected by the granting of such a request provided they are in agreement.
- e) Employees may exchange shifts with the prior approval of the employer.

ARTICLE 19 - HOURS OF WORK

19.01 Continuous Operation

The work week shall provide for continuous operation Saturday through Friday.

19.02 Hours of Work

- (a) The hours of work for each regular full-time employee covered by this Agreement, exclusive of meal times, shall be an average of thirty-seven-and-a-half (37.5) to forty (40) hours per week, and the work shift shall be seven and one half (7.5) to eight (8) hours or an equivalent mutually agreed to by the

Employer and Union. It is understood that this does not constitute a guarantee of hours.

- (b) Employees who are scheduled to be on-call during a meal period shall be paid for a full shift with the meal period being included within such shift.
- (c) Employees shall not be required at any time to work more than six (6) consecutive shifts and shall receive two (2) consecutive days off, unless otherwise mutually agreed between the Employer and Union.

19.03 Rest Periods

Employees working a full shift shall receive two (2) fifteen (15) minute rest periods, one in each half of the shift. Employees working less than a full shift shall receive one (1) rest period.

Where there is mutual agreement between the Union designate and the employer designate, rest periods may be combined to meet employee and operational requirements.

Except in the case of an emergency, employees shall not be required to work, be available for work, or discuss work matters with their supervisor or lead hand while on a meal or rest period. When an employee is required to abbreviate a break or meal period, time lost shall be rescheduled. No employee shall work through their rest period or lunch period without first obtaining permission from their immediate supervisor/manager.

19.04 Meal Periods

All employees covered by this Collective Agreement working more than a five (5) hour shift shall receive a one-half (1/2) hour meal period, no more, no less. The employer shall attempt to schedule the meal period as close as possible to the middle of the shift.

19.05 Meal Allowance

Subject to availability and applicability, employees are allowed an amount of food and drink for personal consumption during their

shift, to be paid by the employee through an automatic payroll deduction in the amount of \$2.00. A list of excluded food and drink items will be posted on the bulletin board. Employees who do not wish to avail themselves of such food and drink shall notify the manager in writing. There is no obligation to consume such subsidized food and drink, and no payroll deduction shall be made in such circumstances.

ARTICLE 20- OVERTIME

20.01 Employees requested to work in excess of the normal daily full shift hours as outlined in Article 19.02, or who are requested to work on their scheduled off-duty days:

- (1) One and one half times (1 1/2 x) the employees regular hourly rate of pay for the first four (4) hours in excess of eight (8) hours per day or forty (40) hours per week, and double time (2x) thereafter. All overtime shall be authorized by the Manager or designate in advance.
- (2) A full time employee who has worked their scheduled hours shall be paid at the rate of one and one-half times (1 1/2x) the employee's regular hourly rate for all hours on a scheduled day off.

20.02 Employees required to work on a scheduled day off shall receive the overtime rate as provided but shall not have the day off rescheduled.

20.03 Overtime pay shall be paid to the employee within eight (8) days after the expiration of the pay period in which the overtime was earned.

20.04 When an employee works a minimum of one (1) hour of overtime immediately before or following his/her scheduled hours of work, an employee shall have a fifteen (15) minute break with pay, where applicable depending on operational requirements. The said 15 minute break shall be taken within 1.5 hours of the

commencement of overtime. If the overtime extends to beyond 2½ hours, the employee shall receive breaks in accordance with Article 19.03.

20.05 Overtime shall be offered in order of seniority. No employee shall be required to work overtime against her wishes when other qualified employees within the same classification are willing to perform the work. If no qualified employee is willing to work the overtime, it will be assigned to the most junior qualified employee.

20.06 An employee required to work overtime shall be entitled to eight (8) clear hours between the end of the overtime work and the start of his/her next regular shift. If eight (8) clear hours of time off are not provided, overtime rates shall apply to all hours worked on the next regular shift.

20.07 For the purposes of calculating weekly overtime, hours paid at overtime rates will not be used for calculating further overtime payments.

20.08 A regular part-time employee who is working less than the normal hours per day, or normal days per week of a full time employee and who is requested to work longer than his/her regular work day, or work week, shall be at the rate of straight time for the hours so worked, up to and including the normal hours in the work day of a full time employee. Overtime rates shall apply to hours worked in excess of the normal hours in the work day or work week of a full time employee.

ARTICLE 21 – CALL BACK TO WORK

Employees called back to work on their regular time off shall receive a minimum of 2 hours pay at the applicable rate whether or not he/she actually commences work.

These employees shall receive a transportation allowance of forty cents (\$0.40) per kilometer from the employees home to the worksite and return, plus parking costs, if any. Alternatively, the employer may arrange for transportation for the employee, at the employer's cost.

ARTICLE 22 – REPORTING PAY

22.01 Guaranteed Minimum Hours

Any employee, except those covered by Article 21, reporting for work at the call of the Employer, shall be guaranteed a minimum of:

- a) four (4) hours pay at the employee's classified straight time rate of pay if the employee commences work; or
- b) two (2) hours pay at the employee's classified straight time rate of pay if the employee does not commence work.
- (c) Weather Conditions Excepted.

If the reasons for suspending work on any day is due to weather conditions, the minimum reporting pay shall be two (2) hours at the employee's classified straight time rate of pay.

ARTICLE 23 - RELIEVING IN HIGHER AND LOWER RATED POSITIONS

23.01 In cases where an employee is required, during a scheduled shift, to relieve in a higher rated job, the employee shall receive the hourly rate of the higher rated job for any and all hours worked after 2 hours.

If the employee is required to relieve in a higher rated position for one or more full shifts, they shall receive the higher rate for any and all hours worked.

23.02 In cases where an employee is required to transfer temporarily to a lower-rated job such employee shall incur no reduction in wages because of such transfer.

ARTICLE 24 - TRANSPORTATION ALLOWANCE

24.01 An employee who uses his or her own vehicle to conduct business at the request of the employer shall receive an allowance of forty cents (\$0.40) per kilometer. Minimum allowance shall be \$10.00.

24.02 An employee will not be required to use his/her own motor vehicle to conduct business of the employer.

24.03

- a) In the event that a regular employee is required to work at a different worksite after they have commenced work, or a regular employee is required to report to work at a different worksite, any cost difference that they may incur over their normal expenses when reporting to work will be reimbursed by the employer. If the employee has driven their vehicle to work the employer will pay the transportation allowance pursuant to Article 24.01 from their normal place of work to the different worksite.
- b) In the case of a casual employee, if the employer requires them to report to work at a different worksite as in a) above without attempting to inform them at least one (1) hour prior to the start of the shift, they shall also be reimbursed as in a) above. The casual employee shall, at all times, keep the employer informed of a contact phone or pager number.

ARTICLE 25 - STATUTORY HOLIDAYS

25.01 Statutory Holidays

- a) Employees will be entitled to ten (10) statutory holidays and such other holidays as may be in the future proclaimed by either the provincial or federal governments:

Compass Canada Support Services Ltd. dba Marquise Hospitality (CCSS) at Fraser Canyon Hospital / Cottage and Worthington Pavilions & HEU – October 1, 2016 to September 30, 2020

New Years Day	Canada Day	Christmas Day
Thanksgiving Day	Labour Day	Family Day
Remembrance Day	Good Friday	Victoria Day
BC Day		

b) Pay Calculation

Statutory holiday pay shall be based upon the average percentage of available full time hours each such employee was paid in the thirty (30) calendar days immediately preceding the holiday.

- c) Casual employees who have not completed thirty (30) calendar days service shall be eligible for a statutory holiday provided they have worked on fifteen (15) days prior to the statutory holiday.

25.02 Other Religious Observances

- a) Employees who are members of non-Christian religions are entitled to up to two days leave without pay per calendar year to observe spiritual or holy days. Such leave shall not be unreasonably withheld.
- b) A minimum of two (2) weeks' notice is required for leave under this provision. Where two weeks' notice is not given due to the unpredictable nature of the spiritual or holy day, then as much notice as possible shall be provided. If the notice is less than two (2) weeks, the Company shall not be obligated to grant the day off.
- c) Employees granted leave under this provision may utilize or reschedule unused vacation.

25.03 Employees who are required to work on a statutory holiday shall be paid at the rate of time-and-one-half (1-½) in addition to statutory holiday pay owing.

25.04 Subject to operational requirements, the employer shall make every effort to schedule either Christmas or New Years Day off for regular employees so requesting.

25.05 If a statutory holiday occurs within an employee's vacation period, an extra day's vacation will be allowed for each stat holiday so occurring

25.06 Employees shall not be eligible for statutory holidays occurring during periods of unpaid leave, when they are laid off and on the recall list, and/or when they are in receipt of WCB payments for the days in question.

25.07 All employees scheduled to work on any of the statutory holidays as listed in Article 25.01 shall not have their normal hours of work reduced.

ARTICLE 26 - VACATIONS

26.01 Vacations

The vacation earning/accrual year shall be the employee's start date, to one year after start date (and then same dates each subsequent year), and the vacation year shall be January 1st to December 31st each year.

Employees with less than one (1) year of service shall be entitled to four percent (4%) vacation pay if they leave the service of the Employer prior to their first anniversary.

Employees with one or more years of service shall be entitled to annual vacations with pay on the following basis:

- Ten (10) working days per year commencing in the first (1st) year of employment, paid at four percent (4%) of gross earnings in the previous (earning/accrual) year.

- Twelve (12) working days per year commencing in the fifth (5th) year of employment, paid at four point eight percent (4.8%) of gross earnings in the previous (earning/accrual) year.
- Fifteen (15) working days per year commencing in the sixth (6th) year of employment, paid at six percent (6%) of gross earnings in the previous (earning/accrual) year.
- Seventeen (17) working days per year commencing in the ninth (9th) year of employment, paid at six point eight percent (6.8%) of gross earnings in the previous (earning/accrual) year.
- Twenty (20) working days per year commencing in the eleventh (11th) year of employment, paid at eight percent (8%) of gross earnings in the previous (earning/accrual) year.
- Twenty-five (25) working days per year commencing in the sixteenth (16th) year of employment, paid at ten percent (10%) of gross earnings in the previous (earning/accrual) year.

26.02 Vacation Scheduling

- a) Employees shall submit their vacation requests in writing, indicating the employee's order of preference, for the months of January, February and March by November 1st of the previous year. All vacation requests made by November 1st will be returned to employees by November 30th.

Requests received after November 1st (for the months of January to March) will be approved on a first come, first served basis, subject to operational requirements. These requests will be returned to the employees within two (2) weeks of the requests.

Employees shall submit their vacation requests in writing, indicating the employee's order of preference, for the months of April to December by February 15th of each year. All vacation requests made by February 15th will be returned to employees by March 15th.

Requests received after February 15th (for the months of April to December) will be approved on a first come, first served basis, subject to operational requirements. These requests will be returned to the employees within two (2) weeks of the request.

All vacation request approvals or denials shall be in writing. The approved vacation schedule shall be posted (with no employee names) on the bulletin board.

(b) Every attempt shall be made to accommodate each employee's choices, in accordance with employee requests and operational requirements. Where employee choices conflict, employees shall exercise seniority rights in the choice of a vacation period.

26.03 Vacation Pay

Upon receipt of twenty one (21) days written notice, the employer shall pay to the employee, on the payday immediately prior to the commencement of his/her vacation, an amount equivalent to his/her vacation being taken, up to the amount of vacation pay earned.

26.04 Vacation Entitlement upon Dismissal

Upon termination of employment, an employee shall be entitled to pay in lieu of vacation corresponding to years of service as listed in Article 26.01.

26.05 Reinstatement of Vacation Days – Sick Leave

In the event an employee is sick or injured prior to the commencement of his/her vacation, such employee shall be granted sick leave for the duration of sickness or illness and the vacation period so displaced shall be added to the vacation period if requested by the employee and by mutual agreement, or shall be reinstated for use at a later date.

26.06 Vacation Credits Upon Death

Earned but unused vacation entitlement shall be made payable upon an employee's death to the employee's estate.

26.07 Single vacation period which overlaps the end of a vacation year shall be considered as vacation entitlement for the vacation year in which it commenced.

26.08 Casual employees shall be paid a percent of their straight time pay in lieu of paid vacation. The percent shall be set as per the entitlement found in Article 26.01.

ARTICLE 27 - BEREAVEMENT LEAVE

27.01 Bereavement leave of absence of three (3) days with pay shall be granted to a regular employee at the time of notification of death upon application to the Employer in the event of a death of a member of the employee's immediate family. Immediate family is defined as parent (or alternatively step-parent or foster parent), spouse, child, step-child, brother, sister, father-in-law, mother-in-law, grandparent, grandchild, legal guardian or legal ward.

Such bereavement leave shall be granted to employees who are on other paid leaves of absence including sick leave and annual vacations. When bereavement leave of absence with pay is granted, any concurrent paid leave credits used shall be restored. An additional two (2) consecutive days without pay shall be granted to employees who are required to travel 250 kilometers or more (one way) in order to attend the funeral.

Bereavement leave of absence with pay shall not apply when an employee is on an unpaid leave of absence.

27.02 Compensable hours under the terms of this Section will be counted as hours worked for the purpose of qualifying for

vacations or for statutory holidays, but will not be counted as hours worked for the purpose of computing overtime.

27.03 At the request of an employee and subject to the employer's operational needs, the employer may provide an unpaid bereavement leave where the grounds for same are bona fide and verifiable.

ARTICLE 28 - SICK LEAVE, W.C.B, RETURN TO WORK

28.01 A regular employee shall be entitled to eight (8) days' sick leave per year as outlined in the Benefits Appendix B. Where an employee becomes eligible for sick leave benefits after September 1st in the year, the employee shall only be entitled to five (5) days (40 hours) sick leave for that year. The year shall be from January 15 to January 14 inclusive. Sick leave is not cumulative, i.e. unused sick leave days are not to be carried over to the following year. Fifty percent (50%) of unused sick leave (from the previous year), to a maximum of 3 days, shall be paid out to employees during the month of February.

28.02 Sick Leave with pay is only payable because of sickness and employees who are absent from duty because of sickness may be required to prove sickness. The employer will reimburse employees for any costs incurred, to a maximum of fifteen dollars (\$15.00) if required by the employer to prove sickness.

28.03 Sick leave shall be computed on the basis of scheduled work days and all claims shall be paid on this basis. Sick leave deductions shall be in accordance to actual time off.

28.04 An employee may request sick leave pay to cover periods of actual time lost from work owing to sickness or accident. The employer shall advise an employee the amount of sick leave available if requested.

28.05 Where medical and/or dental appointments cannot be scheduled outside the employee's working hours, sick leave with pay shall be granted.

28.06

- (a) Employees who are off because of sickness or accident shall at the expiration of paid sick leave benefits, be continued on the payroll under the heading of leave of absence without pay for a period of not less than one (1) month. Further leave of absence without pay shall be granted upon written request. The employer's decision for further leave of absence without pay shall be in writing. The employer may require medical information as to the expected date of return to work.
- (b) Where an employee is off on unpaid sick leave, a temporary posting may continue to a date of 24 months from that employee's last day worked. If the 24 months as noted is reached and the employee is still off on unpaid sick leave, the position shall be posted as a regular position.
- (c) Upon return to work following recovery, an employee that was off less than 24 months shall continue in their former job, an employee who was off longer than 24 months shall have the right to exercise their seniority rights, if necessary, as per Article 16.07 – Bumping, of the Collective Agreement.
- (d) Employees on leave as per (a) above shall be considered as being on unpaid leave in accordance with Article 31.03, except that seniority shall continue to accrue based on an employee's regular scheduled hours.

28.07 Workers Compensation Benefits

- (a) Employees shall receive directly from the WCB any wage loss benefits to which they may be entitled.
- (b) While an employee is in receipt of WCB wage loss benefits, paid holidays, and vacation will not accrue. However, unused vacation credits accrued in previous years shall not be lost as a result of this article. In addition, benefits provided for in

Articles 34 and 35 will continue to apply as if the employee is at work.

- (c) The provisions of (b) shall also continue to apply to employees who are receiving WCB benefits other than wage-loss benefits pursuant to Sections 29 or 30 (temporary benefits and/or partial temporary benefits) of the *Workers Compensation Act*, so long as the employee is otherwise entitled to benefits under those Sections of the *Workers Compensation Act*.
- (d) Employees qualifying for Workers' Compensation coverage shall be continued on the payroll and shall not have their employment terminated during the compensable period. Such employees shall be considered as being on an unpaid leave in accordance with Article 31 except that seniority shall continue to accrue based on regular hours and benefits will be maintained as provided for in Articles 34 and 35.

28.08 Transportation for Accident Victim

If an employee is injured at work and requires assistance, transportation to the employee's home shall be provided by the employer.

28.09 Day of Injury

An employee who cannot complete the shift due to an injury at work shall be paid regular wages for the remainder of the shift.

28.10 Return To Work Programs

- (a) The parties recognize that prevention of injuries and rehabilitation of injured employees are equally important goals. The parties further recognize that return to work programs are part of a continuum of injury prevention and rehabilitation.
- (b) The Employer and the Union are committed to a safe return to work program. The return to work program will recognize the specific needs of each individual employee.
- (c) Return to work programs will be part of an approved rehabilitation plan.

(d) Employees are required to meet with the Employer to explore an appropriate return to work program. A HEU OH&S committee member shall be notified of return to work meetings. Employees shall be encouraged to have union representation at such meetings. The details of the return to work program will be confirmed in writing to the employee and Union.

The parties jointly recognize the importance of confidentiality and will ensure that full confidentiality is provided. The Employer shall not have contact with the employee's physician, without the employee's consent.

28.11 Workload

Where the absence of one or more employees would create a significant increase in workload for other employees, the employer will resolve the matter by:

- (1) Implementing a duty priority list
- (2) Re-assigning work, and/or
- (3) Utilizing casual employees in accordance with the collective agreement.

An employee who believes any workload situation is excessive shall discuss the problem with the immediate supervisor. If the problem is not resolved in this discussion the employee may seek a remedy by referring the issue to the Union/Management Committee for review and recommendations.

ARTICLE 29- EDUCATIONAL LEAVE

29.01 The parties recognize the value of in-service and of encouraging employees to participate in in-service. Employees scheduled by the Employer to attend in-service seminars shall receive regular wages.

It is the intention of the parties to encourage as many employees as possible to participate in in-service programs.

29.02 Leave of absence without loss of pay, seniority and all benefits shall be granted to employees whenever the Employer requests, in writing, that the employee take designated courses and/or examinations. The cost of the course and/or any examination fee and reasonable expenses incurred in taking the course and/or examination shall be paid by the Employer.

29.03 After three (3) years' continuous service, an employee may request an unpaid leave of absence to take educational courses subject to the following provisions:

- (a) The employee shall give the longest possible advance notice in writing. Where an employee requests an unpaid leave of absence in excess of four (4) calendar months, such employee shall make every effort to give two (2) calendar months' advance notice in writing of such request.
- (b) Every effort shall be made by the Employer to comply with such requests, providing that replacements to ensure proper operation of the department can be found.
- (c) Notices granting such requests shall be given by the Employer in writing.

ARTICLE 30 - JURY DUTY

Any regular employee, who is required for jury selection, jury duty, coroner's inquest or who is subpoenaed to serve as a witness in a court action, (not being himself/herself a party to the proceeding), on a day when he/she would normally have worked, will be reimbursed by the Employer for the difference between the pay received in such duty and his/her regular straight time hourly rate of pay for his/her regularly scheduled hours of work. The employee will be required to furnish proof of performing such service and such duty pay received.

The employee shall not be required to turn over allowances received for traveling and meals.

ARTICLE 31 – UNPAID LEAVE

31.01 General (greater than two weeks)

An employee may request an unpaid leave of absence (LOA) greater than 2 weeks in writing a minimum of fourteen (14) days in advance. The employer shall make reasonable effort to comply with the request subject to the operational needs of the Employer. Notice of the employer's decision shall be given in writing as soon as possible.

31.02 General (less than or equal to two weeks)

Requests from employees for unpaid leave of absence (LOA) of less than or equal to two (2) weeks shall be made in writing to their immediate supervisor. The employee shall give at least 7 days' notice to minimize disruption of staff. The employer shall make reasonable effort to comply with the request subject to operational needs of the Employer. Notice of the employer's decision shall be given in writing as soon as possible.

31.03 Unpaid Leave Affecting Seniority and Benefits

An employee granted unpaid leave of absence shall continue to accumulate continuous service with the employer.

Any employee granted an unpaid leave of absence totaling up to twenty (20) working days in any calendar year, shall continue to accumulate seniority and all benefits.

If an unpaid leave of absence or an accumulation of unpaid leave of absence exceeds 20 working days in any calendar year, the employee shall not accumulate seniority or benefits from the 21st day of unpaid leave of absence to the last day of unpaid leave, but shall receive credit for previously earned benefits upon expiration of the unpaid leave. Seniority will begin to accumulate upon the employees return to work. Benefits will apply in accordance with the benefit provisions of the collective agreement.

Employees may pay for some or all the H&W benefit plan premium(s) under Article 34 and retain those benefits paid for while on unpaid leave of absence longer than 20 working days.

For clarity, employees may elect to maintain any combination of BC MSP, Extended Health (includes eye exams and vision care), or Dental benefits.

Employees choosing to continue benefits shall, prior to the commencement of their leave, provide the employer with post-dated cheques for the duration of their absence. Employees choosing to not continue benefits shall have those benefits reinstated upon their return to work from unpaid leaves of absence.

31.04 Unpaid Leave – Union Business

- (a) Leave of absence without pay shall be granted upon request for the reasons set out below unless it would unduly interrupt the Employer's operations:
- (1) to an elected or appointed representative of the Union to attend conventions of the Union and bodies to which the Union is affiliated, to a maximum of twenty-one (21) days per occurrence;
 - (2) for elected or appointed representatives of the Union to attend to Union business which requires them to leave their worksite;
 - (3) for employees who are representatives of the Union on a Bargaining Committee.
 - (4) members of the Union's Provincial Executive will be granted leave to attend regular provincial executive meetings.
- (b) Long term leave of absence without pay shall be granted to employees designated by the Union to transact Union business for periods of not less than twenty-one (21) days unless this would unduly interrupt the operation of the

department. Such requests shall be made in writing sufficiently in advance to minimize disruption of the department. Employees granted such leave of absence shall retain all rights and privileges accumulated prior to obtaining such leave. Seniority shall continue to accumulate during such leave and shall apply to such provisions as annual vacations, increments and promotions.

- (c) When leave of absence without pay is granted pursuant to part (a) or (b), the leave shall be given with pay and the Union shall reimburse the Employer for salary and benefit costs, including travel time incurred, within thirty (30) days of receipt of the invoice. It is understood that employees granted leave of absence pursuant to this clause shall receive their current rates of pay while on leave of absence. Leave of absence granted under this clause shall include sufficient travel time. The pay and benefits received by the employee and reimbursed by the Union under this Article shall be based on the number of hours to which the Union indicates, in writing, the employee is entitled.

This provision does not apply to employees on extended leaves of absence who are employed by the Union on a full-time basis.

- d) The Union shall provide the employer with reasonable notice to minimize disruption of the operation and shall make every reasonable effort to give a minimum of fourteen (14) days' notice prior to the commencement of leave under (a) or (c) above. The employer agrees to respond to the leave request within seven (7) calendar days and that any of the above leaves of absence shall not be unreasonably withheld.

31.05 Public Office

Employees shall be granted unpaid leave of absence to enable them to run for elected public office and if elected, to serve their term(s) of office subject to the following provisions:

- a) Employees seeking election in a Municipal, Provincial or Federal election shall be granted unpaid leave of absence for a period up to ninety (90) calendar days.
- b) Employees elected to public office shall be granted unpaid leave of absence for a period up to five (5) years.

ARTICLE 32 - MATERNITY, PARENTAL AND ADOPTION LEAVE

32.01 Maternity Leave

- (a) An employee is entitled to maternity leave of up to seventeen (17) weeks without pay. The duration of the maternity leave of absence before confinement and subsequent to confinement shall be at the option of the employee.
- (b) Pregnancy shall not constitute cause for dismissal.
- (c) Employees shall make every effort to give at least fourteen (14) days' notice prior to the commencement of maternity leave of absence without pay, and employees shall give at least fourteen (14) days' notice of their intention to return to work prior to the termination of the leave of absence.
- (d) If an employee is unable or incapable of performing her duties prior to the commencement of the maternity leave of absence without pay, the employee may be required to take unpaid leave of absence.
- (e) The Employer may require the employee to provide a doctor's certificate indicating the employee's general condition during pregnancy along with the expected date of confinement.

32.02 Parental Leave

Upon written request an employee shall be entitled to parental leave of up to thirty-seven (37) consecutive weeks without pay (or thirty-five (35) consecutive weeks in the case of a birth mother who takes maternity leave under Article 32.01). The leave period may be extended by an additional five (5) weeks where the employee's claim is extended pursuant to Section 51(2) of the *Employment Standards Act*.

Upon written request an employee shall be entitled to adoption leave of up to thirty-seven (37) consecutive weeks without pay.

Where both parents are employees of the employer, the employees shall determine the apportionment of the total parental or adoption leave between them. In such case the employer shall be advised of the arrangements at least four (4) weeks prior to the commencement of the leave.

Such written request pursuant to (1) above must be made at least four (4) weeks prior to the proposed leave commencement date.

Leave taken under this clause shall commence:

In the case of the mother, immediately following the conclusion of leave taken pursuant to Article 32.01 or following the adoption;

In the case of the other parent, following the adoption or the birth of the child and concluding within the fifty two (52) week period after the birth date or adoption of the child. The “other parent” is defined as the father of the child and/or spouse of the mother, including common-law spouse as defined by Article 3. Such leave request must be supported by appropriate documentation.

32.03 Seniority and continuous service will continue to accumulate during the full period of maternity, parental and adoption leaves. The employer shall maintain the employee’s benefit coverage during maternity, parental and adoption leave.

32.04 Upon returning to work from maternity, parental or adoption leave under this Article, the employee shall continue in his/her former position, without loss of perquisites. If the position no longer exists, the employee will exercise bumping rights as per Article 16.07.

ARTICLE 33 – FAMILY RESPONSIBILITY LEAVE

Employees shall be entitled to Family Responsibility Leave benefits as outlined in Sec 52 of the *Employment Standards Act*.

An employee is entitled to up to five (5) days of unpaid leave during each year to meet responsibilities related to:

- (a) The care, health or education of a child in the employee's care
or;
- (b) The care or health of any other member of the employee's immediate family.

Any leave taken under this article will not be counted towards accumulation of 20 unpaid leave days in Article 31.03 – Unpaid Leave Affecting Seniority and Benefits.

ARTICLE 34 – BENEFIT PLANS

34.01 Employees who have completed the probationary period and are continually scheduled to work an average of twenty (20) or more hours per week are eligible for benefit coverage in accordance with Appendix "B".

Casuals: After twelve (12) months of service, casual employees who work twenty (20) or more hours per week for thirteen (13) consecutive weeks become eligible for benefits as long as they continue to work twenty (20) or more hours per week. (Employees who have already completed these time requirements will become eligible upon ratification.)

An eligible employee who has declined or opted out of benefit coverage may reapply for coverage after a six (6) month waiting period. The waiting period may be waived under special circumstances where permitted by and consistent with the master contract held with the benefits provider.

It is understood that the employer is not itself obligated to provide benefits other than paid sick days, pursuant to this agreement, but, with employees, to pay a portion of the premium for the same, pursuant to Appendix “B” to a benefit provider. The benefit plans are administered, governed and adjudicated pursuant to the Master Contract held with the benefits provider and the parties are bound by its terms.

The employer shall provide each employee with a comprehensive summary of the benefit plan coverage within twenty eight (28) calendar days of the effective date of coverage.

Benefits for employees at age 65 to 70 shall be continued with the exception of life insurance and AD&D. In such circumstances employees at age 65 or older will be given the option of converting their life insurance and AD&D at their own cost.

34.02 Changes in Plan Subject to Negotiation

The Health and Welfare Benefit entitlements and cost sharing as set out in this Agreement shall not be changed or modified during the life of this Agreement except by negotiation and the mutual agreement of both parties.

34.03 Health and Welfare Benefits Plan Information and Administration

- (a) The Employer shall provide copies of the benefit booklet and administrative procedures related to the health and welfare plans to the Union upon request.
- (b) The Employer shall provide all benefit enrollment forms to each eligible employee, and a copy of the benefit booklet shall be provided to all shop stewards and a copy shall be made accessible to employees at each worksite.

ARTICLE 35 – GROUP LIFE INSURANCE

Employees shall be provided with a Group Life Insurance Plan as per Appendix B – Summary of Benefits.

ARTICLE 36 – WORK CLOTHING AND EMPLOYER PROPERTY

36.01 Uniforms

- a) The employer shall supply an appropriate number of uniforms including shirts, pants and hair covering and aprons if required. The employer shall replace uniforms as required due to wear and tear. Appropriate change rooms will be supplied when employees are required to change clothing at work. Where change rooms are not available the employer shall discuss the matter with the client.
- b) The employer shall supply and maintain nametags for employees who are required to wear same.
- c) The Employer shall accept employee suggestions through the Union-Management Committee, with respect to uniforms.

36.02 Employees must return to the employer property in their possession at the time of termination of employment. The employer shall take such action as required to recover the value of articles which are not returned.

36.03 Protective Clothing, Equipment and Supplies

- a) The employer shall provide all employees working in any unsanitary or potentially hazardous job all necessary tools, protective clothing, and equipment required including gloves, masks, safety glasses and shoe coverings.
- b) The Employer will ensure adequate supplies are provided to employees to complete assigned work.
- c) Any shortage of supplies, protective clothing or equipment shall be immediately reported to the supervisor, and if the shortage cannot be resolved, a report shall be completed for review by the Union/Management Committee.

- d) All such clothing, tools and equipment shall be maintained and replaced at employer's expense.
- e) All such clothing, tools and equipment shall comply with applicable Workers Compensation Board regulations concerning the same.

ARTICLE 37 – MORE FAVOURABLE RATE

No employee who is at present receiving a more favourable rate than is specified herein shall incur a reduction in such rate unless a reduction in such was negotiated.

ARTICLE 38 – PAY DAYS

Employees shall be paid by direct deposit biweekly subject to the following provisions:

- (a) The statements given to employees with their pay cheques shall include the designation of statutory holidays paid, the listing of all adjustments including overtime and promotions, and an itemization of all deductions.
- (b) When a payday falls on a non-banking day, the pay cheque shall be given prior to the established payday, where applicable
- (c) Annual vacation pay - see Article 26.
- (d) Where significant payroll error is identified, the employer will correct the error and where money is owed to an employee, this shall be rectified through direct deposit or a manual cheque as soon as reasonably possible.
- (e) The Employer shall confirm in writing, an employee's amount of accrued sick leave and/or vacation leave if requested by an employee.

ARTICLE 39 - VACCINATION, INNOCULATION AND CRIMINAL RECORD CHECK

39.01 Vaccination, Inoculation and Suitability

An employee, as a condition of employment, must show proof of vaccinations, inoculations and official suitability for work; with specific client groups. Any employee refusing, without sufficient medical grounds, to take medical or x-ray examination at the request of the employer, or to undergo vaccination, inoculation and other immunization when required, may be dismissed from the service of the employer. Where an employee is required by the employer to take a medical or x-ray examination or undergo vaccination or inoculation or other immunization, it shall be at the employer's expense and on the employer's time provided time spent is reasonable. The employer shall only require such medical examinations if required by the job or if there is reasonable expectation to make such a request.

39.02 Criminal Record Checks

An employee or applicant for employment shall, at the employer's request and cost, submit to a criminal record check. The employer may refuse an application for employment or terminate an employee should the criminal record check reveal a conviction(s) related to the employment of the employee or the employment for which application has been made or where the conviction(s) is contrary to a bona fide occupational requirement.

ARTICLE 40 – OH&S

40.01 Occupational Health and Safety Committee

The Employer and the Union agree to cooperate in the promotion of safe working conditions, the prevention of accidents, the prevention of workplace injuries and the promotion of safe workplace practices.

The parties agree that a Joint Occupational Health and Safety Committee shall be established. The Joint Committee shall be

governed in accordance with the provisions of the Occupational Health and Safety Regulations made pursuant to the *Workers Compensation Act*. The Joint Committee shall have equal representation with each party appointing its own representatives.

In addition to persons appointed by the parties, either party may involve other employees of the facility who are neither members of the Bargaining Unit or Management, provided such is done by mutual agreement.

40.02 Employees who are members of the Committee shall be granted leave without loss of pay or receive straight time regular wages while attending meetings of the Joint Committee.

40.03 Employees who are members of the Joint Committee shall be granted leave without loss of pay or receive straight time regular wages to participate in workplace inspections and accident investigations at the request of the Joint Committee pursuant to the WCB Industrial Health and Safety Regulations.

40.04 Employees on the Joint Committee shall be reimbursed for all necessary and reasonable expenses incurred by them to attend meetings of the Joint Committee.

40.05 Training and Orientation

The Employer will provide orientation or in-service which is necessary for the safe performance of work, the safe use of equipment, safe techniques for lifting and the safe handling of materials and products. Where appropriate, this training shall include infection prevention and control. The Employer will also make readily available information, manuals and procedures for these purposes.

40.06 Working Alone or in Isolation

The Occupational Health and Safety Committee shall have the mandate to review procedures established by the employer for

checking the well-being of employees working alone or in isolation under conditions which present a risk of disabling injury where the employee might not be able to secure assistance in the event of injury. The Committee shall have the right to make recommendations to the employer regarding such procedures.

40.07 Reporting Unsafe Conditions and Refusal of Unsafe Work

The BC occupational Health and Safety (OH&S) Regulation requires that whenever a person observes what appears to be an unsafe or harmful condition or act, the person must report it as soon as possible to a supervisor or to the Employer, and the person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.

The OH&S Regulation also requires that a person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.

A worker who refuses to carry out a work process or operate a tool, appliance or equipment must immediately report the circumstances of the unsafe condition to his or her supervisor or employer. Where a worker does so in compliance with the OH&S Regulation, they shall not be subject to disciplinary action. (The procedure referenced above can be found in Sections 3.12 and 3.13 of the Occupational Health and Safety Regulations, *Workers Compensation Act*).

ARTICLE 41 – PRINTING OF AGREEMENT

The Union and the Employer desire every employee to be familiar with the provisions of this Agreement, and his/her obligations under it. For the term of this Collective Agreement, the Union shall

print sufficient copies of the Agreement and the costs shall be shared equally between the parties.

The employer shall be provided with at least one hundred (100) copies of the printed collective agreement and further copies upon request.

In this Agreement including the printed form thereof, titles shall be descriptive only and shall form no part of the interpretation of the Agreement by the parties or an Arbitration Board.

ARTICLE 42 – VARIATIONS

The general provisions of this Agreement shall have application save and except where specific variations are provided in Attachments to this Agreement.

ARTICLE 43 – FUTURE LEGISLATION

If any article, section, paragraph, clause or phrase of this Agreement is declared or held illegal, void or unenforceable by provincial, federal or other law, or by decision of any court, the remaining portions of this Agreement shall continue to be valid and in full force and effect and the parties shall immediately meet to review the effect of such change to this Collective Agreement and if necessary attempt to resolve the differences created by such change.

ARTICLE 44 – EFFECTIVE AND TERMINATING DATES

44.01 Effective and Terminating Dates

The Agreement shall be effective date of ratification and shall remain in force and be binding upon the parties until September 30, 2020 and from year to year thereafter until a new collective agreement has been reached or a strike or lockout has commenced.

44.02 Effective Date of Wages and Benefits

All provisions shall be effective from Date of Ratification unless otherwise specified in this Collective Agreement.

44.03 It is agreed that the operation of Subsection 2 and 3 of Section 50 of the *Labour Relations Code* of British Columbia is excluded from this Agreement.

44.04 This agreement may be opened for Collective Bargaining by either Party serving written notice to the other during the month of May 2020.

Where no notice is given by either Party prior to May 31st, 2020, both Parties shall be deemed to have been given notice under this article on May 31, 2020.

ARTICLE 45 – WAGE SCHEDULES, SHIFT PREMIUMS AND RETROACTIVE PAY

45.01 Wages

Wages shall be in accordance with Appendix A.

45.02 Shift Premiums

Employees covered by this Agreement shall be entitled to a shift premium of twenty cents (\$0.20) per hour on the afternoon shift (increasing to thirty cents (\$0.30) per hour effective September 1, 2012) and seventy-five cents (\$0.75) per hour for all hours worked on the night shift.

Afternoon shift is defined as any shift in which the major portion occurs between 4:00 p.m. (1600 hours) and 12:00 midnight (2400 hours).

Night shift is defined as any shift in which the major portion occurs between 12:00 midnight (2400 hours) and 8:00 a.m. (0800 hours).

45.03 Laundry Premium

Employees covered by this agreement shall be entitled to a Laundry Premium of sixty-five cents (\$0.65) per shift.

45.04 Non-Slip Shoe Premium

Employees required to purchase non-slip shoes for work shall be entitled to a Shoe Premium of ten cents (\$0.10) per shift worked.

ARTICLE 46 – JOB SECURITY

The Parties agree to abide by the applicable terms of the Health Sector Job Security Agreement and as may be further mandated by the Ministry of Health. In addition to this commitment, the parties agree to participate in job security discussions with health sector employers, contractors and the Ministry of Health to be initiated no later than December 31, 2017.

Memorandum Note: The P3s are currently not resolved under the Health Sector Job Security Agreement.

ADDENDUM - CASUAL ADDENDUM

1. Casual/relief employees shall be called in to work in the order of their seniority provided that they are registered to work in a job classification applicable to the work required to be performed. A casual/relief employee shall be entitled to register for work in any job classification and work area/worksite where such employee meets the requirements of the classification.

2. Casual/relief employees shall accumulate seniority on the basis of the number of hours worked. The casual/relief employee will be paid at the rate of pay for the classification in which the casual/relief employee is working once called in.

3. The manner in which casual/relief employees shall be called to work shall be as follows:
 - (a) The Employer shall maintain both:
 - (i) One (1) master casual/relief seniority list which shall include all casual/relief employees registered by the employer listed in descending order of their seniority; and
 - (ii) A work area/worksite classification registry seniority list for each job classification in which casual relief employees may be used. Each work area/worksite classification registry shall list those casual/relief employees who have been qualified to work in that job classification and are registered in that work area/worksite in descending order of hours worked.
 - (b) The Employer shall call those casual/relief employees who are registered in the work area/worksite classification registry applicable to the work required to be performed. Each casual/relief employee must provide the Employer with one or

two telephone numbers where the employee can be reached. The Employer shall commence the call-in process by calling the most senior employee in the applicable classification registry at the one or two telephone numbers provided by the casual/relief employee. In the event that voicemail, a pager, or an answering machine is reached, the Employer shall leave a message including the date and time of the call. If the employee does not respond to the Employer within three (3) minutes of the call being made, the Employer shall call the next most senior employee in the classification registry.

- (c) All calls made by the Employer pursuant to Paragraph (b) shall be recorded in a log book maintained for that purpose. The log will show the name of the casual/relief employee called, the date and time that the call was made, the job required to be performed and its time and date, whether the employee accepts or declines the work or fails to respond to the call, and the signature of the person who made the call. In the event of a dispute, the Union shall have reasonable access to the log book and shall be entitled to make copies of any of its pages.
- (d) If the casual/relief employee called fails to answer the call or declines the work assignment, the Employer shall then call the next most senior employee registered in the job classification and this process will be continued until a casual/relief employee is found who is ready, willing and able to perform the work assignment.
- (e) A casual/relief employee who accepts a work assignment shall be deemed to have the same obligation to fulfill the work assignment as a regular

employee.

4. At the beginning of each month, each casual/relief employee shall provide the Employer with their projected availability for the month. To be eligible to be called for shifts, a casual/relief employee must provide availability for a minimum of six (6) shifts during the month. If a casual/relief employee's availability changes during a particular month, the casual/relief employee will advise the Employer accordingly; however, if the casual/relief employee wishes to restrict his/her declared availability for that month, the casual/relief employee may only do so twice during the month. A casual/relief employee will make reasonable effort to answer the Employer's call for work, in accordance with the employee's stated availability.
5. Based on the casual/relief employee's availability, if the employee declines a work assignment four (4) times or more in a 6 month period without a bona fide reason, the employee will be removed from the casual/relief list. Employees may also be removed from the casual/relief list for just and proper cause.
6. A casual/relief employee may be removed from the casual/relief list if the casual/relief employee does not work a minimum of ten (10) shifts in a six (6) month period.
7. The casual/relief seniority lists will be revised and updated every three (3) months as of the last date of the payroll period immediately prior to February, May, August and November in each year (the "adjustment" dates). The seniority of each employee shall be entered in the work area classification registry(s) in descending order of the most hours to the least. Casual employees hired after an adjustment date will be added to the registry or registries in the order that they are hired.

***Compass Canada Support Services Ltd. dba Marquise Hospitality
(CCSS) at Fraser Canyon Hospital / Cottage and Worthington
Pavilions & HEU – October 1, 2016 to September 30, 2020***

For the purposes of call in to do casual work, any hours accumulated in a current period shall not be reckoned until the next following adjustment date. The Employer shall post the lists at the appropriate worksite(s).

Within two weeks of each adjustment date the employer shall send to the Secretary Business Manager of the Union a revised copy of the seniority lists.

Appendix A - Wage Rates for Marquise Hospitality (CCSS) Employees - Fraser Canyon Hospital

Wage Rates

Classifications	Oct 1, 2016	Apr 1, 2017	Oct 1, 2017	Apr 1, 2018	Oct 1, 2018	Apr 1, 2019	Oct 1, 2019	Apr 1, 2020
Laundry / Housekeeping Aide*	\$15.85	\$16.00	\$16.10	\$16.25	\$16.40	\$16.55	\$16.70	\$17.10
Laundry / Housekeeping Lead Hand	\$17.05	\$17.20	\$17.30	\$17.45	\$17.60	\$17.75	\$17.90	\$18.30
Food General Help*	\$15.85	\$16.00	\$16.10	\$16.25	\$16.40	\$16.55	\$16.70	\$17.10
Food Lead Hand	\$17.05	\$17.20	\$17.30	\$17.45	\$17.60	\$17.75	\$17.90	\$18.30
Cook	\$18.91	\$19.06	\$19.16	\$19.31	\$19.46	\$19.61	\$19.76	\$20.16

* Hours worked as a Lead Hand will be paid at the Lead Hand wage.

New employees shall be paid one dollar and twenty-five cents (\$1.25) per hour less than the regular rate for the duration of the probation period as indicated in Article 10.01.

Appendix B - Summary of Benefits

Available to employees with seniority who are continuously scheduled to work 20 or more hours per week.

BC Medical Plan	100% of the premium paid by the Employer
Life and AD&D Insurance	\$25,000.00 coverage 100% Employer paid
Dental Plan	Basic Prevention Coverage <u>White fillings to be covered</u> Premiums: 100% Employer paid
Extended Health Care including Hospitalization and Prescription Drugs	Semi-private coverage <u>National Formulary Drugs</u> with a \$2,000.00 per year max and overall \$100,000.00 EHC lifetime maximum. 100% Employer paid.
Eye Exams	\$50 - every 24 months
Vision Care	\$250.00 per Employee every 24 months
Paid Sick days	Employees shall be entitled to eight (8) days sick leave per year to be taken at any time. The year shall be January 15 to January 14 inclusive. Sick leave is not cumulative, i.e., unused sick leave days are not to be carried over to the following year. 50% of unused sick leave from the previous year, to a maximum of 3 days, shall be paid out to employees during the month of February.

***Compass Canada Support Services Ltd. dba Marquise Hospitality
(CCSS) at Fraser Canyon Hospital / Cottage and Worthington
Pavilions & HEU – October 1, 2016 to September 30, 2020***

An eligible employee may reapply for benefit coverage once a minimum of six (6) months has expired until the last application, last offer of benefit coverage or under special circumstances or outlined in the Master Contract.

MEMORANDUM OF AGREEMENT #1

BY AND BETWEEN:

MARQUISE HOSPITALITY (CCSS)

(Hereinafter referred to as the “Employer”)

AND:

HOSPITAL EMPLOYEES’ UNION

(Hereinafter referred to as the “Union”)

FHA LOCATIONS

Re: Extended Hours Schedules

The Employer may continue its current extended hours schedules (as of May 1, 2013) and shall maintain the current practices related to such schedules regarding meal breaks, pay and rest breaks. Changes to current practices shall be discussed with the Union. Where the Employer wishes to implement a new extended hours schedule, which applies to employees who currently work under a non-extended hours schedule, it may only do so with the agreement of the Union. Such agreement shall not be unreasonably withheld.

Extended hours schedules shall be subject to the following:

1. Extended Hours Schedules

- a) An extended hours schedule is a schedule that requires an employee to work in excess of the regular hours of work as outlined in Article 19.01 (Hours of Work) that average the regular hours of work over an agreed upon averaging period. In no case shall extended workdays be greater than 12 hours in length or average more than 40 hours per week.
- b) All employees required to work an extended hours schedule shall be paid the applicable wage rate(s) at straight time for all work on an extended hours schedule.

2. Conversion of Hours

For the purposes of extended hours schedules, days shall be converted to working hours where applicable. In the case of a

schedule averaging 40 hours per week, one (1) day equals eight (8) hours paid. For example eight (8) days sick leave equals eight (8) hours times eight (8) days = sixty-four hours' (64) sick leave.

This conversion will be used for the purposes of determining the following:

- Article 25 - Statutory Holidays
- Article 26 - Vacation
- Article 27 - Compassionate Leave
- Article 28 - Sick Leave
- Article 31 - Unpaid Leave

3. Shift Premium Entitlement

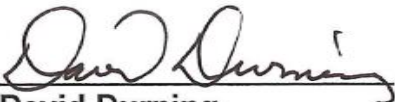
Notwithstanding the provisions of Article 45.02 – Shift Premiums, employees working an extended hours shift shall be entitled to the applicable shift premium for hours worked between 4:00 p.m. and 8:00 a.m.

4. Consultation on Extended Hours Schedule

Either Party to the agreement may bring concerns regarding extended hours schedules to the attention of the Union/Management Committee.

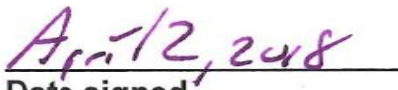
**Signed on behalf of
the Union:**

**Signed on behalf of
the Employer:**


David Durning
Bargaining Representative


David Seymour
Vice President
Labour Relations


Date signed


Date signed

MEMORANDUM OF AGREEMENT #2
BY AND BETWEEN:
MARQUISE HOSPITALITY (CCSS)
(Hereinafter referred to as the “Employer)
AND:
HOSPITAL EMPLOYEES’ UNION
(Hereinafter referred to as the “Union”)
FHA LOCATIONS

Re: Joint Health and Safety Committee

The parties recognize that there have been difficulties in the past with fulfilling the obligations for joint representation in compliance with the Occupational health and Safety Regulations.

Accordingly, the parties agree to follow the process below in order to ensure compliance with the legislation with respect to representation.

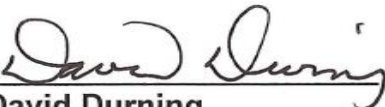
Process:

1. The Employer is to identify locations requiring Reps/Committee.
2. Union is to elect or appoint Union representative(s).
3. The Union is to elect or appoint Union Reps/Committee Members within thirty calendar (30) days and notify the Employer in writing of the names of the Union members or representatives elected or appointed. If the Union is unable to elect or appoint a Joint Health and Safety Committee Member or Representative within the thirty (30) day timeline, they may request a delay in writing to the Employer.
4. If within the delays above, there is no elected or appointed Representative identified in writing by the Union, the Employer will appoint the representative or member in order to comply with the legislative obligations.

5. If an employee resigns their appointment as a Union Representative/Committee Member to either the Employer or the Union, the Employer or the Union will advise the other party in writing of the resignation.
6. Every reasonable attempt will be made to schedule the meetings such that they accommodate the regular schedule of the majority of the people attending the meeting. The Joint H&S committee commits to comply with the Provincial legislative requirements to meet once a month.
7. The optimal level of participation for the committee is three (3) Union Representative.
8. The Joint Health and Safety Committee will use the Employer's Health and Safety approved template for inspections and minutes as approved by WorkSafe BC. Minutes will be adopted and posted within a reasonable time frame following the meeting.

**Signed on behalf of
the Union:**

**Signed on behalf of
the Employer:**



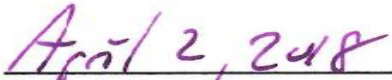
David Durning
Bargaining Representative



David Seymour
Vice President
Labour Relations



Date signed



Date signed

MEMORANDUM OF AGREEMENT #3

BY AND BETWEEN:

MARQUISE HOSPITALITY (CCSS)
(Hereinafter referred to as the “Employer”)

AND:

HOSPITAL EMPLOYEES’ UNION
(Hereinafter referred to as the “Union”)

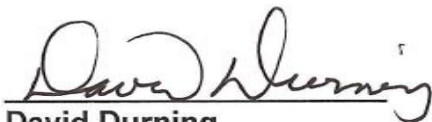
FHA LOCATIONS

Re: Job Share

Upon request of either Party, the Director of Labour Relations (or designate) shall meet with the Union during the term of the Collective Agreement to review the subject of job sharing.

Where the Parties agree on a job share arrangement, it shall include a specific written agreement between the Union and the Employer before the arrangement can be implemented.

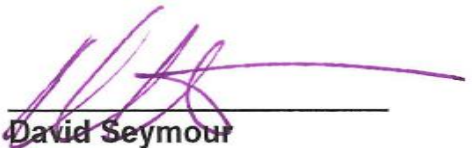
**Signed on behalf of
the Union:**



David Durning
Bargaining Representative

Feb 9/18
Date signed

**Signed on behalf of
the Employer:**



David Seymour
Vice President
Labour Relations

April 2 2018
Date signed

MEMORANDUM OF AGREEMENT #4

BY AND BETWEEN:

MARQUISE HOSPITALITY (CCSS)
(Hereinafter referred to as the “Employer”)

AND:

HOSPITAL EMPLOYEES’ UNION
(Hereinafter referred to as the “Union”)

FHA LOCATIONS

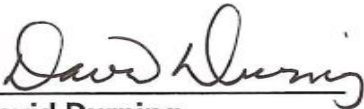
Re: Meal Allowance

For clarification purposes, the parties signatory below agree to the following:

The parties agree that the status quo be maintained and that “meal allowance” shall apply to associates employed by Marquise Hospitality (CCSS).

**Signed on behalf of
the Union:**

**Signed on behalf of
the Employer:**



David Durning
Bargaining Representative



David Seymour
Vice President
Labour Relations

Feb 9/18

Date signed

April 2, 2018

Date signed

MEMORANDUM OF AGREEMENT #5

BY AND BETWEEN:
MARQUISE HOSPITALITY (CCSS)
(Hereinafter referred to as the “Employer”)
AND:
HOSPITAL EMPLOYEES’ UNION
(Hereinafter referred to as the “Union”)
FHA LOCATIONS

Re: Group RRSP (Effective July 1, 2014)

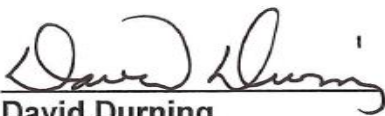
All employees who are enrolled in the benefits plan under Article 34 shall have the option of enrolling in the Employer’s existing Compass Group Canada Group RRSP Plan. There shall be no Employer contributions to the plan and participation shall be bound by the terms and administrative rules of the plan.

Employee contributions shall be through payroll deduction.

Employees may opt in or out of the plan, or increase or decrease their contribution levels, on January 1st of each year by providing at least thirty (30) days written notice to the Employer.

**Signed on behalf of
the Union:**

**Signed on behalf of
the Employer:**



David Durning
Bargaining Representative



David Seymour
Vice President
Labour Relations



Date signed



Date signed

MEMORANDUM OF AGREEMENT #6

BY AND BETWEEN:

MARQUISE HOSPITALITY (CCSS)
(Hereinafter referred to as the “Employer”)

AND:

HOSPITAL EMPLOYEES’ UNION
(Hereinafter referred to as the “Union”)

FHA LOCATIONS

Re: Propass

Employees who are enrolled in the “Propass” program shall continue to enjoy this benefit and continue to pay the applicable premium.

The Employer also agrees, where employees are not enrolled, to discuss the option of BC Transit “Pro Pass” or similar program with the site-specific Union/Management Committee as per Article 6.01.

**Signed on behalf of
the Union:**

**Signed on behalf of
the Employer:**



David Durning
Bargaining Representative



David Seymour
Vice President
Labour Relations

Feb 9 / 18
Date signed

Apr 12, 2018
Date signed

SIGNATURES FOR THE UNION:



Wendy Beer
Assistant Secretary
Business Manager



David Durning
HEU Bargaining
Representative

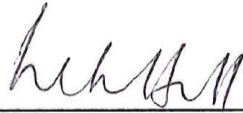


Linda Theoret
HEU Bargaining Committee

Feb 9, 2018

DATE SIGNED

SIGNATURES FOR THE EMPLOYER:



Leta Hill
Executive Vice President
Healthcare-Western Canada



David Seymour
Vice President
Labour Relations



Altaf Mascati
Senior Manager
Labour Relations

April 2, 2018

DATE SIGNED