COLLECTIVE AGREEMENT

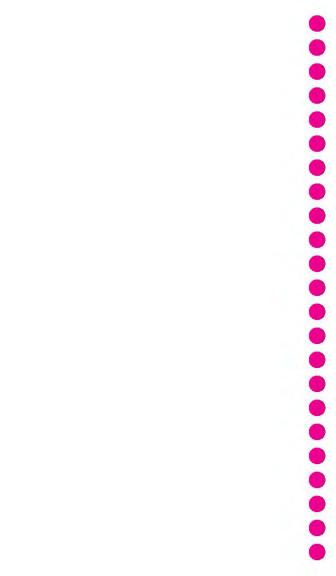
between







Effective August 1, 2017



COLLECTIVE AGREEMENT

BETWEEN

OWENS CORNING INSULATING SYSTEMS CANADA LP

Edmonton Plant

- AND -

UNIFOR Local 728A

Effective August 1, 2017

WELCOME TO THE EDMONTON PLANT

Welcome! We hope your new responsibilities at our Edmonton Plant will live up to your expectations and your experience with us will be a rewarding one. If you have been working for us, we wish to express our sincerest appreciation for your valued service.

The Edmonton Plant has had a proud history of producing quality glass insulation products for the Canadian marketplace since 1960. This plant has a strategic regional location. Our primary market is the Western Canada sales region and north-western United States. However in certain market conditions, product demand has seen Edmonton product shipped to other Canadian and United States regions. In 1989 FIBERGLAS CANADA's INSULATION DIVISION, as part of the sale to OWENS CORNING, became part of the Insulation Systems Business group (ISB).

Our insulation business is the cornerstone of this Company. It was the entrepreneurial men and women of Owens Corning's founding companies that pioneered the science of glass fiberization, creating a dynamic organization, which remains a world leader in the manufacture and innovation of glass fiber materials. In 1935, realizing the potential growth of the glass fiber insulation market, Corning Glass approached the thennamed Owens-Illinois Glass Company with a proposal to join forces in the production of glass fiber. Recognizing the benefit of Corning's knowledge of glass formulations, Owens-Illinois agreed to the proposal, forming the Owens-Corning Fiberglas Corporation in 1938 as a joint venture. The trademarked PINK Fiberglas insulation emerged in 1956, when the Company added red dye to its newest "All Fiber" insulation product to distinguish it from earlier standard products. The "Pink Panther" cartoon character became a Company icon in 1980, and in 1987, Owens Corning became the first and only Company to trademark a

color - PINK, Today, Owens Corning has sales of over \$6 billion annually with over 20,000 employees involved with manufacturing, sales and research facilities, including joint venture and licensee relationships, in more than 30 countries worldwide. Born from a small filament of glass, the Company now offers a diversified array of products, including glass insulation, foam insulation, shingles and vinyl siding; a fully integrated, single source supplier of technology-based solutions in thermal, structural and acoustical insulations; providing advanced glass fiber used in more than 40,000 composite end-use applications from skis and golf clubs, to bridge decking and transmission towers, to automobiles, computers, and fiber-optic cables; and large-diameter pipe used to build the infrastructure of developing nations.

The management/employees/union of the Edmonton Plant welcome the opportunity and challenge of taking this facility into the new millennium. We have changed dramatically through the years with investment in automation of the production operation to improve the safety, quality and efficiency of our production. We increased the capability of our Edmonton Plant over fifteen times since opening in 1960.

The Owens Corning Edmonton Plant has been an organized site since 1960; we are proud members of the UNIFOR Local 728A. Throughout our history we have had many affiliations, starting with the Canadian Labour Congress, the Oil Chemical and Atomic Workers International Union (OCAW), the Energy and Chemical Workers Union (ECWU), the Communication Energy and Paperworkers Union (CEP), local 728 and now a local 728A of the UNIFOR. The union and management strive to make the Edmonton Plant a safe workplace that supports personal growth and enforces the concept of individual dignity.

Understanding that equality is a basic right of all employees, we will continue to ensure that these rights are preserved and upheld within our workplace.

The spirit of the Edmonton Plant has been the dedication of our employees to promote a safe workplace culture, to strive for cost effectiveness while providing quality products to satisfy our customers. The increasingly competitive nature of our marketplace demands that we continue to set these high workplace standards. This approach will enable the Plant to continue to be an important producer within Owens Corning. Our goal is to operate a plant that can responsibly respond to any marketplace conditions.

We know, the management, union and employees of Edmonton Plant can make the difference.



Our Safety Vision



THE EDMONTON PLANT WILL BE A HEALTHY, SAFE, AND INJURY FREE WORK PLACE.

The Goals

To achieve this vision, we are committed to the following goal:

We will develop and nurture a culture that supports an incident free workplace.

All employees will have effective training and access to the information required to allow them to perform their job safely.

This facility will be recognized in the corporation as a leader in safety.

The Guiding Principles

We share the following beliefs:

Leadership, cooperation and joint action by all parties in the workplace (Management, the Union, and Employees) is required for success.

A fundamental objective of the union movement is to benefit employees by striving for a safer work place.

Investing in safety today allows us to meet the future needs of our families, our community, and our facility.

Safety initiatives will focus on prevention.

A workplace where all employees are engaged in the safety process be injury free.

THIS AGREEMENT made and entered into this 1st day of August, 2017

BETWEEN

OWENS CORNING INSULATING SYSTEMS CANADA LP

Edmonton Plant

A Corporation existing under the laws of Canada

hereinafter called "The Company"

OF THE FIRST PART

-- AND --

UNIFOR

Local 728A

hereinafter called "The Union"

OF THE SECOND PART

WITNESSETH:

The parties hereto mutually agree as follows:

TABLE OF CONTENTS

Article	Page
PREAMBLE	15
1. GENERAL PURPOSE	17
2. RECOGNITION	17
3. UNION SECURITY	17
4. RELATIONSHIP	18
5. REPRESENTATION	
6. SETTLEMENT OF DIFFERENCES	20
7. SENIORITY	23
8. HOURS OF WORK AND OVERTIME	33
9. SHIFT PREMIUM	38
10. REPORTING FOR WORK	39
11. CALL-IN FOR WORK	
12. HOLIDAYS	
13. VACATION WITH PAY	
14. LEAVE OF ABSENCE	
15. BEREAVEMENT LEAVE WITH PAY	
16. JUROR / CROWN WITNESS	48
17. DISABILITY	
18. GENERAL RESPONSIBILITIES	
19. CONTRACT WORK	
20. HEALTH AND SAFETY	
21. APPRENTICES	
22. TERM OF AGREEMENT	55
23. PENSION PLAN	
24. TECHNOLOGICAL CHANGE	
25. PAID EDUCATION LEAVE	
APPENDIX "A" PROMOTIONAL CHART	
APPENDIX "B" WAGE CLASSIFICATION	
BENEFIT COVERAGE	
LETTER OF UNDERSTANDING AND MEMORANDUM	67

ALPHABETICAL TABLE OF CONTENTS

	Article
Apprentices	21
Bargaining Unit Employees	2
Benefits	Page 65
Bereavement Leave	15
Call-In	11
Committees	5, 20.01
Communication	4
Contract Work	19
Day Jobs	7.08(b)
Demotions	7.09
Departmental Seniority	7.02(b), 21.04
Disability	17
General Responsibilities	18
Grievance Procedure	6
Holidays	8.12, 12, 13.08
Hours of Work	
- Day Employees	8.03(a)
- 12 hr. Shift Employees	8.03(b)(i)
Job Postings	.7.06, 7.08, 7.10
Juror/Crown Witness	16
Layoff & Recall 7.03(c)(d)(e) 7.17, 7.18	8, 7.19, 7.20, 7.21
Leaves of Absence	14.01
Letter of Understanding	
- STD Doctors Notes	Page 69
- Severance Letter	Page 70
- Discipline Letter	Page 71
- Student Wage	Page 72
- Training Premium	Page 73
- Call at Home Premium	0
- The Initial Filling of the Vacancy for	the .
New Classification	Page 75
- Overtime Freeze List	Page 76

Article Lunch Periods - Day Employees 8.03(a) - 12 hr. Shift Employees 8.03(b) Make-up Pay8.06(d)(e) Maternity & Parental Leave14.02 Meetings - Union5.01 - Training & Educational8.07 Overtime Assignments......8.04 Overtime Meals8.13 Overtime Pay......8.05, 8.11 Paid Education Leave......25 Pension Plan23 Preamble1 Plant Seniority 7.02(a) Probationary Employees7.01 Promotional Chart......Page 58 Promotions 7.03(f), 7.08, 7.10(b), 7.11, 7.12, 7.14 Purpose of Agreement......1 Relief Supervisor......7.15 Reporting For Work10 Reserve System7.04, 7.05, 7.06, 7.07 Safety Shoes20.08, 20.09 Seniority Listing7.13 Seniority Rights7.03 Shift Exchange8.09 Shift Premium9 Shop Stewards5 Strike/Work Stoppage.....4 Technological Change24 Term of Agreement22 Transfer Premium......8.06 Union Dues......3

Wage Classification 8.08, Page 59

PREAMBLE

Recognizing the mutual benefits of a co-operative and trusting work environment, the parties will endeavor to uphold and respect the following principles:

Recognition of the respective roles that each party provides in the success of the Edmonton Plant.

Open and honest communication is essential.

Work relationships based on mutual respect and trust.

Working together is the most effective way for the Company to remain competitive, to provide customer satisfaction, and ensure stable long term employment.

Promoting an environment where teamwork becomes entrenched in our desire for continuous improvement.

Investment in training and development of employees to benefit both the individual and the Company.

Supporting the Health and Safety of employees and the stewardship of the environment is of paramount importance to the parties.

We value our Plant's and Union's reputation within the insulation division and the marketplace.

Article 1 GENERAL PURPOSE

1.01 The purpose of this Agreement is to document the term and conditions that the parties agree to follow and to provide a foundation for harmonious relationships.

Article 2 RECOGNITION

- **2.01** The use in this Agreement of the words "employee" or "employees" shall mean any person or persons covered by this agreement.
- **2.02** The Company recognizes the Union as the sole collective bargaining agent for all Plant employees of the Edmonton Plant, Owens Corning Insulating Systems Canada LP., except office, store keeper, security and foremen, as indicated by the certification issued by the Alberta Labour Relations Board, March 19, 2014.
- **2.03** To conduct local Union business and to ensure effective communication the Company provides an office to the Union. The Union will use this office responsibly including recognizing Company equipment can only be used for Company business.

Article 3 UNION SECURITY

- **3.01** (a) An employee who is a member of the Union on the effective date of this Agreement, or who becomes a member of the Union, must maintain this membership in the Union during the term of the Agreement.
- (b) An employee hired after the date of the signing of this Agreement must sign, as a condition of employment, an authorization for the Company to deduct from their wages applicable Union dues.

(c) Employees pay Union dues. The dues shall be deducted from an employee's first pay of each month. The Company will forward the dues and a list of the employees to the Union designate not later than ten (10) days after the deductions have been made.

Article 4 RELATIONSHIP

- **4.01** (a) The Union agrees that it will not cause, authorize or sanction, nor permit its members to cause or take part in, (and it is agreed that the Company may discharge any employee who causes or takes part in) any sit-down, stay-in, or slow-down in any department or any strike or stoppage of any of the Company's operations or any curtailment of work or restriction of or interference with production or any picketing of the Company's premises during the term of this Agreement.
- (b) The Company agrees that it will not cause or sanction a lockout during the term of this Agreement.

- (c) The Company will work with the Union to provide appropriate means of communicating with the employees.
- (d) The Union recognizes the right of the Company, subject to the terms of this Agreement, to manage the Edmonton Plant.

Article 5 REPRESENTATION

5.01 (a) The Company agrees to recognize three Union committees, namely Executive, Negotiating and Grievance; and will meet with three employee representatives of the Executive and Grievance Committee, and four representatives of the Negotiating Committee be

representative of the Production Line, the Warehouse, and the Maintenance Department.

- (b) Members of the Union Executive, Negotiating and Grievance Committees, while attending meetings with Company representatives, will be paid at their regular hourly rates for the duration of the meeting, if the meeting is held during their regular working hours. Members of such a committee will only be paid for such hours that they would have normally worked if the meeting had not been held. The Company will not pay for the Union negotiating team members during mediation meetings.
- (c) Meetings between the Company and the Union Executive Committee will be held as may be necessary.
- **5.02** (a) The Company agrees to recognize reasonable Steward representation of employees in maintenance and production as selected by the union.

- (b) A Steward, after obtaining permission from the Supervisor, which will not be unduly withheld, shall be permitted, during their regular working hours, to leave their regular duties as necessary in order to investigate or process a grievance without loss of pay.
- (c) The Union will provide the Company with a current list of Stewards.
- 5.03 The appointment and recognition of each committee person or Steward shall be conditional upon their being a non-probationary employee having regular Company duties to perform.
- **5.04** The Company agrees that the Union may have the assistance of a representative authorized by the UNIFOR Local 728A on any committee or any negotiations between the parties to this agreement.

5.05 If the Chief Shop Steward is on a continuous shift schedule, transfers to a different crew will be arranged every two (2) months (if so requested) thus providing the opportunity to work with the different crews.

Article 6 SETTLEMENT OF DIFFERENCES

Prior to the commencement of the Grievance Procedure employees must discuss any questions or concerns they may have with their Supervisor. In these situations Management and Union representatives must act responsibly to find a solution that is mutually beneficial and not just assume a representative role without properly acknowledging the facts.

Grievance Procedure

6.01 (a) This agreement defines a grievance as a difference between the parties concerning the interpretation, application, operation, alleged violation, or administration of this Agreement.

- (b) A policy grievance exists when the union contends that the Agreement has been violated or misinterpreted. Policy grievances are lodged at Step 3.
- **6.02** (a) Grievances should be filed and processed as quickly as possible. The time limits specified in the grievance procedure, up to and including Step 4 shall not include Saturdays, Sundays, or Company recognized holidays, and for the employee and Supervisor concerned, their regularly scheduled days off, vacation periods, or leaves of absence. The time periods may be extended with the consent of both parties.
- (b) Any grievance to be considered under this procedure must be presented within 5 days after the occurrence.

6.03 Step 1:

- (a) An employee who has an alleged grievance shall discuss the issue with the Supervisor, assisted by a Steward. If after this discussion a grievance exists, the Steward may then submit the grievance in writing to the supervisor within twenty-four (24) hours of the discussion, or according to 6.02 (b), whichever is longer.
- (b) In presenting the written grievance to the Supervisor, the following must be listed:
 - 1. The nature of the grievance and the circumstances under which it arose.
 - 2. The remedy or correction the company is requested to make.
 - 3. The alleged Section or Sections of the Agreement, if any, claimed to have been violated. (Note: The Union may claim violation of a Section or Sections of the Agreement, other than specified by the grievor, if the grievance is appealed to succeeding steps.)
- (c) The Supervisor shall attend to the grievance, and shall deliver a decision in writing as soon as possible, but in any event no more than three (3) days after receiving the grievance in writing.

6.04 Step 2:

If the Supervisor's decision is not satisfactory, the Union may appeal the decision to the appropriate Department Head. The appeal is to be signed and delivered by a representative of the Local not later than three (3) days following receipt of the Supervisor's written decision. The Department Head shall attend to the grievance and deliver a decision in writing as soon as possible, but in any event no more than four (4) days after the appeal was received.

6.05 Step 3:

If the Department Head's decision is not satisfactory to the Union, the Union may appeal to the Human Resources Manager. The appeal is to be signed and delivered by a representative of the Local no later than three (3) days following receipt of the Department Head's written decision. The Human Resources Manager shall arrange a meeting with the Plant Manager and the Union Grievance Committee no more than five (5) days after the appeal was received. The Plant Manager shall attend to the appeal and deliver a decision in writing as soon as possible, but no more than five (5) days after the meeting between Company Representatives and the Union Grievance committee.

6.06 Step 4:

If the grievance is not settled at Step 3, the Company or Union may refer the grievance to Arbitration. The intent to Arbitrate, and notification to the other party of that intent, will be done within ten (10) days following the conclusion of Step 3.

Failing the aforementioned, the decision of the Plant Manager will be final and binding on all parties and the grievance will be considered settled.

Within ten (10) days of the announcement of intent to arbitrate, the party initiating the Arbitration shall meet with the other party for the purpose of selecting an arbitrator agreeable to both the Company and the Union.

If the parties cannot agree on an arbitrator within five (5) days, either party may request the Minister of Labour of Alberta to appoint an arbitrator.

An arbitrator shall not have the power to alter any of the terms, substitute any provisions, or to give any decision inconsistent with this Agreement.

The fees and expenses of the arbitrator shall be shared equally between the parties.

6.07 The Union, on behalf of a terminated employee, may submit a grievance to the Human Resources

Department, within three (3) days (excluding Saturday, Sunday, or Company recognized holidays) after the day of termination. The grievance shall commence at Step 3 of this procedure.

- **6.08** The discharge or suspension of an employee who has acquired seniority rights may be settled under the grievance or arbitration procedure by:
- (a) Confirming Management's action in dismissing or suspending the employee.
- (b) Reinstating the employee with compensation for time lost.
- (c) By any other arrangement which may be deemed just and equitable.
- 6.09 An employee who has, or may be suspended or discharged may be interviewed by the Human Resources Manager. The employee will have a Union representative present at this interview.

6.10 If the Company has a grievance against the Union, the grievance shall be submitted in writing, within five (5) days from the date of its occurrence, to an officer of the Union. The Union shall consider the grievance and deliver its decision within three (3) days from the grievance receipt date. Should the Company not accept the decision of the Union, or should the Union fail to allow the grievance, then the grievance shall be processed according to the Arbitration procedure in Section 6.06.

Article 7 SENIORITY

7.01 (a) During the first fifty (50) working days of employment (which includes two (2) eight (8) hour

orientation days), an employee shall be considered a probationary employee and during this period the employee's services may be terminated and such termination shall not be subject to the grievance procedure. After completion of the probationary period, an employee's name shall be placed on the Plant Seniority List with seniority dating back to the last hiring date. The probationary period must be completed within twelve (12) months. The Company and the Union, by mutual agreement, may extend the probation period.

- (b) Student employees shall not accumulate seniority. Their probationary period will be extended for the entire length of their work term. A student shall not be employed more than five (5) months in any calendar year unless extended by mutual agreement between the Company and the Union.
- (c) Management acknowledges the intent of the student program is to allow summer vacation coverage, not to eliminate the need for hiring a permanent employee.

- **7.02** (a) The "Plant Seniority" of an employee means the length of continuous service with the Company since the date of the employee's last hiring.
- (b) The "Department Seniority" of an employee means the length of continuous service in the department since the date of last entry into the department.
- **7.03** Seniority rights of an employee who has completed the probationary period shall accumulate during employment, Workers' Compensation Board leave, holidays and vacations. Seniority rights shall not accumulate for more than eighteen (18) months when an employee is on sick leave, or leave of absence but will resume when the employee returns to work.

Seniority rights shall cease for any of the following reasons:

- (a) The employee guits employment.
- (b) The employee is discharged and is not reinstated.
- (c) The employee has not been recalled to work within twelve (12) months of the date of layoff.
- (d) The employee fails to return to work within seven (7) calendar days after being notified by registered mail. The posted address will be the same as that shown on the Company records. (This clause shall not be enforced if a satisfactory reason is supplied to the Human Resources Department.)
- (e) Notwithstanding Clause 7.03 (d), if employees fail to notify the Company within four (4) working days of their intention to return to work they shall not be eligible for the job for which they were recalled but will be eligible for subsequent recall.
- (f) If an employee is promoted to a permanent or temporary job outside of the bargaining unit.
- (g) The employee has received severance pay as provided in Article 24.

Reserve System

7.04 For certain specified classifications, there shall exist in the classification immediately below, (according to the promotional chart in Appendix "A") an employee known as a reserve. There may be deletions or additions to Appendix "A" if operating conditions so warrant.

- **7.05** (a) A reserve is an employee preselected and trained to perform the duties of an employee in the next specified classification on that crew, including those on the day crew, according to the promotional chart shown in Appendix "A".
- (b) Where there is one employee in a classification in the Forming, Finishing, and Warehouse lines of progression, the next two employees in classifications immediately below shall be the reserves.
- (c) A reserve must be used for casual relief of an employee in the specified classification on the shift, (in accordance with the promotional chart shown in Appendix "A"), on the 12 hour continuous shift. This shall be the case provided the employee is absent from the Plant and provided normal production operations are being maintained. The Company will seek a replacement in the following sequence: The 1st reserve, the 2nd reserve (if trained), or finally, an employee from the other crews, including the day crew, in the classification requiring relief. The reserve shall receive the rate of pay for those duties performed.

For casual absence not exceeding two (2) days, when overtime is required, the company will initially seek coverage from the specific classification in which the absence occurs. If this overtime coverage is not available the coverage will be made using the reserve system as noted above.

(d) Notwithstanding Article 7.05 (c) above and the Note in Appendix "A" Promotional Chart, pertaining to the Day Machine Tender, the Employer has the right to operate with the following classification vacant for a period expiring on July 31, 2020: Forming Operator 2, Line Driver, Raw Material Unloader 1st reserve, and Day Machine Tender.

Where there is a vacancy due to absence from work which is not covered by Article 7.11, the classifications Raw Material Unloader 1st reserve and Day Machine Tender must be filled the Monday after (7) seven consecutive days of absence.

In the event the Employer decides to fill any of the above classifications, these shall be filled as per Article 7.05 c.

Any reserve who performs the duties any of the above classifications for more than 3 (three) hours during their shift in the case of 12 (twelve) hours shift, or more than 2 (two) hours in the case of 8 (eight) hour shift, shall be paid a minimum of one half of such shift at the rate of the classification

However, if the employee performs the duties of any of the above classifications for more than half of his or her shift, the employee will be paid for the complete shift at the rate of the classification provided that the employee completes his or her full shift.

Selection and Promotion of Reserves

- **7.06** (a) If there is a vacancy for a reserve in a starting classification, such vacancy shall be posted as a job opportunity to eligible employees.
- (b) A job opportunity posting shall remain on the bulletin board long enough to give the eligible employee(s), on every crew, at least twelve (12) hours to apply.
- (c) Subject to the requirements of Section 7.17, the employee shall be selected on the basis of plant seniority. Transfers resulting from the selection will be made on the effective date specified on the posting.

- (d) If there is more than one employee eligible for a reserve designation, other than in a starting classification, the employee who has the greatest department seniority will be selected, subject to the requirements of Section 7.17. Notwithstanding, in the case of the reserve for the Forehearth/Forming Coordinator, the senior qualified applicant shall be selected. It is agreed that qualification shall not be irrelevant to the job requirements.
- (e) Employees exercising their plant seniority rights to a permanent transfer from one line of progression to another, subject to 7.06 (a), and the requirements of Section 7.17, relinquish all rights to their former classification, including those provided by Section 7.09. These employees must remain in their new line of progression for at least six (6) months from the transfer date.
- **7.07** A permanent vacancy in a classification shall be filled by the promotion of the senior reserve for that specified classification as per the promotional chart shown in Appendix "A".

Promotions General

- **7.08** (a) A vacancy will be posted in a classification, excepting skilled maintenance classification, for which a replacement is not normally obtained through the progression system. The selection shall be done on the basis of plant seniority subject to the requirements of Section 7.17.
- (b) Vacancies in classifications for work performed on the day schedule, (except for casual relief in a specified classification, or a skilled maintenance classification), shall be posted and bid. This clause is subject to the provisions of Section 7.17.

- (c) Vacancies for skilled maintenance personnel shall not be posted. However, any employee who holds an Alberta Government Journeyman Certificate in the trade required shall be considered, and selection shall be made on the basis of plant seniority.
- (d) If a vacancy is not filled from within the plant, [Clause 7.08 (a), (b) or (c)], it shall be filled by other means, including hiring.
- **7.09** An employee who is incapable of performing the duties assigned shall be returned to the former classification. Before such action is taken, the Steward will be informed and the Union will have an opportunity to discuss the matter.
- **7.10** (a) In the event that a new department or unit is established, Appendix "A" shall be modified based on the operating requirements. The applicable job classifications and rates (including temporary rates) shall be posted as job opportunities.

- (b) If the applicable job classifications are comparable to classifications in the existing line of progression, employees in this line of progression will be the first eligible for promotion on the basis of department seniority subject to the requirements of Section 7.17.
- (c) If the applicable job classifications are not comparable, or if a sufficient number of trained employees are not available, then the job vacancies shall be filled with the provisions of Section 7.08.
- **7.11** When it can be determined that an employee is to be absent for more than 30 days (excluding vacations), a temporary promotion, (or series of temporary promotions) will be made in accordance with the departmental seniority and shift schedule.

When the employee whose absence created the vacancy returns to work, the employee or employees temporarily promoted will return to their previous classifications. If an opening as noted in Section 7.07 occurs during this period, the original promotion or promotions would become permanent and the succeeding promotions would be temporary.

- **7.12** Employees promoted, or elevated through the progression systems, will possess the qualifications, knowledge and efficiency, and be able and willing to perform the work required. An employee promoted or selected shall be allowed a reasonable length of time and receive training if required, in order to become familiar with the position.
- **7.13** The seniority list showing classifications shall be posted on the bulletin board by the Company quarterly, with a copy to the Union.
- **7.14** Upon promotion to a position calling for a higher rate of pay such employee shall receive the higher rate of pay upon assumption of the duties of that classification. If any employees are reclassified and assigned to duties in a lower classification, they shall be paid at the rate established for such classification.

7.15 The Relief Supervisor position will provide employees a working opportunity to develop and demonstrate their leadership skills. The Company recognizes these positions as developmental and as such may also identify opportunities beyond the normal relief supervisor duties such as activities, temporary assignments, training, and/or projects. These opportunities would contribute towards enhancing the employee's leadership skills and would not exceed a six (6) month assignment per Relief Supervisor to these duties in any calendar year. Should the total assignment in a calendar year to any Relief Supervisor exceed 6

months such Relief Supervisor will lose seniority in the bargaining unit and become the most junior employee in the bargaining unit. Duties will not include any responsibility for discipline.

The parties agree that the Relief Supervisor position shall be open to bid from the plant. As with any reserve position referenced in 7.06 c) transfers may occur as a result of filling these positions. The Relief Supervisor shall be selected through the Joint Selection Process created by the Union/Management Committee. The process may include testing, interviews and selection will be given to the senior qualified applicant.

The Relief Supervisor shall fill in for the Supervisor when requested.

7.16 It is recognized that changing business conditions may create a job requiring special needs and skills not covered by existing positions/classifications. If a bargaining unit employee has the required skills to fulfill the requirements of the job an hourly position will be created for the duration of the business need. This new position will not impact any classification in Appendix "A".

Layoff and Recall

- 7.17 (a) (i) In the event of reduction of work in a classification, the employee with the least department seniority shall displace the employee with the least department seniority in the next lower classification. That employee so displaced, will in turn displace the employee with the least department seniority in the next lower paid classification, until the reduction has been completed. (Displacements are done in accordance with the Promotional Chart.)
 - (ii) In the event of a reduction of work in a

classification, an employee required to change departments shall be placed in the department and position vacated immediately prior to the employee's current classification and shall be junior, (except for an employee so placed in the Packing Department, whose position shall be decided by plant seniority.)

- (b) Regulations of the Apprenticeship and Trade Certification Branch of the Alberta Government should be considered along with the needs of the plant in the event of a reduction of work in the Maintenance Electrical and Maintenance Mechanical Departments.
- **7.18** An employee reduced to a lower classification as a result of a reduction of work in a classification, shall revert to their former job classification in inverse order of demotion as work becomes available in their former job classification. It is understood that these vacancies shall not be subject to the bid procedure until the reversion is complete. (Reversion shall take into consideration the shift schedule to which employees are assigned.)

- **7.19** In the event of a lay-off of employees, such lay-off shall be carried out in the following order.
 - (a) Students
 - (b) Probationary Employees
- (c) Employees with seniority in accordance with their plant seniority.

As far as reasonably possible, the Company shall give twenty four (24) hours notice of lay-offs to the employee concerned.

7.20 Due to a temporary breakdown of equipment, a shortage of materials or an emergency, an employee may be temporarily laid off from work for a period not to exceed three (3) consecutive working days without regard to seniority.

7.21 Employees with seniority will be recalled from layoff in accordance with their plant seniority (as near as practicable taking into consideration the shift schedules to which employees affected are assigned.) Recalled employees shall be placed into the department they vacated at the time of layoff, if vacancies occur in that department. See also 7.03 retention of seniority.

Article 8 HOURS OF WORK AND OVERTIME

8.01 This article defines the normal hours of work and provides the basis for calculating overtime. It shall not be construed as a guarantee of hours of work per week, or of days of work per week or as a restriction on the scheduling of a longer or shorter work week whenever, in the opinion of the Company, it is necessary to meet business requirements.

8.02 12 Hour Shift

The normal work day is defined as twelve (12) consecutive hours of work during a twenty-four (24) hour period from 7:01 a.m. to the following 7.01 a.m.

Changes to the current rotation within the recognized 12-hour shift schedules will be mutually agreed upon.

8.03 (a) Day Employee

A "Day Employee" is an employee assigned to a work schedule from 8:00 a.m. to 4:00 p.m. or 7:00 a.m. to 3:00 p.m. with a twenty (20) minute paid lunch period and whose normal weekly hours are forty (40). A work week for a "Day Employee" shall consist of five (5) consecutive eight (8) hour days starting on Monday.

Both parties recognize that at times with respect to outside training where the start and finish times are beyond the control of the Company the regular hours of work may not fall in the above noted time periods.

(b) 12 Hour Shift Employees

(i) The shift hours for 12-hour shift employees are:

7:00 a.m. to 7:00 p.m. 7:00 p.m. to 7:00 a.m.

(ii) 12-hour shift workers shall be entitled to a lunch period of twenty (20) minutes, paid at the regular rates with a schedule of such periods as follows:

7:00 a.m. to 7:00 p.m. shift12:00 p.m. to 2:00 p.m. 7:00 p.m. to 7:00 a.m. shift12:00 a.m. to 2:00 a.m.

This is subject to emergencies.

The average weekly hours of a 12-hour shift employee are forty-two (42).

8.04 Where overtime work is necessary, all employees will be expected to perform overtime assignments. However, the Company recognizes that there may be an occasion wherein an employee has a valid reason for requesting not to work overtime, and it will, therefore, give due consideration to such a request.

- **8.05** Employees shall be entitled to double time (2x) pay for all hours worked in excess of their normal daily schedule or for all hours worked in excess of the regular hours in a pay period, provided such hours have not been paid at premium rates. The exception, any employee who is absent from work during a pay period will not be eligible for any overtime work opportunity for the following two (2) weeks.
- **8.06** (a) Subject to the provisions of Section 8.11, when an employee's schedule is changed by the Company, the employee will be paid time and one-half (1 1/2) their basic hourly rate for the regular hours

worked on the first shift of the new schedule. This premium does not apply to student employees.

- (b) Following the change to the new crew, the employee's days off will be those shown on the new shift schedule.
- (c) Notwithstanding 8.06(a), employees will not be entitled to a shift change premium when the shift schedule change is as a result of:
 - (i). The employee's own request or successful bid on a posted job.
 - (ii) The employee's promotion.

- (iii) The employee's attendance at training or educational meetings after having been provided with one (1) week's notice.
- (iv) The employee working modified duties.
- (d) Employees who lose time due to a change of schedule by their own request will be granted the right to work at available work at the regular rate on such employee's day off for straight time payment to make up for lost time, within the following fourteen (14) days.
- (e) If an employee loses time due to a change in schedule, other than under subsection (d), the Company will reimburse the employee for the time so lost at the regular hourly rate up to the regular hours in a pay period.
- **8.07** (a) Employees shall be paid at the rate of time and one-half (1 1/2) basic hourly pay for all hours while attending training or educational meetings conducted by the Company outside their regular working hours, and twenty-four (24) hours notice of all such meetings will be given.

- (b) Employees attending such training or educational meetings which are not adjacent to or during their regular shift, shall be paid a minimum of three (3) hours straight time wages. The plant may be required, from time to time, to schedule mandatory training, such training will mostly be scheduled during the employee's scheduled work hours. If mandatory training is required on an employees scheduled day off, the employee is expected to attend the training. The Employer agrees that any mandatory training on an off shift for an employee will be limited to two (2) occasions per year. Should an employee be required to attend mandatory training on his or her off shift, the employee will be paid a minimum of 8 hours pay at the applicable overtime rate of pay and the employee shall have the option, in lieu of accepting pay, of banking his or her overtime pay for the purpose of time off on a date mutually agreed by the employee and his or her supervisor. If there is no mutual agreement within 6 months of the date that the banked time option is elected, the overtime earned shall be paid out.
- **8.08** The Company will inform the Union prior to the establishment of new or changed classifications of work and the subsequent revision to Appendix "A". If the Union does not consider the rate proper, then this may be the subject of a grievance to be lodged at Step 3 of the grievance procedure. If this matter is appealed to an Arbitration Board, its jurisdiction shall be confined to confirming the rate, or applying another rate which would be an equitable rate based on the existing rate structure for the various job classifications shown in Appendix "A".

8.09 (a) With the prior approval of the Supervisor, convenient arrangements for exchanging a shift or any part thereof in order to secure time off may be made between employees in similar classifications. Where such an arrangement has been made, no overtime shall be paid the employee working such exchange (except

as stated on the Exchange of Shift form). An eight (8) hour employee will not work more than twelve (12) continuous hours and a twelve (12) hour shift employee will not work more than sixteen (16) continuous hours.

- (b) All shift exchange requests must be approved by the Supervisor in advance of the shift arrangement to insure that operational requirements can be maintained during the shift exchange.
- **8.10** (a) If employees are required to stop or start work outside regular scheduled hours of work without prior notification, and have no transportation available to enable them to work said overtime, then transportation shall be provided by the Company.
- (b) Employees who are required to work beyond their regular quitting time shall be paid at their applicable rate while waiting for transportation, provided they have notified their Supervisor as soon as possible that they are without transportation.

- 8.11 If two or more overtime premiums are applicable to the same hours worked an employee shall receive only the highest overtime premium applicable to such hours, which in any event shall not exceed two and a half (2 1/2) times the employee's basic classification rate. There shall be no pyramiding of overtime pay. Employees shall not be paid at the applicable rate more than once, or for more than one reason, or under more than one provision, for the same hours worked.
- **8.12** If employees work on the first shift of a new schedule as outlined in the provisions of 8.06(a) and such a shift falls on a Company recognized holiday, then their next regular shift following the holiday shall be considered the first shift of the new schedule.

8.13 Overtime Meals:

Employees are entitled to a hot overtime meal during regular meal periods when they have not had seven (7) calendar days notice to plan for them. The meal(s) will be provided, if requested, in accordance with the following:

- (a) If an employee is required to work two (2) hours or more before, or after, their regular working hours, a meal will be provided. A second meal will be provided if the employee is required to work six (6) hours before, or after, their regular working hours.
- (b) The lunch period of twenty (20) minutes with pay will be allowed to eat such meals.
- (c) This provision does not apply if a person is working a regular shift on a scheduled day off.
- (d) A meal, if requested, will be provided during the regular meal period if an employee subject to call-in as defined in Article 11.

Article 9 SHIFT PREMIUM

9.01 In addition to the applicable hourly rate, a continuous shift employee shall receive a shift premium for work performed between the hours of 7:00 p.m. and 7:00 a.m. of \$2.18 per hour. The above shift premium will not apply to "Day Employees" nor shall shift premiums be included in a shift employee's rate for the purpose of computing overtime pay, pay for holidays not worked, etc.

Article 10 REPORTING FOR WORK

10.01 Employees reporting for work who have not been told more than six (6) hours in advance not to report, will be given work for at least one-half (1/2) shift of the shift for which they report. This obligation will not prevail when employees are prevented from working in accordance with 7.20 or employees neglect to keep the Company advised of their current address and telephone number.

10.02 All employees are required to report for work on time and on a regular basis. The employee must advise their Leader of any absence from work. Any No Call/No Show incident will be dealt with accordingly.

Article 11 CALL-IN FOR WORK

11.01 Employees called in to work outside their regular working hours shall be entitled to receive the applicable overtime rate; however, in any event the minimum payment for an employee called in to work will be equivalent to four (4) hours pay at the employee's basic rate, except where an employee starts to work four (4) hours or less before the regular starting time in which case overtime payment will be based on the hours actually worked.

11.02 A "Day Worker" who works on a call-in between midnight and 6:00 a.m. and who is scheduled to work on such a day will be granted time off without loss of pay at the beginning of the work day for a period equal to the time worked during such hours.

The above will not apply, however, when such "Day Worker" has been given at least eight (8) hours advance notice of the overtime.

Article 12 HOLIDAYS

12.01 (a) The following days will be considered as holidays:

New Year's Day	Civic Holiday
Family Day	Thanksgiving Day
Good Friday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Labour Day	New Year's Eve

(b) "Where a statutory holiday falls on a weekend, a Day Employee may request that the Company excuse him/her next regular shift of work subsequent to such holiday. Any such request will be reviewed by the Company in the context of its business and manning requirements and will not be denied arbitrarily. The response to the request will be provided on the Thursday prior to the statutory holiday; if there are multiple requests for time off on the same day, preference for consideration will be based on seniority." Under no circumstances shall an employee be entitled to more than twelve (12) paid holidays in one calendar year.

- **12.02** (a) The period of time recognized as a holiday is the twenty-four (24) hour period beginning at 7:00 a.m. on the day which is recognized as the holiday except for employees working eight (8) hour shift work schedules where the period of time recognized as a holiday is the twenty-four (24) hour period beginning at 12:01 a.m. on the day which is recognized as the holiday.
- (b) For Christmas Day and Boxing Day the provisions of Section 12.02(a) shall apply to the twenty-four (24) hour period commencing at 7:00 p.m. on the day preceding such holiday for all employees.

- **12.03** All employees who do not work on a recognized holiday shall be paid eight (8) hours pay at the basic rate except those:
 - (a) Who were scheduled to work and failed to do so.
- (b) Who did not work a full day on their last scheduled working day prior to the holiday and their first scheduled working day following the holiday. The employee must have worked both days and must not have been late by more than one hour on either day specified herein to be eligible for the holiday pay.
- (c) Who are on leave of absence for any reason for more than ten (10) consecutive days up to, including or following the recognized holiday.
- (d) Who are sick for a period of more than ten (10) consecutive days including the holiday. (If the period is ten consecutive days or less, a medical certificate is required for an employee to be eligible for holiday pay.)
- (e) Who are classified as students and have not been employed in excess of thirty (30) calendar days during the previous twelve (12) months.
- (f) Who are twelve (12) hour employees not scheduled or not required to work. They shall receive twelve (12) hours pay at their basic rate, subject to the other provisions of 12.03.

12.04 8 Hour Shift

An eight (8) hour shift employee who is required to work on a holiday shall be paid at two (2) times his basic hourly rate for all hours worked, and in addition, he shall receive holiday pay of eight (8) hours times his basic hourly rate. There shall be no pyramiding of the various premiums for the same hours worked.

Employees required to work on a recognized holiday outside of his normal scheduled hours of work shall be paid at two (2) times his basic hourly rate for all hours worked, and in addition, he shall receive holiday pay of eight (8) hours times his basic hourly rate. There shall be no pyramiding of the various premiums for the same hours worked.

12 Hour Shift

A twelve (12) hour shift employee who is required to work on a holiday shall be paid at two (2) times his basic hourly rate for all hours worked, and in addition, he shall receive holiday pay of twelve (12) hours times his basic hourly rate. There shall be no pyramiding of the various premiums for the same hours worked.

Article 13 VACATION WITH PAY

13.01 Vacation entitlement shall be:

- (a) With less than one (1) full year of continuous employment, eight (8) hours pay for each full calendar month of employment to a maximum of eighty (80) hours.
 - (b) After one (1) full year two (2) weeks with pay.

- (c) After three (3) full years three (3) weeks with pay.
- (d) After ten (10) full years four (4) weeks with pay.
- (e) After twenty (20) full years five (5) weeks with pay.
- (f) After twenty-five (25) full years six (6) weeks with pay.

- 13.02 The "Vacation Year" shall be May 1st of one year to April 30th of the next. All vacations will be commenced prior to April 30th and may be extended into the next vacation year provided the vacation is taken in one block. When the services of an employee are terminated, vacation credits will be included as part of the termination pay.
- **13.03** An employee reaching a new plateau will be eligible for and will take the additional week of vacation with pay at an appropriate time between their anniversary date and the following April 30th, inclusive.
- 13.04 Pay for vacation under Section 13.01 shall be based on 2% of the employee's gross earnings during the previous vacation year, for each week of vacation, or the number of average standard hours the employee would have worked during the vacation period multiplied by their basic rate of pay, whichever is greater. An employee's basic rate of pay is the classification rate which excludes overtime pay, shift premium pay, and any temporary higher or lower rate.

- 13.05 Should an employee who is entitled to less than eighty (80) hours vacation with pay lose time from work in excess of fifteen (15) working days, or should an employee who is entitled to two (2) weeks or more vacation with pay lose time from work in excess of thirty (30) days, for any reason, they will be paid vacation pay as follows:
- (a) Less than eighty (80) hours vacation 4% of gross
 - (b) Two (2) weeks vacation 4% of gross
 - (c) Three (3) weeks vacation 6% of gross
 - (d) Four (4) weeks vacation 8% of gross

- (e) Five (5) weeks vacation 10% of gross
- (f) Six (6) weeks vacation 12% of gross
- **13.06** Notwithstanding the provisions of 13.05, time lost up to a maximum of 180 calendar days as a result of an accident recognized by the Workers' Compensation Board, shall be considered as time worked for the purpose of qualifying for vacation and for computing vacation pay.
- 13.07 (a) Vacations will be scheduled over the entire vacation year in order to maintain operation of the Plant. Consideration will be given to employees' needs, preference and seniority in scheduling vacation unless the Company elects to close the Plant for vacation purposes.
- (b) An employee who has been transferred and who wishes to take his vacation as originally scheduled shall be allowed to do so. However, if a replacement is required for this employee the Company will seek a replacement in the following sequence: The 1st reserve, the 2nd reserve (if trained) or finally by the use of another employee, notwithstanding the provisions of subsection 7.05 (c).

- **13.08** Where a holiday falls within an employee's annual vacation, such employee shall be granted regular holiday pay, as in 12.03.
- **13.09** A vacation week shall be Monday to the following Monday.
- **13.10** Employees who are laid off prior to a scheduled vacation period, and are recalled within thirty (30) calendar days, will retain their previously scheduled vacation time if they so wish. Employee will receive vacation pay entitlements at time of lay off.

13.11 Employees with greater than three (3) weeks of vacation entitlement may elect to have the additional weeks paid out rather than schedule the time off work. All employees must have made their choice of vacation period or payment as per the posted vacation year criteria.

Article 14 LEAVE OF ABSENCE

- **14.01** Upon written application by an employee to the Supervisor at least three (3) days in advance where possible, excluding Saturday, Sunday and Company recognized holidays, a leave of absence without pay may be granted under the following conditions, provided such leave would not interfere with the efficient operation of the Plant.
- (a) To an employee with seniority who has good and sufficient reason for requesting a leave of absence.

(b) (i) A member of a Union committee or Steward as recognized in section 5.01(a) and 5.02(a) shall, upon written request and with adequate advance notice, receive a written leave of absence without pay for period(s) not in excess of one (1) week for the purpose of carrying out the duties of their elected office, provided that a replacement(s) does not require hiring nor recall from layoff. Accumulative total of days not to exceed fifteen (15) days per contract year per employee.

However, not more than one (1) employee per crew (excluding "Days") will be granted a leave of absence at any one time up to a maximum of three (3) employees. An employee(s) shall accumulate seniority during such leave(s) of absence.

(ii) An employee of the Company who is elected or appointed by the Union to engage in in Union activity on a full or part time basis will be granted leave of absence in writing for a period not to exceed two (2) years, provided that such employee makes written application for such leave forty-eight (48) hours before leave is to start. Permission may be withheld if a request from an employee of the same classification has been granted a leave covering the same period, unless the employee makes arrangements suitable to management to have his work performed during his absence by employees qualified to perform his work.

- (iii) All written request for leave(s) of absence for Union business must be approved by the Human Resources Manager or designate and will be accepted only from the local Union President or Chief Steward.
- (c) The Company agrees to pay employees on approved Union Leave an amount equal to their normal earnings during such leave and will recover monthly the moneys paid plus appropriate vacation pay from the local union provided that:
- (i) such leaves are for local union business only and

(ii) the local union is not in arrears on the monthly billing notice. It is understood that the Company shall suffer no loss - no gain in providing the above service.

14.02 Maternity and Parental Leave

The Company will adhere to current provincial legislation in granting maternity and parental leave.

Article 15 BEREAVEMENT LEAVE WITH PAY

15.01 (a) If requested by an employee, a leave of absence shall be granted up to a maximum of three (3) days in the event of the death of an employee's spouse,

mother, father, child, sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandmother, grandfather, grandchildren, aunt, uncle, niece, and nephew. The purpose of this leave of absence is to allow the employee to attend and/or arrange for the funeral. If an employee is unable to attend or arrange for the funeral, leave of absence for the day of the funeral shall be granted for a maximum of one (1) calendar day. An employee may request special consideration for a one (1) calendar day leave of absence to attend a funeral for any family relationship not identified above. All requests must be discussed with supervision and department leaders.

(b) An employee can request additional leave of absence without pay under special compassionate grounds. If in the judgement of the Human Resources Manager or his designate, such additional leave is justified, the leave shall be granted. Such additional leave shall not exceed twenty-one (21) days, including any leave that may be granted under section (a).

- (c) The days of the leave of absence for which an employee shall receive pay shall be limited to those days on which the employee would have otherwise been scheduled to work and payment shall be based on the employee's normal number of hours per day at basic rate.
- (d) For the purpose of this Article 15, the definition of a spouse shall mean:
 - (i) A legal partner through a contract of marriage, or
 - (ii) A person who is involved in a common-law relationship with an employee and the couple:have lived together for two (2) years or more or

- have lived together for less than two (2) years but a child or children has resulted from that relationship.

Article 16 JUROR / CROWN WITNESS

- **16.01** (a) In the event that an employee is precluded from working their regular shift or shifts due to being called for and reporting for jury duty, or to serve as a crown witness, the Company agrees to make up the difference in pay between the amount received for jury duty or for serving as a crown witness and the amount the employee would have earned for working their regular shift or shifts.
- (b) In order to qualify for such compensation, the employee shall give forty-eight (48) hours prior notice to the Company that such leave is required and shall present proper evidence as to the amount received for such service.

Article 17 DISABILITY

17.01 If an employee incurs a disability which is of such a nature as to prevent them from

performing their regular work, and such employee is capable of carrying out the requirements of an existing job classification in the Bargaining Unit, the Company and Union may mutually arrange the establishment of such an employee in such a position suitable to the circumstances, having at all times in mind the obligation of the company and the Union to all other employees of the Company.

Article 18 GENERAL RESPONSIBILITIES

- **18.01** Supervisors and those above the rank of Supervisors shall not perform the physical or manual work which is normally performed by hourly paid employees, except:
 - (a) in cases of emergency
 - (b) where aid is requested

- (c) where such work is for the purpose of information, investigation, experimentation, or instruction
- **18.02** The Company and the Union agree that every employee has a right to a harassment free workplace. To achieve this goal both the Company and the Union have developed non-harassment policies. Both of these policies are posted and can be made available at any employee's request.

Both parties promote an environment free from harassment on any basis including, but not limited to, harassment on the basis of race, colour, sex, age, national origin, veteran or military status, pregnancy status, sexual orientation, gender identity, cultural affiliation, religion, genetic information, physical or mental disability, personal characteristics or circumstances, or any other characteristic protected by applicable law.

Company representatives, union representatives and all employees at the Edmonton plant have the responsibility to avoid any act or actions, implied or explicit, that may suggest any form of harassment of any other person within the workplace, or in a work setting. This includes contractors, vendors, consultants,

customers, and other non-employees, such as visitors, who have reason to be engaged in business with Owens Corning.

18.03 All employees are reminded there is a company policy on electronic communication that describes appropriate use of company computers and communication tools.

Article 19 CONTRACT WORK

- 19.01 (a) The Company agrees that contractors shall not do the regular work within the Plant normally performed by Bargaining Unit employees except to supplement the regular workforce during project work, oven clean outs, furnace rebuilds or when special skills are required. Any other use of contractors would be by mutual agreement only and would be dealt with on a case by case basis.
- (b) The Company agrees that the use of these contractors shall not cause, or extend the lay-off of any employee(s), nor shall it cause the elimination of Bargaining Unit positions or the need for overtime.

- (c) An equal number of Company and Union representatives will discuss and attempt to reach consensus on trades requirements for project work. The key determining factors to complete the project work within the Plant are the cost effectiveness and duration of time required.
- (d) The Company agrees to utilize contractors covered by Collective Agreements, whenever possible. Unorganized construction contractors will be required to pay the equivalent of Union dues to UNIFOR Local 728A.

Article 20 HEALTH AND SAFETY

20.01 Owens Corning believes there are three guiding principles of our Plant Health and Safety Policy:

- · All injuries and accidents are preventable
- · Safety is everyone's responsibility.

 Working safely is a condition of employment at Owens Corning.

The Company and the Union agree that there is a mutual need to maintain high standards of safety and health in the workplace in order to create an injury/ illness free workplace. The Company and the Union will continue to work with the Plant Joint Work Site Health & Safety Committee (JWSHS Committee) as per the Occupational Health and Safety Code pertaining to Joint Site Health and Safety Committees. The JWSHSC will meet on a monthly basis, though the committee recognizes that during high vacation periods a meeting may be missed. The JWSHSC will continue to audit the safety program for effectiveness, and make recommendations to refine the safety process and culture of the Edmonton Plant. The JWSHSC retains the right to modify the scope of their function within the plant in order to facilitate change for the betterment of the Edmonton Plant. The JWSHSC shall be comprised of both Union and Management employees. All major departments shall be represented as follows: One (1) person from each of the Forehearth, Warehouse, Maintenance, Production and one (1) co-chair which is elected by the union membership at large. The co-chair shall have a minimum of one (1) year experience on the JWSHSC. The definition of department eligibility shall be outlined in the local Union bylaws.

20.02 Company Duties:

The Company shall institute and maintain all precautions to guarantee every worker a safe and healthy workplace. The Company shall comply with all applicable health and safety legislations and regulations. The Company shall ensure that the employees and other workers at the plant are aware of their responsibilities and duties under the Alberta Occupational Health and Safety Act, the Regulations and the OH&S Code. No company goal is so important, no job so critical that we cannot take the time to work safely.

20.03 Employee Duties:

Every member of UNIFOR Local 728A is a safety leader. Each member has a legal obligation to work safely and co-operate with the company to ensure their safety and the safety of co-workers by following the health and safety rules for the job. The Occupational Health and Safety Act expects you to work safely. Each member will be actively involved and support the plant safety program. Each member has an obligation to report any unsafe act and condition to the Company. The Company and the individual members at the plant recognize the joint responsibility of maintaining plant housekeeping to ensure a safe and clean environment.

20.04 Local Union Duties:

The local union will assist the Company and the employees in achieving a safe and healthy work environment by actively supporting the plant safety vision through demonstrated safety leadership and ensuring a fair and consistent application of all safety rules and regulations.

20.05 The Company shall make provisions for the safety and health of its employees during the hours of their employment. Protective devices and special protective clothing not normally expected to be supplied by an employee shall be provided by the Company.

- **20.06** The Company agrees to provide and maintain adequate lunchroom(s), lockers, and adequate washrooms and sanitary facilities.
- **20.07** The Company undertakes to inform the Plant Safety Committee, the Union Executive and any employee affected, of any hazardous substances known to the Plant and to which an employee may become exposed during the course of their regular duties.
- 20.08 (a) Each employee who has acquired seniority shall receive a reimbursement of up to one hundred and seventy five (175) dollars from the Company towards the cost of CSA approved safety footwear per year, upon submission of a proper receipt. Employees have the option of combining 2 years allowance up to a maximum of three hundred and fifty (\$350) per 24 month period.
- (b) Individually fitted CSA approved rubber boots will be provided, if requested, to all employees working in the Forming area. Forming boots will be issued for Forming Operators (1, 2 and first reserve) Furnace Forehearth Operators, Furnace Forehearth Coordinator and reserve, to a maximum of \$350 per 12 months or if approved by supervisor.

20.09 It shall be a condition of employment that safety glasses and CSA approved footwear be worn while in the performance of normal work duties.

Article 21 APPRENTICES

21.01 The apprentice rates of pay, while working in the Plant, are as follows:

Apprentice Requiring 4 Year Apprenticeship

1st year - 75% of Maintenance 1 rate 2nd year - 80% of Maintenance 1 rate 3rd year - 85% of Maintenance 1 rate 4th year - 90% of Maintenance 1 rate

Apprentice Requiring 3 Year Apprenticeship

1st year - 75% of Maintenance 1 rate 2nd year - 80% of Maintenance 1 rate 3rd year - 90% of Maintenance 1 rate Apprentice shall receive full wages as in Article 21.01 less government subsidy with attending technical school. Should any future Primary trade (Millwright or Electrician) Apprentice complete his or her apprenticeship but resign from employment from the Company within a two year period from completion of the apprenticeship, the employee must repay to the Company all straight time wages paid to the employee while at school, the cost of any books in connection with the apprenticeship, paid tuition, paid mileage, and paid parking. For each month the employee has worked after completion of the apprenticeship, the amount owed will be reduced by 1/24th of the full amount. The Company is hereby authorized to hold back any money from final wages owed to the employee.

21.02 Apprentices shall receive full wages as in Article 21.01 less Government subsidy while attending technical school.

21.03 (a) The selection of apprentices, course content of training programs, evaluation of apprentice

performance and other matters regulated to indentured apprentice training or matters regulated by the Apprenticeship Act shall not be subject to the grievance procedure. The Company agrees that the first and second year apprentices shall be recruited normally from amongst Production Employees if suitable candidates are available; however, subject to legitimate business need, the Company reserves the right to select such apprentices from other employees. All employees will be notified of such openings through the normal posting procedure. Apprentice selection from current plant employees shall be made by a committee consisting of two (2) management representatives and two (2) employees appointed by the Union with at least one representing the specific trade.

(b) When third or fourth year apprentices are hired from outside of the Plant such new hires must have a certificate of attainment from the Apprenticeship Board.

21.04 An Apprentice's departmental seniority commences on the first day of work as an Apprentice. Upon successful completion of the apprenticeship, the employee will be placed into the appropriate trades classification according to the employee's departmental seniority.

Article 22 TERM OF AGREEMENT

- **22.01** This agreement shall be in full force and effect as of the 1st day of August, 2017 and shall continue in full force and effect through the 31st day of July, 2021, and from year to year thereafter as hereinafter provided.
- **22.02** Either party wishing to amend this agreement shall give notice in writing of such desire to the other party not less than sixty (60) days or more than one

hundred and twenty (120) days prior to the termination date of this Agreement. Both parties recognize the value to our customers to conclude negotiations prior to the termination date of the current contract.

22.03 If notice to negotiate, following any notice to terminate has been given by either party prior to date of such termination, or if notice to amend has been given by either party, this agreement shall remain in full force and effect during any period of negotiations, even though such negotiations may extend beyond the said termination date or the said anniversary date, until strike or lockout action is taken, pursuant to the Labour Relations Code.

Article 23 PENSION PLAN

23.01 An employee is eligible to participate in the "Owens Corning Canada Inc. Pension Plan for Hourly-Rated Employees" (most recently restated January 1st, 1995) in accordance with its provisions. The highlights of the "Plan" are outlined in a Pension Plan booklet.

Article 24 TECHNOLOGICAL CHANGE

24.01 In the event of a permanent discontinuance of all or part of the operations of the Edmonton Plant of Owens Corning Insulating Systems Canada LP or the curtailment of any part of the workforce arising out of advancement in technology, which results in a permanent workforce reduction, the following provisions will apply:

(a) The Company will advise the Union six (6) months in advance if possible, of the implementation of a major technological change or the reduction of any part of the operation.

- (b) Employees with one (1) or more years of service whose employment is thus terminated will be paid severance pay at the rate of one (1) weeks pay for each year of service to a maximum of twenty-six (26) weeks pay. One weeks pay shall be defined as the applicable hours within Article 8.03 times the employee's regular rate of pay at the time of termination. Severance will be paid for any permanent layoff when the laid off employee's recall right have expired under the collective agreement.
- **24.02** "Permanent Workforce Reduction" as used herein shall be understood to mean that the services of those employees are no longer required by the Company, on a permanent basis.
- **24.03** If legislation is enacted which creates a similar obligation on the Company, it is agreed that the above provisions will be terminated or revised in order to eliminate any duplication of these benefits.

Article 25 PAID EDUCATION LEAVE

25.01 The Employer agrees to pay into a special fund an amount of three cents (\$.03) per straight time hour worked to provide for a Unifor Paid Education Leave (PEL) program. Such payment will be remitted on a quarterly basis into a trust fund established by the Unifor National Union effective for the date of ratification. Payments will be sent by the Employer to the following address:

Unifor Paid Education Leave Program 205 Placer Court Toronto ON M2H 3H9

APPENDIX "A" PROMOTIONAL CHART

TOPPONDIX A PROMOTIONAL CHART

STORES	STORES RECEIFER OWN MATERIALS UNITABLES	RECEIPEN FAUNCAZER INACAZER ()				DAY PIG ATTO I " RES BAW ATRL. JINLOADER		
WAREHOUSE DEPARTMENT	SHIFT TALLY DRIVER TO	PAGATTO F RES. PAGATTO F RES. PAGATTO F RES. PAGASTO F RES. LANCE CITABLE CITABLE S.		MENT	Note. Senior Prod. Att. would relieve Day Machine Tender for absences greater than 1 week.			
PENISHING	MACHINE TENDER * REOUGTION ATTREMOUTION BNG ATTR PNG ATTR PNG ATTR PNG ATTR PNG ATTR	PACKING DEPARTMENT	PACKAGING ATTENDANTS	DAY DEPARTMENT	DAY MACHINE TENDER	SES, DAY PROD, ATT	DAY BACKAGING ATTENDANTS	
PORMING	PROBANCE TORBACAN OFFICIAL OF PROBANCE COFFICIAL OF COFFICIAL OF PROBATO COFFICIAL OF PROBATO COFFICIAL OF PROBATO COFFICIAL OF PROBATO COFFICIAL OF PROBATO COFFICIAL OF OFFI PROBATO COFFICIAL OFFI PROBATO COFFICIAL OFFI PROBATO COFFICIAL OFFI PROBATO COFFICIAL OFFI PROBATO COFFICIAL OFFI PROBATO COFFI PROBATO COFFI PROBAT	PA					DAY	
DEPARTMENT	ELECTRICAL ELECTRICAN I ELECTRICAN I ELECTRICAN I APPRENTICE APPRENTICE APPRENTICE APPRENTICE APPRENTICE ONLY O				DAY PAG ATTD RES ARCE UTLITY			

CASUAL RELIEF FOLLOWS LINES OF PROGRESSION WHEN RESERVE POSITION IS AVAILABLE DOTTED ARROWS REPRESENT CASUAL RELIEF. OLASSIFICATIONS BID BY FLANT SENDRITY FOLLOWING LINES OF PROGRESSION OR BY PRE-EXPRESSED BID WHERE APPLICABLE. SOLID ARROWS REPRESENT LINES OF PROGRESSION. DEPARTMENT POSITIONS ARE FILLED BY DEPARTMENT SENIORITY FIRST

APPENDIX "B" WAGE CLASSIFICATION

Grade	Classification	August 1, 2017*	August 1, 2018*	August 1, 2019*	August 1, 2020*
Α	Electrician 1	\$43.10	\$43.75	\$44.51	\$45.40
	Maintenance 1				
В	Forehearth/Forming	\$40.28	\$40.88	\$41.60	\$42.43
	Coordinator				
B1	Furnace Forehearth Op.	\$37.65	\$38.21	\$38.88	\$39.66
	Machine Tender				
	Warehouse Coordinator				
B2	Process Systems Support	\$37.65	\$38.21	\$38.88	\$39.66
	Safety & Training Coordinator				
С	Forming Operator 1	\$36.55	\$37.10	\$37.75	\$38.50
D	Forming Operator 2	\$35.03	\$35.56	\$36.18	\$36.90
	Tally Driver				
	Stores Receiver				
D2	Production Attendant	\$33.25	\$33.75	\$34.34	\$35.03
Е	Raw Material Unloader	\$32.66	\$33.15	\$33.73	\$34.40
	Line Driver				
	Maintenance Utility				
F	Packaging Attendant	\$31.48	\$31.95	\$32.51	\$33.16
F1	Packaging Attendant	\$25.91	\$26.30	\$26.76	\$27.29
G	Production Entry	\$22.00	\$22.33	\$22.72	\$23.18
A1	Apprentice (1st year)	\$32.32	\$32.80	\$33.38	\$34.05
A2	Apprentice (2nd year)	\$34.47	\$34.99	\$35.60	\$36.31
A3	Apprentice (3rd year)	\$36.62	\$37.17	\$37.82	\$38.58
A4	Apprentice (4th year)	\$38.79	\$39.37	\$40.06	\$40.86
A5	Relief Supervisor	\$46.12	\$46.81	\$47.63	\$48.58
	Electrical Group Leader				
	Maintenance Group Leader				

Within 30 days of ratification all employees will receive a lump sum of \$1500 less deductions required by law. Employee may choose to contribute this amount to their RRSP subject to submitting the necessary documentation in a timely manner to the Company.

(*) Increase will be effective the closest pay period to August 1st of each year of the contract.

A premium of 7% of the prevailing tradesmen's rate will be paid to the senior qualified Maintenance 1 for acting as a Maintenance Group Leader, and to the senior qualified Electrician 1 for acting as an Electrical Group Leader. It is agreed that qualifications shall not be irrelevant to the job requirements. Employees that have been selected as the senior qualified person when acting as Relief Supervisor will be paid A rate plus a premium of 7%.

A Dual Trade Premium of one dollar and twenty-five cents (\$1.25) per hour will be paid, subject to the Company policy and procedures for Dual Trade recognition at Edmonton Plant, to Maintenance and Electricians that hold an Alberta Journeyman Certificate in the Company recognized second trade. Compounding of the one dollar and twenty-five cents (\$1.25) for additional tickets will not apply. The Dual Trade Premium is applicable to all hours an employee works. This premium will not be included in the employee's rate for the purpose of computing overtime pay, pay for holidays not worked, etc.

During the first twelve (12) months of employment a production employee shall be paid the applicable Production Entry Rate.

Students hired as replacements during vacation periods will be paid \$17.00 for all regular hours worked.

Selection of B2 positions, if required, will be based on selection criteria defined by the Company except for the Forehearth Forming Coodinator classification, which will be filled through Article 7.

On Behalf of ...

OWENS CORNING INSULATING SYSTEMS CANADA LP

EDMONTON PLANT

George Achim Asha Burry Jojo Lu

On Behalf of ...

UNIFOR UNION LOCAL 728A

Lee Sorochan
Kent Pederson
Dale Schleppe
Ed Rebelo
David Lalonde
Kelly Fong
Brian Campbell Unifor National Rep

BENEFIT COVERAGE

The terms and conditions of coverage are as described in the governing benefit plan documents.

Some important phone numbers for further assistance:

Sun Life Financial 1-866-896-6976 Manulife – Medical and Dental 1-800-268-6195 BEACON (Employee Assistance Plan) 1-877-847-4525

1. LIFE INSURANCE

Eligibility - 90 continuous calendar days of employment (or accumulated in a twelve month period).

Life Insurance coverage will be one (1) times the employee's base rate (base hourly rate x 2080 hours rounded off to the nearest \$500.00). Employees employed prior to August 1, 1992 will maintain the life insurance benefit amount in effect on July 31, 1992.

Cost - The full cost of this benefit is paid by the Company.

2. WEEKLY INDEMNITY

Eligibility - 90 continuous calendar days of employment (or accumulated in a twelve month period).

Weekly Indemnity benefit will be 63% of basic weekly earnings (rounded to nearest \$5.00), subject to a benefit maximum of \$1000.00 per week. In no event less than the minimum UI benefit entitlement.

Cost - The full cost of this benefit is paid by the Company.

3. LONG TERM DISABILITY

Eligibility - 1 year of employment.

Long Term Disability benefit will be 60% of basic monthly earnings subject to a maximum monthly benefit of \$4.000.00 (benefit rounded to the nearest \$5.00).

Cost - The full cost of this benefit is paid by the Company.

4. DENTAL PLAN

Eligibility - 12 months of employment.

- Basic restorative, major restorative and orthodontic benefits.
- Reimbursement based on current Alberta dental fee schedule.

Cost - The full cost of this benefit is paid by the Company.

5. HEALTH

Eligibility - 90 continuous calendar days of employment (or accumulated in a twelve month period).

Cost - The full cost of this benefit is paid by the Company.

6. PENSION PLAN

The current pension benefit provisions are captured in the 2010 Agreement between the Company and the Union. Details of the pension plan are available through Human Resources.

LETTER OF UNDERSTANDING AND MEMORANDUM

TABLE OF CONTENTS

- Doctors Note Memorandum Cost Sharing of Meeting STD Medical Requirements
- 2. Severance Letter Letter of Understanding
- 3. Discipline Letter Letter of Understanding
- 4. Student Premium Memorandum of Agreement
- 5. Training Premium Memorandum of Agreement
- 6. Call at Home Premium Memorandum

- The Initial Filling of the Vacancy for the new classification – Forehearth/Forming Coordinator
- 8. Overtime Freeze List Article 8.05 Letter of Understanding
- Labour Law Review Conference Memorandum of Agreement

MEMORANDUM

Between Owens Corning Canada Plant (the Company) And

Unifor Local 728A (the Union)

Cost Sharing of Meeting STD Medical Requirement

Effective Date: This agreement shall be effective as of August 23, 2017

Duration: This agreement is effective for the period of time covered by the current Collective Bargaining Agreement between Owens Corning Canada and Unifor Local 728A.

Scope: The scope of this agreement is to support employees and defray some of the costs being passed on by medical practitioners for the purpose of medically establishing the conditions for eligibility for STD benefits.

Premium Rate: As a means to support employees and defray some of these costs. The Company is prepared to reimburse employees to a maximum of fifty (\$50) dollars, once per STO claim, for the purpose of having a medical practitioner satisfactorily complete the required forms. This new practice on the part of the Company is offered on a gratuitous basis and will continue at the sole discretion of the Company.

This practice will be put into effect as of the date of this memorandum and will not be applied to costs incurred prior to this date.

All of the above to be without prejudice and/or precedent to any other like or similar incident

Dated and signed at Edmonton, Alberta

For Owens Corning Edmonton

•••••••••••

For Unifor Local 728A

OWENS CORNING INSULATING SYSTEMS CANADA LP EDMONTON PLANT 2010 CONTRACT NEGOTIATIONS

LETTER OF UNDERSTANDING

August 24, 2010

Mr. Miles Gorgichuck C.E.P. Local 728 Edmonton Plant

Dear Miles:

During the life of this agreement, or until a new collective agreement is ratified, consistent with the terms of Article 24.01 (b), the Company will provide a second week of severance pay. This second week is paid for each year of service to a maximum of twenty-six (26) weeks pay. It will be paid as the OCC Service Recognition Pay similar to the severance pay provided to employees as a result of the partial and subsequent closure of the Sarria Plant.

•••••••••••••

The total combined OCC payment upon termination, in consideration of the contract and this letter, will not exceed two (2) weeks per year of service to a maximum of fifty-two (52) weeks severance per employee. This payment includes and represents all requirements of the Albarta Labour Relations Code and Employment Standards Code legislation with respect to notice of and the termination of employment.

This letter is provided in response to the Union proposal and does not suggest closure of the Edmonton Plant in the foreseeable future.

Sincerely,

Greig Chariton

Cdn Mgr, HR & LR

Owens Coming Insulating Systems Canada LP

LETTER OF UNDERSTANDING

June 23, 2009

Mr. Miles Gorgichuck C.E.P. Local 728 Edmonton Plant

Dear Miles:

This Letter of Understanding is the acknowledged understanding between the parties as per the discussion during the Management-Union meeting at the Plant today.

It is understood that rather than placing a standard note at the end of each and every Discipline Letter that the following will explain the use of any Letter of Discipline:

"The Letter of Discipline will remain on the employee's file indefinitely. In the event of an Arbitration case, the Letter of Discipline will not be used if deted more than twenty-four (24) months prior to the incident of record for the Arbitration case. Also a Letter dated more than twenty-four (24) months in the past will not be used with respect to additional disciplinary action recorded against the same employee. However, should the Union choose to present evidence ofter than twenty-four (24) months then the Company may also choose to use evidence in the same manner."

Sincerely.

..................

Greig Charlton

Cdn Mgr, HR & LR

Owens Coming Insulating Systems Canada LP

MEMORANDUM OF AGREEMENT Between Owens Corning Canada Plant (the Company) And Unifor Local 728A (the Union) Re

Student Wage

Purpose: To adjust the wage rate for student workers

Effective Date: This agreement shall be effective as of January 1, 2016

Duration: This agreement is effective for the period of time covered by the current Collective Bargaining Agreement between Owens Corning Canada and Unifor Local 728A.

Scope: The scope of this agreement is restricted to students hired as replacements during vacation periods. This agreement should under no circumstances, be construed as an agreement to adjust or change the wage rate of any other classification in the Collective Agreement. Further, this agreement does not, after, amend or change in any way any other language pertaining to student employment at the Owers Corning facility.

Wage Rate: Students hired as replacements during vacation periods will be paid \$17.00 per hour for all regular hours worked.

All of the above to be without prejudice and/or precedent to any other like or similar incident

Dated and signed at Edmonton, Alberta

For Owens Cogning Edmonton

| For Unifor Local 728A

MEMORANDUM OF AGREEMENT Between Owens Corning Canada Plant (the Company) And Unifor Local 728A (the Union)

Trainer Premium

Purpose: To provide compensation to those employees who have been chosen by the company to provide on-the-job training to newly hired Packaging Attendants."

Effective Date: This agreement shall be effective as of January 1, 2016

Duration: This agreement is effective for the period of time covered by the current Collective Bargaining Agreement between Owens Corning Canada and Unifor Local 728A.

Scope: The scope of this agreement is restricted to Packaging Attendants who have been chosen to provide on-the-job training to newly hired Packaging Attendants. This agreement should under no circumstances, be construed as setting a wage rate for the Packaging Attendant as a whole, be construed as justification for the existence of a trainer premium in any other classification, or be used to justify the creation of a new job or classification.

Premium Rate: The premium rate for Packaging Attendant Trainers will be a flat rate of \$2.00 per hour worked above the applicable hourly rate. The rate is only paid for those hours during which the employee is providing training. This premium does not form part of the base hourly rate.

All of the above to be without prejudice and/or precedent to any other like or similar incident

Dated and signed at Edmonton, Alberta

For Owens Corning Edmonton

•••••••••••••

For/Unifor Local 728/

Memorandum

To: All Employees From: Kelly Moor

Date: November 24, 2015

Re: After Hours Cell Phone Protocol

It was brought to the company's attention that a number of primary employees are receiving business related calls during non-scheduled / after work hours. We have reviewed our practices, and have decided to implement the following protocol effective immediately:

 Employees will be paid fifteen (15) minutes or the duration of the call, whichever is greater, at double time the base hourly rate for each call that they receive with appropriate approval.

- Employee will log calls on the approved After Hours Cell Phone Time Sheet and will obtain approval of their immediate supervisor and the initials of the party who made the call (if different than supervisor).
- Employee will submit their After Hours Cell Phone Time Sheet to the Payroll Office no later than Sunday at the close of business each week.

A copy of the After Hours Cell Phone Time Sheet is available on Edweb.

If you have any questions, please feel free to contact me or Jojo Lu at your convenience.



Letter of Understanding

Re: The Initial Filling of the Vacancy for the new classification- Forehearth/ Forming Coordinator

Notwithstanding any provision of the collective agreement, the parties agree that the current incumbent in the position of Hot End Specialist, which is being eliminated on the implementation of the new classification of Forehearth/ Forming Coordinator, shall be selected for this new classification.

This Letter will be effective on ratification and expire and has no further effect on its implementation.

Dated at Edmonton July 7th 2017

•••••••••••••



Owens Coming Insulating Systems Canada



Letter of Understanding

September 27, 2017

Mr. Lee Sorochan Unifor Local 728A Edmonton Plant

Dear Lee:

This letter of Understanding is the acknowledged understanding between the parties as per the discussion during the Union Management meeting at the Plant on August 31, 2017.

It is understood that rather than frozen employees on the overtime list after they are absent from work during a pay period, the Article 8.05 is amended to read as below:

"Notwithstanding any provision of the collective agreement, the parties agree that the to change part of the language on Article 8.05 as Employees shall be entitled to double time (2x) pay for all hours worked in excess of their normal daily schedule or for all hours worked in excess of the regular hours in a pay period, provided such hours have not been paid at premium rates."

All of the above to be without prejudice and/or precedent to any other like or similar incident

Dated and signed at Edmonton, Alberta

For Owens Corning Edmonton

For Upifor Local 728A

.......

MEMORANDUM OF AGREEMENT Between Owens Corning Canada Plant (the Company) And Unifor Local 728A (the Union) Re

Labour Law Review Conference

Purpose: To understand the duties of each party for the registration, accommodation cost and the wage loss for the annual Labour Law Review Conference in Edmonton.

Effective Date: This agreement shall be effective as of December 1, 2017

Duration: This agreement is effective for the period of time covered by the current Collective Bargaining. Agreement between Owens Corning Canada and Unifor Local 728A. This agreement shall expire August 1, 2021.

Scope: The scope of this agreement is restricted to the registration, accommodation cost and the wage lose for the annual Labour Law Review Conference in Edmonton.

Duties of each party: Company will pay solely for the registration fee for two Union executive members per year to attend the Conference. All other costs, (accommodation, wages, meals etc.) will not be the responsibility of the Company.

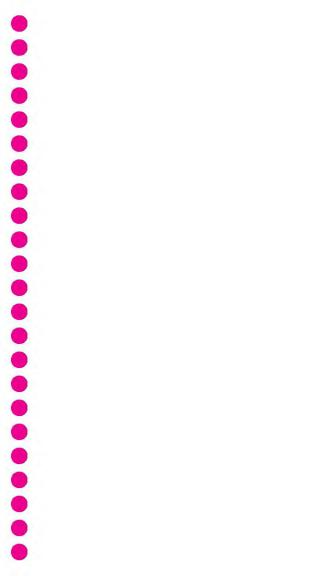
All of the above to be without prejudice and/or precedent to any other like or similar incident.

Dated and signed at Edmonton, Alberta

For Owens Cornfig Edigonton

.................

For Onifor Local 728A



IMPORTANT PHONE NUMBERS

Plant 780-472-6797

Health Services 780-472-5892

Human Resources 780-472-5891

Sun Life Financial 1-866-896-6976

Manulife -

Medical and Dental 1-800-268-6195

BEACON (Employee

Assistance Plan) 1-877-847-4525

