

COLLECTIVE AGREEMENT

between the

**VANCOUVER CITY SAVINGS CREDIT UNION
(VANCITY)**

and the

**B.C. GOVERNMENT AND SERVICE
EMPLOYEES' UNION (BCGEU)**

Effective until June 30, 2002

TABLE OF CONTENTS

ARTICLE 1 - PREAMBLE 1
 1.1 Purpose of Agreement 1

ARTICLE 2 - UNION RECOGNITION 1
 2.1 Application of Agreement 1
 2.2 Employer to Acquaint New Employees..... 1

ARTICLE 3 - UNION SECURITY 1
 3.1 Union Dues 1
 3.2 Union Membership 1
 3.3 Income Tax Records..... 1

ARTICLE 4 - MANAGEMENT RIGHTS 2
 4.1 Management Rights 2
 4.2 Statutory Powers 2
 4.3 Direction of Office Staff..... 2
 4.4 Exercise of Management Rights 2

ARTICLE 5 - UNION STEWARDS 2
 5.1 Selection of Stewards 2
 5.2 Notification of Representatives 2
 5.3 Time Off for Union Business 2

ARTICLE 6 - LABOUR/MANAGEMENT RELATIONS COMMITTEE..... 3
 6.1 Terms of Reference 3
 6.2 Scope of Committee 3
 6.3 Meeting of Joint Committee..... 3
 6.4 Agreement by Committee 3

ARTICLE 7 - GENERAL PROVISIONS 3
 7.1 Bulletin Board..... 3
 7.2 Employee's Use of Own Vehicle..... 3
 7.3 Correspondence Between Parties 3
 7.4 Notice of Resignation 4
 7.5 Inclement Weather..... 4

ARTICLE 8 - STRIKES, LOCKOUTS, PICKET LINES..... 4
 8.1 Strikes/Lockouts 4
 8.2 Picket Lines..... 4

ARTICLE 9 - DISCRIMINATION AND SEXUAL HARASSMENT 4
 9.1 Workplace Standards..... 4
 9.2 Discrimination 5
 9.3 Sexual Harassment 5
 9.4 Resolution 5

ARTICLE 10 - DEFINITION OF EMPLOYEES..... 5
 10.1 Probationary Period 5
 10.2 Definition of Full-time Employee 5
 10.3 Definition of Regular Part-Time Employee..... 5
 10.4 Definition of Casual Part-time Employee..... 5
 10.5 Number of Regular Part-time Employees..... 5
 10.6 Excluded Articles for Casual Part-time Employees 6

ARTICLE 11 - HOURS OF WORK	6
11.1 Standard Day Shift.....	6
11.2 Standard Work Week.....	6
11.3 Change in Scheduled Hours.....	6
11.4 Conditions of Change in Schedule.....	6
11.5 Lunch Break.....	7
11.6 Rest Periods.....	7
11.7 Early Closing.....	7
11.8 Friday Afternoon Rest Period for Branch Employees.....	7
ARTICLE 12 - OVERTIME	7
12.1 Overtime.....	7
12.2 Overtime Rates.....	7
12.3 Overtime on a Sunday.....	7
12.4 Overtime on a Holiday.....	8
12.5 Callouts.....	8
12.6 Authorization of Overtime.....	8
12.7 Overtime Meal.....	8
12.8 No Pyramiding or Compounding.....	8
12.9 Right to Refuse Overtime.....	8
12.10 Payment for Overtime.....	8
12.11 Time Off in Lieu of Pay.....	8
ARTICLE 13 - STATUTORY HOLIDAYS	8
13.1 Statutory Holidays.....	8
13.2 Floating Holiday.....	9
13.3 Statutory Holiday Coinciding With a Day of Vacation.....	9
ARTICLE 14 - ANNUAL VACATIONS	9
14.1 Annual Vacation.....	9
14.2 Entitlement During First Partial Calendar Year.....	9
14.3 Entitlement During First Full Calendar Year Up to and Including Third Full Calendar Year.....	9
14.4 Entitlement During Fourth Full Calendar Year Up To and Including Ninth Full Calendar Year.....	9
14.5 Entitlement During Tenth Full Calendar Year and Following.....	10
14.6 Seniority Preference in Scheduling Vacation.....	10
14.7 Vacation Banking.....	10
14.8 Vacation Pay Prorated.....	10
14.9 Bonus Vacation.....	10
ARTICLE 15 - LEAVE OF ABSENCE	10
15.1 Leave of Absence.....	10
15.2 Union Business.....	10
15.3 Bereavement Leave.....	11
15.4 Jury Duty.....	11
15.5 Maternity and Parental Leave.....	11
15.6 Special Leave Without Pay.....	12
15.7 Illness In Family Leave.....	12
15.8 Doctor and Dentist Appointments.....	12
15.9 Elections.....	12
15.10 Educational Leave.....	12
15.11 Union/Management Bargaining.....	12

ARTICLE 16 - SICK LEAVE	13
16.1 Care Days.....	13
ARTICLE 17 - BENEFIT PLANS	13
17.1 Employee Benefits Under Flexible Benefit Program.....	13
17.2 B. C. Medical Services Plan.....	14
17.3 Pension Plan.....	14
17.4 Group RRSP.....	14
17.5 Staff Account Benefits.....	14
17.6 Personal Loan.....	14
17.7 Mortgage Loan.....	14
17.8 Retirement Package.....	15
17.9 Payment in Lieu of Flexible Benefit Program.....	15
ARTICLE 18 - SALARY POLICY	15
18.1 Salary Schedule.....	15
18.2 Transferring Into a Position Under The Collective Agreement.....	15
18.3 Salary Step Upon Promotion.....	15
18.4 Salary on Promotion of Over-Step or Over-Scale Employees.....	16
18.5 Progression to Next Salary Step.....	16
18.6 Employee Assigned to Higher Job Classification.....	16
18.7 Salary Policy on Recalls and Demotions.....	17
18.8 Relocation to Lower Step Due to Technological Change.....	17
ARTICLE 19 - SALARIES AND CLASSIFICATION	17
19.1 Rates of Pay for Full-time Employees.....	17
19.2 Formula for Calculating Hourly Wage Rate.....	17
19.3 Rates of Pay--Regular Part-time Employees.....	17
19.4 Rates of Pay--Casual Part-time Employees.....	17
19.5 Profit Sharing.....	17
ARTICLE 20 - JOB DESCRIPTIONS	18
20.1 Intent of Job Descriptions.....	18
20.2 New Positions.....	18
ARTICLE 21 - TRAINING	18
21.1 New Equipment/Systems.....	18
21.2 Reimbursement for Job Related Courses.....	18
21.3 Child Care Expenses.....	18
ARTICLE 22 - TECHNOLOGICAL CHANGE AND SEVERANCE PAY	18
22.1 Notice of Technological Change.....	18
22.2 Retraining.....	19
22.3 Termination and Recall List.....	19
22.4 Severance Pay.....	19
22.5 Severance Pay Procedures.....	19
ARTICLE 23 - JOB POSTING AND PROMOTION	19
23.1 Posting of Job Vacancies.....	19
23.2 Applying on Vacant Positions.....	19
23.3 Intent of Employer.....	19
23.4 Job Applications to be in Writing.....	19
23.5 Selection Basis.....	19
23.6 Trial Period.....	20

ARTICLE 24 - LAYOFF AND RECALL	20
24.1 Layoff.....	20
24.2 Layoff Notice.....	20
24.3 Recall List.....	20
24.4 Recall Procedures	20
ARTICLE 25 - SENIORITY	20
25.1 Full-time Employees.....	20
25.2 Regular Part-time Employees.....	21
25.3 Casual Employees.....	21
25.4 Seniority During Probation.....	21
25.5 Seniority List.....	21
25.6 Seniority During Recall Period	21
25.7 Seniority During Leave of Absence.....	21
25.8 When Seniority Ends.....	21
25.9 Re-employment.....	21
ARTICLE 26 - DISCIPLINE	22
26.1 Just Cause.....	22
26.2 Disciplinary Procedures.....	22
26.3 Unjust Discharge or Suspension	22
ARTICLE 27 - GRIEVANCE PROCEDURE.....	22
27.1 Definition of a Grievance	22
27.2 Grievance Procedure.....	22
27.3 Policy Grievance.....	23
27.4 Dismissal Grievance	23
27.5 Grievance Form	23
27.6 Grievance by Mail	23
27.7 Agreement or Resolution Binding	24
27.8 Extension of Time Limits.....	24
27.9 Breach of Time Limits.....	24
ARTICLE 28 - ARBITRATION.....	24
28.1 Arbitration Board Appointment Procedure.....	24
28.2 Arbitration Hearings	24
28.3 Arbitration Costs.....	24
28.4 Single Arbitrator	24
28.5 Single Arbitrator Procedure.....	25
ARTICLE 29 - ROBBERY OR HOLDUP	25
29.1 Professional Counselling.....	25
29.2 Time Off.....	25
29.3 Employer's Need for Staffing.....	25
29.4 Additional Time Off.....	25
ARTICLE 30 - DURATION OF AGREEMENT	25
30.1 Duration	25
30.2 Notice to Bargain.....	25
30.3 Commencement of Bargaining	26
30.4 Change in Agreement	26
30.5 Agreement to Continue in Force	26
30.6 Effective Date of Agreement.....	26

APPENDIX A	28
JOB CLASSIFICATION AND MONTHLY WAGE RATES FOR FULL-TIME EMPLOYEES.....	28
APPENDIX A-1A.....	29
JOB CLASSIFICATION & HOURLY WAGE RATES FOR REGULAR PART-TIME EMPLOYEES SCHEDULED SIXTY (60) HOURS OR MORE PER MONTH.....	29
APPENDIX A-1B.....	30
JOB CLASSIFICATION AND HOURLY WAGE RATES FOR REGULAR PART-TIME EMPLOYEES SCHEDULED LESS THAN SIXTY (60) HOURS PER MONTH	30
APPENDIX A-2.....	31
JOB CLASSIFICATION AND HOURLY WAGE RATES FOR CASUAL PART-TIME EMPLOYEES	31
APPENDIX B	32
UNION DUES DEDUCTION AUTHORIZATION SLIP	32
APPENDIX C	33
STAFF ACCOUNT SERVICE CHARGE BULLETIN	33
LETTER OF UNDERSTANDING NO. 1	35

ARTICLE 1 - PREAMBLE

1.1 Purpose of Agreement

- (a) The purpose of this Agreement is to establish and maintain a harmonious relationship between the Employer, its employees and the Union and to clearly define the hours of work, rates of pay and conditions of employment, and to provide an amicable method of settling grievances which may arise from time to time; and to promote the mutual interest of the Employer and its employees.
- (b) The parties hereto recognize that they are jointly engaged in providing a valuable service to the membership, and that there is an obligation on each party for the continuous and efficient performance of such service, within the terms and conditions of this Agreement, and for its duration.

ARTICLE 2 - UNION RECOGNITION

2.1 Application of Agreement

- (a) This Agreement shall apply solely to employees in the bargaining unit for which the Union is certified under the *Labour Relations Code*.
- (b) During the life of this Agreement where a dispute arises as to whether or not an individual is an employee within the bargaining unit, it shall first be discussed by the parties. In the event of failure to reach a satisfactory settlement it shall be dealt with pursuant to the relevant sections of the *Labour Relations Code*.

2.2 Employer to Acquaint New Employees

The Employer shall acquaint all new employees of the fact that a Collective Agreement is in effect and introduce all new employees to the branch steward, so that the branch steward may present a copy of the Collective Agreement to the new employee. This introduction shall take place during the first five (5) days of employment of all new employees.

ARTICLE 3 - UNION SECURITY

3.1 Union Dues

All employees, both present and future, must authorize the Employer in writing, on a form set out in Appendix B, to deduct initiation fees, dues and assessments from their wages monthly and to transmit the monies so collected to the Union together with a list of employees from whom such deductions have been made, and the amount so deducted from each employee. All amounts so deducted shall be certified by the Union to be in effect in accordance with the Union's bylaws.

3.2 Union Membership

All employees shall, within thirty (30) days, as a condition of employment, become and remain members of the Union.

3.3 Income Tax Records

The Employer shall provide each employee with an accounting of deductions made under this Article 3, suitable for use as a receipt for income tax purposes.

ARTICLE 4 - MANAGEMENT RIGHTS

4.1 Management Rights

(a) The Union recognizes and agrees that it is the exclusive function of the Employer to manage its affairs, to manage its operations in all respects, to conduct its business efficiently, to fulfil its commitments and responsibilities, to maintain and to enhance public reputation and confidence and to direct its employees to achieve the Employer's objectives.

(b) Management retains all management rights that were hitherto exercised, and shall be exercised in future, with the exception of those management rights that are limited by this Collective Agreement.

4.2 Statutory Powers

Nothing herein contained shall limit the statutory powers and duties of the Directors of the Employer under the Financial Institutions Act of British Columbia, the Credit Union Incorporation Act of British Columbia, the Company Act of British Columbia, and the pertinent regulations thereunder.

4.3 Direction of Office Staff

Actual direction of the office staff will be under authority delegated by the Board of Directors to the Chief Executive Officer who, in turn, may delegate any portion of these duties and authority to others in a supervisory capacity.

4.4 Exercise of Management Rights

This article shall not be used in a discriminatory manner against any employee and the exercise of any rights under this Article shall not be inconsistent with or contrary to any of the terms or provisions of this Agreement.

ARTICLE 5 - UNION STEWARDS

5.1 Selection of Stewards

Union stewards, selected by the Union shall be recognized by the Employer as follows:

- (a) Union Steward (who shall be the primary steward for the branch/department); and
- (b) Another Union Steward (who shall function in the absence of the primary steward).

5.2 Notification of Representatives

It is agreed that each party to this Collective Agreement shall keep the other party informed of its representatives.

5.3 Time Off for Union Business

Stewards may, within reason, investigate and process grievances during regular working hours without loss of pay. Stewards will obtain permission from the Employer's designated representative before leaving their immediate work area. Such permission will not be unreasonably withheld. It will not be the intention of the Union to conduct stewards' meetings during normal working hours.

ARTICLE 6 - LABOUR/MANAGEMENT RELATIONS COMMITTEE

6.1 Terms of Reference

The terms of reference of the Labour/Management Relations Committee shall be to attempt to resolve all areas of concern arising out of this Collective Agreement and the collective bargaining relationship. This Committee shall attempt to anticipate and resolve all potential problems before they become a grievance. Where application is made to the grievance procedure in Article 27 of this Agreement, the Labour/Management Committee shall no longer handle the complaint.

6.2 Scope of Committee

Without restricting the generality of Section 6.1, the Committee shall deal with problems flowing from the following:

- (a) occupational health and safety;
- (b) planned changes in branch operations;
- (c) the creation of new job classifications;
- (d) job training program;
- (e) job descriptions;
- (f) a special sub-committee may be established to deal with sensitive or confidential matters;
- (g) and any other provision in which the Committee is referred to in the collective agreement.

6.3 Meeting of Joint Committee

Meetings of the joint Committee shall be held twice a year in May and November. One representative per worksite, to a maximum of ten sites, may attend those meetings without loss of pay. Additional meetings may be held at the request of either party. A maximum of four employees will attend as representatives of the Union at any such additional meeting without loss of pay. Each party shall present an agenda of items to be discussed to the other party not less than five (5) days prior to each meeting.

6.4 Agreement by Committee

All agreements reached by the Committee shall be set out in a Letter of Understanding. No such Letter of Understanding shall be signed until it has been approved by a majority vote of the union members and by the Employer.

ARTICLE 7 - GENERAL PROVISIONS

7.1 Bulletin Board

Bulletin boards will be supplied. The Union will be allowed to post notices approved by the branch steward on these bulletin boards, provided that they are not of a derogatory nature to the Employer.

7.2 Employee's Use of Own Vehicle

Employees who are required to use their own vehicles on Credit Union business shall receive mileage at a rate as established for all staff from time to time by the Board of Directors with a minimum of thirty-one cents (31¢) per kilometre.

7.3 Correspondence Between Parties

Correspondence or any notice required to be given by one party to the other shall be mailed or delivered by hand as follows:

- (a) In the event of correspondence sent to the Employer:

Manager, Labour Relations
VanCity Centre
183 Terminal Avenue
PO Box 2120 Stn Terminal
Vancouver, BC V6A 4G2

with a copy to the appropriate Branch Manager/Department Head.

- (b) In the event of correspondence sent to the Union:

Staff Representative
B.C. Government and Service Employees' Union
3030 East Broadway
Vancouver, BC V5M 1Z4

with a copy to the appropriate union steward.

7.4 Notice of Resignation

Employees are expected to provide the Employer with two (2) weeks notice of intention to terminate in order to provide adequate time to obtain a replacement.

7.5 Inclement Weather

The Employer also agrees that if the Employer sends any employees home due to inclement weather, the employees will be sent home without loss of pay.

ARTICLE 8 - STRIKES, LOCKOUTS, PICKET LINES

8.1 Strikes/Lockouts

The Employer shall not cause or direct any lockout of employees during the life of this Agreement, and neither the Union nor any representative thereof, nor any employee, shall in any way authorize, encourage or participate in any strike, walkout, suspension of work, or slow down on the part of the employee or group of employees during the life of this Agreement.

8.2 Picket Lines

It shall not be a violation of this Agreement or cause for disciplinary action or discharge of any employee, in the performance of the employee's duties, to refuse to cross a legal picket line. The Union shall notify the Employer as soon as possible of the existence of such picket lines.

ARTICLE 9 - DISCRIMINATION AND SEXUAL HARASSMENT

9.1 Workplace Standards

The parties recognize the benefit to be derived from a work environment where the conduct and/or language of all employees meets the acceptable social standard of the workplace. The parties agree to maintain such an environment.

9.2 Discrimination

The Union and the Employer in carrying out their obligations under this Agreement shall not discriminate on the grounds of race, colour, ancestry, age, sex, religion, marital status, physical or mental disability, place of origin, or by virtue of an employee's involvement in Union affairs.

9.3 Sexual Harassment

Vancouver City Savings Credit Union in cooperation with the B.C. Government and Service Employees' Union is committed to providing a work environment free from sexual harassment for all employees.

9.4 Resolution

Allegation(s) of misconduct under this Article shall, in the first instance, be dealt with by a special sub-committee of the Labour Management Relations Committee to deal with the sensitive or confidential matter. Should the efforts of the sub-committee fail to provide a resolution, either party shall be free to proceed under the appropriate legislation. Allegation(s) of misconduct referred to the sub-committee will have occurred within six (6) months of the alleged occurrence.

Allegation(s) of misconduct shall be in writing and shall specify the details of the allegation(s) including:

- name and title of the respondent;
- a description of the actions, conduct, events or circumstances involved in the allegation(s);
- the specific remedy sought to satisfy the allegation(s);
- date(s) of the incident(s);
- name(s) of the witness(es) (if any);
- prior attempts to resolve (if any).

ARTICLE 10 - DEFINITION OF EMPLOYEES

10.1 Probationary Period

The probationary period for all employees shall be sixty (60) days actually worked.

10.2 Definition of Full-time Employee

A "*full-time*" employee shall be defined as an employee who is employed on a full-time basis.

10.3 Definition of Regular Part-Time Employee

A "*regular part-time*" employee shall be defined as an employee who works regularly scheduled hours or days on a continuous basis but who works less than full-time hours per week.

10.4 Definition of Casual Part-time Employee

A "*casual part-time*" employee shall be defined as an employee who is employed to provide extra short-term emergency help. A casual part-time employee shall not be employed to do the work that a regular part-time employee wants and is qualified to do as long as it does not interfere with the regular part-time employee's regular work schedule.

10.5 Number of Regular Part-time Employees

The number of regular and casual part-time employees shall be kept to a minimum to ensure that the need for full-time employees is not reduced. Any complaint as to the number of regular part-time and casual employees shall be referred to the Labour/Management Relations Committee for action before the

grievance procedure is put into use. It is reasonable for the Employer to use regular part-time and casual employees for peak business periods, vacation, maternity/parental leaves and extended leaves of absence.

10.6 Excluded Articles for Casual Part-time Employees

Casual part-time employees shall not be included in, or covered by the provisions of Articles 13, 14, 15, 16, 17, 18, 21, 22, 24, and 25 (except 25.3).

ARTICLE 11 - HOURS OF WORK

11.1 Standard Day Shift

The standard day shift shall consist of seven (7) hours per day, between the hours of:

Monday to Friday	7:30 a.m. to 6:30 p.m.
Saturday	8:00 a.m. to 4:00 p.m.

Such hours per day to be worked consecutively, broken only by the lunch period.

11.2 Standard Work Week

The standard work week shall consist of five (5) days at thirty-five (35) hours per week, Monday through Saturday inclusive. The five (5) days per week shall be worked consecutively.

11.3 Change in Scheduled Hours

The Employer may, upon fifteen (15) days notice to the employee and steward, change the present scheduled hours of work per day, provided that those hours remain within the "*standard day shift*" as defined in Section 11.1.

11.4 Conditions of Change in Schedule

Any new schedule of work implemented by the Employer pursuant to Section 11.3 shall adhere to the following points:

- (a) subject to subsection (c), no standard day shift shall exceed seven and one-half (7½) hours in any one (1) day without the payment or banking of overtime, as time off without loss of pay;
- (b) subject to subsection (c), no standard work week, Monday through Saturday, shall exceed thirty-five (35) hours per week without the payment of overtime or banking of overtime, as time off without loss of pay;
- (c) where the Parties mutually agree, a schedule may be established where one (1) or more employees work a day shift in excess of seven (7) hours, so long as the work week in all cases does not exceed thirty-five (35) hours. The Union agrees that its consent will not be unreasonably withheld. Such agreement will include a determination as to whether a shift differential, if applicable, will be paid in the circumstances.
- (d) no standard work week shall include a Sunday;
- (e) with the exception of a one (1) hour lunch break, the hours worked per day shall be scheduled consecutively;
- (f) the scheduled standard work week shall consist of five (5) consecutive work days with two (2) consecutive days off in each calendar week;

- (g) where an employee's shift commences prior to 7:30 a.m. (8:00 a.m. on Saturday) or ends later than 6:30 p.m. (4:00 p.m. on Saturday), a shift differential of fifty cents (50¢) per hour shall be paid for the entire shift;
- (h) where operational requirements permit, staggered starting times will be assigned on a rotational basis.
- (i) there shall be no pyramiding or compounding of premiums (e.g. shift differential and overtime).

11.5 Lunch Break

A one (1) hour lunch period shall be provided and taken within the three (3) hours in the middle of the employee's shift. Precise times are to be arranged between the Employer and the employees.

11.6 Rest Periods

Employees will be entitled to the following: two to five (2-5) hours worked, one (1) fifteen minute rest period without loss of pay. In excess of five (5) hours worked, two (2) fifteen minute rest periods without loss of pay.

11.7 Early Closing

- (a) Should a branch close either at 1:00 pm or 2:00 pm, one (1) rest period of thirty (30) minutes shall be given without loss of pay.
- (b) In circumstances of early closure after 2:00 p.m.; where there is agreement between the Parties at the local level (i.e., management and union steward) the lunch break may be shortened and taken together with one rest period for a combined minimum period of forty-five (45) minutes. Employees who work in excess of five (5) hours will receive a second fifteen (15) minute rest period without loss of pay.
- (c) Articles 11.5 and 11.6 do not apply to circumstances covered by Article 11.7.

11.8 Friday Afternoon Rest Period for Branch Employees

Notwithstanding, Section 11.6, the Friday afternoon relief period shall be twenty (20) minutes for branch employees.

ARTICLE 12 - OVERTIME

12.1 Overtime

All time worked in excess of the standard day shift shall be paid for at time and one-half (1½) the employee's straight time hourly rate for the first two (2) hours and two (2) times the straight time hourly rate thereafter.

12.2 Overtime Rates

Time worked by an employee on the employee's scheduled day off shall be paid at time and one-half (1½) the employee's straight time hourly rate for the first two (2) hours and two (2) times the straight time hourly rate thereafter.

12.3 Overtime on a Sunday

Time worked on a Sunday shall be paid for at two (2) times the employee's straight time hourly rate.

12.4 Overtime on a Holiday

Time worked on a holiday provided for in Article 13, or a day in lieu of such holiday, shall be paid for at two times (2x) the employee's straight time rate plus one (1) day's regular wages.

12.5 Callouts

An employee called back to work after having completed a regular day's shift, or from a regular day off, or from vacation, providing the call back does not abut the regular shift, shall be paid at the applicable overtime premium specified in this Article for a minimum of three (3) hours or for actual time worked, whichever is greater. Travel time to and from the employee's residence will be considered as time worked.

12.6 Authorization of Overtime

All overtime work must be authorized by the Branch Manager or the employee's immediate supervisor prior to the overtime being worked.

12.7 Overtime Meal

An employee who works overtime beyond a regular shift shall be allowed a meal allowance of eight dollars (\$8) and one (1) hour paid meal period in which to eat the meal at the employee's straight time hourly rate of pay, provided overtime is in excess of two (2) hours work. The meal period may be taken before, during, or after the overtime work, as may be mutually agreed.

12.8 No Pyramiding or Compounding

There shall be no pyramiding or compounding of premiums.

12.9 Right to Refuse Overtime

Employees may decline overtime on a seniority basis providing there are other qualified employees available to perform the work. In such cases, the junior employees cannot decline to work overtime.

12.10 Payment for Overtime

Overtime pay shall be paid by the end of the month following the month in which the overtime was worked.

12.11 Time Off in Lieu of Pay

Subject to mutual agreement between the parties, employees may opt to take time off for overtime worked in lieu of overtime pay as outlined herein. Such time off shall be the equivalent to the hours worked at the overtime rate.

ARTICLE 13 - STATUTORY HOLIDAYS**13.1 Statutory Holidays**

- (a) The Employer agrees to provide all employees with the following Statutory Holidays without loss of pay:

New Years Day	Good Friday
Easter Monday	Victoria Day
Canada Day	B.C. Day
Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day
Boxing Day	

and any other day that may be stated a legal holiday by the provincial, civic and/or federal government. Should one (1) of the above holidays fall on an employee's normal day(s) off, the employee shall receive an additional day or days off with pay to be taken adjacent to the employee's normal day(s) off, or at a time mutually agreed between the employee and the Employer.

(b) The Branch shall close at 2:00 pm on Christmas Eve and on New Year's Eve, provided that those days fall on a regular work day.

(c) To qualify for entitlement under Article 13.1(a) an employee must:

- (1) have completed thirty (30) calendar days service with the Employer; and
- (2) have worked at least fifteen (15) of the preceding thirty (30) calendar days.

13.2 Floating Holiday

In addition to the statutory holidays set out in Section 13.1(a), all employees shall be granted one (1) additional paid floating holiday to be taken as arranged between the employee and the Employer.

13.3 Statutory Holiday Coinciding With a Day of Vacation

In the event any of the statutory holidays set out in Section 13.1(a) occur during the period of an employee's vacation, an additional full day's vacation with pay shall be allowed for each holiday so occurring.

ARTICLE 14 - ANNUAL VACATIONS

14.1 Annual Vacation

Annual vacation shall be taken in the year in which it is earned, subject to Articles 14.7 and 14.8.

14.2 Entitlement During First Partial Calendar Year

Employees commencing employment during the first partial year shall earn one and one-quarter (1¼) paid days for each month worked.

14.3 Entitlement During First Full Calendar Year Up to and Including Third Full Calendar Year

Each employee shall earn three (3) weeks paid vacation during their first, second and third full calendar year worked. Pay for such vacation shall be at the employee's current salary or six percent (6%) of gross earnings for the period in which the vacation was earned, whichever is greater.

14.4 Entitlement During Fourth Full Calendar Year Up To and Including Ninth Full Calendar Year

Each employee shall earn four (4) weeks paid vacation during their fourth, fifth, sixth, seventh, eighth and ninth full calendar year worked. Pay for such vacation leave shall be at the employee's current salary or eight percent (8%) whichever is greater.

14.5 Entitlement During Tenth Full Calendar Year and Following

Each employee shall earn (5) weeks paid vacation during their tenth full calendar year worked and thereafter. Pay for such vacation shall be at the employee's current salary or ten percent (10%) whichever is greater.

14.6 Seniority Preference in Scheduling Vacation

Commencing January 1, 2001, employees shall select their vacation periods in order of seniority as defined in Articles 25.1 and 25.2. Only one vacation period shall be selected by seniority until all employees in the signing group have had the opportunity to select one (1) vacation period. Subsequently, those employees who have chosen to take their vacation in two (2) or more separate periods shall select the second and consequential periods in order of seniority. Employees are encouraged to select their vacation periods in blocks of five (5) days or more.

14.7 Vacation Banking

Employees with more than ten (10) working days vacation shall be permitted to bank five (5) of the excess days and take them in the following year. Employees making use of this provision may do so except when it interferes with the scheduling of other employee's regular vacation.

14.8 Vacation Pay Prorated

As annual vacation is taken in the calendar year in which it is earned, vacation pay at current salary or percent of gross earnings shall be prorated based upon the hours (for part-time regular) and/or the period worked. Employees who complete only part of the year due to termination, leaves, etc. and who have taken a vacation, shall be required to reimburse the Employer for any overpayment received. Prorating shall be based upon the following:

Section 14.3	Six percent (6%)
Section 14.4	Eight percent (8%)
Section 14.5	Ten percent (10%)

14.9 Bonus Vacation

Full-time employees shall receive an additional bonus week of paid vacation leave in the year in which their 10th, 15th, 20th, 25th, 30th, 35th, 40th and 45th anniversary of continuous service falls. Part-time employees shall receive an additional 2% vacation pay in the year in which their 10th, 15th, 20th, 25th, 30th, 35th, 40th and 45th anniversary of continuous service falls.

ARTICLE 15 - LEAVE OF ABSENCE

15.1 Leave of Absence

Except for leave under 15.3 and 15.8, any leave of absence granted under this Article shall only be taken after reasonable notice is provided to the employee's supervisor. The Employer will not unreasonably withhold permission for such leave.

15.2 Union Business

Leaves of absence without pay will be granted to employees for the purpose of attending to Union business, providing that at least two (2) weeks notice is given and that the Employer's work requirements permit. The Employer will not unreasonably withhold permission for such leave.

15.3 Bereavement Leave

In case of bereavement leave in the immediate family, an employee not on leave of absence without pay, shall be entitled to special leave without loss of pay, from the date of death to and including the day after the funeral to a maximum of five (5) days. Such leave shall normally not exceed five (5) work days. Immediate family is defined as the employee's spouse, common law spouse, mother, father, son, daughter, foster children, sister, brother, mother-in-law, father-in-law, step parents, grandparents, grandchildren, sister-in-law and brother-in-law, daughter-in-law and son-in-law. The leave of absence will not be charged against paid sick leave or annual vacation.

15.4 Jury Duty

Full-time employees and regular part-time employees summonsed to jury duty shall be paid wages amounting to the difference between the amount paid them for jury service and the amount they would have earned had they worked on such days. Employees on jury duty shall furnish the Employer with such statements of earnings as the Courts may supply. Employees shall return to work within a reasonable period of time. They shall not be required to report if less than two (2) hours of their normal shift remains to be worked. Total hours on jury duty and actual work on the job in the office in one (1) day shall not exceed normal working hours for the purpose of establishing the basic work day. Any time worked in the office in excess of the combined total of seven (7) hours shall be considered overtime and paid as such.

15.5 Maternity and Parental Leave

(a) A pregnant employee shall qualify for maternity and parental leave upon completion of the initial probation period. A request for maternity and/or parental leave shall be in writing at least four (4) weeks before the day specified in the request, and show the last expected working date and expected date of return. Any change to the expected date of return shall be requested in writing at least four (4) weeks before the expected date of return.

(1) Upon request, an employee will be granted leave of absence without pay for a period of not more than thirty-two (32) weeks. This leave is comprised of eighteen (18) weeks for maternity leave, twelve (12) weeks for parental leave and/or other parental leave as provided for under the Employment Standards Act.

(2) The period of maternity leave without pay shall be from eleven (11) weeks before the expected date of termination of the pregnancy, subject to Subsection (3).

(3) The Employer may, with the agreement of the employee, defer the commencement of maternity leave for any period approved in writing by a qualified medical practitioner.

(4) The Employer may require the employee to provide a medical certificate certifying that the employee is medically capable of continuing to work or of returning to work.

(5) On return from maternity and/or parental leave, an employee shall be placed in her former position or in a position of equal rank and basic pay.

(6) If an employee maintains coverage for medical, extended health, group life or long term disability benefits, the Employer agrees to pay the Employer's share of these premiums.

(b) *Seniority Rights on Re-employment*

(1) An employee who return to work after the expiration of her maternity and/or parental leave shall retain service credits and seniority rights accumulated prior to the maternity and/or parental leave and shall be credited with additional service credits and seniority for the period of time covered by the maternity and/or parental leave.

(2) The employee shall be deemed to have resigned on the date upon which leave of absence without pay commenced if an application for re-employment is not made prior to the expiration of the leave or if the employee fails to return to work on the agreed to date.

(c) *Sick Leave During Pregnancy*

(1) An employee who qualified for benefits under Article 16.1(a), who becomes ill due to pregnancy and prior to entitlement to Unemployment Insurance benefits, may claim benefits under Article 16.1(a).

15.6 Special Leave Without Pay

(a) Upon written application and when the requirements of the Employer's service will permit, an employee may be granted a leave of absence, without pay, for a period of up to sixty (60) calendar days. Under such leaves, the employee shall retain and continue to accrue seniority. Employees may continue with benefit coverage, provided the employee pays the benefit premium.

(b) Such leaves may be extended for an additional period of up to sixty (60) calendar days when approved by the Employer. Seniority will continue to accrue during such extension.

(c) Leave of absence will only be considered provided that all vacation entitlement and accrued days in lieu of statutory holidays have been taken.

15.7 Illness In Family Leave

In the case of illness, serious enough to reasonably believe that a member of the immediate family may not survive, an employee shall be granted up to three (3) days leave without loss of pay to visit the place of residence of the immediate family member. Immediate family shall be as set out in Section 15.3 of this Article.

15.8 Doctor and Dentist Appointments

Where a full-time employee is required to attend a doctor or a dentist appointment during working hours, attendance at such appointments shall be without loss of pay. All employees shall make all reasonable efforts to schedule such appointments outside of working hours.

15.9 Elections

Each employee shall be entitled to four (4) clear hours to vote in a federal or provincial election without loss of pay.

15.10 Educational Leave

The Employer shall grant a day off in lieu of a regular day off where the Employer requests the employee to use their regular day off for educational purposes. Travel, meal and accommodation expenses shall be paid when the employee is requested to take educational courses. Receipts must accompany claims for expenses.

15.11 Union/Management Bargaining

Leave of absence without pay and without loss of seniority shall be granted for a maximum of four (4) employees who are representatives of the Union on a bargaining committee for the purposes of attending meetings of the bargaining committee. Wages and benefits for these meetings will be covered by the Union. Leave of absence without loss of pay and seniority shall be granted for a maximum of four (4) employees who are representatives of the Union on a bargaining committee for the purpose of attending negotiating meetings with the Employer. The Union will cover one hundred percent (100%) of other expenses incurred during these meetings.

ARTICLE 16 - SICK LEAVE**16.1 Care Days**

(a) Full-time employees shall be entitled to accumulate care day credit of one (1) day for each month worked. Eligible part-time employees shall be entitled to accumulate care day credit one (1) day for each twenty-two days worked. If a full-time employee's start date is between the first and fifteenth day of the month inclusive, credit is given for a full month for the purpose of calculating care day accrual, otherwise care day credit will be calculated starting the first of the following month. There is no limit on care day accrual. Unused care days will accumulate for use, until depleted, as salary replacement benefits, at 100% of base salary during an approved Short Term Disability Leave. After depletion of care days, salary shall be covered at 75% of wages up to a maximum of 26 weeks from the date of disability.

(b) For the purposes of paragraphs (c), (d) and (e) below, care days may be used in the year in which they have been or are to be earned. Employees who complete only a part of a year due to termination of employment, leave or some other reason shall be required to reimburse the Employer for any overpayment received.

(c) Care day credits may be used for personal illness. They may be used, no more than two (2) consecutive days at one time, to provide care to an immediate family member suffering severe illness when the immediate family member is unable to take care of him or herself and no other family member, adult resource or health care facility can provide the required emergency care. For the purpose of this use of care day credits, "immediate family" is defined as grandparent, grandchild, parent, stepparent, sibling, spousal partner, in-laws and any children with whom the employee is parenting.

(d) Care day credits may be used, no more than two (2) consecutive days at one time, to provide emergency child care for a child with whom the employee is parenting to make child care arrangements.

(e) Accumulated care day credits may be used, no more than two (2) consecutive days at one time, to make elder care arrangements for a parent or grandparent.

ARTICLE 17 - BENEFIT PLANS**17.1 Employee Benefits Under Flexible Benefit Program**

(a) Employees who work more than sixty (60) hours per month are eligible to participate in the VanCity Flexible Benefit Program effective following three (3) months of employment. Employees will be provided with sufficient credits to purchase the Standard Plan, which shall include:

- extended health (80% reimbursement; \$160 maximum vision reimbursement every 2 years; \$25 annual deductible);
- dental (75% basic; 75% major);
- employee life insurance (2 times annual salary);
- accident insurance (2 times annual salary);
- long term disability (70% of monthly salary).

Employees may elect to be covered at this level or elect from options offered under the Flexible Benefit Program available to non-union employees.

(b) Proposed changes to the Flexible Benefits Program will be presented to the Labour/Management Relations Committee. No proposed change to the Standard Plan may be implemented for bargaining unit employees without the agreement of the Union.

17.2 B. C. Medical Services Plan

All full-time and regular part-time employees who work more than sixty (60) hours per month shall become entitled to coverage under the B. C. Medical Services Plan on the first day of the month following commencement of employment. The premium cost shall be paid fifty percent (50%) by the Employer and fifty percent (50%) by the employee.

17.3 Pension Plan

For the former employees of the Teachers' Credit Union who have opted to remain with the Central Pension Plan, the Employer agrees to maintain, for the duration of the Collective Agreement, the Pension Plan in effect or its equivalent. Any changes to the Pension Plan shall be discussed with the Union.

17.4 Group RRSP

A new employee must become a member of the Group RRSP following completion of one year of permanent employment. The Employer will contribute to the employee's group RRSP in accordance with the following schedule:

18 - 39 years of age:	5% of salary
40 - 49 years of age:	6% of salary
50 - 54 years of age:	7% of salary
55+ years of age:	8% of salary

17.5 Staff Account Benefits

Employees will receive Staff Account Benefits in accordance with VanCity's Staff Accounts Service Charge Bulletin as of July 2, 1999 (Appendix C). No change which detracts from employee benefits will be implemented without the union's agreement. Any proposed changes which enhance employee benefits will be presented and explained to the Labour/Management Relations Committee prior to implementation.

17.6 Personal Loan

All full-time and regular part-time employees who work more than sixty (60) hours per month, with one (1) year or more service, are eligible to make application for a personal loan in accordance with the Credit Union lending criteria. The outstanding personal loan shall not exceed:

1 - 5 years of service:	$\frac{1}{2}$ x annual salary to a maximum of \$25,000
5+ years of service:	1 x annual salary to a maximum of \$25,000

The interest rate on loans shall be at two percent (2%) below the Federal Government prescribed rate or four percent (4%), whichever is greater. This rate will be set at the beginning of each calendar quarter. Employees granted such loans will execute such agreements as required by the Credit Union, acknowledging the benefit will be cancelled when the employee is no longer employed by the Credit Union. The difference between the staff and prescribed rate is a taxable benefit.

17.7 Mortgage Loan

After one year service, all employees are eligible to apply for a mortgage loan on their principal residence in accordance with the Credit Union lending policy. For employees with less than fifteen (15) years continuous service, a loan may be granted for each household for an amount up to two and one-half (2 1/2) times the employee's annual salary to a maximum of \$100,000. For employees with more than fifteen (15) years continuous service, the maximum may be \$200,000. The reduced rate portion of the mortgage is "open". Employees granted such a mortgage loan will execute any agreement required by the Credit

Union, acknowledging the loan will be cancelled when the employee is no longer employed by the Credit Union. Interest rates will be as follows:

1 to 5 years service	1% below the five (5) year posted member rate but not less than the Federal Government prescribed rate
6 to 10 years service	1½% below the five (5) year member posted rate but not less than the Federal Government prescribed rate
11 to 15 years service	2% below the five (5) year member posted rate but not less than the Federal Government prescribed rate
15+ years service	50% of five (5) year member posted rate or 4%, whichever is greater

The difference between the staff rate above and the Federal Government prescribed rate is a taxable benefit.

17.8 Retirement Package

Employees covered by the collective agreement, who meet the eligibility requirements set for all employees, may participate in any VanCity retirement package offered from time to time to non-union employees. Changes to the retirement package will be presented to the Labour Management Relations Committee at the time of implementation.

17.9 Payment in Lieu of Flexible Benefit Program

(a) Employees who work more than sixty (60) hours per month for their first three (3) months before becoming eligible to participate in the VanCity Flexible Benefit Program will receive four point eight percent (4.8%) of wages in lieu of participation in the Program.

(b) Employees who work sixty (60) hours per month or less will receive ten percent (10%) of wages in lieu of participation in the Program.

ARTICLE 18 - SALARY POLICY

18.1 Salary Schedule

Full-time employees shall be paid in accordance with the salary schedule for their positions as specified in Appendix A, which is part of this Agreement. The steps in the salary range are the minimum amounts to be paid an employee in accordance with Section 18.5 of this Article and shall not be construed to mean an employee may not be advanced to the next step in his/her salary range before having the required service.

18.2 Transferring Into a Position Under The Collective Agreement

Notwithstanding 18.1, an employee who transfers into a position covered by this agreement from a non-union branch or department and whose current rate is higher than the maximum wage rate for their classification shall remain at that wage rate until such time as the maximum wage rate for their classification exceeds their wage rate.

18.3 Salary Step Upon Promotion

Upon promotion, full-time and regular part-time employee's salaries will be at a step in the higher salary range, which will ensure a minimum of forty dollars (\$40.00) per month increase.

18.4 Salary on Promotion of Over-Step or Over-Scale Employees

Article 18.3 shall not apply to an employee who is promoted into a position covered by this agreement from a non-union branch or department or an employee covered by this agreement whose wage rate is over-scale and red circled prior to the promotion. These employees shall be placed at a step rate in the higher salary range above their current salary. An employee whose current rate is higher than the maximum wage rate for their new classification shall remain at that wage rate until such time as the maximum wage rate for their new classification exceeds their wage rate.

18.5 Progression to Next Salary Step

Full-time employees shall progress to each succeeding salary step for their job group as set out in Appendix A of this Collective Agreement and in accordance with (a) through (f) following:

(a) Except as provided in paragraphs (b), (c), (d) and (f) following, employees shall progress to each succeeding step in the salary range for their job group as follows:

First 6 months	Step 1
After 6 months at Step 1	Step 2
After 6 months at Step 2	Step 3
After 12 months at Step 3	Step 4
After 12 months at Step 4	Step 5

(b) An employee placed on a step in their salary range at a point higher than they would qualify for length of service (on being hired, or promoted in accordance with Article 18.3 or Article 18.6), shall move to the next step in their salary range upon completion of six (6) months service following such placement, subject to paragraph (c) of this section;

(c) Advancement from one salary step to another may be withheld where just cause due to inadequate performance can be shown under the following circumstances;

(1) the employee has been counselled regarding inadequate performance following the employee's last job service salary increase; or

(2) notice of intent to withhold the next service salary increase is given to the employee and the Union one (1) month prior to the date such increase is due.

(d) When employees restore their performance, they shall be advanced to the next step in their salary range on a non-retroactive basis.

(e) Service for the purpose of progression to the next salary step shall include all time worked and any time while on maternity or paternity leave, union leave, annual vacation, leave for sickness or disability and while receiving workers' compensation benefits.

(f) Notwithstanding (e), an employee promoted to a new classification must be in attendance at work for at least eighty percent (80%) of the time period between his or her first and second step placement before progressing to that second step. Similarly, an employee must be in attendance at work for at least seventy percent (70%) of the time period between his or her second and third step placement before progressing to that third step. After the employee's second progression within a salary group the interval for progression to the next step shall be the applicable interval in (a) above.

18.6 Employee Assigned to Higher Job Classification

An employee assigned to a higher job classification shall be paid at a higher rate determined by Section 18.3 from the first full day of such assignment, except when the assignment is for training purposes. Where employees temporarily assume additional responsibilities without an actual change in

classification, the Union and the Employer shall meet to decide if the added responsibilities are sufficient to change the job level and, if so, shall set a new salary level.

18.7 Salary Policy on Recalls and Demotions

Salary policy on recalls and demotions for full-time employees shall be as set out in (a) through (c) following:

- (a) employees recalled to their former position or to a position having the same salary range shall receive the current rate for the step in the salary range which they held at the time of layoff;
- (b) employees recalled who accept a position in a salary range which is lower than for their former position, shall be paid at a step in the salary range commensurate with their service in their previous classifications at the time of layoff;
- (c) an employee who transfers to a position in a lower salary range for reasons ascribable to the employee, shall be paid a salary in accordance with paragraph (b) above.

18.8 Relocation to Lower Step Due to Technological Change

Full-time employees who, for reasons of technological change, as specified in this Agreement, are placed in a position having a lower salary range than for their former position shall retain their salary until such time as the difference between the maximum for the range and their salary is removed.

ARTICLE 19 - SALARIES AND CLASSIFICATION

19.1 Rates of Pay for Full-time Employees

Effective January 1st, 1999, the classifications and salaries for employees as mutually agreed, are incorporated into Appendix A of this Collective Agreement.

19.2 Formula for Calculating Hourly Wage Rate

To calculate the hourly wage rate for full-time and regular part-time employees, the following formula shall be applied to the monthly salary set out in Appendix A of this Collective Agreement.

"Monthly salary x 12 divided by 1820 hours = hourly rate."

19.3 Rates of Pay--Regular Part-time Employees

Regular part-time employees shall be paid as set out in Appendix A-1(a); A-1(b) of this Collective Agreement with advancement between steps in accordance with days worked, i.e., six (6) month step = one hundred twenty (120) days worked. Each day engaged in union business pursuant to Articles 6, 15.2 and 15.11 will be counted as a day worked.

19.4 Rates of Pay--Casual Part-time Employees

Casual part-time employees shall be paid as set out in Appendix A-2 of this Collective Agreement, and shall be paid four percent (4%) vacation pay.

19.5 Profit Sharing

All bargaining unit members shall be eligible to participate in VanCity's Profit Sharing Plan, in accordance with the terms of that plan, if such plan is in effect at non-union branches.

ARTICLE 20 - JOB DESCRIPTIONS

20.1 Intent of Job Descriptions

Job descriptions will be written with the intent to set forth the general duties and requirements of the job and to indicate the level of skill required and shall not be construed as imposing any restriction on the right of the Employer to create a new job or to assign duties to employees other than those specifically mentioned in job descriptions, providing always that if the assignment of such duties changes the job content sufficiently to justify a review of the job rate, the Local Union shall be notified and a revised rate may be negotiated between the parties.

The effective date for the new rate shall be the date the job was submitted for review.

20.2 New Positions

When a new position is established or the duties or requirements of an existing position are significantly changed, the Employer shall set an interim salary and category for such position and notify the Union. The Union, at its discretion, may negotiate the salary and category and, if agreement cannot be reached, the matter may be referred to arbitration as provided in this Agreement.

ARTICLE 21 - TRAINING

21.1 New Equipment/Systems

When new equipment or systems are introduced the Employer shall arrange any orientation training considered necessary.

21.2 Reimbursement for Job Related Courses

- (a) When an employee registers in a job-related course to be taken on his/her own time, as approved in advance by the Employer, the Employer will reimburse one hundred percent (100%) of the cost of this course to the employee. Reimbursement will be made following approval and proof of registration. The employee must submit proof of successful completion within three (3) months of course completion. If the employee does not successfully complete the course, course fees will be recovered from the employee at the end of the course semester.
- (b) When the Employer requests an employee to attend a Credit Union related course or courses, the Employer will pay one hundred percent (100%) of the cost upon registration.
- (c) Other courses, approved by the Employer, will be reimbursed at fifty percent (50%) of tuition.

21.3 Child Care Expenses

Where an employee is requested or required by the Employer to attend a course outside their headquarters or geographic location, such that the employee incurs additional child care expenses, the employee shall be reimbursed for the additional child care expenses up to fifty dollars (\$50) per day upon production of a valid receipt.

ARTICLE 22 - TECHNOLOGICAL CHANGE AND SEVERANCE PAY

22.1 Notice of Technological Change

The Employer will provide the Union with as much notice as possible of intention to introduce automation, equipment or changes in administrative procedures which might result in the reduction of personnel.

22.2 Retraining

An employee becoming redundant due to new equipment and procedures, is eligible for retraining, based upon their ability and willingness to qualify for the operation of such new equipment or procedures or new position.

22.3 Termination and Recall List

In cases where the retraining of an employee is not practical, or where other positions with the Employer are not available, the employee shall elect for termination of employment or shall elect to be placed on the recall list in accordance with Article 24.4.

22.4 Severance Pay

Severance pay as provided for in Section 22.5 shall be due and payable to a displaced employee immediately upon termination.

22.5 Severance Pay Procedures

- (a) Severance pay shall be paid to employees with one (1) year or more service who are terminated because of changes in administrative procedures, automation, consolidation, or suspension of business. The amount of severance pay shall be one (1) week at the employee's current regular salary for each year of service, to a maximum of ten (10) weeks.
- (b) An employee who chooses to be laid off and placed on the recall list may elect to terminate during the recall period and be paid the employee's severance pay entitled upon termination or expiration of recall.

ARTICLE 23 - JOB POSTING AND PROMOTION**23.1 Posting of Job Vacancies**

Notice of job vacancies shall be posted electronically on the Employer's system for at least five (5) working days. The notice shall indicate job title, category and salary and brief outline of the duties involved.

23.2 Applying on Vacant Positions

An employee may apply on vacant positions which may involve a promotion, lateral transfer or a lower classification.

23.3 Intent of Employer

It shall be the intent of the Employer to fill job vacancies from within the bargaining unit providing employees who apply for positions have the required qualifications. Preferences in selection shall be from full-time, regular part-time and casual part-time employees, in that order.

23.4 Job Applications to be in Writing

All applications on posted job vacancies shall be in writing or on a form provided by the Employer.

23.5 Selection Basis

- (a) Selections for job vacancies shall be made on the basis of ability, knowledge, experience, past work performance and seniority in that order.

- (b) In the event that two (2) or more employees have similar ability, knowledge, experience and past work performance the employee with the greatest seniority shall be selected.

23.6 Trial Period

When promoted to a higher position, an employee shall be allowed a trial period of up to sixty (60) working days if the position is in classifications in Group I, II or III and up to one hundred and twenty (120) working days if the in classifications in Group IV, V or VI. Should the employee be considered unsuitable during the trial period, she/he shall be returned to her/his former position or one of equal rank. Salary shall be at the service step paid prior to promotion or the step she/he might have achieved by service had she/he not been promoted.

ARTICLE 24 - LAYOFF AND RECALL

24.1 Layoff

Should the Employer decide to reduce the number of office staff, the employee with the least amount of seniority in a position shall be the first laid off from that position. The employee may displace another employee in a position at the same or lower job level, providing the employee has the qualifications to perform the job functions satisfactorily and has greater seniority than the employee to be displaced.

24.2 Layoff Notice

Full-time employees shall be given two (2) weeks notice of layoff or two (2) weeks salary in lieu of notice.

24.3 Recall List

A full-time employee with six (6) months or more of service who is laid off due to lack of work or redundancy shall be placed on a recall list for a period of twelve (12) months.

24.4 Recall Procedures

Employees on the recall list shall have the right to return to a vacancy in their former position or to a position for which they are qualified, providing no other employee with greater seniority is promoted or transferred to such vacant position. When such transfers or promotions occur, resulting in a vacant position, the employee on the recall list will be offered the resulting vacant position providing the employee is qualified.

- (a) Notice of recall to an employee on the recall list shall be sent by registered mail to the employee's last known address. An employee on the recall list may be bypassed when the employee fails to respond to the notice within three (3) calendar days of receiving it. A copy of the recall notice shall be given to the Union Steward.
- (b) An employee bypassed under the foregoing conditions shall be kept on the recall list for the employee's remaining recall period.

ARTICLE 25 - SENIORITY

25.1 Full-time Employees

Seniority for full-time employees shall mean the length of continuous service with the Employer since the date of last hire.

25.2 Regular Part-time Employees

Regular part-time employees shall accrue seniority on the basis of one (1) day for each day or part day worked.

25.3 Casual Employees

(a) Seniority shall not accrue for a casual part-time employee except where such an employee becomes a regular full-time or part-time employee and completes the probationary period as a regular full-time or part-time employee. Casual employees who accrue seniority, if any, shall be on the basis of one (1) day for each day or part day worked for all periods of employment in the last twenty-four (24) months.

(b) Effective January 1, 1997 such employees who accrue seniority shall be entitled to accrue time worked for periods longer than twenty-four (24) months but such accrual will be eliminated when service has been broken for periods longer than three (3) months. No credit will be granted retroactively for any time worked prior to December 31, 1994.

25.4 Seniority During Probation

Upon completion of the probationary period, seniority for full-time employees and regular part-time employees shall be back-dated to include time worked during the probationary period.

25.5 Seniority List

Seniority for full-time and regular part-time employees shall be on a separate seniority list. A regular part-time employee's seniority shall not be used to displace any rights of full-time employees.

25.6 Seniority During Recall Period

An employee on layoff and placed on the recall list shall retain and accumulate seniority during the recall period.

25.7 Seniority During Leave of Absence

An employee absent on any leave from employment, set out in this Collective Agreement, shall continue to accumulate seniority for the time of such leave.

25.8 When Seniority Ends

An employee's seniority shall cease where:

- (a) the employee terminates his/her employment;
- (b) is discharged and is not reinstated through the grievance or arbitration procedure;
- (c) retires from employment;
- (d) is absent due to layoff for more than twelve (12) months;
- (e) fails to return from an authorized leave from employment without reasonable cause.

25.9 Re-employment

A regular employee who resigns his/her position and within sixty (60) days is re-employed as a regular employee shall be granted leave of absence without pay covering these days absent, and shall be credited with the length of service accumulated at time of termination for the purposes of benefits, provided he/she has not withdrawn his/her pension requirements. It is understood that the employee's rate of pay is set by the Employer, the employee returns on probation before re-establishing past service and that there is no cost to the Employer on reinstatement. It is understood that a reinstatement of seniority shall only apply once an employee is a successful applicant for a position within the bargaining unit.

ARTICLE 26 - DISCIPLINE

26.1 Just Cause

The Employer has the right to discipline, suspend or discharge an employee for just cause. In all cases of discipline, the burden of proof of just cause shall rest with the Employer.

26.2 Disciplinary Procedures

(a) Should it become necessary to discuss with an employee a matter which could result in disciplinary action being taken, such discussion will be conducted in private. At the discretion of the employee, a branch steward shall be present. Where the employee is a Steward, she/he shall have the right to consult with a union staff representative, and to have a union staff representative present, providing that this does not result in any undue delay of the appropriate action being taken. Upon the request of the employee, the substance of the Employer's complaint shall be given to the employee in writing at the time the discussion takes place. Where disciplinary action in the form of a suspension, final warning or termination results, a letter of explanation shall be given to the employee within five (5) working days.

(b) The employee may respond in writing to the discipline and in each case the matter shall be reviewed and a note put on file if improvement is recognized within a period of one (1) year. Upon an employee's request, a letter of reprimand shall be removed from the Personnel file if no other similar infraction occurs after the expiration of twenty-four (24) months.

26.3 Unjust Discharge or Suspension

If upon investigation by the Union and the Employer, or by decision of an arbitration board pursuant to the terms of this Agreement, it shall be found that an employee has been unjustly discharged or suspended, the affected employee shall be, subject to the award of such arbitration board or pursuant to the mutual findings of the Union and the Employer, reinstated to her/his former position without any loss of seniority or rank. Compensation for lost salary shall be as mutually agreed between the Employer and the Union or as decided by arbitration.

ARTICLE 27 - GRIEVANCE PROCEDURE

27.1 Definition of a Grievance

The Parties agree that grievances may arise concerning:

- (a) differences between the Parties respecting the interpretation, application, or any alleged violation of the provisions of this Agreement, including a question as to whether or not a matter is subject to arbitration; or
- (b) the dismissal or discipline of an employee bound by this agreement.

27.2 Grievance Procedure

The procedure for resolving a grievance shall be the grievance procedures in this Article. The employee will continue working and utilize the grievance procedure to resolve his/her concern except where an employee acts in good faith in compliance with Section 3.24 of the B.C. Workers' Compensation Act, and in the case of dismissal or suspension.

(a) *Step 1*

Every effort shall be made by the employee and the employee's immediate supervisor (excluded from the bargaining unit) or the supervisor's designated representative if the supervisor is not available to resolve the grievance verbally. The employee shall have the right to have a Union steward present at

such a discussion. If unresolved, an employee may, within twenty (20) calendar days from the date upon which the incident or circumstances first occurred or arose, submit a written grievance, through the Union steward, to Step 2 of the grievance process. The employee's immediate supervisor will sign and date the grievance form to confirm receipt and forward the grievance to the representative of VanCity authorized to deal with grievances at Step 2. Such form will set out:

- (1) the nature of the grievance and the circumstances from which it arose;
- (2) the article or articles of the agreement alleged to have been violated; and
- (3) the remedy or correction requested.

(b) *Step 2*

The representative designated by VanCity to handle grievances at Step 2 shall meet with the Union representative within fifteen (15) calendar days after receipt of the grievance. Following such a meeting, the VanCity representative will respond within fifteen (15) calendar days to the Union representative.

(c) *Step 3*

If the grievance is not satisfactorily resolved at Step 2, the Union representative may present the grievance in writing to the representative designated by VanCity to handle grievances at Step 3. The grievance shall be presented within fifteen (15) calendar days of receipt of the reply at Step 2. The designated representative, after meeting with the Union representative with a view to resolving the grievance, shall reply in writing within fifteen (15) calendar days from the date on which the meeting was held.

27.3 Policy Grievance

Whether either Party to this Agreement disputes the application, interpretation or alleged violation of an article of this Agreement to the membership of the bargaining unit, the dispute shall be discussed initially with the Employer or the Union, as the case may be, within thirty (30) calendar days of the occurrence. Where no satisfactory agreement is reached, either Party may submit the dispute to arbitration, as set out in Article 28 of the Agreement. This provision shall not be utilized to circumvent any mandatory provisions of the grievance procedure.

27.4 Dismissal Grievance

Consistent with the Parties' desire to expedite any grievance involving a dismissal, Step 1 and/or Step 2 may be bypassed for such grievances. The twenty (20) calendar day limit for initiating a grievance will still apply.

27.5 Grievance Form

Where a grievance is presented or replied to at any level of the grievance procedure, the recipient shall sign and date the grievance form.

27.6 Grievance by Mail

Where it is necessary at any step of the grievance procedure to present a grievance by mail, the grievance shall be sent priority courier. The grievance shall be deemed to be received on the date of delivery to the appropriate representative of the recipient party. Similarly, a party shall be deemed to have presented a reply at any level on the date it is sent priority courier and shall be deemed to have received the reply on the date it is delivered to the appropriate representative of the recipient party.

27.7 Agreement or Resolution Binding

Any agreement or resolution which is entered into by the parties at any stage of the grievance procedure is binding on the parties, their members and/or representatives, insofar as the particular grievance is concerned. Such agreement or resolution shall be in writing and signed by the Union and the Employer.

27.8 Extension of Time Limits

Time limits in this Article may be extended by mutual agreement of the parties.

27.9 Breach of Time Limits

Where any of the time limits specified herein are breached, the grievance shall be deemed to have been abandoned on a "*without prejudice*" basis, and cannot be re-instituted.

ARTICLE 28 - ARBITRATION**28.1 Arbitration Board Appointment Procedure**

If the grievance is not settled pursuant to Article 27, it may then be referred within twenty (20) days of the decision being communicated at Step 3 to an arbitration board of three (3) persons, composed as follows:

- (a) the party desiring arbitration shall appoint a member for the board and shall notify the other party in writing of its appointment and the particulars of the grievance in dispute;
- (b) the party receiving the notice shall, within five (5) days, appoint a member to the board and shall notify the other party of its appointment;
- (c) the two (2) arbitrators, so appointed, shall confer to select a third party to be chairperson and, failing for five (5) days from their appointment to agree upon a person to act, either of them may apply to the Collective Agreement Arbitration Bureau for the Province of British Columbia to appoint a chairperson.

28.2 Arbitration Hearings

The Arbitration Board shall hear the parties, settle the terms of the question to be arbitrated, and make its award within fifteen (15) days of appointment of a Chairperson, except when the time is extended by the agreement of the parties. The Board shall deliver its award, in writing, to each of the parties and the award of the majority of the Board shall be final and binding on the parties and shall be carried out forthwith.

28.3 Arbitration Costs

Each party shall pay its own costs and expenses of the arbitration, the remuneration and disbursements of their appointees and one-half ($\frac{1}{2}$) of the expenses of the Chairperson.

28.4 Single Arbitrator

As an alternative procedure to Sections 28.1, 28.2, and 28.3, the parties to this Agreement may, if it is mutually agreed to do so, agree upon a single Arbitrator as a means of settling disputes appropriate to such procedures as follows:

- (a) The party desiring arbitration under this Article will notify the other party, in writing, in accordance with the provisions of Section 28.1 above.

(b) The parties to the dispute will thereupon meet to decide upon an arbitrator. Failing agreement on this within ten (10) days of such notice, or in the event one of the parties declines the procedure, notice of arbitration as provided in Section 28.1 above may be given by either party.

28.5 Single Arbitrator Procedure

Upon agreed appointment of an arbitrator, the arbitrator shall hear the parties, settle the terms of question to be arbitrated and make an award within fifteen (15) days of the appointment or within such extended period as may be mutually agreed to by the parties to the dispute. The arbitrator shall deliver the award, in writing, to each of the parties and shall be carried out forthwith. An arbitration award under this section shall not be subject to further procedure under Article 28 of this Agreement.

ARTICLE 29 - ROBBERY OR HOLDUP

29.1 Professional Counselling

In the event of a robbery or holdup, professional counselling shall be available to employees suffering from post-traumatic stress through the Extended Benefits provisions of Article 17.1(b) or 17.7(d). Regular part-time employees working less than sixty (60) hours per month and casual employees suffering from post-traumatic stress shall have access to professional counselling, up to a maximum cost of two hundred dollars (\$200) per employee per incident.

29.2 Time Off

The Employer agrees that requests from regular full-time, regular part-time and casual employees for time off due to post-traumatic stress resulting directly from involvement in robbery or holdup will be considered by the Employer for the balance of the day on which the incident occurred plus the following day without loss of pay. It is understood that a WCB claim may be involved.

29.3 Employer's Need for Staffing

Requests for time off shall not be unreasonably withheld. The Employer and the Union agree sufficient staff must always be available to operate the branch and time off requests refused due to staffing restraints will not be considered unreasonable.

29.4 Additional Time Off

Additional time off, if required, shall be provided by WCB coverage or sick leave.

ARTICLE 30 - DURATION OF AGREEMENT

30.1 Duration

This Agreement shall be binding and remain in effect to midnight, June 30, 2002.

30.2 Notice to Bargain

- (a) This Agreement may be opened for collective bargaining by either party giving written notice to the other party on or after April 1, 2002, but in any event not later than midnight, April 30, 2002.
- (b) Where no notice is given by either party prior to April 30, 2002, both parties shall be deemed to have given notice under this clause on April 30, 2002, and thereupon Clause 30.3 applies.
- (c) All notices on behalf of the Union shall be given by the President of the Union and similar notices on behalf of the Employer shall be given by the Vice-President of Human Resources or designate.

30.3 Commencement of Bargaining

Where a party to this Agreement has given notice under Clause 30.2, the Parties shall, within fourteen (14) days after notice was given, commence collective bargaining.

30.4 Change in Agreement

Any change deemed necessary in this Agreement may be made by mutual agreement at any time during the life of this Agreement.

30.5 Agreement to Continue in Force

Both Parties shall adhere fully to the terms of this Agreement during the period of bona fide collective bargaining.

30.6 Effective Date of Agreement

The provisions of this Agreement, except as otherwise specified, shall come into force and effect on the date of signing of this Agreement.

**SIGNED ON BEHALF OF
THE UNION:**

**SIGNED ON BEHALF OF
THE EMPLOYER:**

George Heyman, President

Bill Mathieson, Labour Relations Advisor

LaRae Antonichuk

Anne Stobart, Manager, Labour Relations

Maria DeMatos

Archie Mullan, Regional Manager

Carrie Smith

Keith Tongue, Regional Manager

Sindy Sohi

Guy Pocklington, Staff Representative

Signed this _____ day of _____, 2000.

APPENDIX A
JOB CLASSIFICATION AND MONTHLY WAGE RATES FOR FULL-TIME EMPLOYEES

Group	Job Classification			Effective January 1, 1999
1	Trainee	Step: 1		1,937.93
		Step: 2		n/a
		Step: 3		n/a
		Step: 4		n/a
		Step: 5		n/a
2	Financial Services Rep Administration Clerk	Step: 1		2,065.27
		Step: 2		2,134.78
		Step: 3		2,237.52
		Step: 4		2,361.99
		Step: 5		2,499.47
3	Teleservice Administrator Teleservice Rep Administration Officer Central Admin Officer Loans Administrator	Step: 1		2,301.22
		Step: 2		2,333.03
		Step: 3		2,473.43
		Step: 4		2,596.43
		Step: 5		2,735.39
4	Sr. Financial Serv Rep Financial Services Coordinator	Step: 1		2,535.65
		Step: 2		2,603.69
		Step: 3		2,709.36
		Step: 4		2,829.48
		Step: 5		2,984.33
5	Financial Services Officer Senior Teleservice Officer Senior Admin Officer	Step: 1		2,770.13
		Step: 2		2,839.59
		Step: 3		2,945.27
		Step: 4		3,100.00
		Step: 5		3,250.00
6	Financial Services Advisor	Step: 1		3,004.00
		Step: 2		3,169.50
		Step: 3		3,335.00
		Step: 4		3,500.50
		Step: 5		3,666.00

**APPENDIX A-1A
JOB CLASSIFICATION & HOURLY WAGE RATES FOR REGULAR
PART-TIME EMPLOYEES SCHEDULED SIXTY (60) HOURS OR MORE PER MONTH**

Group	Job Classifications			Effective January 1/99
1	Trainee	Step: 1		13.39
		Step: 2		n/a
		Step: 3		n/a
		Step: 4		n/a
		Step: 5		n/a
2	Financial Services Rep Administration Clerk	Step: 1		14.27
		Step: 2		14.75
		Step: 3		15.46
		Step: 4		16.32
		Step: 5		17.27
3	Teleservice Administrator Teleservice Rep Administration Officer Central Admin Officer Loans Administrator	Step: 1		15.90
		Step: 2		16.12
		Step: 3		17.09
		Step: 4		17.94
		Step: 5		18.90
4	Senior Financial Service Rep Financial Services Coordinator	Step: 1		17.52
		Step: 2		17.99
		Step: 3		18.72
		Step: 4		19.55
		Step: 5		20.62
5	Financial Services Officer Senior Teleservice Officer Senior Admin Officer	Step: 1		19.14
		Step: 2		19.62
		Step: 3		20.35
		Step: 4		21.42
		Step: 5		22.46
6	Financial Services Advisor	Step: 1		20.76
		Step: 2		21.90
		Step: 3		23.04
		Step: 4		24.19
		Step: 5		25.33

These rates are used during the period of eligibility for benefits as specified by Article 17.1.

Wage rates include 4.8% Statutory Holiday pay. Rates will also apply to eligible employees who have enrolled in part-time benefit plans.

**APPENDIX A-1B
JOB CLASSIFICATION AND HOURLY WAGE RATES FOR REGULAR PART-TIME
EMPLOYEES SCHEDULED LESS THAN SIXTY (60) HOURS PER MONTH**

Group	Job Classifications			Effective January 1/99
1	Trainee	Step: 1		14.06
		Step: 2		n/a
		Step: 3		n/a
		Step: 4		n/a
		Step: 5		n/a
2	Financial Services Rep Administration Clerk	Step: 1		14.98
		Step: 2		15.48
		Step: 3		16.23
		Step: 4		17.13
		Step: 5		18.13
3	Teleservice Administrator Teleservice Rep Administration Officer Central Admin Officer Loans Administrator	Step: 1		16.69
		Step: 2		16.92
		Step: 3		17.94
		Step: 4		18.83
		Step: 5		19.84
4	Senior Financial Service Rep Financial Services Coordinator	Step: 1		18.39
		Step: 2		18.88
		Step: 3		19.65
		Step: 4		20.52
		Step: 5		21.64
5	Financial Services Officer Senior Teleservice Officer Senior Admin Officer	Step: 1		20.09
		Step: 2		20.59
		Step: 3		21.36
		Step: 4		22.48
		Step: 5		23.57
6	Financial Services Advisor	Step: 1		21.79
		Step: 2		22.99
		Step: 3		24.19
		Step: 4		25.39
		Step: 5		26.59

The above hourly rates include ten percent (10%), in lieu of benefits and statutory holidays.

Rates are for regular part-time employees who have worked the days required and are not eligible for benefit coverage. This Appendix also applies to regular part-time employees working more than sixty (60) hours per month who have not enrolled in the plan.

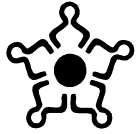
**APPENDIX A-2
JOB CLASSIFICATION AND HOURLY WAGE RATES FOR
CASUAL PART-TIME EMPLOYEES**

A trainee probation period will be sixty (60) working days, upon which they would move to step 1 of their classification unless the probation period is extended.

Group	Job Classifications			Effective Jan 1/99
1	Trainee			12.42
2	Financial Services Rep Administration Clerk			13.23
3	Teleservice Administrator Teleservice Rep Administration Officer Central Admin Officer Loans Administrator			14.75
4	Sr. Financial Serv Rep Financial Services Coordinator			16.25
5	Financial Services Officer Sr. Teleservice Officer Sr. Admin Officer			17.76
6	Financial Services Advisor			19.26

Four percent (4%) vacation pay will be added and statutory holidays will be paid in accordance with the Employment Standards Act.

**APPENDIX B
UNION DUES DEDUCTION AUTHORIZATION SLIP**



UNION

**DUES
AUTHORIZATION SLIP**

DEDUCTION

I hereby authorize and request my Employer to deduct from my salary each pay period, an amount equal to the current dues as established from time to time by the B.C. Government and Service Employees' Union, and any other amount pursuant to the Constitution as may be levied from time to time by the BCGEU, and to pay the sum(s) described to the BCGEU.

Employee's Signature

Date

Employee's Name (please print)

FA/181
93:06:23
opeiu 378

**APPENDIX C
STAFF ACCOUNT SERVICE CHARGE BULLETIN**

Staff Account Service Charge Bulletin

Effective: July 2, 1999

	Chequing Account**	CIS Account	Plan 24 Account	Summer Savings Account	Investment Savings Account	U.S. Savings Account
CHEQUES						
Cheque Clearing	N/C	N/C	N/A	N/A	N/A	N/A
Returned with Statement	N/C	N/C	N/A	N/A	N/A	N/A
Cheque Purchase	N/C	N/C	N/A	N/A	N/A	N/A
WITHDRAWALS						
In-Branch	N/C	N/C	N/C	N/C	N/C	N/C
Direct Payment Card (C\$)	N/C	N/C	N/C	N/C	N/C	N/C
Direct Payment Card (US\$)	*N/C	*N/C	*N/C	*N/C	*N/C	*N/C
ATM:						
VanCity Exchange	N/C	N/C	N/C	N/C	N/C	N/C
Non-VanCity Exchange/Cue Strata	N/C	N/C	N/C	N/C	N/C	N/C
Interac	\$1.00*	\$1.00*	\$1.00*	\$1.00*	\$1.00*	\$1.00*
International	\$1.00*	\$1.00*	\$1.00*	\$1.00*	\$1.00*	\$1.00*
TRANSFERS						
In-Branch (between two accounts)	N/C	N/C	N/C	N/C	N/C	N/C
In-Branch (within the same account)+	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75
TeleService+	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75	\$0.75
VanCity Direct/24-Hour Service Line	N/C	N/C	N/C	N/C	N/C	N/A
ATM:						
VanCity Exchange	N/C	N/C	N/C	N/C	N/C	N/A
Non-VanCity Cue Strata	N/C	N/C	N/C	N/C	N/C	N/A
Interac/Plus/International	N/A	N/A	N/A	N/A	N/A	N/A
BALANCE ENQUIRIES						
TeleService	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
VanCity Direct/24-Hour Service Line	N/C	N/C	N/C	N/C	N/C	N/C
ATM:						
VanCity Exchange	N/C					
Non-VanCity	N/C					
Plus/International	N/C					

* Indicates a change

** Grandfathered - new accounts cannot be opened

+ Charge must be collected manually at time of posting transaction

LETTER OF UNDERSTANDING NO. 1

The Parties agree as follows:

1. *Placement*

All employees who were employed in unionized locations on January 1, 1999, will be placed on the applicable wage scale based on length of service in their position.

Employees who are employed in locations which are unionized after January 1, 1999 will, effective the date of variance, be placed on the applicable wage scale based on length of service in their position.

2. *Above-Step Employees*

Any employee employed at a unionized location on April 20, 1999 and whose current wage rate is higher than their service based placement will remain at their current wage rate until such time as service based placement on a step in their classification exceeds their current wage rate.

3. *Over-Scale Employees*

Any employee employed at a unionized location on April 20, 1999 and whose current wage rate is higher than the maximum wage rate for their classification will receive a wage increase of two percent (2%) effective January 1, 1999 and will remain at that wage rate until such time as the maximum wage rate for their classification exceeds their wage rate.

Any newly added employees to the bargaining unit who are red-circled will not be entitled to such wage increase.

4. *TeleService*

(a) TeleService Representatives who are licensed to and sell mutual funds as at April 20, 1999 must elect on the effective date of this agreement to either:

(i) accept a promotion to the position of Senior TeleService Representative and accept training to perform the full functions of that position within a reasonable period of time; or

(ii) remain in the position of TeleService Representative and fulfil the other duties of that position.

(b) Senior TeleService Representatives who are licensed to and sell mutual funds must elect on the effective date of this agreement, to either:

(i) enrol in Financial Services Advisor training and accept a promotion to a position equivalent to FSA effective the date of enrolment in the FSA training program. If the employee does not complete FSA training within a reasonable period of time and without reasonable excuse (e.g. within two (2) years from the date of enrolment), then the employee will be returned to the position of Senior TeleService Representative; or

(ii) remain in the position of Senior TeleService Representative

5. The Parties agree to reopen wage rates on April 1, 2001. In the event the Parties cannot reach agreement within an expeditious period of time, the Parties agree to refer any dispute to Jim Dorsey, Q.C. for binding arbitration.

6. The Parties agree that Jim Dorsey, Q.C. will retain jurisdiction to resolve any disputes arising out of the implementation of this Letter of Understanding and Memorandum of Understanding by an informal and expeditious process.

7. This Letter of Understanding will expire on June 30, 2002 unless renewed by the Parties.

**SIGNED ON BEHALF OF
THE UNION:**

**SIGNED ON BEHALF OF
THE EMPLOYER:**

Guy Pocklington, Staff Representative

Bill Mathieson, Labour Relations Advisor

Signed this _____ day of _____, 2000.