

**2007 - 2010
COLLECTIVE AGREEMENT**

Between

**RESORT QUEST
WHISTLER PROPERTY MANAGEMENT INC.**

And

**NATIONAL AUTOMOBILE, AEROSPACE,
TRANSPORTATION AND GENERAL
WORKERS UNION OF CANADA
(CAW-CANADA) LOCAL 3000**



Expires May 31, 2010

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ARTICLE 1 – INTRODUCTION

1.01 OBJECTIVE OF PARTIES

The Parties agree to the following objectives: providing for fair and reasonable working conditions, as well as promoting harmonious employment relationships, productive work environments, efficiencies in the manner that work is organized and performed, the provision of quality services by employees, and a culture of respect and professionalism within the organization.

1.02 PURPOSE OF THIS AGREEMENT

- (a) The purpose of this Agreement is to set forth and establish the terms and conditions of employment for those employees who come within the scope of this Agreement, so that stable and harmonious relationships may be established and maintained between the Employer and the Union, to the mutual benefit of the parties to this Agreement.
- (b) Further, the purpose of the Agreement is to facilitate the peaceful adjustment of all disputes and grievances in accordance with Article 20 of this Agreement, to prevent strikes, lockouts, slowdowns or other interferences with work, unnecessary expense, and avoidable delays in carrying out the most efficient and effective operations of the Employer's business, and to enhance the living standards and working conditions of the employees.

1.03 GENDER REFERENCES

All articles and clauses referred to in this Agreement apply equally to both male and female employees.

ARTICLE 2 - DURATION AND INTEGRITY OF AGREEMENT

2.01 DURATION

- (a) This Agreement shall be for the period from and including June 1, 2007 to and including May 31, 2010.

Thereafter, the Agreement shall continue in full force and effect from year to year subject to the right of either party to serve notice to commence bargaining as provided for in the Labour Relations Code of British Columbia.

- (b)** During the period when negotiations are being conducted between the parties for the renewal of this Agreement, the present Agreement shall continue in full force and effect until:

 - (i) the Union commences a legal strike; or
 - (ii) the Employer commences a legal lockout; or
 - (iii) the parties enter into a new or further Agreement.

- (c)** During the continuation period provided in (b) above, neither party shall attempt to take any action or make any changes in the terms and conditions of employment which would be inconsistent with the express terms of this Agreement.

2.02 LABOUR RELATIONS CODE - SECTIONS 50(2) and 50(3) EXCLUDED

The operation of Sections 50(2) and 50(3) of the Labour Relations Code of British Columbia is hereby excluded.

2.03 STRIKES AND LOCKOUTS

The Union agrees during the term of this Agreement there will be no slowdown or strike, stoppage of work or refusal to work or to continue to work. The Employer agrees that during the term of this Agreement there will be no lockout.

2.04 EXTENT

- (a)** The parties recognize and agree that they cannot be obligated or bound by any term, condition or provision, which would be contrary to any existing federal or provincial legislation or regulations passed pursuant thereto. In the event that any term, condition or provision, or part thereof, which is incorporated into this Agreement, whether by inadvertence, error or misunderstanding, is in fact or in law contrary to such federal or provincial legislation or regulation, then such term, condition or provision or part therefore, is void and of no effect.

- (b)** In the event that existing federal or provincial legislation makes invalid any provision of this Agreement, the remaining provisions shall remain in effect for the term of the Agreement. The Employer and the Union shall confer to settle upon a mutually agreeable provision to be substituted for the provision(s) so altered or invalidated.

ARTICLE 3 - UNION RECOGNITION

3.01 RECOGNITION OF EXCLUSIVE BARGAINING AGENT

- (a)** The Employer recognizes the Union as the sole and exclusive bargaining agent for its employees, as defined in paragraph (b) below.
- (b)** Except as specifically provided otherwise, the term "employee" or "employees" as used in this Agreement shall be understood to mean the employees of the Employer in the Housekeeping Department at Whistler, B.C., with the exception of those excluded by the Labour Relations Code of B.C. or those exclusions recognized by the parties in paragraph (c) below.
- (c)** The following positions are excluded from the Housekeeping Department bargaining unit:
 - Housekeeping Manager
 - Housekeeping Team Leader
 - Housekeeping Coordinator
 - Housekeeping Specialist

3.02 RECOGNITION OF LEGAL PICKET LINES

- (a)** No employee shall be disciplined for refusing to cross a legal picket line arising from a strike or lockout. Any employee failing to report to work as a result of this provision shall be considered to be absent without pay.
- (b)** For purposes of this provision, a "legal picket line" shall mean only those picket lines expressly permitted under the Labour Relations Code of B.C.

3.03 NO DISCRIMINATION

- (a)** No discrimination shall be shown against an employee who is active in the affairs of the Union.
- (b)** The Employer agrees that there shall be no discrimination against any employee with respect to employment or any term or condition of employment which would violate Section 13 of the Human Rights Code of B.C., as may be amended from time to time.

In the event that the available medical evidence indicates that a disabled employee is capable of returning to work in a suitable position, the Parties acknowledge the human rights jurisprudence which results in a "duty to accommodate" being placed on the Employer, the Union and the disabled employee.

Should any dispute arise concerning the Employer's compliance with respect to Section 13 of the Human Rights Code, as may be amended from time to time, the parties shall meet to attempt to resolve the matter in dispute. If the parties are unable to resolve the dispute, the complainant employee may refer the matter to the Human Rights Council for resolution. As an alternative, the parties may mutually agree to submit the dispute for resolution to the Arbitration procedure set out in this Agreement.

- (c)** The Union and the Employer recognize the right of all persons employed by the Employer to work in an environment free from sexual harassment or personal harassment by any other person employed by the Employer.

Sexual harassment shall be defined as any conduct, comment or contact of a sexual nature:

- (i) that might reasonably be expected to cause offence or humiliation to the recipient; or
- (ii) that might reasonably be perceived by the recipient as placing a demand of a sexual nature on his/her continued employment or with respect to a term and condition of his/her employment.

Personal harassment shall be defined as any improper conduct or comment by a person employed by the Employer that is directed at and offensive to another person and is demeaning and which the first person knew or ought reasonably to have known would be offensive. Personal harassment shall not include the legitimate exercise of a supervisor's authority.

- (d)** Any grievance or complaint made by an employee with respect to paragraph (c) above will be investigated jointly by the Employer and the Union and will be handled with all possible confidentiality and dispatch by the Employer and the Union. Notwithstanding this joint process, the Employer reserves the right to make its own report on the results of the investigation, including its own conclusions, and reserves the right to take appropriate action based on the results of the investigation.

- (e)** An alleged offender under paragraph (c) above shall be entitled:

- (i) to be given notice of the substance of the complaint brought against him/her; and
- (ii) to be given notice of, and to attend and participate in, any arbitration hearing which is held with respect to the employee's grievance.

- (f) The Employer shall post conspicuously in the workplace a policy regarding harassment and discrimination.

3.04 PERFORMANCE OF BARGAINING UNIT WORK

Persons whose jobs are not in the bargaining unit shall not perform work presently done by employees covered by this Agreement if the performance of such work would directly result:

- (a) in the layoff or reduction of hours of work of an employee; or
- (b) in the failure to recall a regular employee pursuant to Article 10.03(a), provided that during the period of time it would take the recalled employee to return to work, the work may be performed by a person whose job is not in the bargaining unit.

3.05 UNION BUTTONS

An employee may wear the Union button without being disciplined.

3.06 UNION ACCESS

- (a) A properly authorized representative of the Union, upon first obtaining permission in advance from the Employer, shall be allowed access to the Employer's premises for the purpose of dealing with matters arising out of this Agreement. Permission shall not be unreasonably denied by the Employer.
- (b) The Employer is entitled to require an individual to substantiate that he/she is an authorized representative of the Union.
- (c) Access to the authorized representative of the Union must not result in any disruption with the Employer's operations or affairs, and it must not result in any employee or employees neglecting their work duties and responsibilities.

3.07 VIOLENCE IN THE WORKPLACE

Should an employee become victim of an act of violence or threatened act of violence in the workplace, the Employer shall perform the following:

- (a) The Employer shall immediately conduct an investigation into the act or threatened act of violence.
- (b) A written report shall be produced by Management within seven (7) days of the Employer becoming aware of the incident.

- (c) The Union shall be provided with a copy of this report.
- (d) This Article does not limit Management's ability to discipline employees.

3.08 NATURE OF COMMUNICATIONS

The Union and the Employer recognize the right of all persons employed by the Employer to be treated with integrity, trust and respect. To this end, both parties will maintain open lines of communication and shall promote a good relationship built on mutual trust and respect.

3.09 CONTRACTING OUT

The Employer agrees that for the duration of this Collective Agreement bargaining unit work, including deep cleaning, will not be contracted out.

3.10 PRINTING OF COLLECTIVE AGREEMENT

The Employer shall reimburse the Union for one-half (1/2) of the cost of printing of a sufficient number of copies of this Collective Agreement, up to a maximum reimbursement of one hundred dollars (\$100.00).

3.11 PAY FOR UNION NEGOTIATING COMMITTEE

The Employer agrees to pay straight time wages for up to two (2) employees for time spent attending collective bargaining meetings (between the Union and the Employer) as members of the Union Negotiating Committee. Such payment will only occur where the employees in question miss scheduled work hours due to their attendance at these meetings. This provision will apply to future rounds of collective bargaining and not the current round that commenced June 26, 2007.

ARTICLE 4 - UNION SECURITY

4.01 MEMBERSHIP

- (a) All employees covered by this Agreement who were hired prior to October 12, 1995 and who were, on that date, members of the Union or thereafter chose to become a member of the Union shall, as a condition of employment, remain a member of the Union.
- (b) All new employees covered by this Agreement hired after October 12, 1995 shall become members of the Union within thirty (30) days after the date of initial employment.

4.02 NEW EMPLOYEES

The Employer agrees that it will advise each newly hired employee of the Union security and check-off provisions provided in this Collective Agreement, and refer such employees to the Union for purposes of obtaining a Union card.

4.03 DEDUCTION OF DUES

- (a)** The Employer agrees to deduct initiation fees and Union dues (including any arrears in Union dues which may be owing to the Union) upon receipt of the appropriate assignment of wages form, signed by each employee.
- (b)** All employees, as a condition of employment, shall sign an assignment of wages form upon commencement of employment. In the event that the Employer's files do not contain the necessary assignment of wages for any existing employee, such employees shall, upon demand, sign and present the appropriate assignment of wages form.
- (c)** All monies deducted from employees' earnings pursuant to this Article are to be forwarded to the Secretary of the Union, together with a list of employees to whom the monies are to be credited, on or before the 28th day of the month following the month in which the deductions are made.
- (d)** Before the Employer is obliged to deduct any amount under paragraph (a) above, the Union must advise the Employer in writing of the amount of the initiation fees and Union dues (including any arrears in Union dues which may be owing to the Union) to be deducted from the employee. The Employer is only required to deduct the specified amount of the initiation fees and Union dues from payments that are made directly to the employee by the Employer.
- (e)** The Union recognizes and agrees that the Employer's obligations to deduct such dues is expressly restricted to making only such deductions as are permitted by law, and as are authorized by valid assignment of wages form executed by each employee.
- (f)** Upon resignation, layoff, or termination for cause, the Employer will deduct the current month's dues from the employee's final paycheque and remit it as per paragraph (c) above.
- (g)** The Employer agrees to show on each employee's T4 slip the amount of Union dues deducted.

4.04 AN EMPLOYEE'S FAILURE TO MAINTAIN MEMBERSHIP IN GOOD STANDING

Upon notice in writing from the Union to the Employer that an employee:

- (a) has refused to become a member of the Union pursuant to Article 4.01(b),
- (b) has resigned from being a member of the Union, or
- (c) has revoked his/her written assignment of wages to pay initiation fees or union dues,

the Employer shall immediately discontinue the employment of such employee.

The Union shall indemnify the Employer and hold it blameless against any and all suits, claims, demands and liabilities that may arise for the purposes of complying with the provisions of this Article.

ARTICLE 5 - UNION STEWARDS

5.01 SHOP STEWARDS

- (a) The Union shall appoint from among the employees, and the Employer shall recognize, up to a maximum of four (4) Shop Stewards. The Union shall appoint one of the Shop Stewards to be the Chief Shop Steward. The duties of the Shop Stewards shall be to assist in the reporting and resolution of all grievances as well as disseminating bona fide information of the Union to the employees.
- (b) The Employer agrees to recognize a duly appointed or elected Shop Steward provided that the Union has first advised the Employer in writing of the name of the employee so appointed. The Union agrees to advise the Employer in writing of any changes made by appointment or election from time to time.
- (c) The Shop Steward's first obligation is the fulfilment of his/her responsibilities as an employee. During his/her working hours, the Shop Steward is not entitled to engage in Union activities other than the necessary involvement in the reporting and resolution of grievances.
- (d) The Shop Steward must not leave his/her assigned work duties to engage in the activities under paragraph (c) above without prior permission. Such permission will not be unreasonably withheld.

- (e) The necessary time which is spent by a Shop Steward during his/her regular working hours in attending a meeting with the Employer, in regard to the reporting or resolution of a grievance, shall be considered to be time worked. The timing of such a meeting shall be mutually agreed to between the Employer and the Shop Steward.
- (f) Under no circumstances shall a Steward take any action or issue any instruction which will interfere with the operation or affairs of the Employer, or with the management of or direction of the work force.
- (g) The Shop Steward shall not be discriminated against or disciplined for the proper performance of his/her duties on behalf of the Union.

5.02 MANAGEMENT AND UNION STEWARDS MEETING

- (a) Upon request, a person or persons designated by the Employer and empowered to act on a subject will meet with the Union Stewards on a monthly basis, to review problems that may arise concerning the application and operation of the Collective Agreement. It is agreed that the Union staff representative may attend these meetings from time to time.
- (b) The timing of the meeting referred to in paragraph (a) above shall be mutually agreed to between the Employer and the Chief Shop Steward, and shall be consistent with the needs of the operation. A Shop Steward, who is otherwise scheduled to be working at the time the meeting is to be held, shall be entitled to leave his/her work duties to attend the meeting without loss of regular pay.
- (c) Minutes shall be kept as a record of the matters discussed during these meetings.
- (d) When the Chief Shop Steward and the Employer agree, it will not be necessary to convene the monthly meeting.

ARTICLE 6 - MANAGEMENT RIGHTS

- 6.01** The Union recognizes the right of the Employer to direct the workforce, and to promote, demote, transfer, discipline or discharge.
- 6.02** The Union further recognizes the right of the Employer to operate and manage its business in all respects.
- 6.03** The Employer also reserves the right to enact, supplement and alter, from time-to-time, reasonable rules and regulations to be observed by the employees.

6.04 Such management rights shall be exercised in a manner which shall not be inconsistent with the terms of this Agreement.

ARTICLE 7 - HIRING PROCESS

7.01 JOB POSTINGS

The Employer agrees to provide the Chief Shop Steward with copies of all job postings.

7.02 PROMOTION OR TRANSFER

- (a)** Any employee in the bargaining unit who is granted a promotion or transfer by the Employer to a position within the bargaining unit shall be on a trial period for thirty (30) calendar days. During this trial period, the employee must demonstrate that he/she can satisfy the requirements of the work performance criteria for the job, to the satisfaction of the Employer.
- (b)** Should the employee be unable to satisfy the requirements of the work performance criteria in the trial period, or should the employee decide during the trial period that he/she does not want to continue in the job, then the employee shall be returned to his/her former position. In such circumstances, the Employer shall have the right to require all employees who changed positions in consequence of the promotion or transfer, to move back into their positions and wage rates which they occupied prior to the promotion or transfer.
- (c)** Any employee in the bargaining unit who applies for, and is awarded, a position with the Employer outside the bargaining unit shall be on a trial period for forty-nine (49) calendar days. During this trial period, the employee or the Employer, at either's sole discretion, may decide to have the employee return to his/her former position within the bargaining unit. In such circumstances, the Employer shall have the right to require all the employees who changed positions within the bargaining unit, in consequence of the movement of the employee to a position outside of the bargaining unit, to move back into their positions and wage rates which they had previously occupied.

ARTICLE 8 - HOURS OF WORK

8.01 NORMAL STRAIGHT TIME HOURS OF WORK

- (a)** The normal straight time hours of work assigned by the Employer shall conform with the following guidelines:

- (i) not more than eight (8) hours in any one day;
 - (ii) not more than five (5) working days in any seven (7) day period (Sunday to Saturday);
 - (iii) not more than forty (40) hours in any five (5) working day period.
- (b)** Any hours which the Employer requires an employee to work in excess of the above shall be paid as per the overtime provisions contained in the Employment Standards Act of B.C., as may be amended from time to time.
- (c)** Subject to paragraph (e) below, all overtime work required by the Employer will be voluntary.
- (d)** When overtime is required by the Employer, the work will be offered to the employees in the particular classification on a seniority basis, provided that the employees have the required skill, ability and qualifications to perform the work. The Employer may by-pass in the order of call those employees who have previously declined an overtime work opportunity on two (2) occasions during that same month. Such right to by-pass will continue for the balance of the month in question. The Employer will call all employees (including employees on days off) in the order of seniority until it has the number of employees it needs for the overtime assignment.
- (e)** In the event that all of the employees who are offered the overtime work by the Employer refuse such work, then the junior employee(s) in the particular classification who has the required skill, ability and qualifications must perform the overtime work.
- (f)** When the Employer requires overtime to be performed at the end of the regular working shift, the Employer shall offer the overtime work, pursuant to paragraphs (d) and (e) above, to employees who are scheduled to work at the property on that day.
- (g)** In the event the Employer directs an employee to perform overtime work, pursuant to paragraph (e) above, at the end of the regular working shift, then, if required by the employee, the Employer shall arrange for transportation for the employee after the completion of the overtime work if the distance the employee must travel is at least 25 kms, and not more than 75kms, from the workplace. Should the Employer be required to arrange such transportation, then the employee shall only be entitled to receive one-half of the travel allowance provided pursuant to Article 16.01 for that shift.

8.02 SPLIT SHIFTS

- (a) The Employer may schedule split shifts for employees who do not qualify for the travel allowance.
- (b) Such split shifts will only be scheduled when all of the employees who are entitled to a travel allowance have already been assigned to shifts of a minimum of eight (8) hours per day and forty (40) hours per week.
- (c) Employees may decline a split shift assignment without any loss of seniority.
- (d) No shift of less than six (6) hours will be split.
- (e) No shift may be split more than once.
- (f) No part of a split shift will be less than three (3) hours.
- (g) All split shifts must be worked within a twelve (12) hour period.

8.03 ASSIGNMENT OF SHIFTS

- (a) The parties acknowledge the past and present practice of the Employer to assign shifts of eight (8) hours of work to its employees in the Housekeeping Department. While the parties recognize that the Employer is entitled to schedule shifts of less than eight (8) hours, the parties have agreed to the following terms:
 - (i) It is not the intent of the Employer to schedule its employees in the Housekeeping Department to shifts of less than eight (8) hours.
 - (ii) If, based on operational requirements, the Employer schedules shifts of less than eight (8) hours, the Employer will provide the Union with five (5) days written notice prior to implementing such shifts. The notice shall state the reason why the Employer has scheduled shifts of less than eight (8) hours.
 - (iii) In the circumstances of (ii) above, the Employer will make every reasonable effort to schedule the maximum number of regular employees to shifts of eight (8) hours before instituting shifts of lesser hours. The longer shifts shall be assigned to employees on the basis of seniority.
 - (iv) Any employee hired prior to June 1, 2001 who is assigned a shift of less than eight (8) hours, or who is recalled from layoff to such a shift, may choose not to accept the assignment or recall to work. In such circumstances, the employee shall immediately be placed on

layoff status by the Employer or, if already laid off, shall remain on layoff status.

- (b) Employees may exchange shifts with prior authorization of the Employer, and the Employer shall not unreasonably withhold authorization. There shall be no increased cost to the Employer should employees exchange shifts with the Employer's authorization, and there shall be no grievances filed as a result of an authorized and agreed to shift exchange.
- (c) The Employer may schedule a shorter shift of not less than four (4) hours and not more than six (6) hours on the same conditions that apply to split shifts in Article 8.02.

8.04 DAYS OFF

All employees shall receive two (2) consecutive days off unless otherwise mutually agreed to in writing.

8.05 EMPLOYEE'S RESPONSIBILITY: WORK START TIME

Employees shall be in their respective assigned working locations, ready to commence work at their designated starting time, and they shall not leave their working locations at times or in a manner inconsistent with the terms of this Agreement.

8.06 WORK SCHEDULES

- (a) A weekly work schedule shall be posted in a conspicuous place for the information of all scheduled employees. The work schedule shall contain the following information for each scheduled employee:
 - employee's name
 - classification
 - days off
 - starting and finishing times
- (b) It is the Employer's responsibility to keep the work schedule up to date and to ensure that any changes are clearly noted and legible. It is the responsibility of every scheduled employee to check the posted work schedule for changes.
- (c) In the event that the Employer changes the next scheduled shift of an employee who is not at work because of a scheduled absence, the Employer will be responsible for notifying the employee of the change.
- (d) The Employer shall provide the Chief Shop Steward with a copy of the posted work schedule.

8.07 CHANGES IN WORK SCHEDULES

- (a) In situations other than emergencies, the scheduled employees are entitled to forty-eight (48) hours notice, or such lesser period of notice as may be agreeable to the particular employee, of any change in their respective schedules. Employees whose schedules are changed, without this advance notice being provided, cannot be disciplined if they advise that they cannot comply with the changed starting and finishing times for the first shift of the new schedule.
- (b) In emergency situations which are beyond the control of the Employer, as in the case of the failure of an employee to report for an assigned schedule or in the case of an unanticipated increase in the workload to be performed by the scheduled employees, the Employer may give notice of less than forty-eight (48) hours when changing work schedules.
- (c) Employees who become aware that they are not going to be able to report for work as scheduled, are obligated to provide the Employer with notice at the earliest possible time, or to have someone else notify the Employer on their behalf, to allow the Employer time to cover the absence.
- (d) In situations where an employee has not been provided with notice of a change in his/her work schedule, and the employee reports as scheduled before the change, the employee shall be provided with work and/or pay for all hours he/she was scheduled to work, unless the employee is unfit to perform his/her duties or he/she has failed to comply with the Occupational Health and Safety Regulations of the Workers' Compensation Board.
- (e) In the event an employee reports late for work because of traffic delays, the employee may, at his/her option, advise the Employer that he/she shall work beyond his/her scheduled shift by the amount of time equivalent to the scheduled work time which the employee lost due to the delay. In such circumstances, the employee shall be paid at the straight-time rate for all the hours he/she worked beyond his/her scheduled shift in order to make up the time lost due to the traffic delay.
- (f) In the event an employee is called to work the morning of the day shift to be worked, the following provisions will apply:
 - (i) The call-in work will be offered to the employees in the particular classification on a seniority basis, provided that the employee has the required skill, ability and qualifications to perform the work.
 - (ii) The response to the call-in shall be voluntary on the part of the employee.

- (iii) Provided the called-in employee commences work as soon as is reasonably possible, the employee may, at his/her option, advise the Employer that he/she shall work beyond the end of the scheduled day shift by the amount of time which will result in the employee having been provided with eight (8) hours of work at the straight time rate of pay.
- (iv) It is understood that, when calling employees for work on the same day, the Employer needs to proceed expeditiously in order to meet its tight time limits. In this regard, the Employer will proceed by contacting the three (3) most senior employees. It will assign the shift to the most senior person who responds within fifteen (15) minutes of the call. The process will then be repeated with the three (3) next most senior employees if necessary.

8.08 UNPAID MEAL BREAKS

All employees working shifts of five (5) to eight (8) hours are entitled to an unpaid one-half (1/2) hour meal break between the third (3rd) and fifth (5th) hours of work.

8.09 REST PERIODS

- (a) All employees are entitled to rest periods in accordance with the following schedule:
 - (i) Four (4) hours - one fifteen (15) minute rest period;
 - (ii) Five (5) hours - one fifteen (15) minute rest period;
 - (iii) Six (6) hours - one fifteen (15) minute rest period;
 - (iv) Seven (7) hours - two (2) fifteen (15) minute rest periods;
 - (v) Eight (8) hours - two (2) fifteen (15) minute rest periods.
- (b) Such rest periods are part of the employee's assigned hours of work and the rest period time is paid for by the Employer.

8.10 PAYMENT FOR TIME IN LIEU OF BREAKS

Employees who are directed by the Employer to forego rest periods or meal breaks shall, in addition to being compensated for time worked in lieu of a break or breaks, receive an additional sum equal to the amount of the lost break or breaks to a maximum of thirty (30) minutes per shift.

8.11 RESTRICTED AVAILABILITY

Unless otherwise mutually agreed to between the Employer and the employee, an employee, who restricts his/her availability as to when he/she can work for the Employer for a reason other than an illness or injury suffered by the employee, shall only be entitled to increase or decrease his/her days and hours of availability after a period of four (4) months has elapsed since the date the employee restricted his/her availability.

ARTICLE 9 - SENIORITY

9.01 SENIORITY ENTITLEMENT DEFINED

- (a)** Subject to paragraph (b) below, seniority is defined as the employee's length of service within a classification from the date of hire.
- (b)** An employee, who restricted his/her availability as to when he/she can work for the Employer, will maintain any classification seniority he/she had accumulated under paragraph (a) above prior to the time of his/her restriction. During the period of such restriction, the employee shall accumulate seniority within the classification on the basis of actual hours worked for, or paid by, the Employer.
- (c)** An employee covered by paragraph (b) above, who, pursuant to Article 8.11, advises the Employer in writing that he/she no longer restricts his/her availability, will have his/her seniority, which was accumulated on an hourly basis, converted to seniority within a classification from date of hire, pursuant to paragraph (a) above, on the following basis:
 - (i)** each thirty-two (32) hours actually worked or paid shall equal one (1) week of seniority for date of hire purposes, and
 - (ii)** any remaining hours shall be credited as one (1) day of seniority for each eight (8) hours actually worked or paid.
- (d)** Paragraph (b) above shall not be applicable to an employee whose restriction of availability to work for the Employer arises from a sickness or injury suffered by the employee or from a leave of absence authorized by the Employer pursuant to this Agreement.

9.02 PROBATION

- (a)** All new employees shall be subject to a probationary period of ninety (90) calendar days from the date of hire, with no reference to minimum hours. During this period, where an employee is absent or unavailable to work for

more than thirty (30) calendar days, then the Employer may at its sole discretion extend the probationary period for a further thirty (30) days.

- (b)** The purpose of the probationary period is to determine, in the opinion of the Employer, the suitability of the employee for continued employment.
- (c)** Only those employees who have successfully completed their probationary period are entitled to claim the rights arising out of seniority. After the employee has successfully completed his/her probationary period, his/her seniority shall be calculated from the date of hire.
- (d)** If a new employee is laid off prior to completing his/her probationary period, and the Employer had not yet reached a determination concerning the suitability of the employee for continued employment, then the following provisions shall apply:
 - (i)** The Employer shall recall the employee to work within his/her classification before hiring a new employee, provided that the opportunity for recall occurs within a period of ten (10) consecutive months from the date of the employee's layoff.
 - (ii)** If the employee returns to work for the Employer pursuant to (i) above, the employee shall be entitled to be given credit towards the completion of his/her probationary period for the hours worked and for the calendar days of employment from the date of his/her initial hire to the date of his/her layoff.
 - (iii)** If the employee successfully completes his/her probationary period, his/her seniority shall be calculated from the date of his/her initial hire prior to the layoff.
 - (iv)** If the employee fails to return to work upon his/her recall pursuant to (i) above, his/her employment with the Employer shall be terminated.

9.03 SENIORITY LISTS

- (a)** An up-to-date seniority list shall be provided to the Union in January of each year. The Employer will also provide the Union with a list of all employees which will include their mailing addresses.
- (b)** New employees will be added to the list at the time they attain seniority.

9.04 LOSS OF SENIORITY

- (a)** Seniority will be lost and employment terminated when an employee:
- (i) voluntarily terminates his/her employment; or
 - (ii) is discharged for just and reasonable cause; or
 - (iii) is recalled to work and does not report to work as per the recall procedure; or
 - (iv) is on layoff in excess of ten (10) consecutive months; or
 - (v) is absent without notice for three (3) working days, unless the employee can demonstrate to the satisfaction of the Employer that there were reasonable grounds for his/her not having notified the Employer; or
 - (vi) who has restricted his/her availability as to when he/she can work for the Employer, and who either is scheduled on the weekly work schedule pursuant to Article 8.06(a) to work, or is contacted by the Employer (by direct personal contact, direct telephone contact, or registered mail) and requested to work, during a time when the employee had indicated to the Employer he/she would be available for work, declines the call to work on three (3) occasions within any period of three (3) months.
- (b)** Notwithstanding Article 9.04(a)(iv) should there be any layoff of an employee as a direct result of renovations which require the closure of a property to which employees covered by the Collective Agreement are assigned, the recall period shall be extended by the length of the closure due to the renovations, to a maximum extension of the recall period by a further six (6) consecutive months.

ARTICLE 10 - LAYOFF AND RECALL

10.01 NOTICE OF LAYOFF

- (a)** Subject to paragraph (b) below, two (2) weeks notice of layoff, or pay in lieu thereof, shall be given to an employee before he/she is laid off.
- (b)** The notice of layoff in paragraph (a) above will not have to be provided by the Employer when the layoff of the employee is caused by an Act of God.

- (c) For the purposes of this Collective Agreement, the term "layoff" shall mean a temporary interruption of the employee's regular work schedule with the Employer which exceeds five (5) working days.

10.02 LAYOFF PROCEDURE

An employee will be laid off within his/her classification according to his/her seniority, provided that the senior employees in the classification have the sufficient skill, ability and qualifications to perform the work.

10.03 RECALL PROCEDURE

- (a) An employee on layoff shall be recalled to available work in his/her classification according to his/her seniority, provided that the employee has the sufficient skill, ability and qualifications to perform the work.
- (b) An employee who is on layoff and who wishes to be considered for recall to work must ensure that the Employer is at all relevant times aware of the employee's current address and telephone number.
- (c) The Employer agrees that recall notification will be by direct contact (including personal contact and telephone contact), registered mail or telegraph. An employee failing to report for duty within sixty (60) hours, excluding Saturday and Sunday, from the time of such notification shall be considered to have resigned without notice.
- (d) The report time in 10.03(c) may be extended by mutual agreement.
- (e) The Employer shall advise the Chief Shop Steward of the recall notification given to a laid off employee. A copy of any written recall notice sent to a laid off employee pursuant to paragraph (c) above shall also be provided to the Chief Shop Steward.

ARTICLE 11 - ADMINISTRATION

11.01 WAGE RATES

The wage rates set out in Appendix "A" shall be paid to the job classifications listed therein, and such wage rates shall remain in effect throughout the specified or extended term of this Agreement.

11.02 NEW CLASSIFICATION

- (a) In the event the Employer creates a new job classification within the bargaining unit, the Parties shall negotiate a minimum wage rate for the new job classification in question.

- (b) Pending final agreement on the negotiated wage rate pursuant to paragraph (a) above, the Employer shall set an interim wage rate for the new job classification. If the final negotiated wage rate is higher than the interim rate, the negotiated wage rate shall be retroactive to the establishment of the new job classification.
- (c) If the Parties are unable to reach agreement on the negotiated wage rate for the new job classification, then the dispute will be settled through the arbitration procedure of this Agreement.

11.03 PAYMENT OF WAGES UPON RESIGNATION OR TERMINATION

- (a) When an employee resigns, the Employer will pay all wages owing to the employee within six (6) calendar days of the date of his/her resignation.
- (b) When an employee is terminated, the Employer shall pay all wages owing to him/her within 48 hours, exclusive of Saturdays, Sundays or holidays.
- (c) When an employee is laid off or his/her services are terminated, upon receipt of a written request from the employee, the Employer will provide reasons for the layoff or termination.

11.04 ELECTION DAY

The Employer agrees to comply with all relevant legislation regarding work on election days. The posted regular work schedule will prevail for Federal and Provincial election days.

ARTICLE 12 - STATUTORY HOLIDAYS

12.01 STATUTORY HOLIDAYS

The following shall be considered statutory holidays:

- | | |
|----------------|----------------------|
| New Year's Day | Labour Day |
| Good Friday | Thanksgiving Day |
| Victoria Day | Remembrance Day |
| Canada Day | Christmas Day |
| B.C. Day | One Floating Holiday |

After one (1) year continuous service, the floating holiday will be taken within the employees anniversary year at a time mutually agreeable to the employee and the Employer payable at straight time for each hour the employee would normally have worked. The Floating Holiday may not be carried over to the following year.

Should any other statutory holiday be proclaimed as mandatory during the term of the Agreement, it shall be substituted for the floating holiday.

12.02 PAYMENT FOR STATUTORY HOLIDAY

- (a) Employees, who are eligible for statutory holiday pay pursuant to Article 12.03 below, will receive their regular rate of pay for the statutory holiday, whether or not they are scheduled to work on the statutory holiday.
- (b) In determining the statutory holiday pay to be provided to an eligible employee for the purposes of paragraph (a) above, the Employer shall take the employee's total regular earnings, exclusive of overtime, for the hours he/she has worked in the four (4) week period immediately preceding the week in which the statutory holiday occurs, divided by twenty (20).

It is agreed that the above denominator of twenty (20) shall be reduced by one (1) for each day in the four (4) week period that the employee would have been scheduled to work, but was absent and receiving weekly indemnity or workers' compensation wage loss payments.

- (c) An employee who is scheduled by the Employer to work on a statutory holiday shall be paid one and one-half (1.5) times his/her regular rate of pay for any hours so worked, in addition to the payment provided for in paragraph (a) above if the employee is eligible to receive the statutory holiday pay.
- (d) An employee who works more than eleven (11) hours on a statutory holiday shall be paid double his/her regular rate of pay for any excess hours so worked.
- (e) The Employer agrees not to arbitrarily change an employee's shift to avoid paying the statutory holiday premium.

12.03 ELIGIBILITY FOR STATUTORY HOLIDAY PAY

To be eligible to receive pay for a statutory holiday, an employee must:

- (i) have completed his/her first thirty (30) days of employment; and
- (ii) have earned wages or performed work in respect of ten (10) of the last thirty (30) calendar days before a statutory holiday occurs.

12.04 LOSS OF STATUTORY HOLIDAY PAY FOR FAILURE TO REPORT

If an employee is scheduled to work on a statutory holiday but fails to report for work on that day, without leave of the Employer or without demonstrating

reasonable cause, he/she shall not receive any statutory holiday pay under Article 12.02(a) above for such statutory holiday.

12.05 STATUTORY HOLIDAY DURING EMPLOYEE'S VACATION

A statutory holiday falling within an employee's scheduled vacation period shall not count as a day of vacation entitlement, provided the employee is eligible to receive the statutory holiday pay.

ARTICLE 13 - ANNUAL VACATION

13.01 CASUAL AND TEMPORARY EMPLOYEES

Casual and temporary employees shall receive vacation pay on each pay cheque at the rate of four percent (4%) of the regular and overtime wages paid to the employees.

13.02 ANNUAL VACATIONS AND PAY ENTITLEMENTS

- (a) Employees are entitled to annual vacation and annual vacation pay, according to their completed years of continuous service calculated from their date of hire, as follows:

Completed Years of Service	Annual Vacation Time	Annual Vacation Pay
Less than 1 year	0 weeks	4%
1 year but less than 2 years	2 weeks	4%
2 years but less than 7 years	3 weeks	6%
7 years but less than 16 years	4 weeks	8%
16 years or more	5 weeks	10%

- (b) Annual vacation pay shall be calculated using the applicable percentage from paragraph (a) above, as a percentage of the employee's gross earnings for the preceding vacation year.
- (c) "Gross earnings", as used in paragraph (b) above, shall mean the total earnings realized by the employee from the payment by the Employer of

wage rates for straight-time, overtime, vacation pay and statutory holiday pay.

13.03 VACATION SCHEDULING

- (a) An employee shall have the right to decide whether his/her vacation entitlement shall be taken in one (1) period or split. An employee who chooses to split his/her vacation must schedule his/her entitlement into segments of no less than one (1) calendar week, unless otherwise mutually agreed between the Employer and the employee.
- (b) Subject to the operational requirements of the Employer, employees shall have preference within their classification with respect to the scheduling of their annual vacations according to the seniority list, provided the employee files his/her vacation request with the Employer before March 31st of the year in which the vacation is to be taken.

13.04 VACATION TO BE TAKEN BY DECEMBER 31ST

- (a) Subject to paragraphs (b) and (c) below, all vacations shall be taken at a time, to be mutually agreed upon by the Employer and the employee, on or before December 31st in each and every year.
- (b) Unless otherwise mutually agreed between the Employer and the employee, no vacations shall be scheduled to be taken from December 15th of one year up to and including April 15th of the following year, or the day after Easter Monday, whichever is later.
- (c) Subject to paragraph (d) below, an employee may request that two (2) weeks of his/her vacation entitlement be banked, which weeks must be taken during the following calendar year. Such request shall not be unreasonably denied.
- (d) An employee, who is entitled to receive two (2) weeks annual vacation time pursuant to Article 13.02, may only request that one (1) week of his/her vacation entitlement be banked under paragraph (c) above.

13.05 PAYMENT OF VACATION PAY

- (a) An employee who leaves the employ of the Employer shall be paid any vacation pay entitlement which had not been previously paid to the employee prior to the date his/her employment is terminated.
- (b) An employee who is laid off by the Employer shall choose to be paid any vacation pay entitlement, which had not been previously paid to the employee prior to the date of his/her layoff from employment, at one of the following two times:

- (i) at the time of his/her layoff, provided that the employee has given the Employer two (2) weeks advance notice in writing, or
- (ii) on the pay day closest to December 15th.

An employee who fails to choose one of the above two options shall be provided his/her outstanding vacation pay pursuant to (ii) above.

ARTICLE 14 - HEALTH AND WELFARE PLAN

14.01 Where it is permissible to so by law and under the respective group benefit plans, employees will be transferred from the Employer’s existing Health and Welfare Plan to the Union’s Plan currently provided by Canadian Health Insurance Plan Services (the ‘New Plan’). Under the New Plan, the Employer’s obligation will be limited to paying the following amounts for each hour of work of each employee covered by the New Plan.

June 1, 2007	\$1.54
June 1, 2008	\$1.64
June 1, 2009	\$1.74

With these rates paid by the Employer, the employees will be entitled to Class 1 coverage under the New Plan, meaning that their coverage will not be reduced by any decline in the number of hours that they work. A summary of the provisions of the New Plan are outlined in Appendix “B”.

Where it is not permissible to transfer certain employees to the New Plan, the Company will continue to arrange the previous level of coverage for those under its existing Plan or another Plan.

14.02 MEDICAL SERVICES PLAN OF B.C.

- (a) An employee shall be eligible to receive the benefit coverage under paragraph (b) below commencing on the first day of the month coinciding with or next following three (3) months of continuous employment, provided that the employee has worked an average of twenty (20) or more regular hours per week during that three (3) month period.
- (b) The Employer shall pay 100% of the regular monthly premiums for an eligible employee, and his/her eligible dependents, for coverage under the Medical Services Plan of B.C
- (c) If, after completing three (3) months of continuous employment from his/her date of hire, the employee does not meet the eligibility requirement in paragraph (a) above, then the employee shall be eligible to receive the

benefit coverage under paragraph (b) above after having worked an average of twenty (20) or more regular hours per week during any period of three (3) consecutive calendar months.

- (d) Provided that an eligible employee has worked for the Employer during two (2) consecutive winter seasons (covering the period from December 15th to April 15th), the Employer shall continue to pay 100% of the regular monthly premiums for the employee, and his/her eligible dependents, for coverage under the Medical Services Plan of B.C. for the period of two (2) months after layoff.
- (e) An employee who fails to return to work upon his/her recall from layoff shall reimburse the Employer for the full cost of the monthly premiums which the Employer paid pursuant to paragraph (d) above.

14.03 LONG TERM DISABILITY

The Parties will cooperate with each other in working to secure a long term disability plan that will remain paid one hundred percent (100%) by the eligible employee, which shall be paid by means of payroll deduction.

ARTICLE 15 - LEAVES OF ABSENCE

15.01 LEAVE OF ABSENCE: EMPLOYEE ELECTED TO UNION OFFICE

- (a) The Employer shall grant a leave of absence without pay or benefits to an employee, who has completed the probationary period, and who is appointed or elected to a Union Office for a period of up to and including three (3) years.
- (b) A request for such an approved leave must be given to the Employer by the Union, in writing, on Union letterhead and signed by the Secretary of the Union.
- (c) An employee who obtains such a leave of absence shall return to his/her employment within thirty (30) calendar days after the completion of his/her employment with the Union.
- (d) The Employer is not obligated to grant such leave to more than one employee at a time.

15.02 LEAVE OF ABSENCE: UNION CONVENTIONS AND EDUCATIONAL PROGRAMS

- (a) The Employer, upon receipt of written notice from the Union, shall grant leave of absence without pay:

- (i) for up to seven (7) days to not more than one (1) employee who is elected as a delegate to attend a Union convention, or
- (ii) to not more than four (4) employees who are members of the Union's negotiating committee.

Written notice shall be given at least seven (7) days prior to the commencement of such leaves.

- (b) The Employer, upon receipt of written notice from the Union, shall grant up to seven (7) days leave of absence without pay for up to one (1) employee at any one time, to attend bona fide shop steward education programs. Written notice shall be given at least seven (7) days prior to the commencement of such leaves.
- (c) The Employer may grant further unpaid leaves of absence for up to seven (7) days to not more than one (1) employee, for the purpose of attending mutually agreed upon education programs within the hospitality industry. Written applications for such leave must be received at least seven (7) days prior to the commencement of such leaves.
- (d) Only employees who have completed their probationary period shall be entitled to a leave under this Article.

15.03 COURT ATTENDANCE

Any employee covered by this Agreement, who may be required by the Employer or summoned by the Crown to attend any hearing to give evidence arising out of his/her employment with the Employer, shall be compensated at the straight time hourly rate as called for in this Agreement, with a minimum of four (4) hours pay.

15.04 BEREAVEMENT LEAVE

- (a) Any employee, who has completed the probationary period, will be granted a leave of absence for three (3) working days without loss of regular pay in the event of the death of a member of his/her immediate family. The leave shall be taken within the period of two (2) weeks following the date of the death or the date the employee is notified of the death.
- (b) "Immediate family" shall be understood to include the employee's mother, father, legal guardian, son, daughter, sister, brother, spouse, father-in-law or mother-in-law, step-parents or step-children.

- (c) For purposes of this Article, "spouse" shall be defined to include a common-law spouse with whom the employee has cohabited for a continuous period of at least one (1) year.
- (d) In the event of the death of his/her grandparent or grandchild, an employee, who has completed the probationary period, shall be granted a leave of absence for one (1) working day without loss of regular pay in order to attend the funeral.

15.05 JURY AND WITNESS DUTY

An employee, who serves on a jury or as a witness for the Crown, shall be granted a leave of absence without loss of regular pay for up to twenty (20) working days for this purpose, provided that the employee concerned deposits with the Employer any pay received by the employee for serving as a juror or witness. To be eligible for this paid leave, the employee must have completed his/her probationary period.

15.06 GENERAL LIMITATION ON LEAVES OF ABSENCE

- (a) All leaves of absence provided for in this Agreement are leaves without pay, unless it is specifically provided in the appropriate article that the particular leave of absence is to be granted with pay.
- (b) Leaves of absence other than those specifically provided for in this Agreement may be granted to employees where it is deemed appropriate to do so by the Employer, but the granting of such leaves is within the discretion of the Employer. The granting of such leaves will be in writing. Such leaves will not be unreasonably denied.
- (c) Failure to return from an approved Leave of Absence on the date approved by the Employer may result in termination unless the employee can demonstrate to the satisfaction of the Employer that there were reasonable grounds for his/her not returning on that date. The employee maybe required to provide proof of illness, injury and/or original travel documentation.

15.07 COMPASSIONATE LEAVE

In the case of serious illness in the family, and where there is no other caregiver available, the Employer shall grant the employee a leave of absence without pay for up to seven (7) days.

15.08 MATERNITY AND PARENTAL LEAVE

- (a)** The maternity and parental leave provisions of the Employment Standards Act of B.C. as may be amended from time to time, are applicable to the employees covered by this Agreement.
- (b)** Upon submission of a certificate from a qualified medical practitioner, an employee shall be granted a leave of absence for the period of her pregnancy prior to the commencement of her maternity leave pursuant to the Employment Standards Act.
- (c)** An employee granted maternity or parental leave shall return to his/her former job, or to a comparable job, without loss of seniority.
- (d)** During an employee's maternity or parental leave, the Employer shall continue to pay its share of the premium costs for the Health and Welfare benefits of the employee, if otherwise eligible, in the same manner as if the employee were not absent where:
 - (i)** the Employer pays the total premium cost of the benefit, or
 - (ii)** the employee elects to continue to pay his/her share of the premium cost of a benefit that is paid for jointly by the Employer and the employee.

15.09 FAMILY RESPONSIBILITY LEAVE

The Family Responsibility Leave provisions of the Employment Standards Act of BC as may be amended from time to time, are applicable to the employees covered by this Agreement.

ARTICLE 16 - MISCELLANEOUS EMPLOYEE ENTITLEMENTS

16.01 TRAVEL ALLOWANCE

Effective June 1, 2007 the Employer agrees to pay a travel allowance of eight dollars and fifty cents (\$8.50) per shift to employees who have to travel 25 kms or more to the workplace, unless alternate arrangements are made at no cost to the employee.

Effective June 1, 2008 travel allowance shall increase to eight dollars and seventy-five cents (\$8.75).

Effective June 1, 2009 travel allowance shall increase to nine dollars (\$9.00).

16.02 EMPLOYEE ATTENDANCE AT STAFF MEETINGS

- (a) Where an employee is directed by the Employer to attend a staff meeting during his/her regular working hours, the employee shall be compensated at his/her regular hourly rate for the time spent in such attendance.
- (b) An employee who is directed to attend a staff meeting is not entitled to claim overtime pay for such attendance, unless the time spent in the meeting results in the employee working more than eight (8) hours in a day, or more than forty (40) hours in a week.
- (c) Where the attendance of an employee at a staff meeting is voluntary, in response to an invitation and not a direction of the Employer, the Employer is not obligated to compensate the employee for the time spent in such attendance.
- (d) Where an employee is directed by the Employer to attend a staff meeting during his/her regular days off, the employee shall be compensated at his/her regular hourly rate for the time spent in such meeting.

16.03 EMPLOYEES RETURNING TO WORK AFTER ILLNESS OR INJURY

- (a) In cases where an employee is returning to work following an absence due to illness or injury, including absences covered by Workers' Compensation benefits, the employee is entitled to reinstatement in his/her former position within twenty-four (24) hours, with all rights and conditions which he/she formerly enjoyed, according to the terms of the Agreement which is in effect at the time of his/her return, subject to the further conditions which follow.
- (b) Prior to reinstating the employee, the Employer is entitled to require documentation from a physician or the Workers' Compensation Board certifying that the employee is physically able to resume the performance of the duties if such employee has been absent for a period of one (1) week or greater. Where modified duties or modified hours of work are requested by an employee due to an injury or disability, or where the nature of the employee's injury or disability indicates that modified duties or modified hours may be possible, upon request, the employee will provide the Employer with a written report from his or her treating physician confirming the employee's medical status, which duties the employee can or cannot perform, the estimated time period of such modified duties or hours of work, and such other information as may be needed by the Employer.
- (c) In cases involving prolonged absence where it has been necessary for the Employer to make adjustments in the work schedules of other employees in order to cover the absence, the Employer shall have a maximum of

seven (7) days in which to adjust the work schedule to accommodate the returning employee. After seven (7) days notice of and employee's return the Employer will then assign the employee a shift on the next schedule that is prepared.

16.04 NO INDIVIDUAL CONTRACTS OR AGREEMENTS

No employee shall be compelled to or allowed to enter into any individual contract or agreement with his/her Employer concerning the conditions of employment varying the conditions of employment contained herein.

16.05 WAGES EVERY SECOND FRIDAY

Wages shall be paid every second Friday with a maximum of six (6) working days held back, in a manner convenient to the Employer but in such a way as to eliminate waiting on the part of the employee.

16.06 PERSONAL EFFECTS

The Employer agrees to provide adequate lock-up facilities for employees' personal effects, namely purses and/or wallets. It is acknowledged by the Parties that the employees may be required to share lock-up facilities, and that it shall be the responsibility of the employees to supply their own locks.

16.07 NO AUTHORITY OVER GRATUITY

The Employer agrees that management has no authority over any monetary gratuity which a client may leave for the employees.

16.08 JOINT CONSULTATION

The Employer and the Union agree to meet quarterly in joint consultation to promote the cooperative resolution of workplace issues, to respond to changes in the economy, to foster the development of work related skills and to promote workplace productivity. The number of representatives on this committee and attendees at the meetings will be limited to two (2) from the Employer and two (2) from the Union (not including alternates). Minutes will be taken and posted on the Union bulletin board.

ARTICLE 17 - HEALTH & SAFETY

17.01 HEALTH AND SAFETY LEGISLATION

- (a) The Employer agrees to institute and maintain reasonable precautions to provide every employee a safe and healthy workplace.

- (b) The Employer shall comply with all applicable provincial and municipal health and safety legislation and regulations.
- (c) Should any dispute arise concerning the Employer's compliance with any legislation or regulations referred to in paragraph (b), the Parties shall meet to attempt to resolve the matter in dispute. If the Parties are unable to resolve the dispute, either Party may refer the matter to the external agency or tribunal responsible for the administration or enforcement of the applicable legislation. As an alternative, the Parties may mutually agree to submit the dispute to the grievance and arbitration procedures of this Agreement for resolution.

17.02 HEALTH AND SAFETY COMMITTEE

- (a) A Health and Safety Committee shall be established which is composed of four (4) members, not including alternates. Up to two (2) of the members shall be appointed by the Employer. The remaining two (2) members shall be selected by the Union. The scope of the committee will be health and safety issues as they relate to bargaining unit employees.
- (b) The members of the Health and Safety Committee shall select a Chairperson and a Secretary from amongst themselves. These two (2) positions shall be filled in the following manner:
 - (i) one (1) position shall be filled by one (1) of the two (2) members appointed by the Employer; and
 - (ii) one (1) position shall be filled by one (1) of the two (2) members chosen by the Union.
- (c) The Committee shall assist in creating a safe place to work, shall recommend actions which will improve the effectiveness of the health and safety program, and shall promote compliance with appropriate government regulations.
- (d) Time spent by an employee covered by this Agreement, in the course of his/her duties as a Committee member, shall be paid at the employee's regular rate of pay.

17.03 FIRST AID ATTENDANT

Employees who take time off at the direction of the Employer to take a recognized Industrial First Aid Program shall not suffer a loss of regular pay.

17.04 INJURY AT WORK

- (a) An employee who is injured while at work, and is required to leave for treatment or is sent home as a result of such injury, shall receive payment for the remainder of his/her work day at his/her regular rate of pay.
- (b) An employee who is injured or falls ill while at work shall be provided transportation, when necessary, at the expense of the Employer to the nearest medical clinic or physician for initial treatment.

17.05 CONFIDENTIALITY OF HEALTH INFORMATION

The Employer shall not reveal any health information concerning a present or former employee to a third party, unless required by law, without the written, informed consent of the employee for each occasion upon which the health information is required.

ARTICLE 18 - EMPLOYEE CONDUCT AND DRESS

18.01 HOUSE RULES GOVERNING CONDUCT OF EMPLOYEES

The Employer will post any written house rules it may enact for the conduct of its employees, and will file a copy of such written rules with the Union before enforcing them. Filing with the Union Office is accomplished by delivery of a copy of the rules through registered mail.

18.02 UNIFORMS

Where the Employer requires special uniforms to be worn, two (2) uniforms will be supplied to the employees, except for those employees who restrict their availability as to when they can work for the Employer to one (1) or two (2) days per week, in which case only one (1) uniform will be supplied. A replacement uniform shall be provided to the employee when he/she returns the worn out uniform to the Employer.

18.03 CONTROL OF ABSENTEEISM

Recognizing that the absenteeism by employees creates staffing and scheduling problems, disruption in the workplace to the detriment of other employees and increased cost to the detriment of all parties, the Employer is entitled to use any or all of the following measures in the control of absenteeism:

- (i) The Employer may require an employee to provide a medical certificate as evidence of the employee's illness or injury as a cause for the employee's absence from work.

- (ii) Every employee who is unable to report for work due to illness or injury shall make every reasonable effort to notify the Employer, or to have someone else notify the Employer on their behalf at least two (2) hours prior to their scheduled reporting time or as soon after that time as is possible in the circumstances. In the event that the Employer is not satisfied by objective evidence that there is proper justification or reason for an employee's absence, such absence will be just and reasonable cause for discipline.
- (iii) In relation to any provision in this Collective Agreement where the Employer is entitled to require medical evidence of an employee's ability to return to work or to continue to work, the Employer may require that the employee be examined by and present a medical certificate from a physician agreed to between the employee's physician and the Employer's physician. In the event that the Employer requires an employee to submit to such an examination, any resulting charge by the doctor, which is not paid by the employee's medical insurance plan, will be paid for by the Employer.

ARTICLE 19 - DISCIPLINE AND DISCHARGE OF EMPLOYEES

19.01

- (a) Employees who have successfully completed their probation period can only be disciplined or discharged for just and reasonable cause.
- (b) In the event that an employee other than probationary is discharged for just and reasonable cause, the Chief Steward will be notified and provided with the reasons for the discharge.

19.02 DISCIPLINARY WARNINGS

Any verbal or written warning that has been placed on the file of an employee will be removed from his/her file after the expiration of twelve (12) months from the date it was issued, provided there have not been any further disciplinary infractions during that period and provided that the written warning is not material to any pending disciplinary action.

ARTICLE 20 - GRIEVANCE PROCEDURE

20.01 DEFINITION AND RECOGNITION OF A GRIEVANCE

Any complaint, disagreement or differences of opinion between the Parties respecting the interpretation, application, operation or alleged violation of this

Collective Agreement, including any dispute with regard to discipline or discharge, shall be considered to be a grievance.

20.02 GRIEVANCE PROCEDURE

(a) Informal Step:

As an informal step, the employee is encouraged to make an earnest effort to resolve the grievance directly with the Housekeeping Team Leader. At his/her option, the employee may be accompanied by a Shop Steward.

(b) Step One:

At this step, notice in writing of the grievance must be filed with the Housekeeping Manager, within fourteen (14) days after the occurrence of the alleged grievance or of the date on which the employee first has knowledge of it.

The notice in writing shall briefly but clearly describe the nature of the incident or occurrence which gave rise to the grievance, and it shall clearly state the provision of the Agreement which has been violated.

Any meeting between the Parties at this step must involve the employee, his/her Shop Steward and the Housekeeping Manager or another person designated by the Employer (other than the employee's immediate supervisor).

The Employer's representative must answer the grievance in writing within seven (7) days.

(c) Step Two:

In the event that a resolution of the grievance, satisfactory to the Union and the Employer, does not result at Step One, an attempt to resolve the grievance shall be made between the employee, the Chief Steward and/or a Union representative and a person or persons designated by the Employer.

This step must be taken by notice in writing within seven (7) days of the date on which the written answer was delivered in Step One. The Parties shall meet to discuss the grievance within ten (10) days of the date the written notice was submitted pursuant to this step. The Employer's representative must answer the grievance in writing within seven (7) days of the meeting.

- (d) In the event that a resolution of the grievance, satisfactory to the Union and Employer, does not result at Step Two, either the Union or the Employer may advance the grievance to a Single Arbitrator as outlined below. This step must be taken by notice in writing within seven (7) days of the date of completion of Step Two.
- (e) Prior to proceeding as outlined in (d) above, either party may choose to utilize Section 87 of the Labour Relations Code of B.C. Notification of the use of Section 87 must be received within the time limits set out in paragraph (d).

20.03 SINGLE ARBITRATOR

The Parties shall have fourteen (14) days to agree on a single arbitrator. Failing such agreement, either party may request the Director of the Arbitration Bureau to appoint such arbitrator.

20.04 UNION OR EMPLOYER GRIEVANCE

The Union and the Employer shall each have the right to process grievances which may arise regarding the interpretation, application, operation or alleged violation of this Agreement. Such a grievance shall commence at Step Two within the time limit set out in Step One.

20.05 DISMISSAL GRIEVANCE

In the case of a dispute arising from an employee's dismissal, the grievance shall commence at Step Two within fourteen (14) days from the date of the dismissal.

20.06 ARBITRATION HEARING

- (a) As soon as an Arbitrator has been appointed, the Arbitrator will be encouraged to commence the hearing within thirty (30) days and further encouraged to render a decision within fourteen (14) days.
- (b) In order to expedite the arbitration process, the Parties agree that they will discuss their understanding of the issue or issues to be placed before the Arbitrator, and will attempt to prepare a statement of all facts which are not in dispute. The identification of the issue or issues and any statement of agreed facts will be prepared in written form and placed before the Arbitrator by agreement of the Parties.
- (c) Each party to the arbitration will bear one-half the expense associated with the appointment of the Arbitrator.
- (d) The decision of the Arbitrator shall be binding on both Parties and any employee affected by it.

20.07 AUTHORITY OF THE ARBITRATOR

- (a) The Parties recognize that the authority of the Arbitrator is set out in Section 89 of the Labour Relations Code of B.C.
- (b) The Arbitrator shall not be authorized to make any decision inconsistent with the provisions of this Agreement, nor to alter, modify or amend any part of this Agreement.

20.08 TIME LIMITS

A grievance or dispute shall commence and proceed through the steps of the grievance procedure within the time limits provided, otherwise it shall be deemed to be abandoned. The time limits may be extended by mutual consent of the parties.

20.09 PERSONS AUTHORIZED TO DEAL WITH GRIEVANCES

- (a) The Union agrees to provide the Employer with a written list of the names of any persons, other than Shop Stewards, who are authorized to deal with the adjustment or resolution of grievances on behalf of the Union, and to provide further written advice of changes made in the list from time to time.
- (b) The Employer agrees to provide the Union with a written list of the names of any persons who are authorized to deal with the adjustment or resolution of grievances on behalf of the Employer, and to provide further written advice of changes made in the list from time to time.

ARTICLE 21 - DEFINITIONS

21.01 TIME SPAN REFERENCES

References to days, weeks, months or years shall be understood to mean calendar days, weeks, months or years, unless otherwise expressly provided in this Agreement.

21.02 TYPES OF EMPLOYEES

(a) Casual Employee

An employee who works from time to time, on an "on-call basis", but does not work on regular scheduled shifts.

APPENDIX "A"

WAGE RATES

<u>Classification</u>	<u>Effective June 1, 2007</u>	<u>Effective June 1, 2008</u>	<u>Effective June 1, 2009</u>
Room Attendants	\$16.64	\$17.14	\$17.74
Housepersons	\$16.64	\$17.14	\$17.74
Supervisors	\$17.70	\$18.23	\$18.87

Start Rate: An employee shall receive 85% of the wage rate of the applicable classification during his/her first twelve (12) months of continuous employment with the Employer.

APPENDIX "B"

Canadian Health Insurance Plan Services (C.H.I.P.S.) for CAW Local 3000 Members at Resort Quest

INFORMATION ONLY

This is intended as a Plan summary and, therefore, does not constitute the full booklet or the Policy Contract which has been issued to, and is in the possession of, the Trustees.

Should you have any questions concerning the benefits, please contact our Plan Administrator:

R. Spencer Mohart Insurance Consultants Ltd.
Post Office Box 3096, Langley, B.C. V3A 4R3
Telephone: (604) 533-5144 (9AM-4:30 PM PST, Monday-Friday)
Out of town: 1-800-883-7526
Fax: (604) 533-8912

C.H.I.P.S. provides the following benefits for covered members:

Member must maintain 240 hours in a three (3) consecutive month period to qualify for the following benefits (approximately 80 hours per month):

- 1.) **GROUP LIFE INSURANCE - \$35,000**
Benefits are reduced to 50% at age 65 and at age 70 to 25%
- 2.) **ACCIDENTAL DEATH AND DISMEMBERMENT (AD&D)**
\$35,000 Principal Sum
A percentage of the principal sum is payable if death, dismemberment or loss of sight should occur because of injury effected solely through accidental means and within 365 days after the accident. Benefits are reduced to 50% at age 65 and at age 70 to 25%
- 3.) **WEEKLY INDEMNITY (WI)** (Note: No ICBC Subrogation)
In the event of non-occupational, non-ICBC-related disability, C.H.I.P.S. will pay you 66.67% of earnings based on the three month period immediately prior to the month of the claim to a maximum of \$700 per week. Payment is from the 1st day of an accident, 1st day of 24 hour hospitalization, 1st day of scheduled day surgery and the 4th day of an illness.

C.H.I.P.S. covers the first two weeks of disability. If you are disabled for more than two weeks, you must seek coverage from the Employment Insurance (EI) Sick Benefit Plan

for the next 15 weeks. If you are still disabled at the end of the EI Sick Benefit 15 weeks of coverage, you may apply for an additional 13 weeks from C.H.I.P.S. (Contact our Plan Administrator's Office for details)

Should you not qualify for the full EI sickness benefits, forward the rejection letter to our Plan Administrator's Office. Whether or not you qualify for the above, the Plan must have an EI rejection letter before we can consider payment.

You will not receive benefits for more than 30 weeks as a result of disability due to any one ailment.

4.) **EXTENDED HEALTH BENEFITS (EHB)**

This benefit is designed to ensure against the service expenses resulting from illness or injury which may not be insured under the Basic Provincial Medical or Hospital Plan. Reimbursed at 100% of eligible expenses after \$25 deductible per plan member per calendar year. Lifetime maximum is \$100,000 per any one accident/illness/injury.

Benefit highlights include:

- **Drugs** - charges for drugs, medicines, serums and vaccines obtained by a written prescription; **excluding** patent or proprietary medicines, anti-obesity treatments and any charges made for the administration of serums, vaccines, or injectable drugs. The Plan will pay for no more than a 90-day supply at any one time unless the group policy terminates, in which case, no more than a 30-day supply will be considered.
- **Vision care** - the following charges recommended or approved by a legally licensed physician, surgeon, ophthalmologist or optometrist:
 - Eye examinations (including eye refractions) up to a maximum of:
 - under 19 - one every 12 consecutive months
 - age 19 and over - one every 24 consecutive months
 - Vision Wear: frames, lenses and fitting of prescription eyeglasses or contact lenses, or reimbursement for laser eye surgery, to a maximum total of \$300 in any twenty-four (24) month period for each insured person. Dependents under 19 years of age may utilize the vision wear benefit once every 12 consecutive months. Contacts and eye glasses cannot be purchased within the same two year period.
- **Paramedical Services** - charges for qualified services performed by the following practitioners who are registered in accordance with the laws of the province in which they are practicing:
 - Chiropractors*, Physiotherapists*, Massage Therapists*, Naturopaths*, Chiropodists or Podiatrists* (non-surgical)
 - Osteopaths, Registered Clinical Psychologists, Acupuncturists, Speech Therapists, Christian Science Practitioners (if listed in the current Christian Science Journal)
 - Charges for diagnostic x-rays and laboratory fees ordered by a chiropractor, osteopath, chiropodist or podiatrist

The maximum charge for each visit is not to exceed the Schedule of Fees approved by the Association of which the practitioner is a member, and where there is no approved Schedule of Fees, the charge must be reasonable. The maximum amount payable per person per service is not to exceed \$500 in any calendar year.

***IMPORTANT NOTE:** Reimbursement for the services of Chiropractors, Physiotherapists, Massage Therapists, Naturopaths, and non-surgical Podiatry will be at \$25 per visit for the first 12 visits per practitioner. After the 12th visit to a particular practitioner, C.H.I.P.S. will reimburse 100% of the charged fee up to the appropriate maximum.

- Other expenses (i.e. orthopedic shoes, orthotics, services and supplies, semi-private hospital room accommodation, hearing aids, hospital services and supplies, non-occupational licensed ambulance service, diagnostic X-ray and laboratory expenses, accidental dental, nursing care, etc., subject to internal plan maximums)

The above qualify as insured EHB charges, but only to the extent that:

- A. they are reasonable and were necessarily incurred, and
- B. they are recommended or approved by a physician or surgeon legally licensed to practice medicine, except where otherwise indicated, and
- C. they exceed the amount payable from any other source or which would have been payable had the person been insured under the appropriate government hospital, medical or health care plan, and
- D. they are not prohibited under any government hospital or medical care plan

5. **DENTAL PLAN**

Reimbursement will be made on the following levels, in accordance with the current BC Dental Association Schedule of Fees for General Practitioners.

Part A - Basic -100% reimbursement of basic services including endodontia (root canals), periodontia (treatment of tissues supporting the teeth) and denture lining rebasing and repairs. (Includes gold inlays and onlays.) 100% of full upper and lower dentures. No dollar maximum.

Part B - Major Restorative - 75% of crowns, bridges and partial dentures (replacement of these services is limited to once every five years). Maximum benefit per person per calendar year is \$1,500.

Part C - Orthodontia - 50% - no dollar maximum.

NOTE: Specialist charges will be paid at General Practitioner rates plus 10% upon referral from your regular dentist.
There is a waiting period for dental of nine months of continuous eligibility.

These Dental expenses qualify as insured charges, but only to the extent that:

- A. that they are necessarily incurred and that the method of treatment is the least expensive that will provide a professionally adequate result, and
- B. that where a range in fees or "individual consideration" or laboratory charges are included, the amount will be as determined by the Plan, and
- C. that the treatments or procedures are rendered or prescribed by a legally licensed dentist, and
- D. that they are not prohibited under any government plan.

ELIGIBILITY REQUIREMENTS

You are eligible to join the Plan provided you are a member of the Union and are in the employ of an eligible employer and meet the eligibility requirements.

The member and his/her dependents (dependent children under 22, or under 25 if in full-time attendance at an accredited educational institution, including mentally or physically handicapped children over 19 years of age who chiefly depend upon the employee for support and maintenance, and who reside with the member) become effective upon the accumulation of 240 hours paid into the Plan at the prescribed rate and within the prescribed time period.

To be eligible for total coverage, you must be actively at work at your Employer's place of business.

TERMINATION OF INSURANCE

Your insurance will terminate on the earliest of:

- A. The end of the month in which you cease to be employed, the date you cease to be a member of the class eligible for insurance, or the date you cease to be a member of the union.
- B. The end of the period for which premiums have been paid for your insurance.
- C. The date your insurance class or the Group Policy cancels.
- D. Failure to reply to a Shortage notice within the prescribed time period.

IMPORTANT NOTES

Effective July 1, 1994, the premiums required to purchase life insurance are taxable. You will receive a T4A to reflect this cost.

You must maintain a minimum of 240 hours at the current required hourly rate of contribution within a period of three consecutive months, reported and paid into the Plan by your employer.

When Does Coverage Start?

Please make sure that you have completed the C.H.I.P.S. enrolment card and that you or your employer has mailed same to our office.

All coverage for new members except dental will commence on the 1st day of the month following the month in which sufficient hours are reported and paid to the Plan by your employer (providing that we have an application on file).

In the case of a brand-new group, all members with sufficient hours for coverage receive Dental at the same time as all of their other benefits. However, Dental for new hires (members hired after the implementation of C.H.I.P.S.) will be effective the first of the month following nine months of continuous coverage.

EXAMPLE

Month of January member works 50 hours Total = 50 hours

Month of February member works 140 hours Total = 190 hours

Month of March member works 120 hours Total = 310 hours

The fourth month is a "lag" month (The employer does not report hours worked until ~ the 15th of the following month. The Administrator will not have received notice of your third month worked until the middle of the fourth month. Therefore, this fourth month is a waiting period, or "lag" month).

Month of May, member becomes effective May 1st.

GENERAL INFORMATION

1. Application Forms - once a member has met the qualifications, s/he will be automatically covered for all benefits. However, to ensure that a proper beneficiary has been named, a C.H.I.P.S. Enrollment Card must be sent to the Administrator.

Late applications will be made effective first of the month following receipt of the Enrollment Card in the Administrator's Office.

2. Identity Cards - generic Identity Cards are issued to all members who are eligible for benefits.
3. Paid Vacations - to keep your hour bank active while on paid vacation, hours worked in the month prior to your vacation will be credited provided the Administrator's Office has been informed prior to the date of vacation by the member.

4. Maternity Leave - Provincial legislation now requires employers to maintain health & welfare benefits for 52 weeks.
5. Weekly Indemnity - during a non-occupational disability, all benefits will be continued without cost for a maximum of 15 weeks.
6. If you are disabled from an occupational injury or illness (covered by Worker's Compensation) or a car accident (covered by ICBC), the Administrator's Office must be notified in order to credit your hour bank under the Plan (maximum length of credits is 15 weeks).
7. Claims - Weekly Indemnity claim forms are obtained from the Administrator's Office and should be requested within the first week of disability. Claims received later than 30 days will be automatically refused unless there were special circumstances which prevented you from filing your claim on time (i.e. Hospitalized and unable to obtain a claim form).

8. **Exclusions and Limitations**

No benefit will be paid for periods of disability arising from:

- Occupational accidents or illness
- I.C.B.C.-related injuries
- Self-inflicted injuries
- Injuries or diseases resulting from war or participation of a riot, or arising while serving as a member of any armed service.
- Routine pregnancy

No benefit will be paid for any period for which the member has, or will receive vacation pay for, an annual vacation.

9. EHB & Dental - for reimbursement of prescription drugs, hospital charges, dental work, etc., send receipts and a claim form for same to the Administrator's Office. Claims must be submitted by June 30th of the year following the year in which the prescription or services were rendered, i.e., eligible expenses purchased in 2007 must be submitted by June 30, 2008.
10. Dental claims - you or your dentist can submit the claim directly to the Administrator's office, quoting the group, division, and Identification (ID) Number on your identity card. The Standard Dental Claim Form is available in all dental offices.

11. **Please Note**: Remember to notify the Administrator of any additions or deletions regarding your dependents, change in marital status, beneficiary or change of address.
12. **Important**: If your hours fall below 240 hours in a consecutive three month period, you will be issued a shortage notice which, if paid by the date indicated on the form, will allow you to maintain your benefits, provided you are still a member of the Union. If you allow your coverage to terminate, you will have to requalify as if you were a new employee.
13. **Special Note**: There is no coverage for out-of-Canada medical bills. If you are traveling outside of Canada, you should obtain such coverage from our Plan Administrator's Office, your travel agent, or from BCAA.

******PLEASE NOTIFY THE PLAN ADMINISTRATOR OF ANY CHANGE OF ADDRESS, OR DEPENDENT STATUS******

ATTEMPTS TO PAD OR FALSIFY CLAIMS WILL RESULT IN YOUR CLAIM BEING REFUSED AND, POSSIBLY, FURTHER ACTION AGAINST YOU.

C.H.I.P.S./Member Confidentiality

Since the Trustees of C.H.I.P.S. hold the policy contract, your employer does not need to see your Dental, EHB, or WI claim forms. With C.H.I.P.S., neither your employer nor your union has access to any of your medical information without your expressed written consent.

Member Responsibility

It is the responsibility of the member to notify the Administrator's office promptly in writing (or by fax with the member's signature) with regards to the following:

- paid vacation or maternity leave (so your hour bank can be properly credited)
- leave of absence (so that you may be sent shortage notices)
- WCB Claim (so your hour bank can be properly credited)
- change of address (any written correspondence sent to the member's last known address is considered formal notification)
- change in family status (addition or deletion of dependents)

The Plan Consultant/Administrator's office is:

R. SPENCER MOHART INSURANCE CONSULTANTS LTD.

P.O. BOX 3096,

LANGLEY, B.C. V3A 4R3

PHONE: (604) 533-5144

OUT OF TOWN: 1-800-883-7526

FAX: (604) 533-8912

(Monday to Friday, 9:00 A.M. to 4:30 P.M. PST)

LETTER OF UNDERSTANDING #2

Between: **Resort Quest**

And: **National Automobile, Aerospace, Transportation and General
Workers Union of Canada CAW-Canada Local 3000**

Re: Article 8.03(b)

In the event that an employee agrees to exchange a shift with another employee, with the prior authorization of the Employer, which would result in either employee working in excess of the normal straight time hours of work set out in Article 8.01(a), the Parties agree that the employee shall not be entitled to receive any overtime payment for such excess hours of work. In other words, the employees shall receive their regular rate of pay for all hours of work resulting from the exchange of shifts.

SIGNED this day of , 2007.

RESORT QUEST

CANADIAN AUTO WORKERS UNION,
LOCAL 3000

Paul Sanderson
General Manager

Gurpreet Bal
Committeeperson

Kulwant Sangha
Committeeperson

Pete Smith
National Representative

