

COLLECTIVE AGREEMENT

Between:

COAST HOTELS LTD.

Operating As:

COAST BASTION INN,

COAST CAPRI HOTEL,

COAST HARBOURSIDE HOTEL & MARINA,

COAST INN OF THE NORTH

-AND-

UNITE HERE, LOCAL 40

2009 - 2012

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Article 1

INTRODUCTION

1.01 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 21 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.
- c) On the request of either party, the parties shall meet at least once every two (2) months until this Agreement is terminated, for the purpose of discussing issues relating to the workplace that affect the parties or any employee bound by this Agreement and there shall be two representatives from each party.

1.02 Purchasers, Lessees or Transferees

This Agreement binds any purchasers, Lessees or transferees of the operations identified in this Collective Agreement. It being understood that any hotel, restaurant, bar or any part thereof, is subject to the provisions of Section 35 of the Labour Relations Code upon sale or transfer of assets.

In the event of the sale of the establishment it is the obligation of the successor owner to abide by all terms and conditions of this Agreement. It is further understood:

- a) If the hotel or a part of it is sold, leased, transferred or otherwise disposed of, the purchaser, lessee or transferee is bound by all proceedings under this Code before the date of the disposition and the proceedings must continue as if no change had occurred
- b) If a collective agreement is in force, it continues to bind the purchaser, lessee or transferee to the same extent as if it has been signed by the purchaser, lessee or transferee as the case may be.

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 of Agreement

- (a) This Agreement shall be for the period from and including May 1, 2009 up to and including April 30, 2012. Thereafter, the Agreement will 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 the 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.
- (d) Notice to commence collective bargaining must be in written form and must be delivered either by registered mail, or personally delivered. In the event that such notice is personally delivered, a delivery receipt must be obtained.

2.02 Labour Relations Board - Section 66 (2) excluded

The operation of Section 66 (2) 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 continue to work. The Employer agrees that during the term of this Agreement there will be no lockout.

2.04 Contracted Services

The Employer agrees that all work coming under the jurisdiction of this Union, in the certified area, performed by anyone, on behalf of, or at the instance of the Employer, directly or indirectly under contract or sub-contract, shall be performed by employees who are members of this Union or who shall become members in accordance with the terms and conditions as set out in this Agreement.

2.05 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 thereof, 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 on 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 the employees in the bargaining unit described in the certification issued by the Labour Relations Board of British Columbia, subject to the exclusions subsequently ordered by the Labour Relations Board of British Columbia or recognized by the parties.
- (b) For the purposes of this Agreement, the terms "employee" or "employees" shall be understood to mean those persons employed by the Employer for whom the Union is the recognized bargaining agent in (a) above.

3.02 Refusal to Work with Non-Union Employees

Refusal on the part of Union members to work with non-Union employees, pertaining to the bargaining unit, shall not be deemed to be a breach of this Agreement. In the event that any employee or group of employees intends to exercise this right, the Employer must first be served with written notice in advance of the exercise of the right. The written notice must be provided by the Union office.

3.03 Recognition of Legal Picket Lines

- (a) No employee shall be required to cross a legal picket line arising from a strike or lockout. For purposes of this Article, a "Legal Picket Line" shall mean only those picket lines expressly permitted under Section 65 of the Labour Relations Code.
- (b) The Union agrees whenever practicable to give the Employer advance notice of the probable implementation of picket lines which might affect the Employer's operation.

- (c) The Employer has no obligation to reassign the employee to other work, or to continue to pay an employee's wages and benefits during the period while the employee is refusing to cross a legal picket line.

3.04 Performance of Bargaining Unit Work

No person whose regular job is not in the bargaining unit will work on any job for which rates are established by this Agreement, except for the purpose of instruction, experimentation or management training, in which case trainees shall not displace or replace any employee in the aforesaid classifications except in cases of emergency when regular employees are not available.

3.05 No Discrimination

- (a) No discrimination shall be shown an employee active in the affairs of the Union. Should an occasion arise as to doubt the reasons for discharge the Union shall be permitted to investigate.
- (b) The Employer, the Union and all employees have an obligation to make every reasonable effort to eliminate harassment in the workplace.
- (c) Complaints of harassment will be thoroughly investigated. Alleged failure by any party to deal with a harassment complaint may be the subject of a grievance pursuant to this Agreement.
- (d) Human Rights: All employees will be afforded all benefits of the prevailing Human Rights Act.

3.06 Union Buttons

The parties agree that all Union employees are entitled to wear a Union button while on duty, provided that the manner in which the button is worn shall not detract from the style of the uniform or costume normally worn by the employee.

3.07 Fair Labour Services, Products and Materials

The Employer undertakes, wherever possible and practical, to use services, products and other materials necessary to the proper functioning of the hotel, which are manufactured, provided or produced under fair labour conditions.

3.08 Union Investigation of the Standing of Employee's Conditions

- (a) The Employer shall allow the properly authorized representative of the Union to investigate the standing of all employees' conditions, to see that this Agreement is being enforced. The Employer is entitled to require an individual to substantiate that he/she is an authorized representative of the Union.
- (b) When access is required for purposes of such investigation, the Union representative will notify the Employer in advance.

- (c) Access will not be unreasonably denied by the Employer.
- (d) The investigation 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.

Article 4

UNION SECURITY

4.01 Membership

- (a) All employees who are now members of the Union or who may become members, shall remain members in good standing as a condition of employment
- (b) All new employees shall be required to become members of the Union prior to commencing employment. The Union is entitled to determine the eligibility of newly hired employees for admission into membership in the Union, according to the Union's International Constitution, provided that the eligibility criteria and the manner of their administration are lawful in this province.
- (c) For the purposes of this Article, the term "good standing" is defined to refer only and be limited to the payment of Union membership dues and initiation fees.

4.02 New Employees

The Employer agrees to acquaint new employees with the fact that a Collective Agreement is in effect and with the conditions of employment set out in the articles dealing with Union security and dues check-off. A new employee shall be advised of the name and location of his/her Shop Steward. The employee's immediate supervisor will introduce him/her to his/her Shop Steward who will provide the employee with a copy of the Collective Agreement.

The Employer agrees that a Union Steward will be given an opportunity to interview each new employee within regular working hours, without loss of pay, for fifteen (15) minutes sometime during the first thirty (30) days of employment for the purpose of acquainting the new employee with the benefits and duties of Union membership and the employee's obligations to the Employer and the Union.

4.03 Check-Off - Assignment of Wages

- (a) All employees as a condition of employment, shall sign an authorization of check-off before commencing work.
- (b) The Union agrees to supply the Employer with the necessary assignment of wages forms. Such forms must specifically authorize the deduction of initiation fees, Union dues, fines, assessments and arrears, as required by Article 4.04.

4.04 Check-Off: Process and Procedures

- (a) The Employer agrees to deduct initiation fees, Union dues, fines, assessments and arrears, upon receipt of the appropriate assignment of wages form signed by each employee.
- (b) Upon commencement of employment, each new employee will be required to sign the appropriate assignment of wages form. 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 and the names, addresses and social insurance numbers of new employees hired, on or before the 15th day of the month in which the monies were deducted.
- (d) It is the responsibility of the Union to advise the Employer in writing as to the amount of money to be deducted for initiation fees, Union dues, fines, assessment and arrears and of any changes in the amounts to be deducted. In the event that any amount to be deducted is changed from the amount specified in the assignment of wages form signed by the employees, the Employer can require the employees to sign new forms reflecting the new amounts to be deducted, prior to making such deductions.
- (e) The Union recognizes and agrees that the Employer's obligation 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, the Employer will deduct the current month's dues from the employee's final paycheque, provided that the employee has worked at least forty (40) hours, and remit as per (c) of this Article.
- (g) In the event that the Union alleges any violation by the Employer of this Article, notice of such alleged violation shall be given to the Employer in writing. If the matter is not resolved between the Employer and the Union, either party may then refer the issue directly to arbitration.

4.05 An Employee's Failure to Maintain Membership in Good Standing

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

- (a) is not a member of the Union;
- (b) has not signed a written assignment of wages to pay initiation fees;
- (c) has revoked his/her written assignment of wages to pay initiation fees, Union dues or Union assessments;
- (d) is suspended from the Union;

- (e) has been expelled from the Union;
- (f) has resigned from the Union;

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 clause.

Article 5

UNION STEWARDS

5.01 Shop Stewards

- (a) The Union shall, wherever possible, appoint or elect from among the employees a shop steward for each department. The duties of the shop stewards shall be to assist in the reporting and resolution of all grievances within their departments.
- (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 fulfillment 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 Union Steward must not leave his/her assigned work area on Union business, without prior permission. Such permission will not be unreasonably withheld.
- (e) The necessary time which is spent by Stewards during their regular working hours in reporting and resolving grievances, or in attending meetings specifically provided for herein, shall be considered to be time worked.
- (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.
- (h) The Employer agrees that the Shop Steward may post official communications from the Union to its members on the employees' bulletin boards within the hotel.
- (i) No employee or group of employees shall undertake to represent the Union at meetings with the Employer without the proper authorization of the Union. To implement this, the

Union shall supply the Employer with the names of its representatives and similarly, the Employer shall supply the Union with a list of its supervisory or other personnel with whom the Union may be required to transact business.

5.02 Shop Chairperson

- (a) Where there are two or more shop stewards, the Union will appoint from their ranks a person who will be Shop Chairperson.
- (b) The Shop Chairperson will be recognized by the Employer as the official spokesperson on behalf of the Union.
- (c) The Shop Chairperson will be involved in the adjustment or resolution of grievances from the first step of the Grievance Procedure.

5.03 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.
- (b) All Stewards will be permitted to attend such meetings without loss of pay, but there must be no resulting overtime or other premium costs to the Employer.
- (c) Minutes shall be kept as a record of the matters discussed during these meetings.
- (d) Where the Shop Chairperson agrees there are no problems, it will not be necessary to convene the monthly meeting.
- (e) The Shop Stewards will meet once a month as provided by the terms of this subsection.

Article 6

MANAGEMENT RIGHTS

6.01 Management Rights

- (a) The entire management of the operation including discipline of the employees is vested exclusively in the Employer at his/her place of business.
- (b) In the exercise of management rights the Employer will not treat any employee in an unfair and discriminatory manner and will observe the provisions of this Agreement at his/her place of business.

Article 7

HIRING PROCESS AND PROBATIONARY PERIOD

7.01 Hiring Process

All vacancies and new positions in the bargaining unit which are known in advance of the date they are required will be posted in all departments, for a period of ten (10) days in order that employees currently on payroll may have the opportunity to apply to fill the opening. A copy of all postings shall be given to the Shop Chairperson or the Shop Stewards.

7.02 Probationary Period

The probationary period referred to in this Collective Agreement shall be completed after 280 (two hundred & eighty) hours of work performed. Should 280 (two hundred & eighty) hours of work not be performed, the probation period shall be completed after three (3) calendar months. In the event that there is a reasonable expectation that an employee would successfully complete probation if given an extension of no more than 80 (eighty) hours, the Union, the employee and the Employer may agree to such an extension.

In instances where an employee is on bona fide sick leave or Workers Compensation during the probation period, probation shall be suspended until the employee returns to work.

Article 8

EMPLOYEE TRAINING PROGRAMS

8.01 Employee Training Programs

It is agreed that in the event the Employer institutes a training program the Employer must first receive permission from the Union in each and every instance. This program shall not exceed thirty (30) days. Failure on the part of the Employer to receive such permission from the Union there shall be no training program. The established hourly rate for such training program shall be ten percent (10%) less than the established wage rate for each classification contained within his/her Agreement.

8.02 Employee Training Program

Employees shall be allowed reasonable opportunities to learn the work of other classifications during their time off, on a voluntary basis, this must be mutually agreed between the Employer and the employee.

In the event that two (2) employees wish such training at the same time, the training will be offered first to the most senior employee. The foregoing does not preclude the Employer from establishing paid training for posted positions if it is deemed necessary.

No employee shall be displaced or replaced as a result of cross-training.

Article 9

HOURS OF WORK

9.01 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 (1) day
 - (ii) not more than five (5) working days in any seven (7) day period
 - (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 at double the hourly rate, unless the employee advises the employer that they wish to bank the hours equivalent to overtime pay in their employee time bank.

Employee Time Bank

Hours will be accumulated in the employee's bank as follows:

- (1) Hours equivalent to any overtime pay or statutory holiday pay the employee designates to their bank for future paid time off;
- (2) It is agreed that the employees' yearly floating holiday may not be included in an employee's time bank.
- (3) A thirty (30) minute increment of either overtime pay or statutory holiday pay is the minimum hours required for the employee time bank.
- (4) Banked hours may be carried for a maximum of twenty-four (24) months and if not used shall be paid out by the Employer.

All use of time bank hours will be utilized at a time mutually agreed upon by the employer and employee. Such requests will not be unreasonably denied.

The employer shall keep an up-to-date record of each employee's time bank hours and provide an accounting to each employee on request.

Upon termination of employment employees shall receive a payout of all hours banked on their final pay cheque.

- (c) Overtime to a maximum of four (4) hours shall be offered to the senior employee on shift who possesses the necessary skills for such duties, provided such overtime is a continuation of an existing shift. All other overtime shall be assigned by seniority in the following order:

- (i) overtime hours will be offered to the most senior employee within the classification and department;
- (ii) if the most senior employee declines the offer, the overtime hours will be offered to other employees within the classification and department in the order of their seniority,
- (iii) if no employee within the classification and department is willing to work the overtime hours, the Employer will offer them to any other available employee within the hotel in the order of their seniority.

9.02 Split Shifts

- (a) Where split shifts are assigned by the Employer, they must conform to the following guidelines:
 - (i) no shift of less than seven (7) hours may be split except in the banquet department where no shift of less than six (6) hours may be split;
 - (ii) no shift may be split more than once;
 - (iii) no part of a split shift shall be less than two (2) hours;
 - (iv) all split shifts must be worked within a twelve (12) hour period.
- (b) The Employer is not obligated to pay split shift premium except where time off between split segments exceeds one (1) hour.
- (c) The premiums shall be as follows:
 - (i) 6 hours worked for 7 hours straight time pay (banquets);
 - (ii) 7 hours worked for 8 hours straight time pay;
 - (iii) 8 hours worked for 9 hours straight time pay.

9.03 Shift Hours

All shifts assigned by the Employer must conform to the following guidelines:

- (a) Four (4) hour shifts will be the minimum shift permitted in any one (1) day;
- (b) Shifts of 5, 6, 7 or 8 hours may be assigned, subject to the provisions of Article 9.05;
- (c) All hours worked up to and including eight (8) consecutive hours in any one (1) day will be paid at the straight time rate;

- (d) There must be a minimum of eight (8) consecutive hours and where possible ten (10) consecutive hours between an employee's scheduled shifts. Failure to provide eight (8) consecutive hours between shifts will result in overtime being payable for all hours worked in the second shift.
- (e) The day where the majority of an employee's hours of work are scheduled shall be considered the day worked.
- (f) Where the employee requests a second shift in the same day for the purposes of maximizing their hours they shall be exempt from clause (e) above and there shall be no premium cost to the Employer.
- (g) Such requests in clause (f) shall be in writing. A minimum of eight (8) hours free time must still be scheduled between all shifts worked.

9.04 Maximizing the Length of Shifts

- (a) While the Employer is entitled to schedule shifts of various lengths as provided for in this agreement, the Employer is obligated to first build and maintain shifts of 8, 7, 6, 5 or 4 hours as the only recognized shifts. Wherever possible all eight (8) hour shifts will be scheduled before seven (7) hour shifts are scheduled, with a similar progression downward to four (4) hour shifts.
- (b) The obligation outlined in (a) above shall not be construed as requiring the Employer to create split shifts or incur any penalty.

9.05 Assignment of Shifts by Seniority

(For the purposes of paragraphs (a), (b) and (c) of this Article, it is understood and agreed that the term 'shift' or 'shifts' applies to any block of work of forty (40) hours duration or less.)

- (a) Within departments and classifications, the Employer must offer and assign the longest shifts to employees with the most seniority. If a more senior employee declines a longer shift in favour of an available shorter shift, then the longer shift shall be again offered on a seniority basis.
- (b) The Employer must offer and assign all forty (40) hour shifts to the employees with the most seniority before implementing shifts of lesser hours.
- (c) If a more senior employee declines the forty (40) hour shift in favour of an available shorter shift, then the forty (40) hour shift shall again be reassigned on a seniority basis.
- (d) Where an employee is scheduled for less than eight (8) hours in a day, the shift cannot be extended unless by consent of the employee.
- (e) In the exercise of its rights to schedule shifts in a manner which is consistent with the best interests of its operation, the Employer will make every reasonable effort to apply the principles of seniority to the assignment of shifts which are equal in length.

- (f) (i) Employees who restrict their availability for scheduled work will revert to the bottom of the seniority list as long as the restriction remains in place. Such employees must be available to work at least one (1) shift in each and every seven (7) day period.

Reasons for restriction are:

Family reasons:

(a) child care

(b) family member or senior care where there are medical circumstances.

Proof of need for such care may be required by the Employer.

- (ii) Employees may restrict their availability for scheduled work for up to four (4) months to attend an Employer approved college, university, technical or vocational course. Proof of attendance may be required by the Employer. Restrictions may only apply when the college, school or university is in session.

All restrictions of availability must be forwarded to the Employer and the Union in writing, with a minimum of seventy-two (72) hours' notice. There shall be a maximum of seventy-two (72) hours in which to adjust the work schedule to accommodate a returning employee.

- (g) All restrictions of availability, to attend an employer approved college, must be forwarded to the Employer and the Union, in writing, with a minimum of fourteen (14) days' notice. There shall be a maximum of fourteen (14) days in which to adjust the working schedule to accommodate a returning employee.

Restriction for family reasons will be allowed with a minimum of seventy-two (72) hours' notice, and to accommodate a returning employee will also be seventy-two (72) hours.

9.06 Days Off

Days off in each seven (7) consecutive days subject to 9.01 (a) will be as follows:

All employees shall receive two (2) consecutive days off in each seven (7) days, unless at the option of the employee, applied for in writing, they may choose to have the days off, not necessarily consecutive. Employees may opt to have non-consecutive days off by providing the Employer with fourteen (14) days' notice in writing, to be signed by the Union and Management. Should the employee opt to return to having two (2) consecutive days off in each seven (7) days he/she shall advise the Employer and a copy to the Union with fourteen (14) days notice in writing and the Employer shall grant the request.

This clause does not apply to those departments whose operation is not continuous.

9.07 Time Worked on Sixth and Seventh Consecutive Days

Double time shall be paid for all work performed on an employee's sixth and seventh consecutive days of employment.

9.08 Payment for Time in Lieu of Breaks

Employees who cannot get rest periods or meal breaks shall be paid five and one-half (5.5%) hours worked - six (6) hours pay; six (6) hours worked - six and one-half (6 ½) hours pay; seven hours worked - seven and one-half (7 ½) hours pay; seven one-half (7 ½) hours worked - eight (8) hours pay; eight (8) hours worked - eight and one-half (8 ½) hours pay.

There shall be no deliberate bankrolling of purported violations of this clause by any employee.

9.09 Unpaid Meal Breaks

All employees working shifts of five (5) to eight (8) hours are entitled to an unpaid meal break between the third (3rd) and fifth (5th) hour of work. Such meal break shall be one half (½) hour in duration.

9.10 Rest Periods

- (a) All employees are entitled to rest periods in accordance with the following schedule:
 - (a) Shifts of six (6) hours or less - one (1) ten (10) minute rest period.
 - (b) Shifts of more than six (6) hours - two (2) ten (10) minute rest periods.
 - (c) Such rest periods are part of the employee's assigned hours of work and the rest time period is paid for by the Employer.
 - (d) Time to commence when the employee arrives at the assigned rest area or a total of fifteen (15) minutes from the employee's work station.

9.11 Employee's Responsibility: Work Start Time

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

9.12 Work Schedules

- (a) The work schedule shall be posted by noon of the Friday prior to the schedule week, in a conspicuous place for 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) A person designated by the Union may make a reasonable number of photocopies of work schedules and any changes to those schedules, at the Employer's expense and during regular work hours. Only such copies as are necessary will be made and the intention is not to provide copies to all the employees.

9.13 Changes in Work Schedules

- (a) Where an employee has been scheduled for a shift and not received a forty- eight (48) hour notice of change, he/she will be provided with work and/or pay for all hours scheduled.
- (b) In emergency situations where an employee has not been provided with a notice of change in his/her work schedule, the employee shall be provided with pay as follows:
 - (i) 2 hours pay if the employee has not reported for work;
 - (ii) 4 hours work or pay if the employee reports for work.
- (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) Employees whose schedules are changed, without the advance notice specified, 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.
- (e)
 - (i) Employees may exchange shifts recognizing seniority, with prior authorization of the Employer and the Employer shall not unreasonably withhold authorization.
 - (ii) There shall be no increased cost to the Employer should employees exchange a shift with written authorization signed first by the Shop Steward and then the Supervisor.
 - (iii) Once the Employee has received authorization to exchange a shift, or shifts, there shall be no grievances filed as a result of an authorized and agreed to shift change.

Article 10

SENIORITY

10.01 Seniority Entitlement Defined

- (a) Departmental Seniority: For the purpose of this Agreement "departmental seniority" shall be defined as an employee's total length of continuous service identified in hours worked within his/her classification(s) within a particular department in the Employer's operation.
- (b) Department: For the purpose of this Agreement, the term "department" shall be understood to mean those departments identified within this Agreement.
- (c) Departmental Seniority: is used to determine the order of layoff and recall within a classification within a particular department.
- (d) Where an employee is regularly scheduled in different classifications and/or departments the employee's seniority will accrue in the department and classification where most hours are worked.
- (e) In the event that an employee is regularly scheduled to work an equal amount of hours in two (2) different classifications, the employee's seniority will accrue in the classification in which they were hired.

Annual vacation entitlement will be determined by the employee's total years of service in the hotel and the employee shall be granted holidays according to that established seniority.

- (g) While the Employer has no obligation to offer extra work to any person outside the classification, should it be decided to offer such work to persons inside rather than outside the hotel, the principles of seniority first within the department and then within the hotel will apply, provided such senior person possesses the necessary skill and ability to perform the full measure of the work required.
- (h) An employee, having attained 7,500 hours of seniority and five (5) years service within a classification within a department, may not be passed on the seniority list by an employee who was hired at a later date but has worked more hours.

10.02 Eligibility for Seniority Entitlement

- (a) For the purpose of this Agreement, "seniority" shall only apply to an employee who has completed his or her probationary period.
- (b) Upon successful completion of the probationary period, an employee will be credited, for the purposes outlined in (a) above, with the total number of hours worked during the probation period.

10.03 Accrual of Seniority

- (a) Accrual of Seniority: Seniority shall be accrued on the basis of completed working hours. When determining what hours are counted as working hours, the following shall apply:
- (i) any time off paid for by the Employer;
 - (ii) time off as a result of an injury or illness which is proven to be work related, shall be counted as time worked, provided that a related claim is accepted by either the Workers' Compensation Board or the Health and Welfare Plan provided for in this Agreement.
 - (iii) up to one (1) month of consecutive time off for a leave of absence pursuant to Article 16.01 shall be counted as time worked.
 - (iv) time spent on an approved educational course or negotiating committee shall be counted as working hours.
 - (v) non-occupational illness or injury for a period of up to six (6) months,
 - (vi) maternity, paternity and adoption leave in accordance with prevailing employment standards.
 - (vii) seniority shall be accrued on the basis of completed hours worked in a bargaining unit position.
- (b) Loss of Seniority and Termination: An employee will lose all seniority rights and be considered terminated where he or she:
- (i) voluntarily terminates his/her employment
 - (ii) is discharged for just and reasonable cause
 - (iii) is on layoff for more than nine (9) consecutive months
 - (iv) he/she does not return to work on the date specified following an approved leave of absence other than medical
 - (v) the employee receives severance pay in accordance with the terms of this Agreement in Article 17.08.
 - (vi) is promoted and/or transferred as per Article 11 to a position outside of the bargaining unit.
 - (vii) No employee shall have the right to claim seniority if he/she has been on a leave of absence in excess of three (3) months, except as provided for in Article 16.01, 16.02, 16.05 and 16.08 (a) and (b).

- (c) Seniority Retained But Not Accrued: Seniority shall be maintained but not accrued, in the following situations:
 - (i) during any absence not referred to in (a) above for which the Employer does not pay the employee directly;
 - (ii) during the term of an approved leave of absence except as provided in 10.03(a) (iii).

10.04 Seniority Lists

- (a) The Employer agrees to post departmental seniority lists on or before the 1st day of February and the 1st day of August in each year. The seniority list shall contain the following information:
 - (i) the employee's name;
 - (ii) the date from which the employee's service seniority is calculated;
 - (iii) the number of hours of seniority accrued;
 - (iv) the employee's job classification.
 - (v) The number of hours worked in previous classifications, such hours will be recorded under the classification in question with an "Inactive" designation.
- (b) The seniority list shall be posted by the Employer for a minimum of thirty (30) days. Any objection to the accuracy of posted seniority list must be lodged with the Employer during the thirty (30) days in which the list is posted. Thereafter, the posted lists will be deemed to be valid and correct for all purposes of this Agreement.
- (c) At the time of posting, a copy of the new seniority lists shall be given to the Shop Stewards or Chairperson and a copy will be sent to the Secretary Treasurer of the Union. The Employer will also provide, each February 1 and August 1, a list of all employees which shall include their full name, classification and current wage rate.
- (d) New employees will be added to the departmental seniority lists upon commencement of employment.

10.05 Seniority and Leave of Absence

No employee shall have the right to claim seniority if he/she has been on a leave of absence in excess of three (3) months, except as provided in Articles 16.01, 16.02 and 16.05.

Article 11

PROMOTIONS, TRANSFERS, LAYOFF AND RECALL

11.01 Promotions

The Employer, when filling vacancies or new positions or offering transfers or promotions, will apply seniority, provided however that the employee who claims the right to exercise his/her seniority possesses the necessary qualifications, integrity, skill and ability to perform the job.

11.02 Transfers

- (a) Transfers offered by the Employer from one department to another will take place only with the consent of the employee.
- (b) Transfer from one department to another cannot take place unless there is a vacancy or a new position has been created, and no employee will be laid off because of such transfer.

11.03 Promotion and Transfer Trial Period

- (a) Any employee, who is granted a promotion or transfer appointment by the Employer, shall be on a trial period for up to forty-five (45) days for promoting and forty-five (45) days for transfers. 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 he/she decide during the trial period that he/she does not want to continue in the job, then the employee may be returned to his/her former job with a minimum of seventy-two hours notice. In such cases, the Employer shall have the right to require all employees who changed job positions in consequence of the promotion, to move back into their job positions and wage rates, which they occupied prior to the promotion.

11.04 Demotions and Seniority

When layoffs occur within any department, the last employee hired shall be the first employee laid off, based on the length of service within that particular classification, and shall be recalled in inverse order to that which he/she was laid off, it being understood that:

- (a) Employees in higher classifications shall be demoted to lower classifications if the employee affected by the layoff has worked in the lower classification to which they are being demoted; and
- (b) The order of demotion, where an employee has worked in more than one lower classification shall be progressive.

11.05 Layoff and Recall Procedure

- (a) When layoff occurs within a department, the employee with the least seniority within the particular classification shall be the first laid off.
- (b) Employees who restrict their availability for hours of work or work schedules will not be protected by their seniority for recall.
- (c) In the event of a layoff, the order of layoff within the affected classification and department shall be as follows:
 - Probationary employees
 - Regular employees
- (d) An employee who has been laid off and wishes to be recalled must ensure that the Employer has a current phone number and address for the purposes of recall. Failure on the part of the employee to provide this information may result in the employee forfeiting his/her recall rights.
- (e) The Employer agrees that recall notification will be by direct contact (including personal contact and telephone contact), registered mail or e-mail. Any 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.
- (f) In the event of the permanent closure of a department or the permanent deletion of a classification within a department, the employees affected by such closure or deletion may revert back to the position which they held previously, but any hours of seniority in the closed department or deleted classification are not transportable back.

11.06 Change of Workforce - Gender

No employee shall be laid off for the simple reason of changing the workforce from male to female or female to male.

11.07 Notice Required in Case of Department Closures Or Deletions of Classifications

In the event that the Employer makes a decision that will result in the displacement of a regular employee through layoff, as a result of the closure of a department or the deletion of a classification, the employee will be given a minimum of one (1) weeks notice in writing. Once the employee receives the written notice, he/she will be given the status of a preferred candidate for any job vacancy, which then exists within the bargaining unit, or any job which becomes vacant during the notice period.

To qualify for consideration as a preferred candidate for any job vacancy, the employee must either possess the necessary skills and abilities to perform the job tasks to the Employer's standards, or on a reasonable assessment, could be expected to achieve such performance standards after a period of orientation.

No matter when an employee chooses to take a severance allowance, such an allowance can only be claimed once, and when paid, the severance allowance ends the relationship between the Employer and the employee.

Article 12

ADMINISTRATION

12.01 Wage Rates

The minimum wage rates provided in the attached applicable appendix shall cover the job description and classifications of labour within the jurisdiction of Local 40 and shall remain in effect throughout the specified or extended term of this Agreement.

12.02 Combined Classifications

In situations where an employee works at more than one classification he/she shall be paid at the hourly rate applicable to each classification for the time actually worked at each classification. Hours worked in excess of four (4) will be calculated in increments of one (1) hour.

12.03 Wage Rate Conditions

- (a) The wage rates outlined in the attached appendix are minimum wage rates and they do not prevent the Employer from paying a higher wage rate.
- (b) The Employer is not entitled to pay wage rates lower than those contained in the appendix, except as specifically provided for in clauses 8.01 and 7.02.
- (c) In cases where the Employer has granted an employee a rate higher than that provided in the Agreement, the premium cannot be withdrawn unless it was granted on a conditional basis and the condition has been exhausted or withdrawn. Otherwise, such a premium can only be withdrawn at the time when the wage rates are being negotiated.
- (d) All wage increases shall apply to all employees unless otherwise specified in this Agreement.
- (e) No entry level, intermediate or full wage rate paid under this collective agreement shall be less than the minimum wage rate paid in British Columbia. The parties agree that the minimum wage rate in effect as of August 2002 is \$8.00 per hour.

12.04 Entry Level Wage Rates

- (a) For the first six (6) calendar months of employment an employee shall receive seventy-five percent (75%) of the contractual hourly wage rate for the classification in which he or she is working.
- (b) After six (6) calendar months from the date of hire, the rate will be increased to eighty-seven and one-half percent (87 ½ %).

- (c) After one (1) calendar year from date of hire, the rate will be the classified rate.
- (d) Transfers or promotions within a hotel will not necessitate the employee reverting to an entry level rate.
- (e) Promotions or transfers within the corporation to another hotel which are made at the request of the Employer will not necessitate the employee reverting to an entry level rate.

Employees who are promoted or transferred within the corporation to another hotel at the request of the employee will revert to an entry level rate.

12.05 New Classifications

It is agreed that job classifications and wage rates not specifically set out in the attached appendix of this Agreement shall be included in the schedule by mutual consent of parties to this Agreement. If unable to agree, either party may invoke the grievance procedure as defined in this Agreement.

12.06 Payment of Wages upon Layoff, Termination or Resignation

- (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 laid off or his/her services are terminated, the Employer shall pay all wages owing to him within forty-eight (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.

12.07 Election Days

No wages shall be deducted for time lost on election days. The regular work schedule will prevail for Federal and Provincial elections.

12.08 Banquet Gratuity Agreement

- (a) The current banquet gratuity and service charge levied on all clients of the hotel's Catering/Banquet departments for service rendered in connection with the food and beverage component of a function shall not be reduced during the term of the collective agreement.

- (b) The apportionment of the total amount of gratuities and service charges between the Employer and the bargaining unit employees shall be as follows:

Coast Bastion	65% Employees	35% Employer*
Coast Capri	63% Employees	37% Employer
Coast Harbourside	65% Employees	35% Employer
Coast Inn of the North	60% Employees	40% Employer♣

* Bastion banquet staff – Captains, Servers & Housemen will revise their share of the distribution of the service charge.

♣ Inn of the North – Bqt Bartenders to be a part of the service charge distribution.

- (c) On each pay day, the Employer shall publish, with respect to the pay period, the total amount of Food and Beverage Revenues collected by function and the total amount of service charges collected by function on behalf of bargaining unit employees.
- (d) On each pay day, the Employer will publish a service charge allocation sheet showing the total amount of service charges collected on behalf of all bargaining unit employees, the name of each eligible employee, the total hours worked by him/her during the pay period, the total number of points earned, and the value of one point applicable to the pay period.
- (e) The accumulated total dollar amount of all the service charge portions earned by an employee during any pay period shall be indicated on his/her next pay cheque.
- (f) In the event an eligible bargaining unit employee or the Union claims that an error was made with respect to the distribution of the service charge, a meeting will be held as soon as possible between the Employee or Union and the Employer to attempt to resolve the matter. If the matter is not resolved, it may be the subject of a grievance.
- (g) A Banquet Gratuity Committee comprised of two representatives from the Employer and two member representatives from the Banquet Department and a Union representative will be established at each hotel to review on a regular basis the administration of the arrangements described in this Article, including review of documentation relevant to the banquet and beverage gratuities.

Article 13

STATUTORY HOLIDAYS

13.01 Statutory Holidays

For the purpose of this Agreement, the recognized statutory holidays shall be:

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

After one (1) year continuous service the floating holiday will be taken, each calendar 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. Should Heritage Day or any other day be proclaimed as mandatory during the term of the Agreement it shall be substituted for the floating holiday.

- (i) The Employer shall grant the floating holiday to an employee after receiving written notice of at least seven (7) days.
- (ii) Where more than one employee in the same department requests a floating holiday for the same day, seniority shall apply.
- (iii) Where an employee has requested their floating holiday, in writing, and has been denied twice, in writing, this employee may request in writing the equivalent pay in lieu of the floating holiday.

The Employer shall pay, at straight time, to the employee, in lieu of the floating holiday, the hours the employee worked at the last floating holiday, which the employee was denied.

13.02 Statutory Holidays Falling on Day Off

In the event that an employee's day off falls on a statutory holiday, the employee shall receive his/her normal day's wages as calculated in 13.03(b).

13.03 Payment for Statutory Holidays

- (a) Employees who are eligible for statutory holiday pay will receive a normal day's pay for the statutory holiday, whether or not they are scheduled to work on the statutory holiday.
- (b) For the purpose of this Article, a normal day's pay shall be understood to mean an employee's normal hourly earnings, exclusive of overtime, for the hours he/she has worked in the two (2) week period immediately preceding the week in which the statutory holiday occurs, divided by ten (10) to establish the hours to be paid for the

statutory holiday. In the case of the calculation of a normal day's pay for New Year's Day, Christmas Day and Boxing Day will be counted as time worked, on the basis of the hours that the employee was paid for those days.

- (c) An employee who is scheduled by the Employer to work on a statutory holiday, shall be paid one and one-half (1 ½) times his/her normal wage rate for any hours so worked, on all statutory holidays in addition to pay received under (a) above. An employee who works more than his/her regularly scheduled hours shall be paid double time and one-half for all such hours worked.
- (d)
 - (i) Employees absent on paid sick leave or W. C. B. are not eligible to receive statutory holiday pay for any holiday that falls during such absence if there are no hours worked on which to calculate the benefit.
 - (ii) Should an employee return to work just prior to a statutory holiday following a paid sick leave or W. C. B. absence, such time will be considered time worked for the purpose of article 13.03(b)

13.04 Eligibility for Statutory Holiday Pay

- (a) To be eligible to receive pay for a statutory holiday, an employee must work his/her last regularly scheduled shift immediately prior to the holiday and his/her first regularly scheduled shift following the holiday.
- (b) The eligibility requirements in paragraph (a) above will be waived by the Employer when the employee's absence from an eligibility shift has been approved by the Employer, or when the employee fails to satisfy the eligibility requirements only because of a bona fide sickness or accident. The Employer is entitled to require a doctor's certificate as proof of such sickness or accident, and any abuse of this provision by an employee may be cause for discipline.

13.05 Loss of Statutory Holiday Pay for Failure to Report

- (a) If any employee is scheduled to work on a paid holiday but fails to report for work on the day of the holiday, without reasonable cause, or without leave of the Employer, he/she shall not receive any pay for such holiday.
- (b) The Employer is entitled to require the employee to substantiate the "reasonable cause" for his/her absence.

13.06 Normal Schedule

In a week where a statutory holiday occurs the normally scheduled work week must prevail. If operational hours should change in a department on a statutory holiday shifts will be offered on a seniority basis.

13.07 Statutory Holiday during Employee’s Vacation

Should any statutory holiday occur during an employee’s vacation period, an extra day of vacation with pay will be granted, either the working day preceding or the working day following the employee’s vacation period.

- (a) Should any statutory holiday occur during an employee’s vacation period, the formula in 13.03(b) shall be applied to the two week period immediately preceding the week in which the vacation commenced. The employee shall receive this amount in addition to vacation pay. The employee shall in addition receive an extra day off, either the working day preceding or the working day following the vacation period.
- (b) Should a statutory holiday fall during the first week immediately following the end of an employee’s vacation, the formula in 13.03(b) will be applied to the two week period immediately preceding the week in which the vacation commenced.
- (c) Should a statutory holiday fall during the second week immediately following the end of an employee’s vacation, the formula in 13.03(b) will be applied to the first week immediately preceding the week in which the vacation commenced and the first week immediately following the end of the employee’s vacation.

Article 14

ANNUAL VACATION

14.01 Annual Vacation Pay: Employees with Less than One Year of Service

Employees with less than one year of completed service will receive annual vacation pay in accordance with the provisions of applicable legislation.

14.02 Annual Vacations and Pay Entitlements

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

Completed Years of Service	Annual Vacation Time	Annual Vacation Pay
1 year but less than 3 years	2 weeks	4%
3 years but less than 7 years	3 weeks	6%
7 years but less than 18 years	4 weeks	8%
18 years but less than 25 years	5 weeks	10%
25 years or more	6 weeks	12%

Coast Capri Hotel’s vacation percentage payout will continue as in past practice and identified in the current H.I.R. Master Agreement.

- (b) “Consecutive years” as used herein, shall be understood to mean consecutive years of service with the same establishment subject to 10.03 and 14.05 of this Agreement.

- (c) Annual vacation pay shall be calculated using the applicable percentage from (a) above, as a percentage of the employee's gross earnings for the preceding anniversary year.
- (d) 'Gross earnings' as used herein shall be understood to mean the total earnings realized by an employee from the payment of wage rates for straight time, overtime, vacation pay and statutory holiday pay.
- (e) The Employer shall provide a record on each pay cheque of an employee's accumulated vacation pay.
- (f) Vacation pay shall be issued on the pay period prior to the employee's vacation on a separate cheque, with an itemized statement.

14.03 Vacation Scheduling Preference by Seniority

Employees shall have preference with respect to annual vacations within their department and classifications, according to the seniority list, provided they file applications before April 1st of the subsequent twelve (12) month period in which they wish to take their vacation.

Applications filed within these guidelines will be answered by April 30th.

Applications filed outside these guidelines must be in writing and will be answered in writing within two (2) weeks from receipt of application.

14.04 Vacation Scheduling

- (a) All vacations shall be taken at a time to be mutually agreed upon by the Employer and the employee and in any event not to exceed twelve (12) months from the employee's anniversary date.
- (b) For the purpose of vacations the full calendar year is recognized.
- (c) Employees should apply for vacations a minimum of thirty (30) days prior to commencement of the vacation.
- (d) At peak periods of business, the Employer shall have the right to restrict the scheduling of vacation absences so that the operating needs of each department within the hotel are adequately staffed. In some situations this will mean that within a department not more than one person can be absent for a scheduled vacation at any one time.

For the purposes of this Article, such restrictions shall be published by the Employer by February 1st of each year to a maximum of four (4) months and no period may be less than two (2) weeks.

- (e) All employees are entitled to split their annual vacation entitlement into two (2) segments, but in the absence of the Employer's express written consent, an employee may not split his/her annual vacation entitlement into more than two (2) segments.

Whenever an employee takes only part of his/her annual vacation entitlement, he/she shall be paid an amount equivalent to what the employee would have earned had they been working, to a maximum of the amount accrued in their vacation pay account and employees working less than an average of twenty (20) hours per week shall have their vacation pay account cleared each time they take vacation.

14.05 Credits on Transfer with Same Employer

Where an Employer owns, operates or has shares in other hotels covered by this Agreement and transfers an employee to such an operation, all vacation and severance benefits will continue.

It is clearly understood that where an employee requests a transfer, Section 14.05 shall not apply.

Article 15

**HEALTH AND WELFARE/PENSION
AND MONTHLY ASSESSMENT ACCOUNT**

15.01 Contributions for Health and Welfare Plan, Pension Plan, Employee Assistance Plan

COAST BASTION INN

COAST CAPRI HOTEL

COAST HARBOURSIDE HOTEL AND MARINA

COAST INN OF THE NORTH

Date	Health and Welfare		Pension	Employee Assistance Program
	Employee Contribution	Employer Contribution		
March 12, 2010	0.06	0.96	0.48	0.02
May 1, 2010	0.06	0.96	0.54	0.02
May 1, 2011	0.06	1.01	0.60	0.02

The Union and the Employer agree to recommend to the Health Care Trustees to support a motion to maintain the current dental fee schedules in each year of the collective agreement. The Union and the Employer agree to also recommend that as soon as possible, but no later

than July 1, 2010, that a prescription card is issued to each eligible bargaining unit member, that the dental and vision maximums are increased to the same level as the current Greater Vancouver Hotel Association's.

The Union and the Employer agree to present a motion to the Pension Board of Trustees recommending that they increase the monthly pension credit by an amount commensurate with the increased contributions provided for in the new collective agreement as soon as possible after the ratification of the agreement.

During the life of this collective agreement, once the current surplus in each individual Coast Hotel has been exhausted, and upon the recommendation of the Health Care Plan Trustees, the employer hourly contribution will increase by \$0.03 per hour for any Coast property or properties whose Health Care Plan expenses exceed Health Care Plan hourly contributions in any three (3) consecutive month period.

An activated Health Care plan "basket clause" hourly contribution increase will continue for the balance of this collective agreement, but shall not exceed \$0.03 per hour for each year to a maximum of \$0.09 of the life of the agreement.

NOTE:

- (1) Health and Welfare contributions will be to the Health and Welfare Plan provided for in the Trust Deed between the Union and the B.C. and Yukon Hotels Association.
- (2) Pension contributions will be to the Pension Plan provided for in the certain Trust Agreement known as the UNITE HERE, Local 40 Pension Plan.

15.02 Pension Plan Qualifications

The Employer agrees that all employees who qualify for benefits under the provisions of the Trust Agreement known as the UNITE HERE, Local 40 Pension Plan, shall be covered by the pension fund as set out in the said Trust Agreement.

15.03 Pension Deed of Trust

It is mutually agreed between the Union and the Employer that all terms and conditions of the Deed of Trust between the Union and the British Columbia and Yukon Hotels Association in regards to pension, shall be binding on the signing parties. This shall at no time determine the hourly rates as defined within the Collective Agreement, Article 15.

15.04 Monthly Assessment Account and Industry Enhancement Fund

It is agreed that effective on the date of signing this Agreement:

Eight cents (\$0.08) for each hour worked by each employee covered this Agreement to the assessment account of each such employee as part of his or her compensation.

15.05 Payment of Contributions

The Employer agrees to forward all monies payable by him in respect of fringe benefits, on or before the 15th day of the month following the actual performance of work and shall forward said contributions to the Administrator.

15.06 Employer Statement

The Employer also agrees to remit the contributions together with a monthly statement setting out the names of the employees in respect of which said payments are made, together with the hours of work credits or amounts paid in respect of employees.

15.07 Failure to Remit

In the event an Employer fails to remit contributions to these plans in conformity With this Clause of the Agreement, the Employer shall, if in default more than ten (10) days after notification by the Union, pay the monies due thereunder and in addition thereto pay these plans a penalty in the amount of \$5000. The Employer shall be responsible for loss of benefits to any employee because of the Employer's default action.

15.08 Investigation of the Employer's Payroll Records

- (a) The Employer shall allow the properly authorized representative of the Union to investigate his/her timebook, to ensure that the proper contributions are being remitted pursuant to Article 15.01 of this Agreement.
- (b) In the event that the Union intends to investigate the Employer's timebook, the Union shall first serve written notice on the Employer giving the Employer a reasonable period of advance notice.

15.09 Contributions while on W.C.B.

It is understood and agreed that should an employee be entitled to WorkSafe benefits as a result of an injury or illness related to work at the property, the Employer shall continue all Health & Welfare contributions as if the employee was working, until such time as the employee returns to their regular duties.

15.10 Injury Pay Provision

Subject to other coverage, an employee who is injured on the job during working hours and is required to leave for treatment or is sent home for such injury or work related illness, shall receive payment for the remainder of his/her shift.

15.11 Dental Fee Schedule

Coast and UNITE HERE will recommend to the Health & Welfare Plan Trustees that, in conjunction with the increase to the employer's contribution on January 1, 2007: the 2006 Dental Fee Schedule be adopted and updated in the future and that the annual maximum

payments under the Dental Plan be increased by \$500.00. The basket provision in Article 15.01 may be utilized to accomplish the above if deemed necessary by the Trustees.

Article 16

LEAVES OF ABSENCE

16.01 Leave of Absence: Employee Elected to Union Office

- (a) The Employer shall grant an unpaid leave of absence to an employee who is appointed or elected to a position within the Union for a period of up to and including five (5) years.
- (b) A request for such approval leave must be given to the Employer by the Union, in writing, on Union letterhead and signed by the Officer of the Union.
- (c) An employee who obtains such leave of absence shall return to his employment within thirty (30) calendar days after the completion of his employment with the Union.
- (d) Although the Employer is not obligated to grant such leave to more than one (1) employee at a time, such leave will not be unreasonably denied.

16.02 Leave of Absence: Union Conventions and Educational Programs

- (a) The Employer, upon receipt of written notice from the Union, shall grant leaves of absence, without pay, to employees who are elected as delegates to attend Union conventions, education programs (up to a maximum of one (1) month) or as members of a negotiating committee. Written notice shall be given at least seven (7) days prior to the commencement of such leave.
- (b) The Employer, upon receipt of written notice from the Union, shall grant up to fifteen (15) working days leave of absence without pay, for employees 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 to employees for the purpose of attending mutually agreed upon educational 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) The Employer is entitled to insist that not more than one employee can be absent on such leaves of absence, from any one department.

16.03 Leave to Appear as Witness

- (a) Subject to the provisions of paragraph (b) any employee covered by this Agreement who is required to attend any commission, court or hearing, to give evidence in civil or criminal case respecting the Hotel in which he/she is employed, shall be compensated at

the same hourly rate as called for in this Agreement, with a minimum of four (4) hours pay and a maximum of eight (8) hours pay for each day of attendance.

- (b) For the purposes of this Article 16.03, a commission, court or hearing does not include a grievance arbitration hearing, an industrial inquiry commission, the Labour Relations Board or any other tribunal or hearing which is concerned with the labour-management relationship between the Employer and the Union.
- (c) Notwithstanding paragraph (b), an employee who is called by the Employer to give evidence at a grievance arbitration hearing, an industrial inquiry commission, the Labour Relations Board or any other tribunal or hearing which is concerned with the labour-management relationship between the Employer and the Union, shall be compensated in accordance with the provisions of paragraph (a).

16.04 Bereavement Leave

- (a) A regular employee will be granted three (3) days off without loss of pay in the event of the death of a member of his/her immediate family.
- (b) "Immediate family" shall be understood to include the employee's mother, father, son, daughter, sister, brother, spouse, father-in-law, mother-in-law, grandparents, grandchildren, stepchildren and stepparents.
- (c) For purposes of this Article, "spouse" shall be defined to include a common-law spouse with whom the employee has cohabited for a minimum of one (1) year and a same sex spouse as defined by the laws of Canada.
- (d) The Employer is entitled to require proof of death and/or relationship.
- (e) Bereavement leave must be taken on consecutive days except where the employee establishes hardship i.e. if the employee has to travel outside the region where he or she works to attend funeral services. In such cases, the employee will come to an arrangement with his or her Employer to take staggered bereavement leave days, and wherever possible said arrangement will be made in advance of the request of non-consecutive bereavement leave days.

Bereavement leave must be taken forthwith the date of death of the family member in question. However, if the employee is given late notification of the death of his or her family member, the employee can still take bereavement leave provided said notice is within three (3) months of the date of death of the family member.

- (g) The bereavement leave is to be without loss of pay and therefore an employee will only be compensated for loss of income if that employee would have been scheduled to work during the bereavement leave.
- (h) Requests for additional time off without pay will not be unreasonably denied.

16.05 Maternity Leave

All employees will be afforded all benefits of Maternity, Paternity and Adoption Leave, in accordance with prevailing Employment Standards legislation.

16.06 Military Service

Members of the Union called up for the Military, Air Force or Naval Services, Red Cross or other combat relief service of Canada during the life of this Agreement will be considered on leave of absence and be returned to their former position upon honourable discharge from the service, provided they are physically and mentally capable and make application within two (2) months.

16.07 Jury and Witness Duty

Employees who serve on jury or as a witness for the Crown shall be granted leave of absence for this purpose and provided that the employee concerned deposits with the Employer any pay received the employee shall continue to receive his/her full wages for such period of time. To be eligible for this clause the employee must have completed six (6) months or more with his/her present Employer.

16.08 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.

Article 17

MISCELLANEOUS EMPLOYEE ENTITLEMENTS

17.01 Protected Working Conditions

- (a) All working conditions at present in force which are not specifically mentioned in this Agreement and which are not contrary to its general purpose and intent shall continue in full force and effect unless cancelled or terminated in accordance with the terms of this article.
- (b) Any working condition which was implemented by the Employer on a conditional basis can be terminated when the terms of the condition have been exhausted or fulfilled, or the condition has been withdrawn.
- (c) Any other working condition which was granted by the Employer but which is not specifically provided for in this Agreement may be cancelled by the Employer by:

- (i) serving the Union with written notice within thirty (30) days of the ratification of this Agreement, or
 - (ii) serving the Union with written notice of cancellation effective on the last day of each year of this Collective Agreement (i.e. April 30, 2007; April 30, 2008 and April 30, 2009).
- (d) A Banquet Gratuity Agreement will enshrine current practice and will provide UNITE HERE the ability to review the financial records pertaining to banquet gratuities.

17.02 Meal Entitlement

A menu, including snack items, starting at fifty cents (\$0.50), and meal items up to four dollars and seventy-five cents (\$4.75) including Goods and Services Tax, shall be supplied by the Employer. The menu items are to be agreed upon by both the Union and management. All shifts of five (5) hours or more worked shall receive one (1) meal which is not to exceed four dollars and seventy-five cents (\$4.75) per shift.

Complimentary beverages shall include coffee, tea and pop for all employees.

The cost of the staff menus may be increased by an amount equal to CPI for British Columbia.

17.03 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 nine (9) hours in a day. There is a two (2) hour minimum on an employee's day off.
- (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.

17.04 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 the Workers' Compensation Benefits, the employee is entitled to reinstatement in his/her former position 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.
- (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 seventy- two (72) hours in which to adjust the work schedule to accommodate the returning employee.

17.05 No Individual Contracts of Agreement

- (a) No employee shall be compelled 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.
- (b) No employee shall be asked to make a written or verbal agreement with the Employer covering hours of work, wages or conditions during the term of this Agreement.

17.06 Personal Effects

The Employer agrees to provide adequate lock-up facilities for employees' personal effects, namely purses and/or wallets. The Employer cannot enter into the locker without the presence of the employee, a shop steward or another member of the bargaining unit.

17.07 Compensation to Employee Re: Enforcement of House Rules for Patrons

- (a) Upon presentation of a written bona fide claim by an employee, the Employer shall compensate the employee for the replacement cost of or repair of any wearing apparel, false teeth, eye glasses, contact lenses or hearing aids, damaged or destroyed as a consequence of the employee's participation in the enforcement of house rules and/or Liquor Control Board Regulations and/or at the direction of management or a person appointed by management.
- (b) If, as a direct consequence of the proper performance of duties assigned by the Employer, an employee becomes the subject of civil or criminal legal proceedings in which the employee must mount a defence, the Employer will either arrange and pay for a lawyer to conduct the defence, or, at the Employer's choice, will underwrite the reasonable and necessary costs of the defence.

17.08 Severance Pay

- (a) All employees, with five (5) or more years of consecutive service shall upon termination, and at least 72 hours' notice, receive sixteen (16) hours' pay for each year of continuous service in the establishment, except an employee who has his/her employment terminated for just cause.
- (b) Employees who qualify under this clause must be employed and work a minimum of one thousand, eight hundred and twenty (1,820) hours per year to qualify for sixteen (16) hours' pay. Employees working less hours, unless absent under conditions where he/she

continues to accrue seniority, will receive pro rata severance pay for the year based on the actual hours worked as a percentage of one thousand, eight hundred and twenty (1,820) hours.

- (c) Severance cheques will be issued separately from the final pay cheque.

17.09 Cashout in the Event of Sale or Transfer

- (a) In the event a hotel is sold or transferred, all employees shall be paid severance pay up to the date of such sale by the outgoing owner or lessee. If such payment is not made the new owner or lessee becomes responsible for all accumulated severance. After payment has been made, continuous service for the purpose of severance pay commences a new starting from the date of each sale. No duplication or pyramiding of payments is intended.
- (b) Transfer of shares or shareholders: In the event of a transfer of shares from one' shareholder to another and/or in the case of one or more of the shareholders being bought out and new shareholders being put in place, it is understood that:
 - (i) the outgoing shareholder(s) will either pay-out his/her percentage of severance owing to employees, or
 - (ii) the new shareholders will issue in writing reassurance to all employees as well as the Union that he/she is assuming that liability as part of the transfer of shares from the outgoing shareholder.

In the event of a company name change, either severance will be paid or a letter will be filed with the employees and the Union verifying severance from the date of hire continues to be payable.

17.10 Limitation on Employee Entitlement

Employees who are not actively employed are only entitled to continue to receive such rights, entitlements, benefits as are specifically given to them by the express terms and conditions of this Agreement, or by applicable legislation.

17.11 Union Bulletin Board

The Employer shall provide wherever possible a bulletin board for the exclusive use of the Union, the sites to be determined by mutual agreement. The use of such bulletin board facilities shall be exclusive to the Union.

In other cases management will grant unrestricted use of the existing bulletin boards to the Union.

17.12 Health & Safety: First Aid Attendant

At the request of the Employer, employees who take time off to take a recognized Industrial First Aid Program shall be compensated by the Employer for all lost hours as a result of the

program at their regular hourly rate. Further, upon successful completion, employees shall receive an additional twenty-five cents (\$0.25) per hour over and above their regular hourly rate as compensation whenever the application of such First Aid Certification is mandated in that shift.

17.13 Permanent Joint Occupational Health & Safety Committee

There shall be established a Joint Committee composed of representatives of the Employer and representatives of the Union. The committee's responsibilities will be to review reports on matters referred by Government Occupational Health and Safety Committees and make recommendations to the bargaining principals regarding occupational health and safety matters.

17.14 Bicycle Racks

The Employer shall provide secure bicycle racks for those employees who require same.

Article 18

EMPLOYEE CONDUCT AND DRESS

18.01 House Rules Governing Conduct of Employees

It is mutually agreed that the Employer will post house rules for the conduct of employees and file a copy of those house rules with the Union before enforcing same. Filing with the Union office is accomplished by delivery of a copy of the house rules through registered mail.

18.02 Control of Absenteeism

Recognizing that the absenteeism by employees creates staffing and scheduling problems, disruption in the work place 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 his/her behalf, prior to the employee's normal reporting time, or as soon after that time as is possible in the circumstances, and 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 an absence will be just and reasonable cause for discipline.
- (iii) where the Employer is satisfied by the objective evidence that an employee is unable or unwilling to maintain a satisfactory attendance record in fulfillment of the employment relationship with the Employer, the Employer may terminate the services of the employee.

- (iv) in relation to any provision in this Collective Agreement where an 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 selected by the Trustees of the Health and Welfare Plan as identified in Article 15.01.

In the event that an 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 plan, will be paid by the Employer.

18.03 Cheques, Credit Cards, Cash Handling and Credit Accounts

When an employee is authorized to cash cheques, honour credit cards or credit accounts, he or she will not be held responsible for any losses provided he or she has followed management's instructions. Where an employee assumes responsibility of cashing cheques, honouring credit cards or credit accounts without proper authorization from management he or she will be held responsible. Management may require that restitution be made if instructions have not been correctly followed. No disciplinary action will be taken against employees making restitution. No employee shall be disciplined or made to make restitution for shortages unless the employee has sole access to the cash.

18.04 Proper Dress

It is agreed that the following grooming and dress code provisions shall apply to all bargaining unit employees. It is further understood that in the eyes of guests, employees represent the hotel. Therefore the parties acknowledge the importance of taking a special interest in grooming.

General Grooming Principles

All employees shall be expected to apply neatness and good taste in their dress and grooming. Uniforms or outfits shall be appropriate, clean and well pressed. In addition, shoes shall be cleaned and nails shall be cleaned and neatly manicured.

Clothing and Shoe Requirements

- (a) All employees shall wear, in the absence of uniforms provided by the Employer, black dress trousers or skirts and white, short- or long-sleeved shirts. A tie may be required to be worn and such tie shall compliment the attire worn. Comfortable black or white shoes, with matching black or white socks, shall be worn. All shoes shall be without logos or decorations.
- (b) Other than as defined in (a) above, the Employer is not entitled to specify clothing of specific colour, style or quality.
- (c) All employees shall have the choice of wearing trousers or skirts whether purchased by the Employer or the employee.

Uniforms and Cleaning

- (a) This dress and the cleaning thereof shall be the responsibility of the employee. The Employer shall make dry cleaning available to employees at its cost.
- (b) Any additional specific articles or styles of clothing required by the Employer shall be provided and cleaned by the Employer at no cost to the employee.

Other than as defined in this article, the Employer is not entitled to specify clothing of any specific colour, style and quality.

Jewelry

- (a) The parties agree that all jewelry worn by employees shall be small and discrete.
- (b) Employees may wear engagement and/or wedding rings or simply designed rings. No more than three such rings may be worn by an employee.
- (c) Conservatively styled wristwatches are acceptable.
- (d) Simple earrings or studs may be worn while working provided they are not more than 1.5 cm in width or height and are no more than one per ear.
- (e) Employees on staff previous to January 7, 1999 who wore more than one of the above-mentioned earrings/studs, may wear up to three earrings/studs of the specified size per ear.
- (f) Body or facial piercing which can be seen by customers is not permitted.

Make-up, Perfume and Cleanliness

It is agreed that excessive make-up or perfumes shall not be worn while working. Personal cleanliness is essential in all positions, but in particular those involving public contact and/or food and beverage preparation.

Hair

- (a) Employees' hair shall be clean and styled in a current professional style. Employees who serve food or beverages shall wear their hair in a restrained fashion, regardless of length (i.e. held firmly from falling over the face).
- (b) Beards and moustaches must be neatly trimmed and growth periods are confined to long vacation periods to avoid a stubble or unshaven look.

Footwear

- (a) Rubber footwear shall be maintained for general use of all employees who work with chemicals from time to time.

- (b) Safety footwear, if mandated by the Employer or W.C. B. regulations, shall be worn by employees. The Employer will reimburse employees up to fifty dollars (\$50) per year on production of a receipt, on the anniversary of employment.

Bona Fide Religious Expression

This Article is subject to bona fide religious expression. In the event this Article conflicts with an employee's religious requirements, the Employer shall accommodate the employee's religious requirements subject to bona fide occupational requirements. (This Article supersedes the Letter of Understanding on Grooming and Dress dated January 7, 1999).

18.05 Unconventional Mode of Dress

Where an unconventional mode of dress or uniform is required by management, it is agreed the dress or uniform shall not be such as to cause discomfort, ridicule or embarrassment to the employee.

18.06 Special Uniforms

If any special uniform shall be required, such as tuxedo, white jackets, etc., it is agreed that the Employer shall supply same and be responsible for the cleaning thereof. All uniforms or special articles of wearing apparel worn by the employee while on duty shall be supplied and laundered by the Employer free of cost to the employee.

Article 19

LIQUOR CONTROL LEGISLATION AND REGULATIONS

19.01 New Employees: Instruction Re: Liquor Control Legislation and Regulations

All newly hired employees who will be involved in the sale or handling of liquor, will be provided with instructions to acquaint them with the relevant provisions of the liquor control legislation and regulations and the importance of complying with those regulations.

19.02 Employees Serving Liquor

- (a) No employee who is involved in the serving of liquor shall knowingly sell or serve liquor in the Employer's premises to any person who is under the legal age. Where, after asking the person to produce suitable identification and proof of age, such an employee is in doubt as to the person's age, he/she may refuse service.
- (b) If the employee is directed by a person designated by the Employer to serve a person whose age is in doubt, the Employer shall accept and bear the full responsibility and shall pay any fines or penalties incurred by the employee as a consequence of such service.

19.02 Employees Serving Liquor

- (a) No employee who is involved in the serving of liquor shall knowingly sell or serve liquor in the Employer's premises to any person who is under the legal age. Where after asking the person to produce suitable identification and proof of age, such an employee is in doubt as to the person's age, he/she may refuse service.
- (b) If the employee is directed by a person designated by the Employer to serve a person whose age is in doubt, the Employer shall accept and bear the full responsibility and shall pay any fines or penalties incurred by the employee as a consequence of such service.

19.03 Hours of Service

No employee shall give service after the specified hours set by the Liquor Control and License Branch Regulations.

19.04 Implementation of Changes in Regulations

It is mutually agreed that upon the implementation of any changes in the Liquor Control Board Regulations governing licensed premises, the Union and management will negotiate an agreement on the problem that could arise therefrom.

Article 20

DISCIPLINE AND DISCHARGE OF EMPLOYEES

20.01 Discipline and Discharge of Employees

- (a) Pursuant to Section 84(1) of the Labour Relations Code of British Columbia, the following standards shall be applied:
 - (i) Employees who have successfully completed their probation period can only be disciplined or discharged for just and reasonable cause.
 - (ii) During the probation period specified in this Agreement, an employee may be discharged if he/she is unsuitable for status as a regular employee.
- (b) In the event that an employee other than probationary is discharged for just and reasonable cause the shop chairperson will be notified and provided with the reasons for the discharge.
- (c) Where no shop chairperson is recognized the shop steward will receive this information.

- (d) A steward shall have the right to consult with a staff representative of the Union and to have a representative present at any discussion with supervisory personnel which the steward believes might be the basis of disciplinary action against the steward.
- (e) Any employee shall have the right to have a Union representative present at any meeting which is for disciplinary purposes arising from 20.01 or for any reason that the employee believes may be disciplinary in nature. The date, time and place of such meetings shall be scheduled at least forty-eight (48) hours in advance in order for the Union representative to be present at such meeting. It is the responsibility of the employee to contact the Union Representative and advise them of the date and time of such meeting.
- (f) The Employer shall provide the employee and the Union with a copy of any written warning or adverse report affecting the employee. Any reply by the employee shall become part of his/her record. Failure to grieve previous discipline or to pursue such grievance to arbitration, shall not be considered to be an admission that such discipline was justified.
- (g) An employee or the President of the Union or his/her designate with the written authority of the employee shall be entitled to review the employee's personnel file.
- (h) Each documented warning, oral or written, or other record of discipline shall be removed from the employee's work record on the anniversary date of its imposition unless further discipline has been imposed prior to the anniversary date.
- (i) Where the Employer intends to discipline an employee, such discipline must take place within fourteen (14) days of the occurrence of the alleged infraction or when the Employer first becomes aware of the alleged infraction.
- (j) The Employer agrees that after a grievance has been initiated by the Union, the Employer's representative will not initiate a discussion or negotiation with respect to the grievance, whether directly or indirectly, with the aggrieved employee, without the consent of the Union.

Article 21

GRIEVANCE PROCEDURE

21.01 Definition and Recognition of a Grievance

- (a) 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.
- (b) Any such complaint, disagreement or difference of opinion will not be recognized as a grievance unless the grievance procedure is followed.

21.02 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 management person to whom he/she reports. At his/her option, the employee may be accompanied by the shop steward for the department in which the employee works.

(b) Step One:

At this step, notice in writing of the grievance must be filed with a person designated by the Employer, within ten (10) working days after the occurrence of the alleged grievance or of the date on which the employee first has knowledge of it.

This notice shall be brief 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.

A meeting between the grievor, Shop Steward and/or Union Representative, and a representative from Management, other than the employee's immediate supervisor, will occur within ten (10) days of receipt of the grievance.

(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 at a meeting attended by the grievor, Shop Steward, and/or Union Representative, and General Manager and/or his/her designate.

If a grievance is filed, an employee is suspended or terminated, shall have their case shall automatically advanced to a Step Two meeting.

(d) Step Three:

- (i) The final step of the grievance procedure shall be arbitration unless the parties have agreed to be bound by the recommendations of the Investigator under the optional grievance procedure in 21.06.
- (ii) If no settlement is reached at Step 2, either party may notify the other party that it is advancing it's grievance to arbitration.
- (iii) The party submitting the grievance to arbitration shall produce a list of possible Arbitrators. The Employer and the Union shall use this list to mutually select an Arbitrator. However, if the parties cannot agree on the Arbitrator, the matter shall be deferred to the Labour Relations Board for selection.
- (iv) The recipient of the arbitration notice shall within five (5) days, inform the other party of the names of acceptable Arbitrators from the list provided to them.

- (e) If both parties agree, the grievance may be heard by a Single Arbitrator. The parties shall have five (5) working days to agree on an Arbitrator. Failing such agreement, either party may request the Director of the Collective Agreement Arbitration Bureau to appoint such Arbitrator. Clauses 21.04 and 21.05 shall apply to such Single Arbitrator.
- (f) Step Four:

The final step of the grievance procedure shall be full arbitration as provided herein, unless the parties have previously agreed to be bound by the recommendations of an officer appointed by the Labour Relations Board, or by the recommendations of the investigator under the optional grievance procedure or by a Single Arbitrator appointed in (e) above.
- (g) Union and Employer Policy or General Grievance:

The Union or Employer shall file policy, or general grievances. Such grievances shall be filed at Step Two of the grievance procedure.
- (h) Sections 87(1) of the Labour Relations Code of B.C. may be utilized but is excluded from operation by the parties to the agreement for the purposes outlined in 21.06(b).

21.03 Arbitration Board

Seven (7) full days (excluding Sundays and holidays) shall be allowed for the setting up of a Board of Arbitration. It shall be composed of one (1) representative of the Union and one (1) representative of the Employer, and these two (2) members shall then select an impartial chairman. In the event of these two (2) representatives agreeing on a chairman, the Minister of Labour shall be asked to appoint one.

21.04 Arbitration Hearing and Award

- (a) The arbitrator will be encouraged to commence the hearing within five (5) 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 meet to discuss their understanding of the issue or issues to be placed before the arbitration board, and to prepare a statement of all facts which are not in dispute. The identification of the issue or issues and the 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 of the expense associated with the arbitrator.

21.05 Authority of the Arbitration Board

The parties to the arbitration recognize that the authority of the arbitration is set out in Section 89 of the Labour Relations Code of British Columbia.

21.06 Optional Grievance Investigation Procedure

The parties have agreed to initiate an optional grievance investigation procedure on a trial basis, for the specified term of this Agreement, in accordance with the following:

(a) Purpose and Scope

Recognizing that there are times and circumstances in which it may be necessary to seek third-party assistance in the resolution of grievances, and in an attempt to find a way in which to bring about such resolutions without incurring the costs and delays associated with formal arbitration proceedings, the parties have agreed to provide for an optional grievance investigation procedure.

The process is intended to complement the grievance and arbitration procedures otherwise provided for in this Agreement. It is not intended to replace those other procedures.

(b) Optional Grievance Investigation Procedure:

As provided for in Section 103 of the Labour Relations Code of B. C., where a difference of opinion arises between the parties relating to the dismissal, discipline or suspension of an employee during the term of the Collective Agreement, the parties will appoint one of the persons named herein (Judy Korbin, Vince Ready, Brian Foley, or Wayne Moore) as 'Investigator', or a substitute agreed to by the parties, to:

- (i) investigate the difference;
- (ii) define the issue in the difference; and
- (iii) make written recommendations to resolve the difference within five (5) days of the date of the receipt of the request; and, for those five (5) days from that date, time does not run in respect of the grievance procedure.

(c) Cost Sharing:

Each party shall share the cost equally in relation to the reasonable remuneration, travelling and out of pocket expenses of the Investigator or his/her substitute.

(d) Investigators Alternates Agreed to and Selection:

The parties have agreed that for the term of this Agreement the persons named in a Letter of Understanding will be recognized as their "Investigators" for the purposes of this investigation procedure, subject to receiving their respective consents to their appointment.

Selection of a particular named individual to serve in each instance shall be by agreement of the parties. Should the parties fail to agree on the selection, then the person next on the list after the last appointment shall be chosen.

(e) Option Choice and Timing:

Either party may choose to implement the investigation procedure provided that all steps of the grievance procedure, prior to reference to arbitration, have been exhausted without a resolution to the difference.

The party wishing to use the investigation procedure shall notify the other party of the decision, within five (5) working days of the receipt of the reply at the last step of the grievance procedure. Such notification must be in writing.

The party receiving notification may refuse to accept the investigator procedure, in which case the arbitration provisions of this agreement are then available and the time limit contained in that Article begins to run from the date of the refusal decision being delivered in writing. No reasons for the refusal need be given, and such refusal must be submitted within five (5) working days.

(f) Binding Recommendations:

While the grievance investigation process is intended to yield only non-binding recommendations, the parties may agree that the recommendations will represent a binding award, in the manner of an arbitration award. Such agreement must be made in advance of the appointment of the Investigator.

21.07 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.

21.08 Fast Track Mediation /Arbitration Process

Recognizing that there are times when an expedited arbitration may be desirable, the parties agree that the following process may be used as a substitute for the formal grievance procedure outlined in Article 21 of this Collective Agreement.

- 1) The process can only be used by mutual agreement between the parties who are signatories to this Collective Agreement.
- 2) The outcome will be binding on the parties.
- 3) The cost will be borne in accordance with Section 112 of the Labour Relations Code, i.e. Employer - one third, Union - one third, Government - one third.

- 4) The procedure may be used after Step One or Step Two of the grievance procedure.
- 5) No legal counsel will be used by either party.
- 6) The number of cases to be heard at any given time will not exceed three (3).
- 7) The parties or their representative will try to get an agreed statement of facts for presentation to the arbitrator.
- 8) Wherever possible the arbitrator will attempt to mediate a settlement between the parties.
- 9) In such cases that the arbitrator must write decision, such decision shall be brief and to the point.
- 10) An agreed schedule for the process will be arranged in advance, based on a mutual assessment of the length of time needed to present each case.
- 11) General rules of evidence will be waived except for the rule of "onus".
- 12) Location to be agreed between the parties
- 13) Procedures Guidelines:
 - (a) The Opening Statement-, this should basically set out the case from each party's perspective. The arbitrator shall aggressively seek at this point to define the issue and to determine what evidence is agreed to and what is not.
 - (b) The Hearing: sufficient witnesses should be called to ensure the "story" is properly told. Where it is an issue of creditability or conflicting evidence, the key individuals must testify.
 - (c) The Argument as agreed, the parties will not cite legal precedents but may refer to Brown and Beatty, Palmer etc. However, it is imperative that the relevant provisions of the Collective Agreement be canvassed by counsel to ensure that all relevant clauses are put before the arbitrator.
 - (d) Mediation: Counsel must accept some responsibility at this stage to assist the arbitrator in assessing the evidence before him. Specifically, if counsel can assist in assessing creditability and/or contradictory evidence, they should do so.
 - (e) The Decision: If mediation fails or is not appropriate, and if the decision can be rendered after a short deliberation, the arbitrator will do so. By meeting first with counsel to explain the framework of his/her decision, the parties are provided with an opportunity to influence the exact terms of the resolution. Within the framework of settlement as outlined by the

arbitrator, the parties can work out exact terms which best suit the specifics of the case. Such an opportunity should not be wasted by continuing to argue the merits of the case.

- 14) With respect to grievances involving customer complaints, the following will apply:
- (a) The person to whom the complaint was given be called to testify;
 - (b) Bargaining unit or staff employees who can direct evidence be called to testify.
 - (c) Wherever possible, the complaint be committed in writing, in the customer's own handwriting.
 - (d) Prior to the hearing, the parties discuss the evidence so there are no surprises.

21.09 Investigator, Mediator/Arbitrator

The special investigator, mediator/arbitrator referred to in this Agreement shall be selected from the following names on a rotating basis:

Brian Foley
Judy Korbin
Vince Ready
Wayne Moore

Article 22

DEFINITIONS

22.01 Objective Interpretation

Where a specific definition of a word, expression, term or a phrase is not expressly provided in this Agreement, such word, expression, term or phrase shall be interpreted objectively, not subjectively; and according to common and normal grammatical usage.

22.02 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.

22.03 Specific Definitions

The following definition of words, expressions terms or phrases have been agreed to by the parties, and shall be used to establish the intent and meaning of the language of this Agreement, unless a different definition is provided within the context of a particular article:

Department defined as:

- Kitchen
- Front Desk
- Specialty Dining Room
- Dining Room
- Coffee Shop
- Cocktail Lounge
- Public House (Neighbourhood Pub)
- Cabaret
- Banquets
- Maintenance
- Housekeeping
- Security
- Parking

22.04 Definitions

- (a) Bank Rolling: is defined as accumulating penalty time beyond the pay period immediately following the period in which the violation occurred.
- (b) Service Employee: is any employee who does not work in the bar.

IN WITNESS WHEREOF the parties hereto have hereunder caused their seals to be affixed under the hands of the proper officers.

THIS _____ DAY OF _____ 2010

SIGNED ON BEHALF OF:

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

WAGE INCREASES

COAST CAPRI HOTEL

COAST BASTION INN

COAST INN OF THE NORTH

COAST HARBOURSIDE HOTEL & MARINA

Effective May 1, 2010	\$0.45
Effective May 1, 2011	\$0.55

Appendix A

Coast Bastion Inn		
	May 1, 2010	May 1, 2011
	45¢	55¢
Front Desk		
Front Office / Supervisor	17.57	18.12
Desk Clerk/Auditor	16.27	16.82
Bellperson / Valet	12.30	12.85
*Shift differential (graveyard)	0.15	0.15
Maintenance		
Maintenance Supervisor	17.86	18.41
Maintenance Worker	16.85	17.40
Janitorial		
Janitor	16.63	17.18
Housekeeping		
Housekeeper	16.02	16.57
Room Attendant	15.73	16.28
Laundry Attendant	15.73	16.28
Offshore Lounge		
Bartender	15.84	16.39
Bar Porter	15.59	16.14
Cocktail Server	14.28	14.83
Catering		
Server	12.70	13.25
Banquet Captain	14.14	14.69
Houseperson	12.70	13.25
Kitchen		
Chef	22.64	23.19
Sous Chef	18.59	19.14
1st Cook	17.64	18.19
2nd Cook	17.08	17.63
Cook	16.59	17.14
Pastry Cook	16.59	17.14
Cook's Helper	15.84	16.39
Salad/Sandwich	15.84	16.39
Dishwasher	15.73	16.28
Cutters Restaurant		
Supervisor/Host	16.80	17.35
Host/Cashier	15.73	16.28
Server	12.70	13.25
Bus Person	12.30	12.85
Administrative Personnel		
Purchaser/Receiver	16.07	16.62

Appendix B

Coast Inn of the North		
	May 1, 2010	May 1, 2011
	45¢	55¢
Coffee Garden		
Supervisor/Host	16.43	16.98
Host/Cashier	15.74	16.29
Server	12.64	13.19
Bus Person	12.52	13.07
Winston's Lounge		
Server	14.29	14.84
Bartender	15.85	16.40
Winston's Dining Room		
Maitre D'Hotel	16.30	16.85
Server	12.64	13.19
Bus Person	12.51	13.06
Shogun		
Restaurant Supervisor	17.70	18.25
Shogun Chef	18.55	19.10
Shogun Cook	17.47	18.02
Server	12.64	13.19
Sgt. O Flaherty's		
Pub Supervisor	18.15	18.70
Bartender	15.85	16.40
Cocktail Server	14.29	14.84
Bar Porter	15.71	16.26
Kitchen		
Chef	20.58	21.13
Sous Chef	18.58	19.13
1st Cook	17.47	18.02
2nd Cook	17.11	17.66
Pastry Cook	17.47	18.02
Salad/Sandwich	16.11	16.66
Dishwasher	15.45	16.00
Catering		
Banquet Supervisor	15.14	15.69
Banquet Coordinator	12.64	13.19
Banquet Captain	14.08	14.63
Banquet Bartender	15.85	16.40
Server	12.64	13.19
Front Desk		
Front Office Supervisor	18.13	18.68

Desk Clerk/Auditor	16.71	17.26
Bellperson	12.64	13.19
Security Person	15.56	16.11
Reservations Coordinator		
*Shift differential (graveyard)	.15	.15
Housekeeping		
Housekeeper	17.12	17.67
Room Attendant	15.90	16.45
Laundry Attendant	15.71	16.26
Janitor	16.49	17.04
Maintenance		
Maintenance Supervisor	18.58	19.13
Maintenance Person	16.94	17.49
Maintenance Utility – wage rates same as Dishwasher		
Administrative Personnel		
Purchaser/Receiver	14.88	15.43

Appendix C

Coast Harbourside Hotel & Marina		
	May 1, 2010	May 1, 2011
	45¢	55¢
Front Desk		
Front Office Supervisor	18.09	18.64
Desk Clerk/Auditor	16.76	17.31
Bellperson	12.66	13.21
Maintenance		
Maintenance Supervisor	18.39	18.94
Maintenance Worker	17.33	17.88
Housekeeping		
Housekeeper	16.48	17.03
Room Attendant	16.20	16.75
House Person	17.11	17.66
Blue Crab Lounge		
Bartender	16.31	16.86
Server	14.71	15.26
Blue Crab Restaurant		
Supervisor/Host	17.28	17.83
Host/Cashier	15.17	15.72
Server*	13.08	13.63
Server - Dinner		
Food & Beverage Utility Person	12.64	13.19
Catering		
Captain	14.53	15.08
Server	13.08	13.63
Kitchen		
Sous Chef	19.14	19.69
1st Cook	18.15	18.70
2nd Cook	17.59	18.14
Dishwasher/Cooks Helper	16.23	16.78
Administrative		
Purchaser/Receiver	16.53	17.08

*All employees in the "Server" classification hired after July 1, 2006 must be placed in either the Server – AM or Server – Dinner classification. All Servers hired prior to July 1, 2006 will have their AM/PM positions grandfathered

Revised July 12, 2010

Appendix D

Coast Capri Hotel		
	May 1, 2010	May 1, 2011
	45¢	55¢
Public House		
Bar Manager		
Mixerologist	15.77	16.32
Floor Person	17.43	17.98
Food Attendant	15.67	16.22
*1 Server	14.24	14.79
Janitor	15.72	16.27
Lounge		
Bar Manager		
Mixerologist	15.77	16.32
Server	14.24	14.79
Front Desk		
Night Auditor	16.43	16.98
Desk Clerk	16.16	16.71
Bellperson	12.20	12.75
Housekeeping		
Housekeeper	15.58	16.13
Room Attendant	15.69	16.24
Janitor	15.72	16.27
Houseperson	16.55	17.10
Kitchen		
First Cook	17.19	17.74
Second Cook	16.61	17.16
Dishwasher	15.31	15.86
Janitor	15.72	16.27
Dining Room		
Dining Room Supervisor	16.16	16.71
Host/Hostess Cashier	15.52	16.07
Servers	12.46	13.01
Busperson	12.46	13.01
Banquets/Catering		
Banquet Manager	15.12	15.67
Banquet Captain	14.47	15.02
*2 Banquet Servers	12.46	13.01
*3 (Host Bar)	17.19	17.74
*4 (Cash Bar)	15.42	15.97

Maintenance		
Maintenance Manager	16.55	17.10
Maintenance Utility	16.55	17.10
Maintenance Plumber	16.55	17.10
Licensed Retail Store		
Beer & Wine Store Supervisor	15.00	15.55
Store Attendant	14.38	14.93

Note:

*1 Gratuity Position

*2 Banquet Servers who perform all bartending work will be paid at Mixerologist rate for the time worked

*3 &*4 Banquet Servers working Banquet Bars will be paid these rates when performing these functions

LETTER OF UNDERSTANDING - #1
BETWEEN
COAST HARBOURSIDE HOTEL AND MARINA
AND
UNITE HERE, LOCAL 40

IT IS MUTUALLY AGREED AND UNDERSTOOD that areas at the Marina and in the Hotel zoned "Marine Commercial" are not covered by the Collective Agreement unless they are operated by the Hotel for the following businesses:

- Overnight accommodation
- Dining Lounge, Coffee Shop & Specialty Restaurant
- Neighbourhood or Marine Pub
- Cold Beer and Wine Store
- Banquets

It is understood that no Lessee to whom such space is rented may be covered by the Collective Agreement.

The boat moorage facilities and their operation are excluded from the Certification.

This Letter of Understanding does not preclude the Union from any rights it may have under the Labour Relations Code or any subsequent legislation.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #2
BETWEEN
COAST HOTELS LTD.
AND
UNITE HERE, LOCAL 40

This letter confirms the understanding reached in the negotiations with regard to the following supervisory classifications:

Coast Bastion Inn

Front Office Manager
Maintenance Supervisor
Pub Supervisor
Restaurant Supervisor/Host/Cashier
Housekeeper

Coast Inn of the North

Chef
Sous Chef
Restaurant supervisor/Host/Cashier
Maitre d'Hotel
Shogun Restaurant Supervisor
Shogun Chef
Pub Supervisor
Front Office Supervisor
Maintenance Supervisor
Housekeeper
Banquet Supervisor

Coast Harbourside Hotel and Marina

Front Office Supervisor
Maintenance Supervisor
Housekeeper
Banquet Captain
Restaurant Supervisor/Host

Coast Capri Hotel

Pub Manager
Dining Room Supervisor
Banquet Manager
Beer & Wine Store Supervisor
Maintenance Manager
Housekeeper
Coffee Shop Supervisor

Letter of Understanding #2 Continued

It is understood that all supervisors in the above classifications will accrue seniority in their classifications and may perform work of other classifications within their departments as customary in each operation subject to the following:

- (a) Coast Hotels will not at any time employ more than one person in any such classification, except for the Coast Victoria Harbourside which may have two (2) Restaurant Supervisors.
- (b) Should any of the classifications be abolished and the personnel laid off, they may only exercise their seniority towards other classifications as outlined in Clause 11.04(b).
- (c) Any said personnel will not be assigned overtime hours for work ordinarily carried out by other classifications in the department unless warranted by emergency situations, as outlined in 9.01 (c) or when otherwise entitled to such overtime by his/her own seniority.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #3

BETWEEN

COAST HOTELS LTD.

AND

UNITE HERE, LOCAL 40

It is agreed and understood between the parties that:

- (a) any employee who holds a BC. or interprovincial trades' qualification certificate shall receive remuneration in the amount of \$5.00 per hour over and above his/her regular hourly rate for any hours worked when the aforementioned trades' certificate is required under the B.C. Building Code. Such premium shall only be paid when authorized in advance by management.
- (b) When any banquet employees are employed as bartenders, they shall be paid at the bartenders' rate as outlined in Clause 12.02.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #4
BETWEEN
COAST HOTELS LTD.
AND
UNITE HERE, LOCAL 40

It is understood and agreed that the Special Investigators under Article 21.06(d) of this Agreement shall be:

Brian Foley
Judy Korbin
Vince Ready
Wayne Moore

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #5
BETWEEN
COAST HOTELS LTD.
AND
UNITE HERE, LOCAL 40

The parties agree that no overtime penalty will be imposed on the Employer should a service employee's off days be required to be changed for sound business reasons. In such cases, and prior to changing the schedule, the Employer will provide the employee with the opportunity to choose one of the following two (2) options:

- (i) a reduction of the actual hours the employee works for the week in which the schedule change occurs, or

- (ii) split days off within the week in which the change occurs.

This provision of the Collective Agreement is not intended to erode the benefits contained within Article 9.06 of the Collective Agreement. This provision is intended to provide scheduling flexibility when business needs change.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #6

BETWEEN

COAST HOTELS LTD.

AND

UNITE HERE, LOCAL 40

EXTRA STAFF AGREEMENT (BANQUETS & KITCHEN)

Any employee who is engaged as an Extra Employee for the first time, shall, prior to commencing his/her employment, sign an authorization of check-off form in accordance with the requirements of the collective agreement.

Any such employee who believes that the number of hours of work available to him/her will be less than 48 hours per month, with the consent of the Employer, may elect to be covered by a Union permit, in which case the employee will not be required to pay an initiation fee to the Union.

There shall be no limit on the number of employees who elect to be covered by a Union permit, however the length of time any one such employee may be covered is limited to only those employees who average less than 12 hours per week in any consecutive two month period.

Should any Extra Employee average more than 12 hours per week in any consecutive two-month period, they shall become a regular employee of the Hotel, subject to all the terms and conditions of the current collective agreement.

Any Extra Employee covered by a Union permit shall receive a 25% reduction of the established full wage rate in effect for the applicable classification.

In the case of employees covered by a Union permit, the employer shall be required to pay the Union a Permit fee of One Dollar for each hour worked by such employees.

For any month in which one or more employees covered by a Union permit actually work, the Employer shall at the time of remitting the required Permit fees, provide the Union with a statement in writing which shall list the names of those on whose behalf fees are being remitted, and the number of hours worked during the month by all employees covered by Union permits.

Letter of Understanding #6 Continued

In the case of employees covered by a Union permit, neither the Employee nor the employer shall be required to pay any contribution to the Health Care Plan, Pension Plan, or any Additional Union Assessment.

An Extra employee may not occupy a regular shift except in emergencies which otherwise would be posted pursuant to Article 7.01.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #7

BETWEEN

COAST HOTELS LTD.

AND

UNITE HERE, LOCAL 40

LOCAL 40 AND COAST HOTELS "OFF SITE" CATERING AGREEMENT

The parties to collective bargaining have agreed to the following, recognizing that each party takes an acknowledged risk in order to profit financially and improve the quality of life.

The employer risks capital in an effort to realize a reasonable return on investment. Union members risk a percentage of the cost of their labour in order to maximize their employment opportunities with all the attendant benefits; in a similar effort to realize a reasonable return on investment.

The parties agree that considering the competitive edge recently granted the nonunion sector of our industry, through the implementation of cuts to the Employment Standards Act, seriously threatens the economic wellbeing of the properties, that a swift response is the best defence in ensuring the ongoing viability of the operations.

We take pride in our service and the maintenance of the high standards enjoyed by guests, employees and shareholders alike.

Therefore we agree to the following, for the life of this collective agreement, to be reviewed at the next set of collective bargaining:

We shall establish an Off Site Catering Availability List, which will enumerate three categories of employees:

- Kitchen & Banquet: this list will include name, classification(s) (there may be more than one classification in which the individual is qualified), and start date. The individuals on this list shall be offered off site catering employment based on their departmental seniority, prior to the scheduling of any other employees.

Other Hotel departments: this list will include name, classification(s) (there may be more than one classification in which the individual is qualified), and start date of individuals who wish to work additional hours. The individuals on this list shall be offered off site catering employment, in order of their start date, prior to the scheduling of any extra employees.

Extra Staff: this list will include name, classification(s) (there may be more than one classification in which the individual is qualified), and start date. The individuals on this list shall be offered off site catering employment' in order of their start date, following the scheduling of the two previous categories of employees.

Compensation

All individuals listed on the Off Site Availability List will be employed pursuant to the terms of the collection agreement with the following exceptions:

- 1 All employees, including supervisory staff, will receive compensation at a 25% reduction of the established full wage rate in effect for the applicable classification. At no time will any employee receive less than the current minimum wage (\$8.00 at this time of negotiation).
- 2 All Extra Staff are employed pursuant to Letter of Understanding #7 (attached).
- 3 Gratuity Distribution. A separate off site gratuity pool will be created and gratuities will be distributed using the same formula for on site work.
- 4 The employer shall offer a sales commission (to be negotiated) to any employee who attracts off site catering business to the hotel.

Off Site Scheduling & Seniority

Inclusion on the off site catering list is solely a choice of the hotel employee. Employees must give 14 days' notice to be included on the list and 14 days' notice to be removed from the list.

Once an employee is on the list, he/she may only decline off site catering work if it interferes with their regular schedule with the hotel.

Any employee wishing to be included on the list must have the necessary skill and ability to perform the full measure of the work required as outlined in Article 11.01.

Hours worked in off site catering will only be used to calculate income and benefits, where applicable. Hours worked in off site catering will not be included in the calculation of seniority in the employee's hotel classification.

Dispute Resolution

Any disputes arising from the implementation of this agreement will be referred to Craig Norris-Jones and Jim Pearson for resolution in conjunction with local management and employees.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #8

BETWEEN

COAST HOTELS LTD.

AND

UNITE HERE, LOCAL 40

This Agreement has been jointly entered into between the above-mentioned parties. The intent and spirit of this Agreement is to provide a forty (40) hour work week to the Regular Status Employees in Maintenance and Kitchen Departments that would consist of four (4) – ten (10) hour shifts. The scope of this L.O.U. may be expanded to other departments by mutual consent.

It is further agreed that there is no intention by either party that the employees affected would neither gain nor lose any monies on any amendments made regarding paid time off.

This Agreement will be effective August 1, 2006 and subject to Article 17.01 on a provisional trial basis, to be reviewed each three month period to April 30, 2008. Should either party decide to cancel this Agreement, it can be done at any time with seventy-two (72) hours' notice.

The following provisions that vary from the Coast Master / UNITE HERE Local 40 Collective Agreement will apply:

1. Double time shall be paid for all work performed in excess of ten (10) hours in any one day and/or any hours worked on the employee's fifth, sixth or seventh consecutive day of employment in excess of forty (40) hours.
2. Split shifts are not allowed.
3. All Maintenance employees shall receive three (3) days off in each seven (7) days, two of which will be consecutive. The employer agrees to make a reasonable attempt to schedule three (3) days off consecutively, however cannot guarantee it, and subject to L.O.U. #5.
4. Maintenance employees are entitled to one unpaid meal break as outlined in Article 9.09 of the current Collective Agreement.
5. Maintenance employees who work this ten (10) hour shift will be entitled to two (2) ten (10) minute rest periods, which are paid for by the Employer.
6. For the purpose of determining entitlement under Article 13 of the current Collective Agreement, a normal day's pay shall be calculated by multiplying:
 - (i) an employee's normal straight time hourly rate, exclusive of all premium payments by -
 - (ii) the hours actually worked during the two week period immediately preceding the week in which the statutory holiday occurs, divided by eight (8).

7. The formula described in Point 6 above shall be applied when determining a normal day's pay for the purpose of Article 13.01 – Floating Holiday.
8. All conditions of Article 14 – Annual Vacations will apply with no change.
9. Leaves of Absence which are paid by the employer and outlined in Article 16.03 – Leave to Appear as a Witness, Article 16.04 – Bereavement Leave and Article 16.09 – Leave for Jury Duty, shall apply pursuant to the Collective Agreement.
10. There must be a minimum of ten (10) hours between shifts.
11. Any Article of the current Collective Agreement not specifically mentioned herein shall apply to the Maintenance and Kitchen Departments.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.

LETTER OF UNDERSTANDING - #8

BETWEEN

COAST HOTELS LTD.

AND

UNITE HERE, LOCAL 40

ROOM ATTENDANT WORKLOAD

The housekeeping assignment shall not be more than fifteen (15) rooms in an eight (8) hour shift at the Coast Bastion, Coast Harbourside and Coast Inn of the North. At the Coast Capri, when a majority of the rooms assigned are in the "Tower" the housekeeping assignment shall not be more fourteen (14) rooms in an eight (8) hour shift and when a majority of the rooms assigned are in the "Wing" the housekeeping assignment shall not be more fifteen (15) rooms in an eight (8) hour shift.

- In the event that a Room Attendant believes that he/she will not be able to complete the assigned number of rooms in the time allocated, he/she will advise his/her Supervisor as soon as possible. The Supervisor, once called, will assess the situation. Pending the outcome of the assessment, the Supervisor may arrange either assistance on the completions of the assignment, or may reduce the number of rooms assigned on that particular day.
- A Room Attendant assigned to clean sports teams rooms, is allocated a reduced room assignment. The number of room assigned is dependant upon the type of sports team, and the conditions of the rooms.
- Each hotel is mandated to ensure that Room Attendant's are provided with adequate supplies and equipment.
- Linen closets are stocked daily for Room Attendants.
- Room Attendant carts are located on each floor.
- Room Attendants are typically assigned to the same floor. This practice is commonly known as "owning your floor".
- Assistance is provided for rooms with sofa beds/cribs/cots, when requested.
- Housekeeping Supervisors may assist Room Attendants when extra help is requested and needed.
- Room Attendants assigned to clean on three (3) floors or more have his/her room assignments reduced by one (1) room.
- Room Attendants assigned to clean one (1) bedroom suites, have his/her room assignments reduced by one (1) room per one bedroom suite assigned.

- Consideration is given for multiple check outs.
- Additional time and/or assistance is allotted for pet rooms when requested.
- Individual hotels have practices which reflect special circumstances. These individual and unique situations will continue to be considered.
- Room Attendant Workload Committee: In order to provide for regular reviews of the factors which affect the workload of Room Attendants, upon request, the parties will hold a meeting every three (3) months at which will be present a representative group of Room Attendants, their Shop Steward, the Union Representative, their Department Head, the Director of Human Resources and the General Manager or another member of the Hotel's management.

Dated and signed this _____ day of _____ 2010

FOR THE UNION

FOR THE COMPANY

UNITE HERE, LOCAL 40

COAST HOTELS LTD.