

Memorandum of Agreement

Between

Coastal Community Insurance Services

And

Canadian Office and Professional Employees Union, Local 378 (moveUp)

All issues agreed to between the Parties will be incorporated into the renewed collective agreement. The Parties herein agree that the said Collective Agreement shall include the terms of the previous Agreement which expired on December 31, 2016 unless specifically noted otherwise in the expired collective agreement, noted in this memorandum, the attachment, or agreed to between the Parties.

All signed off articles (see Attachment)

All changes will be effective at the date of ratification unless noted otherwise.

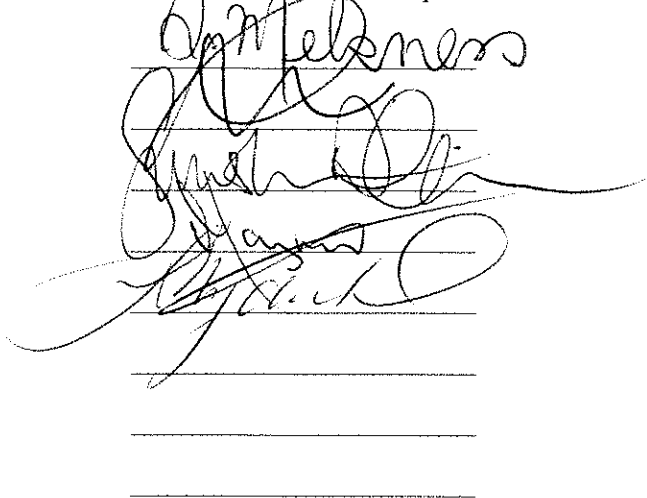
In reaching this agreement the Union agrees to recommend to its members acceptance of the terms and conditions as set out.

The Employer agrees to recommend to its principals acceptance of the terms and conditions as set out

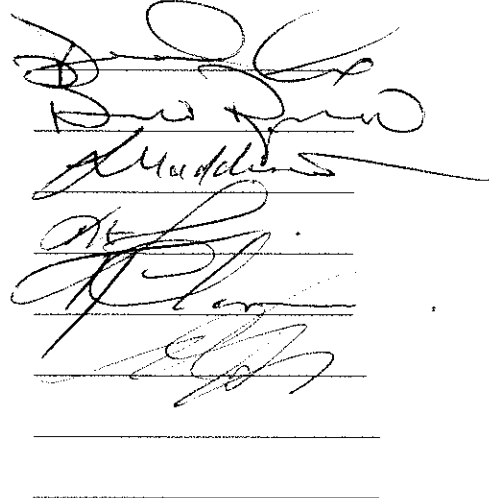
The terms of this memorandum are subject to ratification by the respective principals.

Agreed this 15th day of December 2016.

For COPE 378 moveUp

Handwritten signatures for COPE 378 moveUp, including names like M. Melness, J. Smith, and others, written over horizontal lines.

For CCCU

Handwritten signatures for CCCU, including names like D. Smith, B. Smith, and others, written over horizontal lines.

This document is considered a package proposal. Agreement by the parties with this package proposal will constitute agreement on a renewal Collective Agreement. Any items not contained within this proposal package are considered withdrawn by the parties.

**Article #5.1 – Probationary Period**

All regular employees shall be considered probationary for the first **ninety (90)** working days of employment. This period may be extended by mutual agreement between the Employer and the Union.

**Supplemental Vacation Pay**

8.6 (d) For full-time employees five (5) working days supplementary vacation pay shall be equal to one (1) week's salary of the employee's regular job at the time the vacation is taken. For part-time employees one (1) week supplementary pay shall be equal to the employee's average weekly earnings for the fifty two (52) weeks preceding the request for payment of supplementary vacation pay. Part-time employees will be paid out supplementary vacations described in Article 8.6(c) above at or near the anniversary date unless otherwise notified by the employee. Should the employee notify otherwise, the employee will advise the payroll team when the supplementary vacation pay is to be paid.

The Employer will provide notice to employees thirty (30) days prior to their tenth (10<sup>th</sup>) anniversary of the upcoming payment.

**Article #10.2 – Group RRSP**

July 1, 2019 -- 11.25%

**Appendix A**

**Current Full Time salary grid steps:**

START	12 MOS	24 MOS	<del>30 MOS</del>	36 MOS
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Full time employees who are at the 24 month rate or the 30 month rate on the date of ratification will be moved to the 36 month rate on the grid effective January 1, 2017.

**Current Part Time salary grid steps:**

START	<del>250</del> 200 DAYS	400 DAYS	<del>500 DAYS</del>	600 DAYS
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Part time employees who are at the 400 days or the 500 days rate on the date of ratification will be moved to the 600 days rate on the grid effective January 1, 2017

**Appendix A Classification and Wage Scale**

Adjust wages as set out below

January 1, 2017	2.0%
January 1, 2018	1.75%
January 1, 2019	1.75%

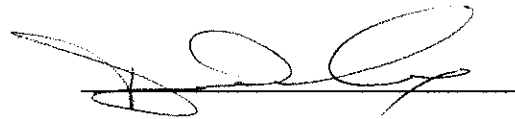
**Article #21.1 - Duration**

This Agreement shall be in full force and effect from and including January 1, 2017, to and including December 31, 2019 and shall continue in full force and effect from year to year thereafter subject to the right of either Party to this Agreement within four (4) months immediately preceding the expiration, or immediately preceding July 1st, in any subsequent year, by written notice to the other Party, to require the other Party to commence collective bargaining with a view to the conclusion of a renewal or revision of the collective agreement, or a new collective agreement.

SIGNED ON BEHALF OF THE UNION

A handwritten signature in cursive script, appearing to read "D. Melness", written over a horizontal line.

SIGNED ON BEHALF OF THE EMPLOYER

A handwritten signature in cursive script, written over a horizontal line.

Date: December 15, 2016



(Canadian Office and Professional Employees Union, Local 378)

# COASTAL COMMUNITY INSURANCE SERVICES

## PROPOSALS 2016

### Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date:	Time:
UP 6	Various	<i>Housekeeping</i>	

### Union Name change to MoveUP

Change COPE & COPE 378 to "the Union" as required.

Legal reference shall be changed to:

"MoveUP, (Canadian Office and Professional Employees Union, Local 378)"

E&OE  
Signed off this 13 day of December 2016

For the Union

*D. Melsness*

For the Employer

*[Signature]*



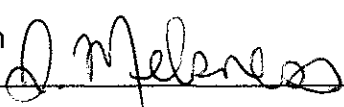
(Canadian Office and Professional Employees Union, Local 378)

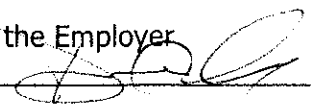
# Coastal Community Insurance Services PROPOSALS 2016 Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date: December 13, 14 and 15, 2016	Time:
UP 7	Any applicable provision of the Collective Agreement	<i>Housekeeping</i>	

The Union proposes the entire Collective Agreement be updated to become gender neutral. ie. 'he/she' be changed to 'the employee'.

E&OE  
Signed off this 13 day of December 2016

For the Union 

For the Employer 



(Canadian Office and Professional Employees Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 8	1.2	<i>Amend, Housekeeping</i>	

**1.2** Neither the Union nor the Employer in carrying out their obligations under this Agreement shall discriminate in matters of hiring, training, promotion, transfer, layoff, discharge, or otherwise because of race, colour, creed, national origin, age, sex, or marital status or as otherwise outlined in the BC Human Rights Code.

E&OE  
Signed off this 13 day of Dec 2016

For the Union  
*D. Melsmers*

For the Employer  
*[Signature]*



(Canadian Office and Professional Employees Union, Local 378)

# Coastal Community Insurance Services PROPOSALS 2016 Union Proposals (UP Item)

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 13	9.2	<i>Amend/Housekeeping</i>	

## 9.2 Bereavement Leave

In case of death in the immediate family of a full-time or part-time regular employee, the employee shall be granted leave of absence without loss of pay for five (5) consecutive working days immediately following or within a reasonable period of time following the death. Immediate family is defined as the employee's spouse, fiancé, children step-children, foster children, mother, father, parent, step-parents, sister and brother, sibling, or step-sibling. Such employees shall be granted leave of absence without loss of pay for three (3) consecutive working days immediately following or within a reasonable time following the death of the employee's ~~mother-in-law, father-in-law, parent-in-law, brother-in-law, sister-in-law, sibling-in-law~~, grandparents and grandchildren. Such employees shall be entitled to up to two (2) extra consecutive days with pay if attending a funeral out-of-town. Out-of-town means the requirement of total travel time in excess of six (6) hours. In the case of grandparents-in-law, niece and nephew, one (1) working day leave of absence shall be granted upon request. The leave of absence will not be charged against paid sick leave or annual vacation entitlement.

E&OE  
Signed off this 13 day of December 2016

For the Union *D. Melsness*

For the Employer *[Signature]*



(Canadian Office and Professional Employees Union, Local 378)

Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 16	9.7	NEW	

**9.7 Gender Transition Leave**

An employee who provides a certificate from a medical practitioner confirming that the employee requires a leave of absence in order to undergo gender transition will be granted a leave for the procedure required during the transition period. The provisions of that leave will follow either Article 9.5 Special Leave Without Pay or Article 10 Benefit Plans and Sick Leave depending on the employee's request and approval by the provider. The Union, the Employer and the employee will work together to tailor the general transition plan to the employee's particular needs and accommodate the employee up to the point of undue hardship for the Employer. The Employer will ensure it enforces its harassment free work environment and not accept any discriminating actions.

E&OE  
Signed off this 13 day of December 2016

For the Union J. Melmer

For the Employer [Signature]





(Canadian Office and Professional Employees Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 21	15.7	<i>Amend</i>	

**15.7 Car Mileage Allowance**

Where an employee is requested by the ~~Credit Union~~ Employer to use his/her their car on ~~Credit Union~~ Employer business, he/she that employee shall be compensated for mileage at the rate of ~~fifty two cents (\$0.52) per kilometre driven.~~ set out by the Canada Revenue Agency under the Automobile allowance rates.

E&OE  
Signed off this 13 day of December 2016.

For the Union *J. Melanson* For the Employer *[Signature]*



(Canadian Office and Professional Employees  
Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

Union			
Number	Affected Article/MOU	Date: December 13, 14 and 15, 2016	Time:
UP 28	LOU #1	<i>Renew</i>	

Renew Letter of Understanding #1 re: Additional Hours of Work for Part-Time Regular Employees

E&OE  
Signed off this 13 day of December 2016

For the Union *A. Melamed*

For the Employer *[Signature]*



(Canadian Office and Professional Employees Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 29	LOU #2	<i>Renew</i>	

Renew Letter of Understanding #2 re: Harassment in the Workplace

E&OE  
Signed off this 13 day of December 2016

For the Union *A. Melancon*

For the Employer *[Signature]*



(Canadian Office and Professional Employees  
Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

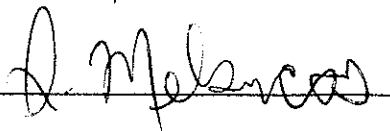
Union			
Number	Affected Article/MOU	Date: December 13, 14 and 15, 2016	Time:
UP 30	LOU #5	<i>Renew</i>	

Renew Letter of Understanding #5 re: Letters of Expectation

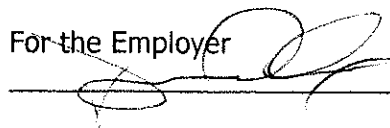
E&OE

Signed off this 13 day of December 20 16.

For the Union



For the Employer





(Canadian Office and Professional Employees Union, Local 378)

**Coastal Community Insurance Services  
PROPOSALS 2016  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date: December 13, 14 and 15, 2016</b>	<b>Time:</b>
UP 31	LOC	<i>Renew</i>	

Renew Letter of Commitment re: Employees Performing Volunteer Work

E&OE  
Signed off this 13 day of December 2016.

For the Union *D. Mahone*

For the Employer *[Signature]*

**Proposal # 5**

**Article #3.3 (e) - Committees**

**Details:**

**Current:**

- e) The Parties agree to appoint members of the Standing Committee pursuant to article 3.3 within one month following ratification of a renewal Collective Agreement. Meetings will be scheduled to take place in March, May and November of each year although more frequent meetings may be held if the parties are agreed that there are sufficient issues which necessitate the need for additional meetings.

**Proposed Amendment:**

- e) The Parties agree to appoint members of the Standing Committee pursuant to article 3.3 within one month following ratification of a renewal Collective Agreement. Meetings will be scheduled to take place in February, June and October of each year although more frequent meetings may be held if the parties are agreed that there are sufficient issues which necessitate the need for additional meetings.

SIGNED ON BEHALF OF THE UNION

A. Melsness

Date: Dec 13/16

SIGNED ON BEHALF OF THE EMPLOYER

[Signature]

Date: Dec. 13/16

Dec 13/16.

**Counter Proposal to UP #10**

**Article #6.1 (c) - NEW**

**Extended Hours of Operation – Relationship Centre**

The Relationship Centre will have extended hours of operation between the hours of 7:30 am and 8:30 pm.

Any shift work ending after 6:15 pm up to and including 8:30 pm, will be paid a shift premium of five percent (5%) above the employee's regular rate for all hours worked beyond 6:15 pm.

Employer Proposal #13-C - - *Letter of Understanding 3 – Extended Hours of Operation* as attached.

**Letter of Understanding 3 – Extended Hours of Operation**

**Details:**

**1. Extended Hours of Operation**

The Employer and the Union agree to the importance of remaining relevant in an ever changing business environment. Therefore there may be times in which the hours of operation set out in Article 6 need to be adjusted at particular locations. The extended hours of operation will include hours between 7:30 am to 8:30 pm.

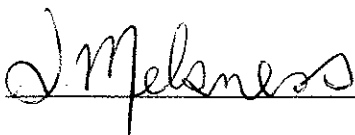
In the event the Employer decides to extend operational hours at a particular location the Employer will meet with the Union to review the Business Plan. The Business Plan will state the particulars respecting the changes to be made and the effect on employees at the location. No employee will be required to work extended hours unless that employee posts into an extended shift, with specific hours to be clearly outlined in the job posting. Job selections will be made pursuant to the collective agreement.

In the event of a vacancy the following will apply:

In the event that no qualified employees apply to the posting, the position will be posted externally. It may be necessary to temporarily fill the role by the assignment of the junior employee at the location to the shift on an interim basis until such time as the shift can be filled on a regular basis.

Delete Note #6 Shift Premium

SIGNED ON BEHALF OF THE UNION

  
\_\_\_\_\_

Date: Dec 14/16

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_

Date: Dec 14/16

Proposal # 11

Article #14.7 - Seniority

**Details:**

Current:

Regular employees shall accrue seniority on the basis of one (1) day for each day of accrued service, including statutory holidays, floating holidays and vacations.

Proposed Amendment:

Regular employees shall accrue seniority on the basis of one (1) day for each day of accrued service, including statutory holidays, ~~floating holidays~~ and vacations.

Remove floating holidays.

SIGNED ON BEHALF OF THE UNION

A. Melonias

Date: Dec 13/16

SIGNED ON BEHALF OF THE EMPLOYER

[Signature]

Date: Dec 13/16



Proposal # 13-D

Letter of Understanding 4 – Annual Vacations and Supplementary Accruals

**Details:**

On a trial basis, the employer commits to allowing employees to take vacation time off as regularly accrued (ie. each pay period) providing the vacation time has been approved by the employer as set out in Article #8.

This arrangement will expire on December 31, 2014 unless the Parties agree to implement this process on a permanent basis or discontinue this process.

Proposed Amendment:

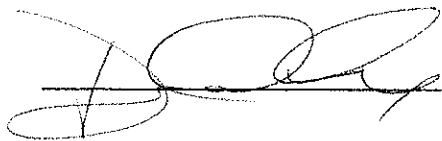
Remove – Has transitioned to practice.

SIGNED ON BEHALF OF THE UNION

  
\_\_\_\_\_

Date: Dec 14/16.

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_

Date: Dec 13<sup>th</sup>/2016

Union counter to #14 ER proposal  
Dec 14/16

✗ Note #1: remove - only one step available  
in the sales licence trainee grid.

✗ Note #2: Renew - re-number as Note #1.

✗ Note #3: Renew - re-number as Note #2.

✗ Note #4: Renew - re-number as Note #3.

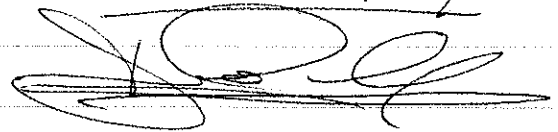
✗ Note #5: Renew - re-number as Note #4.

Note #6: Remove - moved to the body  
of the Collective Agreement (6.10)

LOU #6 - REMOVE - Standing Committee

FOR the Union

FOR the Employer



Date: DECEMBER 14, 2016

Tabled  
Dec 14/16

Counter Proposal to UP #15

Article #9.6 – Maintenance of Position

An employee returning to work after being on a short-term or long-term disability leave for a period of up to one (1) year will return to their former position. After one (1) year the employee shall be entitled to return to a reasonable position for which the employee is qualified to perform at the same rate of pay.

SIGNED ON BEHALF OF THE UNION

  
\_\_\_\_\_

Date: Dec 14/16

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_

Date: Dec. 14/16