

# **MEMORANDUM OF AGREEMENT**

## **BETWEEN:**

**Coastal Community Credit Union**

**(hereinafter referred to as the "Employer")**

## **PARTY OF THE FIRST PART**

## **AND:**

**MoveUP, Local 378 of the Canadian Office and Professional Employees Union**

**(hereinafter referred to as the "Union")**

## **PARTY OF THE SECOND PART**

### **WHEREAS:**

- A. The Parties are bound to a Collective Agreement effective from July 1, 2016 through June 30, 2019 (the "Collective Agreement").
- B. The Parties have engaged in collective bargaining to reach an agreement to renew the Collective Agreement.

### **THEREFORE:**

- 1. The Parties agree that the Collective Agreement is renewed for a term of four (4) years from July 1, 2019 to June 30, 2023 with the changes set out in the Memorandum of Agreement subject to the following conditions.
- 2. The Parties agree that this Memorandum of Agreement is subject to ratification by the Parties' respective principals.
- 3. The Parties agree to recommend this Memorandum of Agreement, without reservation, to their respective principals.
- 4. The changes to the Collective Agreement contained in this Memorandum of Agreement will be effective from July 1, 2019 unless specifically stated otherwise.
- 5. All items not addressed herein will be considered withdrawn on a without prejudice basis.

6. Any amendment to this Memorandum of Agreement must be confirmed in writing by both Parties.
7. The Parties agree that this Memorandum of Agreement is, to this date, the entire agreement between the Parties with respect to collective bargaining for the renewal of a Collective Agreement.
8. If this Memorandum is ratified, the Union agrees to provide the Employer with a draft copy of the resultant Collective Agreement both in "hard-copy" and digital form within thirty (30) calendar days of the date of completion of the ratification vote and the Employer shall thereafter have fifteen (15) calendar days within which to respond to the draft Collective Agreement provided by the Union. The Parties agree the objective will be to have a finalized Collective Agreement within sixty (60) calendar days of the date of completion of the ratification vote.

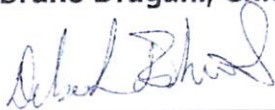
**Signed by counterparts, this 9th day of February, 2021.**

**FOR THE EMPLOYER:**



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**Bruno Dragani, Chief People & Administration Officer**



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**Deborah Edwards, VP, Human Resources**

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**FOR THE UNION:**



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**Scott Wilcox, Union Representative**



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**Anny Chen, Union Representative**

# **APPENDIX "A"**

## **CCCU COMPREHENSIVE COUNTER RESPONSE**

### **Article 2.1 – Union Security Clause**

This Agreement shall apply solely to employees in the bargaining unit for which the Union is certified under the Labour Relations Code and shall be binding on the Employer and the Union and their respective successors and assigns.

ADD - The Employer recognizes the Union, Canadian Office and Professional Employees Union, Local 378 (hereinafter referred to as MoveUP), as the sole and exclusive bargaining authority for all employees of the Employer covered under the Certificate of the British Columbia Labour Relations Board.

### **Article 8.6 – Supplementary Vacation Plan**

After thirty (30) years of completed service, five (5) working days of supplementary vacation.

*The Union specifically agrees to remove proposal UP19, Article 10.4 – Sick Leave.*

### **Article 10.2 – Pension Plan/ RRSP**

July 1, 2022 – 11.50%

*0.25% increase in year 4*

### **Article 22.1 – Duration**

July 1, 2019 to and including June 30, 2023, a 4-year term

### **Appendix A-2 – Job Classification and Wage Scale**

Year 1, Effective July 1, 2019 – 1.25%

Year 1, Effective January 1, 2020 – 1.50%

Year 2, Effective July 1, 2020 – 2.25%

Year 3, Effective July 1, 2021 – 2.50%

Year 4, Effective July 1, 2022 – 2.75%




**Note:** Offer is contingent upon all outstanding proposals removed from the table.

*Retroactive pay will be applied to all current Coastal Community employees of record upon ratification.*

*The Employer agrees to the Union's request to remove the Work From Home proposal.*

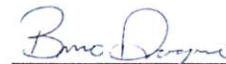
SIGNED ON BEHALF OF THE UNION


  
\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: February 8, 2021

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – VP, Human Resources

Date: February 8, 2021



(Canadian Office and Professional Employees Union, Local 378)

**COASTAL COMMUNITY CREDIT UNION  
PROPOSALS 2019  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date:</b> January 9, 2020	<b>Time:</b>
UP 03	<b>ARTICLE 3.2</b>	<b>Amend</b>	

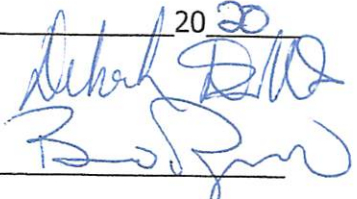
**ARTICLE 3 — UNION and EMPLOYER REPRESENTATION**

**3.2** The Job Steward(s) may, within reason, carry out their duties in Article 3.1 Rights of Job Stewards (a), (b), and (e) above, without loss of pay, during regular business hours and it shall be considered as time worked. Time spent by Job Stewards beyond their regular working hours will not be paid by the Company unless requested to do so by the Employer. Before carrying out their duties relating to 3.1(a), (b), and (e), during regular working hours, the Job Steward will first obtain permission from the manager or their designate at their location. Such permission will not be unreasonably withheld. It is understood that the Job Steward will carry out their duties in a manner as to cause a minimum of interference to normal job duties and business operations.

E&OE

Signed off this 9th day of January 2020

For the Union  


For the Employer  


**PROPOSAL #1**

**ARTICLE 3 – UNION and EMPLOYER REPRESENTATION**

Current:

Article 3.4 (d) Meetings:

Meetings will be scheduled once every four (4) months although more frequent meetings may be held if the parties are agreed that there are sufficient issues which necessitate the need for additional sessions.

Proposed Amendment:

Article 3.4 (d) Meetings - align to wording from Article 3.3 (e):

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. Meetings will be scheduled in conjunction with the Standing Committee Meeting.

Union management consultation meeting dates will occur in line with standing committee dates.

By joint agreement, the meeting dates may be amended.

SIGNED ON BEHALF OF THE UNION




Scott Wilcox - Union Representative



Anny Chen - Union Representative

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani - Chief People & Administration Officer



Deborah Edwards - AVP, Human Resources

Date: \_\_\_\_\_

Date: January 9, 2020

**PROPOSAL #2**

**ARTICLE 3 – UNION and EMPLOYER REPRESENTATION**

Current:

Article 3.4 (g) – Union Management Consultation – Minutes

Minutes will be distributed by the Employer to all participants following each consultation meeting. The minutes will show clearly what subjects were discussed and by whom, the essence of the discussion by each party, and any subsequent position(s) or decision(s) taken, including the "Status" of the issue.


Proposed Amendment:

~~Article 3.4 (g) – Union Management Consultation – Minutes~~

~~Minutes will be distributed by the Employer to all participants following each consultation meeting. The minutes will show clearly what subjects were discussed and by whom, the essence of the discussion by each party, and any subsequent position(s) or decision(s) taken, including the "Status" of the issue.~~


SIGNED ON BEHALF OF THE UNION


  
\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 9, 2020



**Counter to UP5**

**ARTICLE 5.1 – Probationary Period**

All regular employees shall be considered probationary for the first one hundred and twenty (120) calendar days of employment. This period may be extended by mutual agreement between the Employer and the Union.

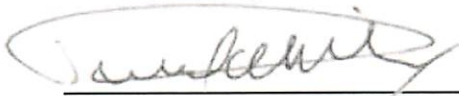
New employees will receive training and will be provided with a list of expectations specifically for their position as outlined in their job description.

Each new employee shall be provided a letter of engagement and a list of all the Job Stewards and the Job Steward at the appropriate branch will be notified of the new employee's name.

Each new employee will be provided with one (1) hour orientation period within one (1) month of the employee's initial hire. This orientation period will be conducted on the Employer's premises within the normal working day at mutually agreeable time by an elected Job Steward.

The Union will advise the Employer of the name of the Job Steward, at the branch where the new employee is working, who will conduct the orientation referred to above.

SIGNED ON BEHALF OF THE UNION

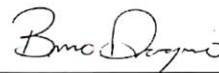


Scott Wilcox - Union Representative

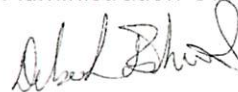


Anny Chen – Union Representative

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People & Administration Officer



Deborah Edwards – AVP, Human Resources



Date: MAY 1, 2020

Date: MAY 1, 2020

**COUNTER PROPOSAL TO CU Proposal #4**

Article 6.2 (b)

A half (1/2) hour unpaid lunch period will be provided when an employee works more than a six and a half (6.5) hour work day and less than a standard work day within the three (3) hours in the middle of the work day. Precise time to be arranged between the Employer and the employee

Article 6.3

Two (2) relief periods per day of fifteen (15) minutes each, one (1) in the morning and one (1) in the afternoon, shall be provided without loss of pay. Part-time employees will be entitled to the following:

Two (2) to five (5) hours worked – one (1) fifteen (15) minute rest period; in excess of five (5) hours worked – two (2) fifteen minute rest periods.

**CCCU COUNTER**

Article 6.2 (b)


A half (1/2) hour unpaid lunch period will be provided when an employee works more than a six and a half (6.5) ~~five~~ (5) hour work day and less than a standard work day within the three (3) hours in the middle of the work day. Precise time to be arranged between the Employer and the employee

Article 6.3

Two (2) relief periods per day of fifteen (15) minutes each, one (1) in the morning and one (1) in the afternoon, shall be provided without loss of pay. Part-time employees will be entitled to the following:

Two (2) to five (5) hours worked – one (1) fifteen (15) minute rest period; in excess of five (5) hours worked – two (2) fifteen minute rest periods.

SIGNED ON BEHALF OF THE UNION

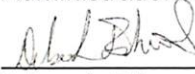
  
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Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: SEPT. 18, 2020

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: SEPT. 18, 2020



**PROPOSAL #5**

**ARTICLE 7 – STATUTORY HOLIDAYS**

Current:

Article 7.1 (a)

The Employer agrees to provide all full-time employees with the following Statutory Holidays, without loss of pay:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
BC Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day

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

Proposed Amendment:

Article 7.1 (a)

The Employer agrees to provide all full-time **regular and part-time regular** employees with the following Statutory Holidays, without loss of pay:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
BC Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day

and any other day that may be stated a legal holiday by the Provincial, Civic and/or Federal Government. Should one (1) of the above holidays fall on an employee's normal day(s) off, the employee shall receive an additional day or day(s) off, with

pay to be taken adjacent to the employee's normal day(s) off or at a time mutually agreed between the employee and the Employer.

**PROPOSAL #5**

**ARTICLE 7 – STATUTORY HOLIDAYS**

SIGNED ON BEHALF OF THE UNION



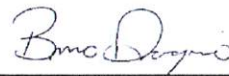
Scott Wilcox - Union Representative



Anny Chen – Union Representative

Date: SEPT. 18, 2020

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People &  
Administration Officer



Deborah Edwards – AVP, Human Resources

Date: SEPT. 18, 2020

## PROPOSAL #21

### ARTICLE 9 – LEAVE OF ABSENCE

#### Current:

##### Article 9.2 Bereavement Leave

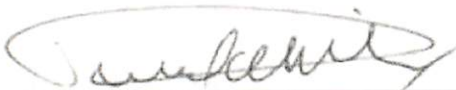
In case of death in the immediate family of a full-time or part-time regular employee, the employee shall be granted leave of absence without loss of pay for five (5) consecutive working days immediately following or within a reasonable period of time following the death. Immediate family is defined as the employee's spouse, fiancé, children, step-children, foster children, parent, step-parents, 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 parent-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.

#### Proposed Amendment:

##### Article 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, parent, step-parents, sibling, ~~or~~ step-sibling, **ADD – parent in law, grandparents, grandchildren, guardian, or any person who lives with an employee as member of the employee's family**. 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 ~~parent-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.

SIGNED ON BEHALF OF THE UNION



Scott Wilcox - Union Representative



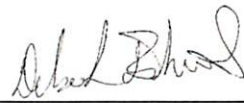
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People &  
Administration Officer



Deborah Edwards – AVP, Human Resources

Date: April 30, 2020



## PROPOSAL #6

### ARTICLE 9 – LEAVE OF ABSENCE

#### Current:

##### Article 9.4 Pregnancy/Parental/Adoption Leave:

Leave of absence without pay shall be granted in accordance with the Employment Standards Act. A regular employee shall be entitled to six (6) months leave without pay upon completion of the pregnancy/parental/adoption leave period. Such leaves will not affect sick leave or seniority provisions. All pregnancy/parental/adoption leave of absence requests shall be in writing and shall show the last day to be worked and the expected date of return to work.

A regular employee returning to work after being on pregnancy/parental/adoption leave shall return to his/or her former position or to a comparable position.

A regular employee on the additional six (6) months leave without pay may continue to be covered under the benefit plans during her/his leave provided they pay the monthly premiums in advance.

Vacancies arising under the provision will be posted as “up to eighteen (18) months.”

In the event the expected date of return is for twelve (12) months but is extended for an additional six (6) months, the vacancy created by the leave will not have to be reposted.

#### Proposed Amendment:

##### Article 9.4 Pregnancy/Parental/Adoption Leave:

Leave of absence without pay shall be granted in accordance with the Employment Standards Act. ~~A regular employee shall be entitled to six (6) months leave without pay upon completion of the pregnancy/parental/adoption leave period.~~ Such leaves will not affect sick leave or seniority provisions. All pregnancy/parental/adoption leave of absence requests shall be in writing and shall show the last day to be worked and the expected date of return to work.

**Employees desiring to return to regular employment following Parental Leave shall notify the Employer at least thirty (30) days prior to the desired date of return, or thirty (30) days prior to the expiry date of the Parental Leave.**

A regular employee returning to work after being on pregnancy/parental/adoption leave shall return to his/~~er~~ **ADD - their** former position or to a comparable position.

Vacancies arising under the provision will be posted as “up to eighteen (18) months.”

In the event the expected date of return is for twelve (12) months but is extended for an additional six (6) months, the vacancy created by the leave will not have to be reposted.

**PROPOSAL #6**

**ARTICLE 9 – LEAVE OF ABSENCE**

**SIGNED ON BEHALF OF THE UNION**



\_\_\_\_\_  
Scott Wilcox - Union Representative



\_\_\_\_\_  
Anny Chen – Union Representative

Date: November 25, 2020

**SIGNED ON BEHALF OF THE EMPLOYER**



\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer



\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: November 25, 2020

## PROPOSAL #13

### ARTICLE 10 – BENEFIT PLANS and SICK LEAVE

#### Current:

##### Article 10.1

a) On the first day of the month following completion of probation, all regular employees who work no less than sixty (60) hours per month shall become entitled to coverage under the Benefits Plan Outline listed in the attached Appendix B-1. For the purposes of coverage of common-law spouses (this may include a same sex partner) the Parties must have lived together under the same roof for a term of one (1) year or as otherwise established by Carrier requirement or law. Employees must notify the Employer when the common-law arrangement is terminated.

##### b) **Benefits Package**

Details of the Benefit Plan Outline as referred to in paragraph (a) are attached as Appendix B-1 and also available on the Coastal Community Credit Union MYCU website.

c) The premium costs for the above Benefit Plan shall be fully paid by the Employer.

d) All eligible employees must accept minimum benefit coverage of Basic Life, Short Term Disability, Long Term Disability and the Employee and Family Assistance Program. All other coverage is optional, but no remuneration will be paid in lieu.

#### Proposed Amendment:

##### Article 10.1

a) ~~On the first day of the month following completion of probation,~~ **ADD – On the first day of the month coinciding with or next following the date on which an employee completes three (3) months of continuous employment,** all regular employees who work no less than sixty (60) hours per month shall become entitled to coverage under the Benefits Plan Outline listed in the attached Appendix B-1. For the purposes of coverage of common-law spouses (this may include a same sex partner) the Parties must have lived together under the same roof for a term of one (1) year or as otherwise established by Carrier requirement or law. Employees must notify the Employer when the common-law arrangement is terminated.

##### b) **Benefits Package**

Details of the Benefit Plan Outline as referred to in paragraph (a) are attached as Appendix B-1 and also available on ~~the Coastal Community Credit Union MYCU website.~~ **ADD – MyHR (Human Resources Information System).**



- c) The premium costs for the above Benefit Plan shall be fully paid by the Employer.
- d) All eligible employees must accept minimum benefit coverage of Basic Life, Short Term Disability, Long Term Disability and the Employee and Family Assistance Program. All other coverage is optional, but no remuneration will be paid in lieu.

**PROPOSAL #13**

**ARTICLE 10 – BENEFIT PLANS and SICK LEAVE**

SIGNED ON BEHALF OF THE UNION



Scott Wilcox - Union Representative



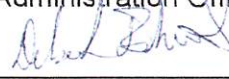
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People & Administration Officer



Deborah Edwards – AVP, Human Resources

Date: \_\_\_\_\_

**PROPOSAL #14**

**ARTICLE 10 – BENEFIT PLANS and SICK LEAVE**

**Current:**

**Article 10.3 Sick Leave**

Regular employees on benefits who are unable to work because of illness shall receive pay on the following basis:

- a) During the ten (10) working days waiting period to become eligible for short-term disability – full salary paid by the Employer.
- b) Upon becoming eligible for short-term disability, an employee will receive eighty-five percent (85%) salary from the short-term disability plan for the duration of illness in accordance with the provisions of the plan.
- c) It is the responsibility of the employee to complete and file the necessary application forms to receive payment.
- d) Employees on sick leave will not be required to attend at their workplace to pick up their pay cheque.

**Proposed Amendment:**

**Article 10.3 Sick Leave**

Regular employees on benefits who are unable to work because of illness shall receive pay on the following basis:

- a) During the ten (10) working days waiting period to become eligible for short-term disability – full salary paid by the Employer.
- b) Upon becoming eligible for short-term disability, an employee will receive eighty-five percent (85%) salary from the short-term disability plan for the duration of illness in accordance with the provisions of the plan.
- c) It is the responsibility of the employee to complete and file the necessary application forms to receive payment.
- d) ~~Employees on sick leave will not be required to attend at their workplace to pick up their pay cheque.~~

**PROPOSAL #14**

**ARTICLE 10 – BENEFIT PLANS and SICK LEAVE**

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020

**COUNTER PROPOSAL TO CU Proposal #7**

**Current:**

**Article 11.3:**

When a new position is established or the duties of an existing position are significantly changed, the Employer shall set an interim salary and category for such position and notify the Union. The Union may, at its discretion, negotiate with the Employer, the salary and category and if agreement cannot be reached, the matter may be referred to Article 19 – Alternate Dispute Resolution in this Agreement.

The job descriptions tabled during the negotiations that formed the July 1, 2003 to June 30, 2007 Collective Agreement are the established job descriptions. To the extent that any new or changed job positions were established during the term of this agreement, the Union is entitled to exercise its discretion under this Article.

Job postings must be consistent with the established job descriptions.

**Proposed Amendment:**

**Article 11.3:**

When a new position is established or the duties of an existing position are significantly changed, the Employer shall set an interim salary and category for such position and notify the Union. The Union may, at its discretion, negotiate with the Employer, the salary and category and if agreement cannot be reached, the matter may be referred to Article 19 – Alternate Dispute Resolution in this Agreement.

~~The job descriptions tabled during the negotiations that formed the July 1, 2003 to June 30, 2007 Collective Agreement are the established job descriptions.~~ To the extent that any new or changed job positions were established during the term of this agreement, the Union is entitled to exercise its discretion under this Article.

Job postings must be consistent with the established job descriptions.

**SIGNED ON BEHALF OF THE UNION**

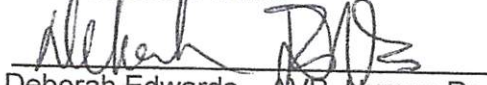
  
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Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: FEB 7, 2020

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: February 7, 2020

**PROPOSAL #15**

**ARTICLE 11 – SALARY POLICY**

Current:

Article 11.5 Salary Progression


An employee placed on a step in their salary range at a point higher than they would qualify for length of service (on being hired, or promoted in accordance with Section 4 of this Article) shall move to the next step in their salary range upon completion of six (6) months service following such placement, subject to paragraph (c) of this Section.

Proposed Amendment:

Article 11.5 Salary Progression

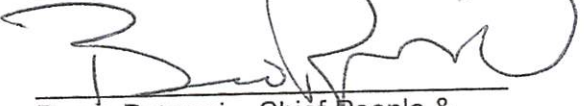
An employee placed on a step in their salary range at a point higher than they would qualify for length of service (on being hired, or promoted in accordance with Section 4 of this Article) shall move to the next step in their salary range upon completion of ~~six (6)~~ **ADD – twelve (12)** months service following such placement, subject to paragraph (c) of this Section.

SIGNED ON BEHALF OF THE UNION

  
\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVE, Human Resources

Date: \_\_\_\_\_

Date: February 6, 2020

**PROPOSAL #16**

**ARTICLE 11 – SALARY POLICY**

**Current:**

**Article 11.6**

An employee assigned to a higher job classification or temporarily replacing another employee in such higher classification, shall be paid at the higher rate as determined by Section 4 above, for the period so employed. This provision shall not apply for brief relief periods of three (3) days or less accumulated in a calendar year. Where employees temporarily assume additional responsibilities without an actual change in classification, the Union and the Employer shall meet to decide if the added responsibilities are sufficient to change the job level and if so, shall set a new salary level.

**Training and Cross-Training**

An employee assigned to a higher job classification on a temporary basis for the purposes of cross-training shall not be entitled to the higher rate salary and shall maintain his or her salary level of his or her regular position so long as the transfer to the cross-training position does not exceed sixty (60) working days.

While training and cross-training is being done, the trainer will be present.

**Proposed Amendment:**

**Article 11.6**

An employee assigned to a higher job classification or temporarily replacing another employee in such higher classification, shall be paid at the higher rate as determined by Section 4 above, for the period so employed. This provision shall not apply for brief relief periods of three (3) days or less accumulated in a calendar year. Where employees temporarily assume additional responsibilities without an actual change in classification, the Union and the Employer shall meet to decide if the added responsibilities are sufficient to change the job level and if so, shall set a new salary level.

**Training and Cross-Training**

An employee assigned to a higher job classification on a temporary basis for the purposes of cross-training shall not be entitled to the higher rate salary and shall maintain ~~his or her~~ ADD – their salary level of ~~his or her~~ ADD – their regular position so long as the transfer to the cross-training position does not exceed sixty (60) working days.


While training and cross-training is being done, the trainer will be present.

**PROPOSAL #16**

**ARTICLE 11 – SALARY POLICY**


**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020



**PROPOSAL #8**

**ARTICLE 12 – JOB POSTING**

**Current:**

**Article 12.1**

- a) Notice of all job vacancies within the bargaining unit shall be posted on a bulletin board on the Employer's premises for at least five (5) working days. The notice shall indicate job title, category, and salary, and a brief outline of the duties involved. A copy of the notice shall be sent to the Chief Steward and the alternate Chief Stewards.
- b) An employee may bid on vacant positions which may involve a promotion, lateral transfer, or a lower classification.

**Proposed Amendment:**

**Article 12.1**

- a) ~~Notice of all job vacancies within the bargaining unit shall be posted on a bulletin board on the Employer's premises~~ **ADD** – Notice of all job vacancies within the bargaining unit shall be posted on the electronic applicant tracking system for at least five (5) working days. The notice shall indicate job title, category, and salary, and a brief outline of the duties involved. A copy of the notice shall be sent to the Chief Steward and the alternate Chief Stewards.
- b) An employee may bid on vacant positions which may involve a promotion, lateral transfer, or a lower classification.


**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox – Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020

**PROPOSAL #9**

**ARTICLE 12 – JOB POSTING**

**Current:**

**Article 12.2**

- a) It shall be the intent of the Employer to fill job vacancies from within the bargaining unit providing employees who apply for positions have the required qualifications.
- b) All bids on posted job vacancies shall be in writing, or on a form provided by the Employer.

Bids provided by employees via the internet will be accepted for consideration by the Employer. The Employer's external web site will contain a listing of all internal vacancies open at any given time.

**Proposed Amendment:**

**Article 12.2**

- a) It shall be the intent of the Employer to fill job vacancies from within the bargaining unit providing employees who apply for positions have the required qualifications.
- b) All bids on posted job vacancies shall be ~~in writing~~ or on a form provided by the Employer.

Bids provided by employees via the internet will be accepted for consideration by the Employer. The Employer's external web site will contain a listing of all internal vacancies open at any given time.


**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020

**Counter to UP25**

**ARTICLE 12 – JOB POSTING**

**Article 12.6 Staff Development and Training:**

- (a) The parties agree that all employees be properly trained in their duties pertaining to their employment. Employees will be eligible to receive training that is offered. The Employer will pay all costs associated with the training including instructional time at straight time rates, course materials, and mileage in accordance with Employer policy.
- (b) The Employer will make every effort for employees to complete required regulatory training courses during scheduled work hours. Where previously authorized, should an employee be required to complete regulatory training courses outside of their scheduled hours, time will be compensated as overtime and in accordance with Article 6.4.

SIGNED ON BEHALF OF THE UNION



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Scott Wilcox - Union Representative



---

Anny Chen – Union Representative


Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



---

Bruno Dragani – Chief People &  
Administration Officer



---

Deborah Edwards – AVP, Human Resources

Date: \_\_\_\_\_

**PROPOSAL #11**

**ARTICLE 12 – JOB POSTING**

**Current:**

**Article 12.8 – Progression from Level 1 to Level 2 (MSR)**

An MSR shall move from Group 1 to Group 2 as agreed between the parties in Letter of Understanding #2. It is understood that an MSR Group 1 employee will become an MSR Group 2 employee upon successful completion of the CUIIC 200 course or comparable courses designated by the Employer and the two-week in-house training and examination provided by the Employer. Employees who were hired on or before January 1, 2002 will not be required to complete the CUIIC 200 or comparable courses.

**Proposed Amendment:**

**Article 12.8 – Progression from Level 1 to Level 2 (MSR)**

An MSR shall move from Group 1 to Group 2 as agreed between the parties in Letter of Understanding #2. It is understood that an MSR Group 1 employee will become an MSR Group 2 employee upon successful completion of the CUIIC 200 ADD – 185 course or comparable courses designated by the Employer and the two-week in-house training and examination provided by the Employer. Employees who were hired on or before January 1, 2002 will not be required to complete the CUIIC 200 ADD - 185 or comparable courses.


**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020



(Canadian Office and Professional Employees Union, Local 378)

**COASTAL COMMUNITY CREDIT UNION  
PROPOSALS 2019  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date:</b> January 9, 2020	<b>Time:</b>
UP 26	<b>ARTICLE 14.3</b>	<b>Amend</b>	

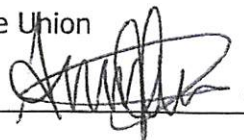
**ARTICLE 14 — SENIORITY**

**14.3** An employee who leaves the bargaining unit to fill a position excluded from the unit, and who subsequently returns to the unit within ~~one (1) year~~ eighteen (18) months, shall be credited with seniority held at the date of leaving the bargaining unit.

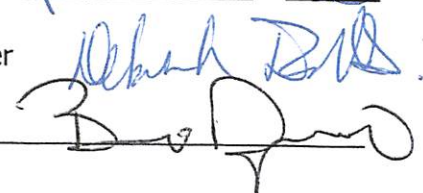
E&OE

Signed off this 9th day of January 2020

For the Union



For the Employer





(Canadian Office and Professional Employees Union, Local 378)

**COASTAL COMMUNITY CREDIT UNION  
PROPOSALS 2019  
Union Proposals (UP Item)**

<b>Union</b>			
<b>Number</b>	<b>Affected Article/MOU</b>	<b>Date:</b> January 9, 2020	<b>Time:</b>
UP 28	<b>ARTICLE 15.3</b>	<b>Amend</b>	

**ARTICLE 15 — GENERAL PROVISIONS**

**15.3 Disciplinary Action**

Should it become necessary for management to discuss with an employee a matter which could result in disciplinary action being taken, such discussion will be conducted in private. ~~At the discretion of the employee,~~ The Employer shall advise the employee of their right to a bargaining unit Union Job Steward, or an alternate as appointed by the Union may be present. Upon request of the employee, the substance of the Employer's complaint shall be given to the employee in writing at the time the discussion takes place.

*U.S.C.*

~~As performance improvement plans can lead to disciplinary action, employees will have the right to have a Union Job Steward present.~~

To ensure the employee is given a reasonable opportunity to determine if the employee wishes a Union Job Steward at the meeting referred to above, notice of such a meeting will be provided at least 24 hours in advance of the meeting.

The written or verbal advance notice of the meeting will be provided to the employee and to the Union Job Steward at the same time.

When an employee is issued a letter of discipline, the Union Job Steward and the Union will be provided with a copy of the letter at the time it is issued.

E&OE

Signed off this 9th day of January 2020

For the Union

For the Employer



**PROPOSAL #29**

**Article 15.7 Transfers**

Current:


In the event it becomes necessary to temporarily transfer an employee of the Credit Union outside the Municipality, the employee shall be compensated for mileage at the rate published in the Corporate Travel Expense Policy.

Proposed Amendment:

In the event it becomes necessary to temporarily transfer an employee of the Credit Union outside the Municipality, the employee shall be compensated for mileage at the rate published in the Corporate Travel Expense Policy.

The employer will make every effort to schedule travel time within the standard working day. Travel time outside of the standard working day must be authorized according to Article 6.4.

SIGNED ON BEHALF OF THE UNION



\_\_\_\_\_  
Scott Wilcox - Union Representative




\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer



\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: May 1, 2020



**COUNTER PROPOSAL TO UNION PROPOSAL #30**

**UP 30**

**Article 15 – GENERAL PROVISIONS**

**15.8 Car Mileage Allowance**

Where an employee is requested by the Credit Union to use their car on Credit Union business, that employee shall be compensated for mileage at the rate set out by the Canada Revenue Agency under the Automobile allowance rates.

Where an employee is requested by the Credit Union to work at a location which is not the employee's home location and requires ferry travel, the Employer will reimburse the employee for any travel costs associated with the ferry trip.

The Employer will reimburse any parking expenses incurred as a result of this request.

**CCCU COUNTER**


**Article 15 – GENERAL PROVISIONS:**

**15.8 Car Mileage Allowance**

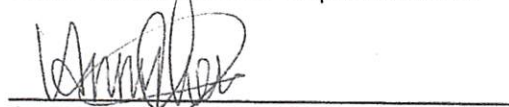
Where an employee is requested by the Credit Union to use their car on Credit Union business, that employee shall be compensated for mileage at the rate set out by the Canada Revenue Agency under the Automobile allowance rates.

Where an employee is requested by the Credit Union to work at a location which is not the employee's home location and requires ferry travel, the Employer will reimburse the employee for any travel and parking costs associated with the ferry trip.

**SIGNED ON BEHALF OF THE UNION**



\_\_\_\_\_  
Scott Wilcox – Union Representative




\_\_\_\_\_  
Anny Chen – Union Representative

**SIGNED ON BEHALF OF THE EMPLOYER**



\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer



\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: FEB 6, 2020.

Date: February 6, 2020

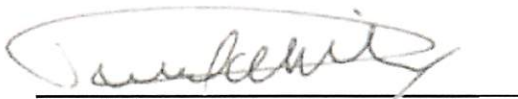
Counter to UP27

ARTICLE 15 – GENERAL PROVISIONS

**Article 15.13 - Occupational Health and Safety Committee Representatives:**

Pursuant to ~~Division 4~~ of the Workers Compensation Act there shall be established at the workplace a Joint Health and Safety Committee ~~or a Worker Health and Safety Representative, as the case may be,~~ with the worker representative(s) ~~in either case~~ to be appointed by the Union and the Employer representatives appointed by the Employer. Worker representative(s) shall be granted leave of absence without loss of pay to exercise functions of this role.

SIGNED ON BEHALF OF THE UNION



\_\_\_\_\_  
Scott Wilcox - Union Representative



\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer



\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: May 1, 2020

## **PROPOSAL #18**

### **ARTICLE 18 – GRIEVANCE PROCEDURE**

#### **Current:**

Article 18.2 Grievances shall be settled in the following manner:

- a) If the employee has a grievance against the Employer, the procedure for settlement shall commence with Step 1.
- b) If the Employer or the Union has a grievance, the procedure for settlement shall commence with Step 3.

#### **STEP 1:**

The employee involved shall first take up the grievance with the supervisor directly in charge of the work within ten (10) working days of the circumstances giving rise to the grievance.

The employee may be accompanied by an Office Steward or Representative of the Union. The Employer shall give a decision within ten (10) working days of such meeting.

#### **STEP 2:**

If the grievance is not resolved at Step 1, the matter shall be reduced, to writing, by the Grievor and/or the Union and submitted to the management persons designated by the Employer within ten (10) working days following the decision rendered at Step 1.

#### **STEP 3(a):**

The Representative of the Union and a Representative of the Employer along with the grievor shall meet within ten (10) days of receipt of the grievance as submitted under Step 2. Failing settlement within ten (10) working days of receipt of notice, either Party may refer the grievance to Alternate Dispute Resolution, Expedited Mediation/Arbitration, and/or Arbitration as set forth in Articles 19, 20, and 21.

#### **STEP 3(b):**

In the event a grievance is initiated by the Employer or the Union, the initiating Party shall notify the other Party, in writing, of the nature of the grievance and such notice shall be given within ten (10) working days of the circumstances giving rise to the grievance unless the Parties agree to an extension of time. Failing settlement within ten (10) working days of receipt of notice, either Party may refer the grievance to Alternate Dispute Resolution, Expedited Mediation/Arbitration, and/or Arbitration as set forth in Articles 19, 20, and 21.



#### STEP 4:

In the event the matter remains outstanding after full utilization of either Step 3(a) or 3(b) the Party wishing to proceed to Arbitration, must within ten (10) days, notify the other Party that they are proceeding to Arbitration. This shall be done, in writing.

#### Proposed Amendment:

##### Article 18.2 Grievances shall be settled in the following manner:

- a) If the employee has a grievance against the Employer, the procedure for settlement shall commence with Step 1.
- b) If the Employer or the Union has a grievance, the procedure for settlement shall commence with Step 3.

#### STEP 1:

The employee involved shall first take up the grievance with the supervisor directly in charge of the work within ten (10) working days of the circumstances giving rise to the grievance.

The employee may be accompanied by an Office Steward or Representative of the Union. The Employer shall give a decision within ten (10) working days of such meeting.

#### STEP 2:

If the grievance is not resolved at Step 1, the matter shall be reduced, to writing, by the Grievor and/or the Union and submitted to the management persons designated by the Employer within ten (10) working days following the decision rendered at Step 1. **ADD – The employer shall give a decision in writing within ten (10) working days of receiving the grievance in writing.**

#### STEP 3(a):

**ADD – If the grievance is not resolved at Step 2, t**The Representative of the Union and a Representative of the Employer along with the grievor shall meet within ten (10) **ADD – working** days of receipt of the ~~grievance~~ **ADD – response** as submitted under Step 2. Failing settlement within ten (10) working days of ~~receipt of notice~~ **ADD – the response under this step**, either Party may refer the grievance to Alternate Dispute Resolution, Expedited Mediation/Arbitration, and/or Arbitration as set forth in Articles 19, 20, and 21.

#### STEP 3(b):

In the event a grievance is initiated by the Employer or the Union, the initiating Party shall notify the other Party, in writing, of the nature of the grievance and such notice shall be given within ten (10) working days of the circumstances giving rise to the grievance

unless the Parties agree to an extension of time. Failing settlement within ten (10) working days of receipt of notice, either Party may refer the grievance to Alternate Dispute Resolution, Expedited Mediation/Arbitration, and/or Arbitration as set forth in Articles 19, 20, and 21.


**STEP 4:**

In the event the matter remains outstanding after full utilization of either Step 3(a) or 3(b) the Party wishing to proceed to Arbitration, must within ten (10) **ADD – working** days, notify the other Party that they are proceeding to Arbitration. This shall be done, in writing.

**PROPOSAL #18**

**ARTICLE 18 – GRIEVANCE PROCEDURE**

SIGNED ON BEHALF OF THE UNION



\_\_\_\_\_  
Scott Wilcox - Union Representative



\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer



\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: April 30, 2020



**PROPOSAL #19**

**ARTICLE 19 – ALTERNATIVE DISPUTE RESOLUTION**

**Current:**

**Article 19.1**

At the conclusion of the discussions pursuant to the grievance procedure set out above, should a grievance remain unresolved, either party may refer the unresolved grievance to Alternate Dispute Resolution as set out below.

1. The purpose of Alternate Dispute Resolution is in keeping with the wish of the parties to resolve grievances as quickly as possible following the formal grievance procedure but prior to arbitration pursuant to Article 21 – Arbitration.
2. Should either party seek a third party “non-binding option”, the parties agree to exchange a brief written statement including the following:
  - a) a summary of the grievance
  - b) the alleged violation of the collective agreement, and
  - c) the remedy sought
3. Such written statement will be referred to Mediator Brian Foley for mediation and a non-binding recommendation to settle the grievance. In the event that mediator Foley is no longer available to the Parties, mediators Dave McPhillips and Jim Dorsey will be utilized in this process pursuant to Article 19.
4. The parties may provide to the Mediator above, an Agreed Statement of Facts.
5. The Mediator's recommendations will be issued within two (2) weeks of the Mediation.
6. The Mediator's recommendations will be privileged and will not be referred to at any time for any purpose.
7. The Mediator's recommendations will be without prejudice and will have non-precedential value in any other proceeding.
8. The parties acknowledge that the credibility of this process depends upon both recognizing that this is a problem solving and dispute resolution process rather than an adjudicative process.
9. The cost of the Mediator's intervention will be shared equally by the parties.
10. The continued credibility of the process depends upon both parties recognizing the scope of this Alternate Dispute Resolution process.

**Proposed Amendment:**

**Article 19.1**

At the conclusion of the discussions pursuant to the grievance procedure set out above, should a grievance remain unresolved, either party may refer the unresolved grievance to Alternate Dispute Resolution as set out below.

1. The purpose of Alternate Dispute Resolution is in keeping with the wish of the parties to resolve grievances as quickly as possible following the formal grievance procedure but prior to arbitration pursuant to Article 21 – Arbitration.
2. Should either party seek a third party "non-binding option", the parties agree to exchange a brief written statement including the following:
  - a) a summary of the grievance
  - b) the alleged violation of the collective agreement, and
  - c) the remedy sought
3. Such written statement will be referred to a Mediator ~~Brian Foley~~ **ADD - Dave McPhillips or Jim Dorsey** or as mutually agreed upon between the Union and the Employer for mediation and a non-binding recommendation to settle the grievance. ~~In the event that mediator Foley is no longer available to the Parties, mediators Dave McPhillips and Jim Dorsey will be utilized in this process pursuant to Article 19.~~
4. The parties may provide to the Mediator above, an Agreed Statement of Facts.
5. The Mediator's recommendations will be issued within two (2) weeks of the Mediation.
6. The Mediator's recommendations will be privileged and will not be referred to at any time for any purpose.
7. The Mediator's recommendations will be without prejudice and will have non-precedential value in any other proceeding.
8. The parties acknowledge that the credibility of this process depends upon both recognizing that this is a problem solving and dispute resolution process rather than an adjudicative process.
9. The cost of the Mediator's intervention will be shared equally by the parties.

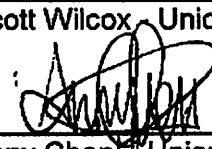
10. The continued credibility of the process depends upon both parties recognizing the scope of this Alternate Dispute Resolution process.

**PROPOSAL #19**

**ARTICLE 19 – ALTERNATIVE DISPUTE RESOLUTION**

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox – Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020

**PROPOSAL #20**

**ARTICLE 21 - ARBITRATION**

**Current:**

**Article 21.1**

If a difference arises between the parties relating to the dismissal or discipline of an employee, or to the interpretation, application, operation or alleged violation of this agreement, including a question as to whether a matter is arbitrable, either of the parties, without stoppage of work, may, after exhausting the grievance procedure established by this agreement, notify the other party in writing of its desire to submit the difference to arbitration and the parties must agree on a single arbitrator from the list below. The arbitrator must hear and determine the issue and render a decision, which is final and binding on the parties and any person affected by it. List of Arbitrators:

J. Dorsey; W. Moore; D. McPhillips

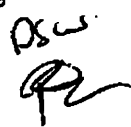
Failing agreement on one of the arbitrators named above, either party may apply to the Collective Agreement Arbitration Bureau (CAAB) to appoint an arbitrator from the list above.

**Proposed Amendment:**

**Article 21.1**

If a difference arises between the parties relating to the dismissal or discipline of an employee, or to the interpretation, application, operation or alleged violation of this agreement, including a question as to whether a matter is arbitrable, either of the parties, without stoppage of work, may, after exhausting the grievance procedure established by this agreement, notify the other party in writing of its desire to submit the difference to arbitration and the parties must agree on a single arbitrator from the list below **ADD** - or as mutually agreed upon between the Union and the Employer. The arbitrator must hear and determine the issue and render a decision, which is final and binding on the parties and any person affected by it. List of Arbitrators:

J. Dorsey; W. Moore; D. McPhillips

Failing agreement on one of the arbitrators named above, either party may apply to the Collective Agreement Arbitration Bureau (CAAB) to appoint an arbitrator, ~~from the list~~ <sup>DSW</sup>  
~~above~~ 

**PROPOSAL #20**

**ARTICLE 21 - ARBITRATION**

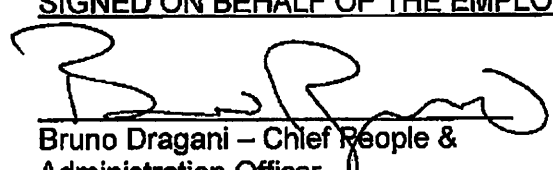
**SIGNED ON BEHALF OF THE UNION**


\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Cheri - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: January 10, 2020



**PROPOSAL #25**

**APPENDIX A-1 - Job Titles and Classification - see below and adjust as noted:**

**Current Listing**

**Appendix "A-1"  
Job Titles and Classifications**

Group 1	<ul style="list-style-type: none"> <li>■ Member Service Representative</li> <li>■ Member Service Representative, Lending</li> <li>■ Member Service Representative, Reception</li> <li>■ Operations Service Representative</li> <li>■ Operations Service Representative, Mail Clerk</li> <li>■ Operations Service Representative, Overdraft Clerk</li> <li>■ Operations Service Representative, Renewal Clerk</li> <li>■ Administrative Assistant (CCFMI)</li> </ul>
Group 2	<ul style="list-style-type: none"> <li>■ Central Teller / Service Representative</li> <li>■ Member Service Representative</li> <li>■ Member Service Representative, Lending – Business Centre</li> <li>■ Operations Service Representative, Lending</li> <li>■ Operations Service Representative, Investment Clerk</li> <li>■ Operations Service Representative</li> <li>■ Loans Administration Clerk</li> <li>■ Operations Service Representative, Clearing Clerk</li> <li>■ Operations Service Representative, Registered Plans Assistant</li> <li>■ Operations Service Representative, Settlement Clerk</li> <li>■ Operations Service Representative, Reconciliation Clerk</li> <li>■ Operations Service Representative, Record and Retention Clerk</li> <li>■ Assistant Client Relations (CCFMI)</li> </ul>
Group 3	<ul style="list-style-type: none"> <li>■ Account Representative</li> <li>■ Member Service Representative, Lending – Business Centre</li> <li>■ Credit Underwriter, Broker Centre</li> <li>■ Senior Member Service Representative</li> <li>■ Senior Operations Service Representative</li> <li>■ Senior Assistant Client Relations (CCFMI)</li> <li>■ Associate Financial Consultant (CCFMI)</li> </ul>
Group 4	<ul style="list-style-type: none"> <li>■ Operations Service Representative, Banking System Support Coordinator</li> <li>■ Credit Recovery Assistant</li> <li>■ Operations Service Representative, Estate Coordinator</li> </ul>
Group 5	<ul style="list-style-type: none"> <li>■ Account Representative</li> <li>■ Credit Underwriter</li> <li>■ Financial Consultant</li> </ul>

Proposed Amendment: update list to current job titles

**Appendix "A-1" Job Titles and Classifications**

Group 1	<ul style="list-style-type: none"> <li>■ Member Service Representative</li> <li>■ <del>Member Service Representative, Lending</del></li> <li>■ <del>Member Service Representative, Reception</del></li> <li>■ Operations Service Representative</li> <li>■ Operations Service Representative, Mail Clerk</li> <li>■ <del>Operations Service Representative, Overdraft Clerk</del></li> <li>■ Operations Service Representative, Renewal Clerk</li> <li>■ <del>Administrative Assistant (CCFMI)</del></li> </ul>
Group 2	<ul style="list-style-type: none"> <li>■ Central Teller / Service Representative</li> <li>■ Member Service Representative</li> <li>■ <del>Member Service Representative, Lending – Business Centre –</del> <u>UPDATE: Commercial Services Administrator</u></li> <li>■ Operations Service Representative, Lending</li> <li>■ <del>Operations Service Representative, Investment Clerk</del></li> <li>■ Operations Service Representative</li> <li>■ <del>Loans Administration Clerk</del></li> <li>■ Operations Service Representative, Clearing Clerk</li> <li>■ Operations Service Representative, Registered Plans Assistant</li> <li>■ Operations Service Representative, Settlement Clerk</li> <li>■ <del>Operations Service Representative, Reconciliation Clerk</del></li> <li>■ Record and Retention Clerk</li> <li>■ <del>Assistant Client Relations (CCFMI) –</del> <u>UPDATE: Client Relations Assistant</u> <u>ADD</u></li> <li>■ <del>Operations Service Representative, Funds Transfer and Foreign Reporting</del> <u>ADD</u></li> <li>■ <del>Operations Service Representative, Estate Assistant</del> <u>ADD</u></li> <li>■ <u>Data Integrity and Projects</u></li> </ul>
Group 3	<ul style="list-style-type: none"> <li>■ Account Representative</li> <li>■ <del>Member Service Representative, Lending – Business Centre –</del> <u>UPDATE: Senior Commercial Services Administrator</u></li> <li>■ <del>Credit Underwriter, Broker Centre</del></li> <li>■ Senior Member Service Representative</li> <li>■ Senior Operations Service Representative</li> <li>■ Senior Assistant, Client Relations (CCFMI)</li> <li>■ Associate Financial Consultant (CCFMI)</li> <li>■ <u>ADD</u></li> <li>■ <u>Client Relations Assistant</u></li> </ul>
Group 4	<ul style="list-style-type: none"> <li>■ Operations Service Representative, Banking System Support Coordinator</li> <li>■ <del>Credit Recovery Assistant –</del> <u>UPDATE: Risk Management Assistant</u></li> <li>■ Operations Service Representative, Estate Coordinator</li> <li>■ <u>ADD</u></li> </ul>

	<ul style="list-style-type: none"> <li>■ <u>Client Relations Assistant</u></li> </ul>
Group 5	<ul style="list-style-type: none"> <li>■ Account Representative</li> <li>■ <del>Credit Underwriter</del></li> <li>■ Financial Consultant</li> </ul>


SIGNED ON BEHALF OF THE UNION


\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: FEB 6, 2020.

SIGNED ON BEHALF OF THE EMPLOYER

  
\_\_\_\_\_  
Bruno Dragani - Chief People & Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: February 7, 2020

**PROPOSAL #24 - A**

**LETTER OF UNDERSTANDING #1 – RE: Administration of Article 6 Section 6**

**Current:**

The Parties mentioned above, hereby agree to administer Article 6, Section 6 – Time off in lieu of Overtime and Article 7, Section 1(b) – Time off in lieu of a Statutory Holiday of the Collective Agreement as follows:

1. Employees may request periods of time off up to thirty (30) days prior to the date such periods are required.
2. Such requests will be approved by the Employer on the following basis:  
Seniority will govern when more than the allowable number of employees request the same period of time off work, giving due consideration to the requirements of efficient operation of the Credit Union.
  1. Employees will be advised whether their requested period of time off is approved or declined within one (1) day of making such request.
  2. Once approval has been given, no other employee may exercise their seniority to displace that employee from the approved time period.

This Letter of Understanding shall remain in full force and effect from contract to contract unless mutually agreed to amend or delete.

**Proposed Amendment:**

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2000

**PROPOSAL #24 - B**

**LETTER OF UNDERSTANDING #2 – RE: MSR – Group 1 to Group 2**

**Current:**

It is agreed by both Parties that effective July 1st, 1988, a Member Service Representative classification in Group II of Appendix "A-1" will be introduced. A Member Service Representative shall move from Group I to Group II after becoming qualified to perform the duties outlined in the Member Service Representative II Job Description.

This move is expected to transpire after completion of the twelve (12) month step and prior to reaching the eighteen (18) month step (approximately fifteen (15) months). The movement from Group I to Group II shall be in accordance with Article 11, Section 4, which ensures an increase of at least sixty dollars (\$60.00) per month. Regular part-time employees shall be entitled to move from Group I to Group II on the same basis as full-time employees in accordance with the time accumulated under Article 14, Section 7.

**Proposed Amendment:**

~~It is agreed by both Parties that effective July 1st, 1988, a Member Service Representative classification in Group II of Appendix "A-1" will be introduced. A Member Service Representative shall move from Group I to Group II after becoming qualified to perform the duties outlined in the Member Service Representative II Job Description.~~

~~This move is expected to transpire after completion of the twelve (12) month step and prior to reaching the eighteen (18) month step (approximately fifteen (15) months). The movement from Group I to Group II shall be in accordance with Article 11, Section 4, which ensures an increase of at least sixty dollars (\$60.00) per month. Regular part-time employees shall be entitled to move from Group I to Group II on the same basis as full-time employees in accordance with the time accumulated under Article 14, Section 7.~~

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox – Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: \_\_\_\_\_

Date: January 10, 2020



**PROPOSAL #24 - C**

**LETTER OF UNDERSTANDING #3 – RE: Possible Extended Hour of Operation at Central Operations**

**Current:**

The Employer and the Union agree to the importance of remaining relevant in an ever changing financial environment. Therefore the hours of operation set out in Article 6 may need to be adjusted in particular areas of Central Operations. 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 Central Operations 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 past 6:00 pm unless that employee posts into an extended shift past 6:00 pm, with specific hours to be clearly outlined in the job posting. Job selections will be made pursuant to the collective agreement. Existing employees at Central Operations as of July 7, 2016 will not be required to start shifts any earlier than 8:00 am but can work a 7:30 am shift by mutual agreement between the employee and the Employer.

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.

**1. Central Operations**

**The shift premium outlined in Appendix-2 of the Collective Agreement will apply if extended operational hours are implemented in any area of Central Operations.**

**Proposed Amendment:**


Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox, Union Representative

  
\_\_\_\_\_  
Anny Chen, Union Representative

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: \_\_\_\_\_

Date: January 10, 2020

**PROPOSAL #24 - D**

**LETTER OF UNDERSTANDING #4**

**Current:**

Deleted as per 2016-2019 bargaining.

**Proposed Amendment:**

Remove

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Cheryl - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: January 10, 2020

## PROPOSAL #24 - E

### LETTER OF UNDERSTANDING #5 – RE: Harassment in the Workplace

#### Current:

The Union and the Employer recognize the right of an employee to work in a harassment free environment. The Employer shall take such actions as are necessary respecting an employee engaging in harassment in the workplace in accordance with the policy "Harassment Policy" set out by the Employer.

An employee who wishes to pursue a concern arising from an alleged harassment may submit a complaint, in writing, to the Employer, within thirty (30) days of the alleged occurrence.

If the complaint is not resolved within thirty (30) days following the date the complaint was filed, the complainant may file a grievance at Step 1 of the grievance procedure and will have the right to union representation at this stage in the process.

Should a complainant elect to file a grievance pursuant to the Collective Agreement, the complainant will, by doing so forfeit any and all rights to pursue the complaint through any other forum including an application under the Human Rights Code.

#### Proposed Amendment:

The Union and the Employer recognize the right of an employee to work in a harassment free environment. The Employer shall take such actions as are necessary respecting an employee engaging in harassment in the workplace in accordance with the policy "Harassment Policy" set out by the Employer. [The Employer will provide the Union with a copy of the Harassment Policy and Procedure.](#)

An employee who wishes to pursue a concern arising from an alleged harassment may submit a complaint, in writing, to the Employer, within thirty (30) days of the alleged occurrence [as per the Harassment Policy and Procedure located in the Human Resource Policy and Procedure Manual. Upon completion of the investigation, the employer will provide a summary report of the investigation findings to the Union.](#)

[Alternatively, the complainant may choose to file a grievance pursuant to the Collective Agreement, beginning at step 3.](#)

~~If the complaint is not resolved within thirty (30) days following the date the complaint was filed, the complainant may file a grievance at Step 1 of the grievance procedure and will have the right to union representation at this stage in the process.~~

Should a complainant elect to file a grievance pursuant to the Collective Agreement, the complainant will, by doing so forfeit any and all rights to pursue the complaint through any other forum including an application under the Human

Rights Code.

SIGNED ON BEHALF OF THE UNION



Scott Wilcox - Union Representative



Anny Chen - Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani - Chief People &  
Administration Officer



Deborah Edwards - AVP, Human Resources

Date: May 1, 2020

**PROPOSAL #24 - F**

**LETTER OF UNDERSTANDING #7**

**Current:**

Deleted as per 2016-2019 bargaining.

**Proposed Amendment:**

Remove

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: January 10, 2020



**PROPOSAL #24 – G**

**LETTER OF UNDERSTANDING #8 – RE: Letters of Expectation**

**Current:**

The Parties agree that "Letters of Expectation" issued to employees are intended for the purpose of providing coaching, guidance, and counseling to employees in an effort to improve and clarify overall performance expectations of the employee on the job.

In an effort to achieve a desirable outcome for the employee, support for the employee may be provided through training and/or other resources the Employer may see as appropriate such as, but not limited to, job shadowing and one-on-one training.

The Employer will manage this process with the employee and will take into account input from the employee in keeping with the expectations set by the Employer. Employee feedback is welcome.

The Employer will closely review the employee performance to ensure ongoing improvement on a regular basis and will communicate such progress to the employee.


Letters of Expectation are not considered to be disciplinary in nature and will not be used as a foundation for any progressive discipline.

**Proposed Amendment:**

Renew

**SIGNED ON BEHALF OF THE UNION**


\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020

**PROPOSAL #24 - H**

**LETTER OF UNDERSTANDING #9 – RE: Job Descriptions**

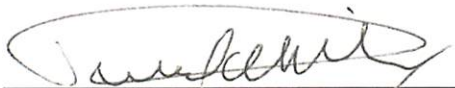
Current:

1. Sixty (60) days following ratification of the collective agreement, the Employer will provide to the Union, a copy of all established job descriptions currently active and in effect (See updated Appendix "A-1" Job Titles and Classifications).
2. In the event that the Union has any issue(s) suggesting that a new position has been established or that the duties of an existing position are significantly changed (see article 11.2/11.3), the issue(s) will be reviewed by the Standing Committee in an effort to resolve the matter. If the issue(s) is not resolved and the Standing Committee is of the view that the matter requires further review, a sub-committee, established by the Standing Committee, will be struck, and terms of reference, for the ongoing review, will be set by the Standing Committee.
3. The sub-committee, as instructed by the Standing Committee, will conduct a review of the issue(s) and report findings to the Standing Committee for consideration.
4. If the matter remains unresolved at this stage of the review the unresolved issue(s) will be referred to Article 19 – Alternative Dispute Resolution.

Proposed Amendment:

Renew

SIGNED ON BEHALF OF THE UNION



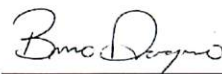
Scott Wilcox - Union Representative



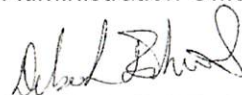
Anny Chen – Union Representative

Date: \_\_\_\_\_

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People & Administration Officer



Deborah Edwards – AVP, Human Resources

Date: April 30, 2020

**PROPOSAL #24 - I**

**LETTER OF UNDERSTANDING #10 – RE: Vacation Usage and Selection Transition Period**

Current:

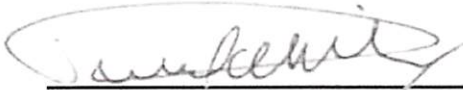
To allow employees to transition into the implementation of a new vacation usage process and selection process, whereby employees have been asked to use vacation as it accrues and whereby employees will be required to select vacation according to days worked, the Parties agree the Union and Employer will meet to discuss and reasonably resolve issues which may arise in terms of the specific timing of vacation time off work, vacation accruals, and the switch from date of hire to days worked for vacation selection. The Parties understand that during the term of the Collective Agreement there may be times where the Parties resolve vacation usage issues on a without prejudice basis.

This Letter of Understanding will expire on (end of the term of the Collective Agreement TBD) and will not continue unless the Parties agree.

Proposed Amendment:

Remove

SIGNED ON BEHALF OF THE UNION



Scott Wilcox - Union Representative

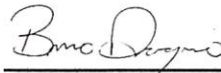


Anny Chen - Union Representative

Date:

Sept 18/2020

SIGNED ON BEHALF OF THE EMPLOYER



Bruno Dragani – Chief People & Administration Officer



Deborah Edwards – AVP, Human Resources

Date: April 30, 2020

Signed by  
Sept 18/2020

**PROPOSAL #24 - K**

**LETTER OF INTENT #1**

**Current:**

This is to confirm that it is the policy of Coastal Community Credit Union to not layoff full-time employees of the Credit Union and replace them with part-time employees.

It is also the intention of Coastal Community Credit Union to continue this policy unless economic conditions deteriorate to the point where such a policy becomes impossible.

**Proposed Amendment:**

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Amy Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: January 10, 2020

**PROPOSAL #24 - L**

**LETTER OF INTENT #2**

**Current:**

This is to confirm that it is the policy of Coastal Community Credit Union that should a reduction in staff become necessary, then every effort will be made to achieve this reduction through normal attrition of staff.

It is also the intention of Coastal Community Credit Union to continue this policy unless economic conditions deteriorate to the point where such a policy becomes impossible.

**Proposed Amendment:**

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen - Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani - Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards - AVP, Human Resources

Date: January 10, 2020

**PROPOSAL #24 - M**

**LETTER OF INTENT #3 – Employee Appraisals**

**Current:**

This is to confirm that appraisals will be done at least once per year on all employees and that a copy of the appraisal will be given to the employee. Employees will acknowledge receipt of the appraisal in writing and will have the opportunity to provide written feedback to be filed with the employee's appraisal. Appraisals will not be used as a disciplinary measure.

**Proposed Amendment:**

This is to confirm that appraisals will be done at least once per year on all employees and that a copy of the appraisal will be given to the employee. Employees will acknowledge receipt of the appraisal in writing and will have the opportunity to provide written feedback to be filed with the employee's appraisal. Appraisals will not be used as a disciplinary measure.

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox - Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020



**PROPOSAL #24 - N**

**LETTER OF COMMITMENT #1 – Employees Performing Volunteer Work**

**Current:**

The Union and the Employer agree that making a visible and meaningful difference in building healthier communities is in the general interest.

In keeping with this "Community Experience" the Union and the Employer encourage employees to actively participate in community programs and events that demonstrate the Credit Union's care for the communities in which they live, work and conduct business.


The Parties recognize that there may be times when employees may be unable to participate in community programs and events. Under such circumstances this will not be used in any performance assessment evaluation or any promotional opportunity.

**Proposed Amendment:**

Renew

**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox – Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief, People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: \_\_\_\_\_

Date: January 10, 2020

**PROPOSAL #24 - O**

**LETTER OF COMMITMENT #2 – Employee Exposure to Other Positions**

**Current:**

The Parties agree generally with the concept of providing employees with the opportunity to gain exposure to other positions within the organization. As such the Parties agree to pursue this discussion at the upcoming meetings of the Standing Committee.

The Parties agree to discuss the creation of a framework for the purposes of employee participation in this process. This framework will include items such as cost/benefits, process for selection, logistics and any other such topics as may be seen as essential in dealing with the concept of providing such opportunities.

**Proposed Amendment:**

Remove


**SIGNED ON BEHALF OF THE UNION**

\_\_\_\_\_  
Scott Wilcox – Union Representative

  
\_\_\_\_\_  
Anny Chen – Union Representative

Date: \_\_\_\_\_

**SIGNED ON BEHALF OF THE EMPLOYER**

  
\_\_\_\_\_  
Bruno Dragani – Chief People &  
Administration Officer

  
\_\_\_\_\_  
Deborah Edwards – AVP, Human Resources

Date: January 10, 2020