

COLLECTIVE BARGAINING AGREEMENT

between



and



Effective April 1, 2018 - March 31, 2023

COLLECTIVE AGREEMENT

April 1, 2021- March 31, 2023

BETWEEN

ROYAL CITY TAXI LTD.

AND

**UNITED STEELWORKERS,
LOCAL 2009**

Errors & Omissions Excepted
cope-343

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2021-2023

COLLECTIVE AGREEMENT

THIS AGREEMENT entered into this 15th day of July, 2021

BETWEEN: **ROYAL CITY TAXI LTD.**
(hereinafter referred to as the "Company")

AND: **UNITED STEELWORKERS, LOCAL 2009**
(hereinafter referred to as the "Union")

ARTICLE 1 — PURPOSE

Section 1:

This Agreement shall apply solely to employees in the bargaining unit for which the Union is certified under the Labour Relations Code of British Columbia and shall be binding on the Company and the Union and their respective successors and assigns. For greater clarity the bargaining unit excludes Directors and Shareholders.

Section 2:

All employees, presently members of the bargaining unit, shall as a condition of employment become members of the Union.

The Employer (including, but not limited to Directors and Shareholders) shall not perform any work within the bargaining unit. However, the parties agree that Taj Dhillon, as a shareholder, can continue to do bargaining unit work. It is agreed that where there is an emergent condition where the Employer has exhausted every reasonably practical avenue to have a bargaining unit employee work in an area of need and cannot get one, only at that time the Employer can intervene and have a management person fulfil the duties that are needed.

ARTICLE 2 — UNION SECURITY AND RECOGNITION

Section 1:

This Agreement shall apply solely to employees in the bargaining unit for which the Union is certified under the Industrial Relations Act of British Columbia and shall be binding on the Company and the Union and their respective successors and assigns.

Section 2:

All employees, presently members of the bargaining unit, shall as a condition of employment, become members of the Union.

Section 3:

The Company further agrees that all new employees hired subsequent to the effective date of certification shall, as a condition of employment within thirty (30) calendar days after entering employment, become members of the Union and maintain membership therein throughout the term of this Agreement, as a condition of continued employment.

Section 4:

Any employee who is a member in good standing, or is reinstated as a member of the Union shall as a condition of continued employment maintain such membership in good standing throughout the term of this Agreement.

Section 5:

Any employee who fails to maintain his membership in the Union as prescribed herein by reason of refusal to pay dues and assessments shall be subject to discharge after seven (7) days **received** written notice to the Company of the said employee's refusal to maintain his membership.

Section 6:

No employee shall be subject to any penalties against his application for membership or reinstatement, except as may be provided for in the United Steelworkers Constitution, and in accordance with the By-laws of the Local Union 2009. Any employee who applies to join the Union pursuant to the provision herein and whose application is rejected by the Union, shall not be subject to discharge from employment.

Section 7:

The Company shall require all new employees at the time of hiring to execute the following assignment of wages in duplicate, the forms to be supplied by the Union, said forms to be forwarded to the Union not later than fifteen (15) calendar days following the date of hiring.

**UNITED STEEL WORKER LOCAL 2009
CHECK-OFF AUTHORIZATION**

Starting Date _____, 20____

Name of employer _____

I hereby authorize the company to deduct from my pay each month the amount of union dues and (if owing by me) an initiation fee, as provided in the Constitution of the United Steelworkers.

Such deductions shall be transmitted to the International Treasurer of the United Steelworkers, directly or through the local union financial secretary on or before the 15th of each month.

Name of employee_____

Address_____

Postal Code_____

Phone (please print)_____

Social Insurance Number _____

If applicable, in what USW operation were you last employed?

**UNITED STEELWORKERS
AFL — CIO - CLC**

Local Union No.

I hereby request and accept membership in the United Steelworkers, and of my own free will hereby authorize the United Steelworkers, its agents or representatives, to act for me as a collective bargaining agency in all matters pertaining to rates of pay, wages, hours of employment, or other conditions of employment, and to enter into contracts with my employer covering such matters, including contracts which may require the continuance of my membership in the United Steelworkers as a condition of my continued employment.

Signature of Applicant-Employee

Dated

This assignment in the case of employees already members of the Union shall be effective immediately and for those employees not previously members of the Union, it shall become effective thirty (30) calendar days from the date of execution.

The Union shall notify the Company by letter of the amount of back dues owed by new employees and copies of such letter shall be furnished to the employee and the plant committee.

The Company shall remit the dues deducted pursuant to such assignment (until and unless said assignment is revoked by the employee) to the Union named therein not less often than once each month, with a written statement of names of the employees for whom the deductions were made and the amount of each deduction.

The Company shall furnish the Union with the Social Insurance Number of each employee on its payroll on the first occasion when dues are forwarded to the Union after the

execution of this Agreement or after the employee enters the employment of the Company, whichever date last occurs.

ARTICLE 3 — UNION REPRESENTATION

Section 1:

The Company shall recognize the Representative(s) selected by the Union for purpose of collective bargaining, agreement administration and general union business, as the sole and exclusive Representative(s) of all employees within the bargaining unit as defined in Article 2 of this Agreement.

Section 2:

The Representative(s) of the Union shall have the right to contact the employees at their place of employment on matters respecting the Agreement of its administration. The Union will obtain authorization from the Company as to an appropriate time for such contact before meeting the employees.

Section 3: Office Stewards

The Company shall recognize the Office Steward(s) elected or appointed by the Union and shall not discharge, discipline or otherwise discriminate against such Office Steward(s) for carrying out the duties proper to that position. The Union shall inform the Company of the names of the Office Steward(s).

Section 4:

The Office Steward(s) may, within reason, investigate and process grievances or confer with the Representative(s) of the Union during regular working hours, without loss of pay. The Steward(s) will obtain permission from their immediate area Supervisor for such purposes and such permission will not be unreasonably denied.

Section 5:

The Company shall not discharge, discipline or otherwise discriminate against any member of the Union for participation in or for legitimate action on behalf of the Union, or for the exercise of rights provided by this Agreement.

ARTICLE 4 — THE RIGHTS OF THE EMPLOYER

Section 1:

The Union recognizes the rights of the Company or its representative to operate the business and direct the working force subject to the provisions of this Agreement and the right of the Union or employee to grieve, as provided in Articles 18 and 19.

ARTICLE 5 — DEFINITION OF EMPLOYEES

Section 1: Probationary Period

All new employees are hired on probation, the probationary period to continue for thirty (30) working **shifts**, during which time they are to be considered temporary workers only, and during this same period no seniority rights shall be recognized. Upon completion of thirty (30) working **shifts**, they shall be regarded as regular employees, and shall then be entitled to seniority dating from the day on which they entered the Company's employ, provided, however, that the probationary period of thirty (30) working **shifts** shall only be cumulative within the three (3) calendar months following the date of entering employment.

Section 2:

It is agreed that probationary employees will have preference over casual employees for any work performed during the normal work week, subject to competency.

Section 3:

It is further agreed that in the application of Section 2 above, probationary employees will be called in for work in accordance with their hiring date, unless such call-in is beyond the control of the employer, and is subject to the employee being competent to perform the work. This obligation does not apply where the employees cannot be readily contacted or where the employee has already worked one shift in twenty-four-hour period.

Section 4: Regular Employees

A regular employee is any person employed on a full-time permanent basis whose duties fall within the bargaining unit as defined in Article 2, Section 1 of this Agreement and who has completed the probationary period as defined in Section 1.

Section 5: Regular Part-Time Employees

A regular part-time employee is any person hired to work regular hours or days on a continuing basis but less than the normal working hours in a month and whose duties fall within the bargaining unit as defined in Article 2, Section 1, of this Agreement.

Section 6: Casual Employees

A casual employee is one hired for vacation relief, unusual peak workloads or emergencies. Such employees shall not be paid less than the hourly rate established in Appendix "A" of this Agreement.

Section 7: Office Supervisor

The Company or its representative shall make known to the employees their duties and for whom they shall receive instructions as to the policies and procedures of the establishments.

ARTICLE 6 — HOURS OF WORK. OVERTIME AND SHIFT PREMIUM

Section 1:

Each regular full-time and regular part-time employee will have an established shift falling within the hours set out herein:

CSA and Dispatchers

- (i) The regular work day shall consist of eight (8) consecutive hours, including paid lunch period. Hours of work for such shifts as required shall be as follows:

| | <u>Commence Between</u> | <u>Finish Between</u> |
|-----------------|--------------------------------|------------------------------|
| Day Shift | 6:00 am. – 8:00 a.m. | 2:00 p.m. – 4:00 p.m. |
| Afternoon Shift | 2:00 p.m. – 4:00 p.m. | 10:00 p.m. – 12:00 a.m. |
| Graveyard Shift | 10:00 p.m. – 12:00 a.m. | 6:00 a.m. – 8:00 a.m. |

Part-time Regular Employees:

- (i) The regular work day shall consist of eight (8) consecutive hours, including paid lunch periods, (Saturday, Sunday and/or Monday). Hours of work (i.e. shifts) shall be the same as for Regular Employees.
- (ii) Only in emergency situations where a Telephone Operator or Dispatcher is called upon to perform duties of the other (in addition to his or her own) for periods in excess one-half (1/2) hour's duration that employee shall receive time and one-half for first the three (3) hours and double time thereafter for all time so spent subject to the above.

Section 2:

The Company shall post on the bulletin board the permanent shifts in effect and the employees working such shifts as at January 1st and July 1st of each year. Any variance in regular shifts shall be established by mutual agreement between the Company and the Union prior to implementation, where such variance is one (1) hour or more from the present shifts as listed in Section 1 above.

Section 3:

A lunch period of thirty (30) minutes will be provided and taken within the two (2) hours in the middle of the regular working day. Where the Company's work schedule for Telephone Operators and Dispatchers prohibits a lunch period, the affected employee(s) who work eight (8) consecutive hours without a lunch period shall be paid for eight and one-half (8 1/2) hours per day at each employee's current pro-rated hourly rate, in lieu of a thirty (30) minute lunch period.

Section 4:

Each employee shall be allowed to have coffee at his/her desk during the employee's shift, without loss of pay, in lieu of relief periods. The Company further agrees to provide a refreshment service for the employees (refrigeration).

Section 5:

All time worked before or after the regularly established working day shall be paid for at the rate of one hundred and fifty percent (150%) for the first four (4) hours, and two hundred per cent (200%) for each hour thereafter.

Section 6:

An employee requested to work overtime beyond the regular work day shall be allowed one (1) fifteen (15) minute work break and one-half (1/2) hour meal period at the regular pro-rated hourly rate of pay, where such overtime is four (4) hours or more. The meal period may be taken before, during or after the overtime work, or as may be mutually agreed. Employees affected will not take this meal break during peak hours, (e.g. 4-6 pm) If no relief is available, the Company will pay one-half (1/2) hour at the appropriate overtime rates in lieu of the break.

Section 7:

An employee called back to work after completing a regular days work, or from a regular day off shall be paid overtime rates for a minimum of three (3) hours or for time worked, whichever is greater.

Section 8:

- (a) Employees may decline overtime on a seniority basis providing there are other qualified employees available to perform the work. In such cases, the casual and part-time employees cannot decline to work overtime.

- (b) The Company shall maintain a call list of trained people, this list to be maintained at a minimum of two (2) people.
- (c) When a regular full-time employee is forced to work overtime, because there are no casual or part-time employees available, the rate of pay shall be double straight-time rates of pay.
- (d) To be reviewed after six (6) months from date of signing this agreement.

Section 9:

Employees who work overtime may request time off in lieu of overtime pay, but such time off must be taken at a time mutually agreed upon with the Manager or Company representative. The length of time off with pay shall be equal to the straight time equivalent to the overtime earnings.

Section 10:

Shift premiums will be paid for all hours worked on the afternoon shift and graveyard shift, including part-time regular shifts, at a rate of **fifty cents (\$.50)** per hour on afternoon shift and **fifty cents (\$.50)** per hour on graveyard shift. This Section **does not apply to 12-hour shifts.**

ARTICLE 7 — STATUTORY HOLIDAYS

Section 1

- (a) The Company agrees to provide all full-time employees with the following statutory holidays, with pay:

New Year's Day, Family Day, Good Friday, **Easter Monday**, Victoria Day, Dominion Day, B.C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, and any other day that may be stated a legal holiday by the Provincial, Civic and/or Federal Government. The Company further agrees that should one of the above statutory holidays fall on a regular scheduled day or days off, the employee shall receive an additional day or days off, with pay, to be taken at a time mutually agreed to between the Company and the employee. If the employee and the Manager or Company representative are unable to agree on the date, the decision shall be the Company's, provided the date selected is in conjunction with the employee's regular days off and is taken within the thirty (30) day period immediately following the statutory holiday.

- (b) In addition to the holidays listed in (a), the company agrees to provide all full-time employees with additional Statutory or legal holiday so proclaimed by the Federal or Provincial Government, such holiday to be implemented immediately.

Section 2:

- (a) Work performed by any employee on Christmas Day will be paid for at the rate of two hundred per cent (200%) of the employee's regular rate of pay. An employee who starts work on or after 7:00 p.m. on New Year's Eve and works any time into New Years' day up until 7:00 a.m. shall be paid two hundred percent (200%) of the employee's regular rate of pay.
- (b) All time worked by any employee on a day granted in lieu of the statutory holiday, as provided in Section 1 above, shall be considered overtime and paid rate and one-half for the first four (4) hours and double time for all hours in excess of four (4).
- (c) Should one of the statutory holidays designated in the foregoing Section 1 fall on a part-time or regular employee's scheduled day(s) off, that employee shall receive a full day's pay for the statutory holiday provided he/she has worked at least fifteen (15) of the thirty (30) calendar days immediately preceding the statutory holiday.

Section 3:

In the event any of the holidays enumerated in the foregoing Section 1 occurs during the period of an employee's vacation, an additional day's vacation with pay shall be allowed for each holiday so occurring.

ARTICLE 8 ANNUAL VACATIONS

All **Casual** employees shall be entitled to a paid vacation as per the B.C. Employment Standards Act.

Section 1:

Each employee who completes one (1) years' service shall receive a paid vacation of ten (10) working days. Payment for such vacation shall be at current salary for four per cent (4%) of gross earnings for the period in which vacation was earned, whichever is greater.

Section 2:

All employees shall be entitled to fifteen (15) days' paid vacation after two (2) years' service and in each year thereafter. Pay for such vacation shall be at the employee's current salary or six percent (6%) of gross earnings for the period in which vacation was earned, whichever is greater.

Section 3:

All employees shall be entitled to twenty (20) working days' paid vacation after seven (7) years' service and in each year thereafter. Pay for such vacation shall be at the employee's current salary or eight per cent (8%) whichever is greater.

Section 4:

All employees shall be entitled to twenty-five (25) working days' paid vacation after fifteen (15) years' service and in each year thereafter. Pay for such vacation shall be at the employee's current salary or ten per cent (10%) of gross earnings for the period in which vacation was earned, whichever is greater.

Section 5:

All employees shall be entitled to thirty (30) working days' paid vacation after twenty (20) years' service and in each year thereafter. Pay for such vacation shall be at the employee's current salary or twelve per cent (12%) of gross earnings for the period in which vacation was earned, whichever is greater.

Section 6:

Employees desiring to take vacations in broken periods shall be entitled to take them in periods of one (1) week, two (2) weeks, three (3) weeks, etc.

Section 7:

Employees shall select their vacation periods in order of seniority as defined in this Agreement; however, only one (1) vacation period shall be selected by seniority until all employees in the signing group have selected one (1) period. Subsequently, all employees in the signing group who have chosen to take their vacations in broken periods shall select in order of seniority for a second vacation period and again for subsequent periods until all periods are chosen.

Section 8:

The Company will make every effort to fix vacation schedules by May 1st, of each year, giving consideration to the work schedule of the Company and the request of the employee. Employees must give a minimum of fourteen (14) days' notice when applying for vacations.

Section 9:

All earned vacation pay is to be paid on June 1st annually. However, an employee can request to be paid during the time(s) they are on vacation and the pay will coincide with their regular pay period.

ARTICLE 9 — LEAVES OF ABSENCE

Section 1: Union Business

Leave of absence without pay will be granted to employees for the purpose of attending to Union business providing the Company's work requirements will allow for such leave. The Union will request such leave by giving the Manager or Company representative, in writing, as much notice as possible.

Section 2: Bereavement Leave

In the case of death in the immediate family; (i.e. employee's spouse, sons, daughters, father, mother, **step parents, step children**, sisters, brothers, grandparents, father-in-law, mother-in-law) a full-time employee, upon completion of thirty (30) days of continuous employment, shall be granted three (3) consecutive working days' leave of absence with full pay. Members of the employee's immediate family shall be further defined to include any relative resident in the same household as the employee. However, a part-time employee shall be entitled to a maximum of two (2) consecutive regularly scheduled working days' leave of absence with full pay, following completion of at least three (3) months of continuous employment. Such leave of absence will not be charged against paid sick leave, holiday entitlement, or other accrued time off.

Section 3:

- (a) Employees who have completed two (2) or more years of service with the Company may apply for and receive, where practical, leave of absence up to twenty (20) working days, without pay, to be taken in an unbroken sequence.
- (b) Employees who have completed three (3) or more years of service with the Company shall, where practical, receive up to sixty (60) working days' leave of absence, without pay, annually. Such leave shall be taken in unbroken sequence.
- (c) Application for leave of absence under (a) above shall require seven (7) days' notice under (b) above shall require fourteen (14) days' notice.

Section 4: Jury Duty

An employee summoned to Jury Duty shall be paid wages amounting to the difference between the amount paid to them for jury service and the amount they would have earned, had they worked such days. Employees on Jury Duty shall furnish the Company with such statements of earnings as the Courts may supply. Employees shall return to work within a reasonable period of time. They shall not be required to report if less than two (2) hours of their normal shift remain to be worked. Total hours on Jury Duty and actual work on the job in the office in one (1) day shall not exceed regular working hours for purposes of establishing the basic work day. Any time worked in the office in excess of the combined total of eight (8) hours shall be considered overtime and paid as such. The Company shall not be required to make up the difference between jury duty and regular daily pay for jury duty, in excess two (2) continuous weeks.

Section 5: Family Related Leaves

Employees meeting the criteria for such leaves will be granted leaves of absences in accordance with the provisions of Part 6 of the Employment Standards Act for Maternity Leave, Parental Leave, Family Responsibility Leave, Compassionate Care Leave, Critical Illness, or Injury Leave, Reservists Leave, Leave Respecting Disappearance of a Child, Leave Respecting the Death of a Child and Leave Respecting Sexual or Domestic Violence.

The terms of this agreement, including entitlement to benefits, shall continue to apply during the period of the employee's leave and shall not affect sick leave entitlement of seniority.

On completion of the leave the employee shall be returned to his/her previous job and shifts.

Section 6: Injury or Illness

The Company will grant leave of absence to employees suffering injury or illness for the term of this Agreement, subject to a medical certificate if requested by the employer. The employee shall have a reasonable period of time to present such medical certificate. The employee shall report or cause to have reported the injury or illness which requires his absence to the Company as soon as may be reasonably possible.

ARTICLE 10 — SICK LEAVE AND WELFARE PLAN

Section 1: Sick Benefits

The Company agrees to provide the following Sick Benefit Plan as outlined below:

1. Each regular full-time employee will accumulate paid sick benefits at the rate of one-half (1/2) day per month to a maximum of eight (8) days.
2. Employees can use these sick days in case of illness with no waiting period. Any accumulated unused sick days shall be paid out at a rate of fifty percent (50%) on December 31st of each year.

Section 2: Group Life Insurance Plan

The Company agrees to provide a Group Life Insurance Plan as outlined below:

1. Participation in the Plan by each regular employee covered by this Agreement is a condition of employment.
2. Coverage will commence in the first of the month following completion of sixty (60) days' employment.
3. Benefits shall be in the sum of Forty Thousand Dollars (\$40,000.00) covering death from any cause and including similar benefits for accidental death and dismemberment.
4. Premium costs shall be paid by the Company.

Section 3: Dental Plan

The Company shall make available the Dental Plan. Premium costs shall be paid 100% by the Company:

The Plan will be based on the following principles:

- (a) Basic dental service (Plan A) — Plan pays 80% of approved schedule of fees.
- (b) Prosthetics, crowns, and bridges (Plan B) — Plan pays 50% of approved schedule of fees.
- (c) Orthodontics (Plan C) — Plan pays 50% of approved schedule of fees (lifetime maximum \$2,000), with no waiting period.

Section 4: Extended Health Benefit Plan

The Company agrees to provide an Extended Health Benefit Plan as outlined below:

1. Participation in the Plan by all employees covered by this Agreement is a condition of employment.
2. Coverage for all eligible employees and their dependents shall commence on the first of the month following sixty (60) days' employment.
3. The Plan for Extended Health Options are as per Appendix "C" (Plant Number 44150). The Employer may change insurance providers and/or benefit plans, provided that the benefits are equal or greater than listed in Appendix "C" and that the employer notifies the Local Union with all changes to make a comparison. If for any reason, with a change of insurance providers and/or benefit plans, a benefit is less than what is currently provided in the Plan, the Employer shall pay for the cost of maintaining that benefit.
4. Premium costs shall be paid by the Company.

Section 5:

It shall be the responsibility of the Company to advise the employees of the benefits available under the Health and Welfare Plan and to provide said employee with the necessary application cards to join the Plan. It shall then be the employee's responsibility to make application for benefits under the Plan.

ARTICLE 11 — WAGES AND JOB CLASSIFICATION

Section 1:

Employee shall be classified in accordance with the skills used and shall be paid not less than the minimum rate for such classification in accordance with the Schedule of Job Classifications and Hourly Rates of Pay as set forth in Appendix "A" attached hereto and made part of this Agreement.

Section 2:

It is expressly understood that the salaries herein provided are minimum scale. This Agreement shall not be so construed as to reduce the pay or increase the hours of any employee, within the bargaining unit, nor shall it be so construed that any employee may not be given an increase in pay before period specified or be advanced or promoted in the service of the Company. Employees will be placed on the wage rate step to correspond with the length of service and will then receive automatic wage increases in accordance with the length of service provisions of Appendix "A"

Section 3:

Any position not covered by Appendix "A", new positions which may be established during the life of this Agreement, or re-classification of existing positions, shall be subject to negotiations and agreement between the Company and the Union with respect to classification and salary for the position in question. In the event the Parties fail to agree, such matters may be referred to the grievance and arbitration procedures as defined in Articles 18 and 19 of this Agreement.

Section 4:

Where an employee has the necessary qualifications and ability to handle the work, there shall be no discrimination between men and women in the matter of appointments to vacant positions or in salaries for such positions. The Company recognizes equal pay for equal work.

ARTICLE 12 — JOB POSTING, PROMOTIONS AND TRANSFERS

Section 1:

It is the intention of the Company to fill job vacancies from within the bargaining unit before hiring new employees, providing employees are available with the necessary qualifications to fill the vacant position.

Section 2: Job Vacancies

Notice of all job vacancies shall be posted on the office bulletin board for forty-eight (48) hours and will include job title, job group and brief description of the job duties and qualifications required. Those employees who make application during this forty-eight (48) hour period will be considered for the job except, however, employees on vacation or leave during such period of job posting shall be eligible to apply for such positions within the three (3) day period after their return to work. Where a vacancy has not been filled from within the bargaining unit or from the recall list, the Union will have the right to refer qualified employees from its unemployed roster.

Section 3: Promotions

Promotion is hereby defined as a move from a lower job group to a higher job group. Promotion shall be made on the basis of seniority, ability and qualifications. In the event two (2) or more employees have the same relative ability and qualifications, the employee with the greatest seniority shall be selected.

Section 4:

An employee promoted to a higher rated position shall be on trial for the first sixty (60) calendar days, unless extended by mutual agreement between the Company and the Union. If during the trial period he/she is considered to be unsuitable, or if he/she decides to return to their old job, he/she shall be returned to his/her former position or one of equal rank and shall be paid his/her former salary plus any increments which he/she may have been entitled to had he/she not been promoted. Any movement under this Section is subject to forty-eight (48) hours' notice.

Section 5:

Any employee assigned to a higher job classification or temporarily replacing another employee in such higher classification, shall be paid at the higher rate for the period so employed. This provision shall not apply for brief relief periods of less than one-half (1/2) day except that if an employee is required to work at a higher classification on a recurring bases, i.e. each day, each week or each month. In such cases, higher rate of pay shall apply.

Section 6: Transfers

An employee transferred from one position to another having the same salary rate range, shall continue to receive his/her current salary. Time worked on positions having the same salary ranges shall be cumulative for determining future salary progression.

ARTICLE 13 — LAY-OFF, RECALL AND SEVERANCE

Section 1: Lay-off Procedure

If a reduction of employees covered by this Agreement is necessary, the following procedure shall be adopted: The employee with the least amount of seniority in any classification will be the first laid-off from that job, but they may displace an employee in the same or lower classification with the least seniority in the same or lower classification with the least seniority in such classifications providing they have the qualifications to satisfactorily perform the job and have greater seniority.

Employees who are displaced from their jobs as a result of such bump-back procedure, may themselves move back and displace employees having less seniority in the same or lower classification, providing such employee have the necessary qualifications and seniority.

Section 2:

All regular or part-time regular (i.e. permanent) employees shall be given notice of lay-off or salary in lieu of notice as provided by the "Employment Standards Act of **British Columbia**.

Section 3:

Any regular or regular part-time employee with six (6) months or more of service who is laid off due to lack of work or redundancy, shall be placed on the recall list for a period **eighteen (18) months**.

Section 4: Recall

Notice of recall to an employee who has been laid off shall be made by registered mail to the last known address of the employee. The employee must respond to such notice within three (3) days of receiving it or possibly lose right of seniority and recall. However, an employee who is prevented from responding to a recall notice because of illness or other reason beyond the employee's control shall not lose such rights thereby, but such employee may be bypassed for the position available.

An employee bypassed as provided above will remain on the recall list for the remaining recall period.

Section 5:

Employees on the recall list shall have the right to return to a vacancy in their former job classification or to a similar classification for which they are qualified providing no other employee with greater seniority is not promoted or transferred to such vacant position. When such transfers or promotions occur, resulting in a vacant position, the employee on the recall list will be offered the resulting vacant position.

Section 6: Salary Policy on Recall

- (a) Employees recalled to their former position or to a position having the same salary range shall receive the current salary for the position.
- (b) Employees recalled to a position which has a lower salary range than their former position, shall be paid their former salary if it is not higher than the maximum rate for the position to which they are recalled. in cases where the former salary is higher, they shall be paid the maximum rate for the lower position.
- (c) The foregoing salary policy shall also apply in the case of demotions due to layoffs and other circumstances.

Section 7: Severance Pay

Severance pay shall be paid to employees who have service of one (1) year or more with the Company, who are terminated due to consolidation, reduction of employees covered by this Agreement, suspension of business or changes in procedures. The amount of severance pay shall be one (1) week at the employee's current regular salary for each year of service, to a maximum of **sixteen (16) weeks. Extended Health Benefits (Appendix "C") will be maintained for a period of three (3) months.**

ARTICLE 14 — SENIORITY

Section 1:

Seniority is defined as the length of service in the bargaining unit and shall include service with the Employer and its predecessors prior to the certification. Seniority shall be used in determining preference or priority for promotion, transfer, demotion, lay-off, permanent reduction of the work force and recall as set out in other provisions of this Agreement.

Section 2:

There shall be two (2) separate seniority lists, one (1) for Dispatchers and one (1) for CSA Operators. When Dispatchers and/or Telephone CSA Operators are required, employees will be drawn in order of seniority from the respective lists. Should qualified employees not be available in one category of work, it shall be at the employee's option to accept work in another category provided employees in that category have had a work opportunity. In the exercise of the above seniority provisions, the employee or the Employer shall not be unreasonable.

Section 3:

Upon completion of the probationary period, employees shall be entitled to all rights and privileges of this Agreement and the employee's seniority shall be effective from the original date of employment.

Section 4: Regular Part-time Employees

For purposes only of promotions, lateral transfers, demotions due to reduction of staff or exercising "bumping privileges", regular part-time employees shall accrue seniority on the hours worked in accumulation.

Section 5:

Except as otherwise provided in this Agreement, an employee who leaves the bargaining unit and subsequently returns, will be considered a new employee from the date of re-entering the bargaining unit for purposes of seniority credit.

Section 6:

An employee on leave of absence under Article 9 or Article 10 will continue to accrue seniority during such leave of absence.

Section 7:

Within the office, the Company will maintain separate seniority listings for regular and part-time regular employees. These lists will be available for employees in the dispatch office at all times. Such up-to-date listings will be posted as of January 1st and July 1st, of each year, with copies of each current list provided to the Union by the Company. Any employee wishing to protest his/her seniority must do so by formally reducing his/her protest to writing and submitting same to the Company and the Union within thirty (30) days of the posting of the said listings.

ARTICLE 15 — DISCHARGE AND TERMINATION

Section 1:

It is hereby agreed that the Company has the right to discharge an employee for reasonable and sufficient cause. The Company agrees to advise the Union of any such discharge and the reasons therefore at time of such action.

Section 2:

If an employee is to be terminated, except as provided in Section 1 above, said employee shall receive notice prior to the date of termination, or wages in lieu of notice using the formula set out in the "Employment Standards Act of British Columbia. If notice is given prior to the vacation period of any employee, such employee shall receive at least two (2) weeks' wages (as per the foregoing formula) at the employee's current salary, in addition to vacation pay to which the employee is entitled, plus all other benefits. The employee where possible shall give the Company two (2) weeks' notice of intention to terminate service.

Section 3:

If upon joint investigation by the Union and the Company, or by decision of an arbitration board so appointed pursuant to the terms of this Agreement, it shall be found that an employee has been unjustly discharged, such employee shall be reinstated to his/her former position without any loss of seniority or rank and shall suffer no reduction in salary. Compensation for salary lost by such employee shall be mutually agreed between the Company and the Union or as determined by arbitration.

ARTICLE 16 — TECHNOLOGICAL OR PROCEDURAL CHANGES

Section 1:

The Company will provide the Union with at least six (6) months' notice of intention to introduce automation, equipment or procedures which might result in displacement or reduction of personnel or in changes of job classification. Further, where the Company plans on adding work by dispatching for other companies they must notify and meet with the Union at their earliest convenience to discuss the increased workload and work out all details around staffing and job changes. If the details show an increase in job requirements, the parties shall discuss compensation of wages or staff changes to meet the work requirements. Where the parties cannot agree on any issues mentioned in the above, they will refer the matter to an arbitrator for settlement.

Section 2:

In cases where employees are not trainable for available positions or where other positions with the Company are not available, the employees may elect for termination of employment or may elect to be placed on the recall list. An employee on recall under this Section shall receive all the benefits which he/she had accrued during employment at the end of the recall period, or at such earlier time as he/she may elect to terminate.

Section 3:

A specified extension of the recall period, where recall is applied under Section 2 above, may be mutually agreed by the employee and the Company, subject to written approval by the Union.

Section 4:

Severance pay as provided for in Article 13, Section 7, shall be due and payable to a displaced employee, immediately upon separation in addition to the required notice or pay, in lieu of such notice, as defined in Article 15, Section 2, and all vacation allowances to which the employee may be entitled.

Section 5:

Where newly created or revised jobs are to be implemented as a result of a change defined in Section 1 above, the Company, in order of seniority, further agrees to arrange an on-the-job training program during regular working hours for those who may be affected at no cost to the employees involved.

Section 6:

The Company agrees to supply full and complete information to the Union as may be required to ensure the proper operation of this Article.

ARTICLE 17 —GENERAL

Section 1:

Payday shall be on alternate Tuesdays and each employee shall be furnished with an itemized statement of earnings and deductions. This section can be changed by mutual agreement.

Section 2:

Employees shall not be asked to make any written or verbal contract which may conflict with this Agreement.

Section 3:

Working conditions, wages and benefits at present in force which are not specifically mentioned in this Agreement and are not contrary to its intention, shall continue in full force and effect.

Section 4: Sub-contracting

No work normally performed by employees within the bargaining unit as covered in this Agreement shall be sub-contracted by the Company to or through employment agencies or other such sundry type overload agencies, other company locations, or to an individual, except where qualified Union members are not available to perform the required work.

Section 5: Picket Lines

It shall not be a violation of this Agreement or cause for discharge of any employee, in the performance of his/her duties, to refuse to cross a legal picket line recognized by the Union. The Union shall notify the Company as soon as possible of the existence of such recognized picket lines.

Section 6: Bulletin Boards

A bulletin board will be made available to the Union in the office for the purpose of posting Union notices relating to meetings and general Union activities. A copy of each notice shall be submitted to the Company before being posted. This bulletin board shall be used for notices by the Company or the Union.

Section 7: Health and Safety

The Company agrees to provide a safe, properly lighted, heated and ventilated place of work with restrooms and first aid facilities as required by applicable federal and provincial statutes. The Company further agrees to provide a healthful work environment for all employees (and proper protection for pregnant female employees where V.D.T.s or similar technology is on the Company's premises).

1. (a) The Company and the Union agree that it is in the interest of all concerned to maintain high standards of Health, Safety and Environment in order to prevent occupational injury and disease.
 - (b) A Worker Health and Safety Representative shall be established in accordance with the following:
 - i) One (1) worker representative for the Union.
 - ii) One (1) employer representative for the Company.
 - (c) The worker and employer representatives' shall have the same duties and functions as a joint committee, to the extent practicable.
2. (a) **Occupational Health and Safety Committee**

It is agreed that Part 3 of the BC Workers Compensation Act ("Act") and the Occupational Health and Safety Regulation ("Regulation") is incorporated into and forms part of this agreement. The employer and the union agree to abide by those provisions unless this agreement provides otherwise.

- (b) The Company agrees to fully cooperate with the Worker and Employer Representatives and shall provide them with full access for carrying out their inspections, investigations and shall furnish all reports, plans and records required by Part 3 of the Act and Regulations for the work of the Committee.

- (c) **Reporting Unsafe Conditions and Refusal of Unsafe Work**

The Occupational Health and Safety Regulation requires that whenever a person observes what appears to be an unsafe or harmful condition or act, the person must report it as soon as possible to a supervisor or to the Employer, and the person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.

- (d) The representatives shall accompany all government inspectors during inspections and investigations.

(e) **Representatives Recommendations**

The employer shall respond in writing within twenty-one (21) working days, to any formal recommendation of the worker representative.

(f) **Health and Safety Education Leaves**

The Company shall provide one (1) day of paid educational leave in each year for one worker representative to attend Health, Safety and Environmental courses that will enhance the members skills and understanding so that they more effectively participate in health and safety responsibilities.

3. **Notification of Injury or Illness**

- (a) Any employee suffering an injury or illness must report immediately to First Aid as soon as possible.
- (b) The Workers Representatives shall be notified immediately of each injury or illness.
- (c) In the case of a fatality or serious injury arising from an incident or condition at work, the Local Union shall be notified immediately and one of its representatives shall join the Workers' Representative's investigation at the workplace. Furthermore the Union can also request the assistance from the District 3 Staff Representative or the District 3 Safety Coordinator or their designate to participate in the investigation. The Company shall provide full access to the workplace.

4. **Injured Employee – Daily Earnings**

- (a) Where an employee is injured on the job to the extent that they are required to obtain treatment at a medical facility or doctor's office, and the doctor recommends that the employee not return to work on that day, the Company shall maintain the employee's normal daily earnings for the day of injury.
- (b) The Company shall provide transportation at no cost to the employees if medical treatment is required.

5. **Employees Working Alone**

Where an employee is employed under conditions where he might be injured and not be able to secure assistance, the Company shall devise some method of checking on the well-being of the employee at intervals which are reasonable and practicable under the circumstances. The Company will install a self-locking door to its call centre office, and a release buzzer to the door accessible to employees working alone.

6. **Violence at Work**

The Company and the Union consider work-related violence to be a serious matter and will take all reasonable steps to reduce risks from violence to its employees and to others who may be affected. Violence at work is defined as “any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.”

All employees are encouraged to report work-related violence. All incidents of violence at work will be investigated and the victims will be provided with the appropriate support and counselling if required.

The Company and the Union encourage employees who suffer violence at work to report incidents to the police and the Company will support them (such as time off to attend court) in any subsequent criminal or civil proceedings to ensure that those who commit acts of violence against its employees are prosecuted.

Section 8: Facilities

The Company agrees to provide a small refrigerator, a small microwave oven, and a coffee machine for the benefit of the employees, at no cost to the employees.

Section 9: Humanity Fund

For the purpose of International Aid and Development, the Company agrees to deduct twenty dollars (\$20.00) from each employee on October 1st of each year and forward to the United Steelworkers Humanity Fund.

United Steelworkers
National Office Humanity Fund Dept.
234 Eglinton Avenue East, 7th Floor
Toronto, Ontario M4P 1K7

and to advise in writing both the Humanity Fund at the aforementioned address and the Local Union that such payment has been made, the amount of such payment and the names of all employees in the bargaining unit on whose behalf such payment has been made.

It is agreed that the total for each employee's yearly deduction will be entered in Box 46 (Charitable Contribution) of the Revenue Canada T4 slip for the year it has been deducted. For this purpose, the payroll department will not the following Charitable Donation number for the "Humanity Fund" R119172278RR001.

Section 10 – Monitoring of Drivers

Drivers reaching the maximum hours of work per week as determined by National Safety Code requirements are notified of ineligibility for dispatch and driving. Any drivers disputing such ineligibility shall, as required by their Taxi Lease Agreement with Royal City Taxi Ltd., only deal with an authorized Board of Director member with respect to such ineligibility.

ARTICLE 18 — GRIEVANCE PROCEDURE

Section 1: Procedure

The Company and the Union mutually agree that when a grievance arises in the workplace coming under the terms of this Agreement, it shall be taken up in the manner set out below:

Step One

The individual employee involved shall first take up the matter with the Manager or employer's representative directly in charge of the work within fourteen (14) days of the date of the said grievance. The Employer has five (5) days to respond in writing.

Step Two

If the question is not satisfactory settled in this way, the same individual, with the Committee, shall take up the problem with either the Personnel Officer or Manager or both, as designated by the Company within fourteen (14) days. The Employer has five (5) days to respond in writing.

Step Three

If a satisfactory settlement is not then reached, the Committee shall take up the problem with either the Personnel Officer or Manager, or both, as designated by the Company. A statement in writing or the alleged grievance, together with a statement in writing from the Personnel Officer or Manager shall be exchanged by the Parties concerned within fourteen (14) days. The Employer has five (5) days to respond in writing.

Step Four

If the problem is not then satisfactorily solved, it shall be referred to the Local Union and the Management.

Step Five

If a satisfactory settlement is not then reached, it shall be dealt with by arbitration as set forth in Article 19.

Section 2: Time Limit

If a grievance has not advanced to the next stage under Step Two, Three, Four or Five within fourteen (14) days after completion of the preceding stage, then the grievance shall be deemed abandoned, and all rights of recourse to the grievance procedure shall be at an end. Where the Union is not able to observe this time limit, for good reason, the said time limit shall not apply. The Union shall be bound to proceed in such a case as quickly as may be reasonably possible.

ARTICLE 19 — ARBITRATION

Section 1:

- (a) When any difference arises between the Parties as to the interpretation, application, or alleged violation of this Agreement, including any question as to whether a matter is arbitrable or not, the matter may be referred by either Party to Arbitration.
- (b) The Parties to this Agreement hereby agree to use the services of a single Arbitrator as a means of settling grievances and disputes.
- (c) The Parties to this Agreement hereby agree that the appointed Arbitrator can retain jurisdiction to execute the award.

Section 2:

The Party desiring Arbitration under this Article will notify the other Party, in writing, by registered mail, of the question or questions to be arbitrated.

Section 3:

The parties to the dispute will thereupon meet within ten (10) working days to decide upon an Arbitrator. Failing agreement upon a person willing to act, or in the event one of the Parties declines the procedure, either party may apply to the Minister of Labour for the Province of British Columbia to appoint an Arbitrator. Hearings shall commence within thirty (30) working days so the appointment of the Arbitrator.

Section 4:

Upon agreed appointment of an Arbitrator, the Arbitrator shall hear the Parties, settle the terms of question to be arbitrated and make his award within fifteen (15) working days of the appointment or with such extended period as may be mutually agreed to by the Parties to this dispute. The Arbitrator shall deliver his award, in writing, to each of the Parties and the award shall be final and binding on the Parties, and shall be carried out forthwith. The Arbitrator shall not be vested with the power to change, modify or alter any of the terms of this Agreement.

Section 5:

Each Party shall pay its own costs and expenses of the Arbitration and one-half (1/2) the remuneration and disbursements or expenses of the Arbitrator.

ARTICLE 20 — HARASSMENT

1. The Parties to this collective agreement are committed to the belief that all employees have a right to work in an environment that is free from any form of harassment. According to the Human Rights Act of British Columbia, every employee has the right to freedom from harassment by a supervisor or other employee because of gender, race, ancestry, place of origin, color, ethnic origin, citizenship, creed, age, record of offences, marital status, family status, sexual orientation or disability.
2. Harassment for the purpose of this policy is defined as comment or conduct that is known to be unwelcome. It interferes with an individual's work or creates an intimidating or unpleasant work environment.
 - a. Sexual Harassment: includes unwelcome sexual advances, requests for sexual favors, comments of a sexual nature made either directly to the employee or made to others in reference to the employee or other unwelcome sexual conduct.
 - b. Personal Harassment: includes derogatory comments, taunts, threats, jokes or jeers about race, color, national ethnic origin, religion, age, disability, citizenship, record of offences, marital or family status, gender or sexual orientation.
3. There is an initial responsibility on the part of the person who is allegedly being harassed to attempt to control the situation before proceeding further. Therefore it should be indicated to the harasser in a clear, direct and firm way that the comments or actions concerned are considered offensive.
4. If the activity or behavior does not stop after the person has been approached, or the complainant does not feel comfortable speaking with the person directly, the complainant should raise the issue with the General Manager or the Operations Manager.
5. The complainant should keep a detailed written record of the event(s) including the name, place, date, time, witnesses (if any) and details of the offensive behavior.
6. Management will take the following steps to resolve the complaint.
 - a. Assure the complainant that an objective examination of the complaint shall take place immediately.
 - b. Advise the person alleged to be responsible that a complaint has been lodged.
 - c. Interview the complainant and the person(s) alleged to be responsible as soon as possible.
 - d. Interview any witnesses.
 - e. Document the situation clearly and completely.

- f. Render a decision as soon as possible and advise the parties of the action to be taken, if any. If it is determined that a form of harassment has occurred, disciplinary measures, as appropriate, will be taken following consultation with the General Manager or Operations Manager. Such measures may include: counseling, oral reprimand, written reprimand, transfer, suspension without pay for a period of time, demotion, or termination.
 - g. Ensure that all information concerning the case be kept confidential.
 - h. Retain a record of a complaint in the complainant's file if it is determined that the complaint was frivolous or vexatious. Remove records relating to frivolous or vexatious complaints shall be removed from the respondent's file and remove any reference identifying the respondent from the complainant's file.
7. Where either the complainant or the respondent, in conjunction with the Union, is not satisfied with the Company's decision, the Union will put the complaint, within thirty (30) days, before a mutually agreed upon, independent adjudicator who specializes in cases of personal harassment or sexual harassment. The adjudicator shall work with the parties to achieve a mutually acceptable resolution and if this is not achieved, the adjudicator shall have the right to:
- (1) dismiss the complaint; or
 - (2) determine the appropriate level of discipline to be applied to the harasser;
 - (3) make further recommendations as are necessary to provide a final and conclusive settlement of the complaint.

All fees and expenses of the adjudicator shall be shared equally between the Company and the Union

ARTICLE 21 — PENSION/RRSP

For full time employees only, the Company will match yearly RRSP contributions up to \$500.00 in each year. To receive the matching RRSP payment of \$500.00 each eligible employee must attend their bank or institution to receive an RRSP account number that will be given to the Company payroll department to either have the money put into their account via direct deposit or have a cheque made up to the bank or institution to be deposited into the RRSP account.

ARTICLE 22 — DURATION

Section 1:

- (a) This Agreement shall be in full force and effect on and after the **1st day of April, 2021 to and including the 31st day of March 2023** and shall automatically be renewed and remain in full force and effect from year to year thereafter, unless either Party serves written notice upon the other Party hereto of intention to open the Agreement for negotiations and revision or renewal, at least sixty (60) days prior to the 31st of March in any year subsequent thereto. If written notice is given by a party hereto, the other Party to the Agreement shall be required to commence collective bargaining with a view to the conclusion of a renewal or revision of the Collective Agreement, or a new Collective Agreement.
- (b) Where such notice is given, the provisions of this Agreement shall continue in full force an effect until a new Agreement is signed and executed or the Union commences strike action or the Company commences a lock-out, whichever first occurs.

Section 2:

It is mutually agreed by the Parties to exclude from this Agreement the operation of Section 66(2) of the Labour Relations Code of British Columbia.

Section 3: Severability

In the event that any provision of this Agreement shall at any time be declared invalid by any court or competent jurisdiction or through government regulations or decree, such decision shall not invalidate the entire Agreement. It is the express intention of the Parties hereto that all other provisions not declared invalid shall remain in full force and effect.

Dated this _____ day of _____, 201_____

Signed on behalf of:

United Steel Workers, Local 2009

Royal City Taxi Ltd.

APPENDIX "A"
JOB CLASSIFICATION AND HOURLY RATES

| CLASSIFICATION | April 1/20 | April 1/21 1.5% | April 1/23 2% |
|--------------------------------|-------------------|----------------------------|--------------------------|
| Customer Service Agent (CSA) | \$16.10 | \$16.34 | \$16.67 |
| Dispatcher (8 hour shift rate) | \$22.01 | \$22.34 | \$22.79 |
| Systems Operator/Dispatcher | \$23.44 | \$23.79 | \$24.27 |

Training rates for new employee(s) who work as Customer Service Agents will be as follows:

Probation Rate (first 30 shifts) Minimum Wage

***NOTE:** New hires will only get the training rate when they are being trained by a regular full time employee. If for any reason the new hire is working on their own they will receive the full time rate. The Company at its own discretion has the right at any time to waive the training rate for a new employee and pay the full time rate. Lastly, at no time can an employee receive less than the minimum wage.

Training for the positions shall be provided for new employees. When required, the Company shall designate employees in the bargaining unit with the necessary skills, qualifications and experience to provide reasonable training to new employees. Employees designated and providing training shall receive an additional \$1.00 per hour when requested to provide training.

Dated this _____ day of _____, 20_____

Signed on behalf of:

United Steel Workers, Local 2009

Royal City Taxi Ltd.

APPENDIX "B"
12-HOUR SHIFT

By mutual agreement the Employer may schedule a three (3) day work week consisting of three (3) shifts of twelve (12) hours per shift for a total of thirty-six (36) hours inclusive of all breaks, and be paid for forty (40) hours pay. If the Company wishes to revoke appendix "B" they must give 90 days' written notice to the Local Union with a bona fide reason that must be agreed upon by both parties before they can revert back to the original hours of work.

Twelve-Hour Shifts — Appendix B

1. The regular workweek shall be 3 – 12Hr shifts, (three shifts (days) on, four shifts (days off)
2. Where a twelve (12) hour shift is employed the hours worked will be twelve (12) hours for which they will receive thirteen (13) hours and twenty (20) minutes pay.
3. For the purpose of calculating an employee's earnings, the employee's hourly rate will be one hundred and eleven percent (111%) of the employee's classification rate of pay.
4. Employees shall be entitled to their paid breaks within each twelve (12) hour shift.
5. Overtime - All work performed outside the regular scheduled hours will be paid at double time.
6. For the purposes of employees working the twelve (12) hour shift, a vacation week shall be defined as three (3) work days. (ie — one day = 13'20" or one week = 40 hours)
7. Bereavement Leave – Employees when on bereavement leave when falling on their regular day of work shall receive their regular days' pay at 12 hours 111%.

Dated this _____ day of _____, 20_____

Signed on behalf of:

United Steel Workers, Local 2009

Royal City Taxi Ltd.

| | |
|--|---|
| <p><i>Other services and equipment</i></p> <p><i>Medical Travel Benefit</i></p> <p><i>Medical Emergency/Assistance/ Travel Health Benefits</i></p> | <p>Medical Equipment including; Wheelchairs, hospital beds, up to \$5,000 each per insured, respirators and oxygen, up to \$1,000 per insured, breast prosthesis, artificial limbs, eyes, braces for limb truss, walking aids, wigs as a result of chemotherapy, up to \$1,000 per insured.</p> <p>Diabetic colostomy and ileostomy supplies Orthotics, up to \$200 per person per calendar year. Orthopaedic shoes (custom designed)</p> <p>Travel costs for medically necessary treatments, up to \$750 per person every 24 months.</p> <p>24 hour emergency assistance finding medical help abroad, including emergency medical payments and evacuation, where required. Hospital and physician charges for emergency treatment outside Canada. The Plan covers the first number of days of a trip as follows:</p> <p>Up to age 65 – 180 days; Age 65 to 69 – 90 days; Age 70 to 74 – 60 days; and Age 75 to 80 – 30 days.</p> |
| <p>Survivor Benefits</p> | <p>24 month Survivor Benefit for a deceased employee's insured spouse and dependents</p> |
| <p>Teladoc</p> | <p>Your Extended Health Care benefit under Chambers Plan includes free access for you and your insured dependents to Teladoc ® - a global service providing convenient access to high quality care to millions of people in more than 130 countries. Teladoc telemedicine service allows you to consult with a physician about non urgent medical matters by video conference or by phone, from wherever you are in Canada or the United States, 24 hours a day, 365 days a year. During your visit, you can receive a diagnosis treatment recommendations, and even be prescribed medication when necessary.</p> |
| <p>Termination</p> | <p>All health benefits will cease at the end of the month following the date of termination, but no later than the Anniversary Date following your 80th birthday.</p> |
| | |