

ELEVENTH COLLECTIVE AGREEMENT

between the

**INTERIOR SAVINGS CREDIT UNION
(LOCAL 1705)**

and the

B.C. GENERAL EMPLOYEES' UNION (BCGEU)

Effective from March 1, 2021 to February 28, 2024

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DEFINITIONS

For the purpose of clarification:

- (a) "*Bargaining unit*" means all employees of Interior Savings Credit Union, except those excluded by the *Act* or pursuant to Clause 2.4 of this agreement.
 - (b) "*Demotion*" means a change from an employee's position to one with a lower maximum salary.
 - (c) "*Employee*" means a member of the bargaining unit and includes:
 - (1) "*regular full-time employee*" meaning an employee hired to work on a regular full-time basis in a regular continuing position;
 - (2) "*regular part-time employee*" meaning an employee who is hired to work less than regular full-time in a regular continuing position, having hours sufficient to meet benefit carrier eligibility requirements;
 - (3) "*casual employee*" meaning an employee hired to backfill regular full-time or regular part-time employee positions and/or to carry out temporary projects, incidental assignments, or to address additional workloads during peak periods of business.
- The Employer agrees that the number of regular part-time and casual employees will be kept to a minimum so as to ensure that the need for regular full-time employees is not reduced.
- (d) "*Employer*" means Interior Savings Credit Union.
 - (e) "*Lateral transfer*" or "*transfer*" refers to the movement of an employee from one position to another which does not constitute a demotion or promotion.
 - (f) "*Layoff*" is a cessation of employment or a reduction in hours as a result of a reduction of the amount of work required to be done by the Employer and where, should work become available, employees will be recalled in accordance with this agreement.
 - (g) "*Leave of absence with pay*" means to be absent from duty with permission and with pay.
 - (h) "*Leave of absence without pay*" means to be absent from duty with permission but without pay.
 - (i) "*Probationary period*" means all newly-hired employees shall be considered probationary for 90 calendar days.
 - (j) "*Promotion*" means a change from an employee's position to one with a higher maximum salary level.
 - (k) "*Shift*" means the period of scheduled straight-time working hours on a scheduled workday where the hours scheduled are consecutive except for the meal period.
 - (l) "*Spouse*" means a person of the same or opposite gender to whom the employee is legally married or who has been publicly represented as the spouse of an employee and who has cohabited with the employee for a period of not less than one year.
 - (m) "*Union*" means the B.C. General Employees' Union (BCGEU).
 - (n) "*Workday*" is a period of 24 consecutive hours commencing with the starting time of any shift.

ARTICLE 1 - PREAMBLE

1.1 Purpose of Agreement

- (a) The purpose of this agreement is to establish and maintain a harmonious relationship between the Employer, its employees and the Union, and to clearly define the hours of work, rates of pay and conditions of employment, and to provide an amicable method of settling grievances which may arise from time to time; and to promote mutual interest of the Employer and its employees.
- (b) The parties hereto recognize that they are jointly engaged in providing a valuable service to the membership, and that there is an obligation on each party for the continuous and efficient performance of such service, within the terms and conditions of this agreement and for its duration.

1.2 Discrimination, Harassment and Workplace Harassment

- (a) The Union and the Employer recognize the right of employees to work in an environment free from personal and sexual harassment and the Employer shall take such actions as are necessary respecting an employee engaging in harassment in the workplace.
- (b) The parties hereto subscribe to the principles of the *Human Rights Code* of British Columbia. Neither the Union nor the Employer in carrying out their obligations under this agreement shall discriminate against a person(s) on the grounds of indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.
- (c) The parties recognize the benefit to be derived from a work environment free from harassment where the conduct and/or language of all employees meet the acceptable social standard of the workplace. The parties agree to maintain such an environment.
- (d) The personal rights of employees shall be respected by both parties and in recognition thereof the parties agree that all included and excluded employees have the right to work in an environment free from harassment. To this end the parties support and subscribe to the principles, philosophy, and accountabilities expressed and established in the Employer's Corporate "*Workplace Harassment*" policy as updated from time to time.
- (e) The parties recognize that allegations of harassment may involve sensitive disclosures. Confidentiality is required so as to ensure that those who may have been harassed feel free to come forward, and to also ensure that the reputations of both the complainant and the respondent may be protected.
- (f) A formal written complaint, where initiated, must be filed within six months of the alleged occurrence to the first excluded level of management not involved in the matter. Within five workdays of receipt of the complaint, the Employer's designate shall notify the local staff representative in writing that a complaint has been received and provide the names of the complainant and the respondent(s).
- (g) Pending the determination of the complaint, the Employer may take interim measures to separate the employees concerned, if deemed necessary. Any such action taken under this section will not be deemed disciplinary in nature or seen as presumption of guilt or innocence. The respondent shall have the right to receive a copy of the allegations and to be given a full opportunity to respond to them.
- (h) The Employer shall conclude its investigation of the complaint within 10 workdays of receiving it. An extension for the investigation period may be requested of, and granted by, the local staff representative. The extension, if granted, shall not in any event, be longer than 20 workdays from the date of receipt of the written complaint.

- (i) Both the complainant and the respondent (if a member of the bargaining unit) shall be instructed of their right to have a steward present during all meetings convened during the course of the investigation. Each party shall have the right to be represented independently.
- (j) The Employer's designate shall complete a written report within three workdays of the completion of the investigation. The complainant, the respondent, and the local staff representative shall be apprised of the recommendation(s) and/or actions(s) to be taken.
- (k) Where disciplinary action is pursued by the Employer it shall be subject to the provisions of Article 9 of this agreement.
- (l) Where the complainant or the respondent is not satisfied with the final disposition of the matter, the dissatisfied party may initiate a grievance at Step 3 of the procedure within five workdays of receipt of the Employer's recommendations.
- (m) Where a grievance has been initiated, the Employer agrees to fully disclose to the staff representative, all information gathered during the course of its investigation which may be relied upon in a hearing. The Union shall provide to the Employer the facts upon which it relies in advancing the grievance.
- (n) Where the complaint is determined to be frivolous, or vindictive, the Employer will take appropriate action, which may include discipline.
- (o) The foregoing provisions do not preclude an employee from filing a complaint pursuant to Section 8 of the *BC Human Rights Code*; however, an employee shall not be entitled to duplication of process.

1.3 Personal and Psychological Harassment Definition

- (a) Personal and psychological harassment means objectionable conduct - either repeated or persistent, or a single serious incident - than an individual would reasonably conclude:
 - (1) creates a risk to a worker's psychological or physical well-being; causes a worker substantial distress or results in an employee's humiliation or intimidation; or
 - (2) is discriminatory behaviour that causes substantial distress and is based on a person's indigenous identity, race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation or gender identity; or expression; or
 - (3) is seriously inappropriate and serves no legitimate work-related purpose.
- (b) Good faith actions of a manager or supervisor relating to the management and direction of employees-such as assigning work, providing feedback to employees on work performance, and taking reasonable disciplinary action - do not constitute harassment.

1.4 Sexual Harassment Definition

- (a) Sexual harassment includes sexually oriented verbal or physical behaviour which an individual would reasonably find to be unwanted or unwelcome, giving consideration to all surrounding circumstances and which may detrimentally affect the work environment. Such behaviour could include, but is not limited to:
 - (1) touching, patting or other physical contact;
 - (2) leering, staring or making of sexual gestures;
 - (3) demands for sexual favours;
 - (4) verbal abuse or threats;
 - (5) unwanted sexual invitations;
 - (6) physical assault of a sexual nature;
 - (7) distribution or display of sexual or offensive pictures or material;
 - (8) unwanted questions or comments of a sexual nature;

- (9) practical jokes of a sexual nature.
- (b) To constitute sexual harassment, behaviour may be repeated or persistent or may be a single serious incident.
- (c) Sexual Harassment will often, but need not, be accompanied by an expressed or implied threat of reprisal or promise of reward.
- (d) Sexual harassment refers to behaviour initiated by both males and females directed toward members of either sex.

1.5 Harassment Complaints

- (a) A harassment complaint is not a grievance. The complainant must follow this complaint process. However, any action taken by the Employer as a result of the complaint process may be grieved.
- (b) All complaints will be kept confidential by the complainant, the respondent, the Employer, the Union and witnesses.
- (c) The complainant and the respondent (if they are a member of the Union) have the right to union representation.
- (d) A complainant may try to informally resolve their complaint with the assistance of a supervisor, manager, shop steward, union staff representative or mediator. If the complainant is satisfied with the outcome reached at this point, the complaint is resolved.
- (e) Until a harassment complaint is resolved, the Employer may take interim measures, including separating the complainant and respondent.
- (f) A complainant has the right to file a complaint under the *Human Rights Code* of British Columbia.

1.6 Harassment Complaints Procedure

- (a) An employee who wishes to pursue a concern arising from alleged harassment may submit a complaint in writing, within six months of the latest alleged occurrence, through the Union or directly to the Human Resources Manager or their designate. Complaints of this nature shall be treated in strict confidence by the employees involved, the Union and the Employer.
- (b) When the Employer has received a complaint, they will notify the respondent and the union staff representative of the substance of the complaint in writing within 15 days. The respondent is entitled to attend, participate in, and be represented at any hearing under this clause. If the complainant and/or respondent is a member of the bargaining unit, they shall be given the option of having union representation present at any meeting held to investigate the complaint.
- (c) The Employer or employer designate shall investigate the complaint and shall submit a report to the Human Resources Manager in writing within 30 days of receipt of the complaint. The Human Resources Manager shall, within 30 days of receipt of the report, give such orders as may be necessary to resolve this issue.
- (d) Where the complaint is determined to be of a frivolous, vindictive or vexatious nature, the Employer may take appropriate action which may include discipline. Such actions shall only be for just cause and may be grieved pursuant to Article 7.
- (e) Pending determination of the complaint, the Employer may take interim measures to separate the employees concerned if deemed necessary.
- (f) In cases where the harassment requires the transfer of any employee, it shall be the harasser who is transferred, except that the employee harassed may be transferred with their consent.

1.7 Anti-Bullying

- (a) The Employer and Union support the rights of all people to work in an environment free from bullying. Everyone is expected to adhere to acceptable conduct at all times by respecting the rights and feelings of others and by refraining from any behaviour that might be harmful to others.
- (b) Bullying is verbal or physical conduct that over a period of time, continuously and systematically:
 - (1) intimidates, shows hostility, threatens and offends others;
 - (2) interferes with a worker's performance;
 - (3) otherwise adversely affects others.
- (c) An employee who wishes to pursue a concern arising from alleged bullying may submit a complaint in writing, within 15 days of the latest alleged occurrence, through the Union or directly to the S.V.P., Culture & Technology or their designate. Complaints of this nature shall be treated in strict confidence by the employees involved, the Union and the Employer.
- (d) Immediate defusing, debriefing where deemed appropriate will be made available to employees, as per Article 23.6 (Employee and Family Assistance Program).
- (e) The parties will make every reasonable effort to find a remedy. Once the remedy is agreed, it will be implemented within 15 days, where possible.

1.8 Arbitrator

- (a) Where either party to the proceeding is not satisfied with the response under 1.6(c) above, the complainant will, within 30 days of that response, be put before an arbitrator. Where no response under 1.6(c) is provided within 60 days of the complaint being made, the complaint will be advanced to an arbitrator. The Arbitrator has the remedial powers of an arbitration board under Section 89 of the *Labour Relations Code* and shall have the right to:
 - (1) dismiss the complaint;
 - (2) determine the appropriate level of discipline to be applied to the offender when the offender is within the bargaining unit; and
 - (3) make a further order as is necessary to provide a final and conclusive settlement of the complaint.
- (b) An alleged offender under this clause shall not be entitled to grieve disciplinary action taken by the Employer which is consistent with the decision of the investigator or the Arbitrator.
- (c) The Arbitrator chosen will be the Arbitrator that has the earliest available date that is at least 14 days after the date of referral to be mutually agreed upon by both parties.

1.9 Future Legislation

In the event that any future legislation renders null and void or materially alters any provision of this agreement the parties hereto shall negotiate a mutually agreeable provision to be substituted for the provision so rendered null and void or materially altered.

1.10 Gender/Singular and Plural

In this agreement whenever the female pronoun is used, it shall be deemed to include the male pronoun, non-gender pronouns, such as: "them", "they", and "their" where appropriate or vice versa and likewise, whenever the singular is used it shall be deemed to include the plural, as the context requires.

ARTICLE 2 - UNION RECOGNITION & RIGHTS

2.1 Bargaining Unit Defined

- (a) This agreement shall apply solely to employees in the bargaining unit for which the Union is certified.
- (b) The Employer agrees that all bargaining unit positions in new branches or offices shall be filled in accordance with Article 11, Career Development & Job Postings, and, further, that the terms and conditions of this agreement will apply to any new branch or office for a period of 90 days.
- (c) During the life of this agreement where a dispute arises as to whether or not an individual is an employee within the bargaining unit, it shall first be discussed by the parties. Where the parties are unable to reach a satisfactory settlement, it shall be dealt with pursuant to the relevant sections of the *Labour Relations Code*.

2.2 Bargaining Agent Recognition

- (a) The Employer recognizes the B.C. General Employees' Union as the exclusive bargaining agent for all employees to whom the certification, issued by the Labour Relations Board on September 2, 1981, and thereafter amended, applies.
- (b) All employees hired into the bargaining unit shall, as a condition of continued employment, become members of the Union, and maintain such membership, upon completion of 30 days as an employee (subject only to the provisions of Section 17 of the *Labour Relations Code*).

2.3 Correspondence

Correspondence or any notice required to be given by one party to the other shall be mailed, emailed or delivered by courier as follows:

- (a) in the event of correspondence to the Employer:
 - (1) Senior Vice President of Human Resources, Interior Savings Credit Union and a copy to Chief Executive Officer, Interior Savings Credit Union 200-678 Bernard Avenue, Kelowna, BC V1Y 6P3.
 - (2) a copy will be forwarded to the appropriate Manager.
- (b) in the event of correspondence sent to the Union:
 - (1) B.C. General Employees' Union,
158 Oriole Road, Kamloops, BC V2C 4N7
 - (2) a copy will be forwarded to the bargaining unit Chairperson.

2.4 Bargaining Unit Work

Persons excluded from the bargaining unit shall not be assigned to do bargaining unit work that is normally performed by bargaining unit employees unless in instances of emergency, training or unforeseeable peak workload periods.

2.5 No Other Agreement

No employee covered by this agreement shall be required or permitted to make a written or oral agreement with the Employer or its representatives which may conflict with the terms of this agreement.

2.6 No Discrimination for Union Activity

The Employer and the Union agree that there shall be no discrimination, interference, restriction, or coercion exercised or practised with respect to any employee for reason of membership or activity in the Union.

2.7 Recognition & Rights of Stewards

(a) The Employer shall recognize:

(1) For each location covered by the Union's certification, including Administration, one steward and one alternate steward selected by the Union. Alternates shall function only in the absence of the steward.

(2) Bargaining unit Chairperson - one only.

(3) Alternate bargaining unit Chairperson - one only, it being understood that such alternate shall function only in the absence of the bargaining unit Chairperson.

(b) Each party to this collective agreement shall keep the other party informed of its representatives.

(c) Stewards may, within reason, investigate and process grievances during regular working hours without loss of pay. Stewards will obtain permission from the Employer's designated representative before leaving their immediate work area. Such permission will not be unreasonably withheld. On resuming their normal duties, the steward shall notify their supervisor. It will not be the intention of the Union to conduct steward meetings during normal working hours.

2.8 Bulletin Boards

Bulletin boards will be supplied at each business location out of view of the public. The Union will be allowed to post notices approved by the bargaining unit Chairperson on these bulletin boards provided they are not of a derogatory nature to the Employer.

2.9 Strikes/Lockouts

The Employer shall not cause or direct any lockout of employees during the life of this agreement; and neither the Union nor any representative thereof, nor any employee, shall in any way authorize, encourage or participate in any strike walkout, suspension of work, or slow-down on the part of any employee or group of employees during the life of this agreement.

2.10 Picket Lines

It shall not be a violation of this agreement or cause for disciplinary action or discharge of any employee, in the performance of their duties, to refuse to cross a legal picket line recognized by the Union. The Union shall notify the Employer as soon as possible of the existence of such recognized picket lines.

2.11 Time Off for Union Business

(a) As operational requirements permit, leave of absence without pay and without loss of seniority shall be granted:

(1) to an elected or appointed representative of the Union to attend conventions of the Union and bodies to which the Union is affiliated;

(2) for elected or appointed representatives of the Union to attend to union business which requires them to leave their general work area;

(3) for employees who are representatives of the Union on a bargaining committee to attend meetings of the Bargaining Committee;

(4) to employees called by the Union to appear as witnesses before an arbitration board or the Labour Relations Board;

(b) Leave of absence, without loss of pay and seniority, shall be granted to up to three employees who are elected to the union bargaining committee while they are at formal meetings to carry on negotiations with the Employer. Overtime premiums will not be payable in relation to such leaves of absence.

(c) To facilitate the administration of this clause when leave without pay is granted, the leave shall be given with basic pay and the Union shall reimburse the Employer for salary and benefit costs, including travel time incurred. The Union shall provide the Employer with reasonable notice prior to the commencement of leave under this clause. It is understood that employees granted leave of absence pursuant to this clause shall receive their current rates of pay while on leave of absence with pay. The Employer agrees that any of the above leaves of absences shall not be unreasonably withheld.

2.12 Bargaining Unit Information

The Employer agrees to provide the Union such statistical information as may be available relating to employees in the bargaining unit, as may be required by the Union for collective bargaining purposes.

ARTICLE 3 - CHECK-OFF OF UNION DUES

(a) All employees shall, as a condition of employment, maintain membership in good standing in the Union.

(b) All employees, both present and future, must authorize the Employer, in writing to deduct union dues and assessments from their wages monthly and to transmit the monies so collected to the Union together with a list of employees from whom such deductions have been made and the amount so deducted from each employee. All amounts so deducted shall be certified by the Union to be in effect in accordance with the Union's Bylaws.

(c) Deductions shall be made biweekly or weekly, as applicable, and remitted to the Union no later than the 15th day of the subsequent month, together with the following information: Social Insurance Number, Employee Name, Classification, Gross Pay, Dues, Address.

(d) The Employer shall provide to each employee, without charge, an accounting of deductions made under this article, suitable for use as a receipt for income tax purposes.

ARTICLE 4 - EMPLOYER AND UNION TO ACQUAINT NEW EMPLOYEES

The Employer shall acquaint all new employees of the fact that a collective agreement is in effect and introduce all new employees to the branch steward, so that the branch steward may present a copy of the collective agreement to the new employee. This introduction shall take place during the first five days of employment of all new employees.

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

ARTICLE 5 - MANAGEMENT RIGHTS

- (a) Management shall have the exclusive right to hire new employees. Management shall promote, transfer, layoff, recall and exercise its rights in accordance and within the terms of this collective agreement. Management shall have the right to discharge and/or suspend employees for just cause in accordance with this agreement.
- (b) The Union recognizes and agrees that it is the exclusive function of the Employer to manage its affairs, to manage its operations in all respects, to conduct its business efficiently, to fulfil its commitments and responsibilities, to maintain and enhance public reputation and confidence and to direct its employees to achieve the Employer's objectives.
- (c) Management retains all management rights that were hitherto exercised, and shall be exercised in future, with the exception of those management rights that are limited by this collective agreement.
- (d) The parties acknowledge that there are obligations and duties for Directors of the Employer, which relate specifically to Credit Unions, which arise out of various statutory authorities. Nothing contained herein, which has been bargained in that context, is intended to conflict with or limit those obligations and duties. It is intended that where it appears that such a conflict exists, it is the intent of the parties that they mutually resolve such conflict, whether it arises out of existing or future statutory authority.
- (e) Actual direction of the office staff will be under the authority delegated by the Board of Directors to the Chief Executive Officer who, in turn, may delegate any portion of these duties and authority to others in supervisory capacity.
- (f) This article shall not be used in a discriminatory manner against any employee and the exercise of any rights under this article shall not be inconsistent with or contrary to any of the terms or provisions of this agreement.

ARTICLE 6 - JOINT UNION-MANAGEMENT COMMITTEE**6.1 Establishment of Committee**

- (a) The parties agree to the establishment of a standing committee, called the Joint Union-Management Committee, the purpose of which is to encourage communication at regular intervals, solve problems, or potential problems before they become a grievance, and to discuss any subjects of mutual interest arising out of this collective agreement.
- (b) The Employer shall select up to three management persons and three alternates to represent it on the Joint Union-Management Committee.
- (c) The Union shall select up to three members and three alternates to represent it on the Joint Union-Management Committee. The parties further agree that a local staff representative of the Union may also attend pursuant to Clause 6.1(f) below.
- (d) It is understood that such alternates shall function only in the absence of the standing committee members; and that the union alternates have been authorized to function by the bargaining unit Chairperson.
- (e) No employee or group of employees shall undertake to represent the Union at meetings with the Employer without the proper authorization of the Union. To implement this the Union shall supply the Employer with the names of its representatives and, similarly, the Employer shall supply the Union with a list of its representatives to the Committee.

(f) Where it is mutually agreed one additional union and/or management person may be added to the Committee to act as an advisor, it is being understood that time spent by the union advisor will not be reimbursed by the Employer.

6.2 Meetings of Committee

The Joint Union-Management Committee shall meet as required. Such meetings will normally be scheduled during regular working hours, and those persons designated by the Union (not to exceed three persons) shall not suffer loss of pay in the performance of their duties under this article. Time spent by this committee beyond the regular working hours shall not be reimbursed by the Employer.

6.3 Chairperson of Committee

Chairpersons for Joint Union-Management Committee meetings will be designated on a rotating basis; that is, a union committee person will chair the first meeting and an employer committee person will chair the second meeting and so on.

6.4 Jurisdiction of Committee

Either party has the right to refer any matter or proposal discussed at the Joint Union-Management Committee meeting to their respective principals for further direction, advice or ratification. The Committee shall not alter, amend or vary this collective agreement, nor shall it have jurisdiction over wages grievances or any other matter of collective bargaining, including the administration of this agreement.

6.5 Mandate of Committee

Without restricting the generality of Article 6, the Joint Union-Management Committee shall deal with:

- (a) occupational health and safety;
- (b) planned changes in the operations of the Employer;
- (c) the creation of new job classifications;
- (d) opening of a new branch or office;
- (e) closing of a branch or office or the relocation of existing work;
- (f) on-the-job training program and workload issues;
- (g) compassionate transfer requests;
- (h) leave requests pursuant to Clause 18.4(b);
- (i) job descriptions;
- (j) alcohol and drug abuse;
- (k) review of benefit package provisions;
- (l) technological change pursuant to Clause 21.2;
- (m) the work accommodation of handicapped or injured workers;
- (n) the Corporate Harassment Policy and Clause 1.2 Discrimination, Harassment and Workplace Harassment;
- (o) the Corporate Violence in the Workplace Policy and Article 20.7 Workplace Violence/Aggressive Conduct.

ARTICLE 7 - GRIEVANCE PROCEDURE**7.1 Grievance Procedure**

- (a) The Employer and the Union recognize that grievances may arise concerning:
 - (1) differences between the parties respecting the interpretation, application, operation, or any alleged violation of a provision of this agreement, or arbitral award, including a question as to whether or not a matter is subject to arbitration; or
 - (2) the dismissal, discipline, or suspension of an employee bound by this agreement.
- (b) The procedure for resolving a grievance shall be the grievance procedure in this article.

7.2 Step 1

In the first step of the grievance procedure, every effort shall be made to settle the dispute with the designated excluded supervisor. The aggrieved employee may have their steward present at such a discussion. If the dispute is not resolved orally, the aggrieved employee may submit a written grievance, through the union steward, to Step 2 of the grievance procedure.

7.3 Step 2 Presentation

- (a) An employee who wishes to present a grievance at Step 2 of the grievance procedure, in the manner prescribed in Clause 7.2, must do so by transmitting the grievance to the designated excluded supervisor no later than 30 calendar days after the date:
 - (1) on which they were notified orally or in writing, of the action or circumstances giving rise to the grievance;
 - (2) on which they first became aware of the action or circumstances giving rise to the grievance.
- (b) The designated excluded supervisor shall:
 - (1) forward the grievance to the representative of the Employer authorized to deal with grievances at Step 2; and
 - (2) sign the grievance form indicating the date on which the grievance was received.

7.4 Time Limit to Reply at Step 2

The Employer's designate at Step 2 shall reply in writing to the Union within 14 calendar days of receiving the grievance at Step 2.

7.5 Step 3

The President of the Union (or designate) may present a grievance at Step 3 within 14 calendar days after the decision has been conveyed by the representative designated by the Employer to handle grievances at Step 2 or within 14 calendar days after the Employer's reply was due.

7.6 Step 3 Reply

- (a) Within 14 calendar days of receiving the grievance at Step 3 the Chief Executive Officer (or designate) and the Union Area Staff Representative shall meet to examine the facts, the nature of the grievance and attempt to resolve the dispute. This meeting may be waived by mutual agreement.
- (b) The Chief Executive Officer (or designate) shall reply in writing to an employee's grievance within 21 calendar days of receiving the grievance at Step 3.

7.7 Notification to Arbitrate

Either of the parties may notify the other party, within 30 calendar days of the receipt of the reply at the third step, of its desire to submit the difference or allegations to arbitration. A submission of such a difference or allegation to arbitration shall be by Xpresspost, facsimile transmission, courier or other mutually agreeable means.

7.8 Failure to Act

If the President of the Union (or designate) does not present a grievance to the next higher level within the prescribed time limits, the grievance will be deemed to have been abandoned. However, the Union shall not be deemed to have prejudiced its position on any future grievance.

7.9 Administrative Provisions

- (a) Grievances and replies at Step 3 of the grievance procedure and notification to arbitrate shall be by Xpresspost, facsimile transmission, courier or other mutually agreeable means.
- (b) Grievances, replies, and notification shall be deemed to have been presented on the date on which they were receipted by Canada Post, sent by facsimile transmission or accepted by a courier company, and received on the date they were delivered to the appropriate office of the Employer or the Union.

7.10 Union and Employer Grievance

- (a) The Employer may submit a grievance or complaint to the Union; similarly, the Union may submit a grievance or complaint to the Employer. A union grievance shall be signed by the bargaining unit Chairperson and/or the Union Representative. An employer grievance shall be signed by the Branch Manager, or designated representative, and submitted to the union area staff representative with a copy to the bargaining unit Chairperson.
- (b) A grievance under this section by the Union or the Employer shall be filed in writing at Step 3 of the grievance procedure in the manner prescribed in Clauses 7.5 and 7.6 within 40 calendar days from the date upon which the incident or circumstances giving rise to the grievance first arose or from the date of first knowledge of the circumstances giving rise to the grievance. If the matter has not been satisfactorily resolved, it may be submitted to arbitration in accordance with Article 8 of this agreement.

7.11 Dismissal or Suspension Grievances

In the case of a dispute arising from an employee's dismissal or suspension, the grievance may commence at Step 3 of the grievance procedure within 30 calendar days of the date on which the suspension occurred, or within 30 calendar days of the employee receiving notice of dismissal or notice of suspension. The parties agree that all dismissal grievances that are to proceed to arbitration will be dealt with expeditiously and an arbitration will take place within six months of the occurrence, notwithstanding any of the provisions of Articles 7 and 8.

7.12 Deviation from Grievance Procedure

The Employer agrees that, after a grievance has been initiated by the Union, the Employer's representatives will not enter into discussion or negotiation with the aggrieved employee without the consent of the Union. In the event that, after having initiated a grievance through the grievance procedure, an employee endeavours to pursue the same grievance through any other channel, then the Union agrees that, pursuant to this article, the grievance shall be considered to have been abandoned.

7.13 Technical Objections to Grievances

Pursuant to the relevant sections of the *Labour Relations Code* it is the intent of both parties to this agreement that no grievance shall be defeated merely because of a technical error in processing the grievance through the grievance procedure. To this end, an arbitration board shall have the power to allow all necessary amendments to the grievance and the power to waive formal procedural irregularities in the processing of a grievance in order to determine the real matter in dispute and to render a decision according to equitable principles and the justice of the case.

7.14 Amending Time Limits

The time limits fixed in this grievance procedure may be altered by mutual consent of the parties, but the same must be in writing.

ARTICLE 8 - ARBITRATION

8.1 Notification

Where a difference arises between the parties relating to the interpretation, application or administration of this agreement, including any questions as to whether a matter is arbitrable, or where an allegation is made that a term or condition of the agreement has been violated, either of the parties may, after exhausting the grievance procedure in Article 7, notify the other party within 30 days of the receipt of the reply at the third step, of its desire to:

- (a) submit the difference or allegations to arbitration;
- (b) make application under the appropriate section of the *Labour Relations Code* for a settlement officer. Where the appropriate section is used:
 - (1) the 30-day requirement to file the grievance at arbitration shall commence from the date of the hearing with the settlement officer;
 - (2) the parties will decide, prior to requesting a hearing with the settlement officer, whether the decision of the settlement officer shall be binding on the parties.

8.2 Board Procedure

- (a) Where, following notification to arbitrate, either party has requested that a hearing date be set, a mutually agreed upon arbitrator shall be appointed by the parties. If there is a failure to agree on the appointment, application will be made to the Director of the collective agreement Arbitration Bureau to make the necessary appointment pursuant to relevant legislation.
- (b) Upon agreed appointment of an arbitrator, the Arbitrator shall hear the parties, settle the terms of the question to the Arbitrator and render the award within 15 calendar days of the appointment or within such extended period as may be mutually agreed to by the parties to the dispute. The Arbitrator shall deliver the award in writing to each of the parties and this award shall be final and binding upon each of the parties and shall be carried out forthwith. An arbitration award under this section shall not be subject to further procedure under Article 8 of the agreement.

8.3 Disagreement on Decision

Should the parties disagree as to the meaning of the Arbitrator's decision, either party may apply to the Arbitrator to clarify the decision, which they shall make every effort to do within seven days.

8.4 Costs

Each party shall pay their own costs and expenses of the arbitration and one-half the remuneration and disbursement or expenses of the Arbitrator.

8.5 Expedited Arbitration

(a) The parties shall meet every four months or as often as required to review outstanding grievances filed at arbitration to determine by mutual agreement those grievances suitable for this process and shall set dates and locations for hearings of groups of grievances considered suitable for expedited arbitration.

(b) All grievances shall be considered suitable for and resolved by expedited arbitration except grievances in the nature of:

- (1) dismissals;
- (2) rejection on probation;
- (3) suspensions in excess of 20 workdays;
- (4) policy grievances;
- (5) grievances requiring substantial interpretation of a provision of this agreement;
- (6) grievances requiring presentation of extrinsic evidence;
- (7) grievances where a party intends to raise a preliminary objection;
- (8) demotions.

By mutual agreement, a grievance falling into any of these categories may be placed into the expedited arbitration process.

(c) The parties shall mutually agree upon single arbitrators who shall be appointed to hear and resolve groups of grievances.

(d) The Arbitrator shall hear the grievances and shall render a decision within two working days of such hearings. No written reasons for the decision shall be provided beyond that which the Arbitrator deems appropriate to convey a decision.

(e) The parties will limit their use of authorities.

(f) Arbitration awards shall be of no precedential value and shall not thereafter be referred to by the parties in respect of any other matter.

(g) All settlements of expedited arbitration cases prior to hearing shall be without prejudice.

(h) A grievance determined by either party to fall within one of the categories listed in (b) above, may be removed from the expedited arbitration process at any time prior to hearing and forwarded to a regular arbitration hearing pursuant to Clause 8.2 (b) (Board Procedure).

(i) The parties shall equally share the cost of the fees and expenses of the Arbitrator and hearing rooms.

ARTICLE 9 - DISCIPLINE, DISCHARGE AND SUSPENSION

9.1 Burden of Proof and Notice

In all cases of discipline, the burden of proof of just cause shall rest with the Employer.

(a) It is hereby agreed that the Employer has the right to discharge or suspend an employee for just cause and notice or pay in lieu of notice may be given in the event of such discharge at the Employer's discretion. Notice of suspension and/or dismissal shall be in writing and shall set forth the reasons for the suspension or dismissal.

(b) All dismissals and suspensions will be subject to the formal grievance procedure under Article 7. A copy of the written notice of dismissal or suspension shall be forwarded to the local union office within five calendar days of the action being taken.

(c) A rejection during probation shall not be considered a dismissal for the purpose of (a) above. The discharge of a probationary employee shall be based on suitability. The test for just cause for rejection during the probationary period shall be a test of suitability of the probationary employee for continued employment in the position provided the factors involved in suitability could reasonably be expected to affect work performance.

(d) An employee's probationary period may be extended by agreement between the employee, the Employer and the union staff representative.

(e) The union staff representative shall be copied on all disciplinary documentation placed in an employee's file.

9.2 Right to Grieve Other Disciplinary Action

(a) Actions grievable by the employees shall include written censures, letters of reprimand and adverse reports or employee appraisals.

(b) An employee shall be given a copy of any such document placed on the employee's file which might be the basis for disciplinary action. The Employer agrees not to introduce as evidence in any arbitration hearing any such document which was not given to the employee at the time it was placed on their file.

(c) Should an employee dispute any such entry in their file, they shall be entitled to recourse through the grievance procedure and the eventual resolution thereof shall become part of their personnel record.

(d) Upon the employee's request any such document, other than formal employee appraisals, shall be removed from the employee's file after the expiration of 18 months from the date it was issued provided there has not been a further infraction.

9.3 Right to Have a Steward Present

(a) An employee shall have the right to have their steward present at any discussion with supervisory personnel which the employee believes might be the basis of disciplinary action. Where a supervisor intends to interview an employee for disciplinary purposes, the supervisor shall make every effort to notify the employee in advance of the purpose of the interview in order that the employee may contact their steward, providing that this does not result in an undue delay of the appropriate action being taken. This clause shall not apply to those discussions that are of an operational nature and do not involve disciplinary action.

(b) A steward shall have the right to consult with a staff representative of the Union and to have a local union representative present at any discussion with supervisory personnel which the steward believes might be the basis of disciplinary action against the steward, providing that this does not result in an undue delay of the appropriate action being taken.

9.4 Personnel File

An employee or the President of the Union (or designate), with the written authority of the employee, shall be entitled to review the employee's personnel file(s) in the office in which the file is normally kept. The employee or the President of the Union (or designate), as the case may be, shall give the Employer adequate notice prior to having access to such file(s).

9.5 Reinstatement

If, upon investigation by the Union and the Employer or by decision of an arbitration pursuant to the terms of this agreement it shall be found that an employee has been unjustly discharged or suspended, the affected employee shall be, subject to the award of such arbitration or pursuant to the mutual findings of the Union and the Employer, reinstated to their former position without any loss of seniority or rank. Compensation for lost salary shall be as mutually agreed between the Employer and the Union or as decided by arbitration.

9.6 Employee Appraisal Forms

- (a) Where a formal appraisal of an employee's performance is carried out, the employee shall be given sufficient opportunity to read, review and ask questions about the appraisal. Upon request, the employee will be given three workdays to read and review the appraisal.
- (b) The appraisal form shall provide for the employee's signature in two places, one indicating that the employee had read and accepts the appraisal and the other indicating that the employee disagrees with the appraisal. No employee may initiate a grievance regarding the contents of an appraisal unless the employee has signed in the place indicating disagreement with the appraisal.
- (c) An employee appraisal shall not be changed after an employee has signed it, without the knowledge of the employee and any such changes shall be subject to the grievance procedure of this agreement.
- (d) An employee shall receive a copy of their appraisal upon request.
- (e) Prior to implementation of any new performance appraisal system or format, the Employer will notify the Joint Union-Management Committee and explain the system and criteria for evaluation.

ARTICLE 10 - SENIORITY

10.1 Seniority Defined

Employees shall be credited with service seniority on the following basis:

- (a) "*Seniority for regular full-time employees*" shall mean length of continuous service with the Employer and its predecessors.
- (b) "*Seniority for regular part-time employees*" who were employees of record prior to March 1, 1991 was, effective March 1, 1991, determined by the parties on the basis of a prorated seniority start date calculation. Seniority for regular part-time employees who commenced employment on or after March 1, 1991, shall be determined from the employee's date of hire.

10.2 Maintenance of Seniority

- (a) An employee on any authorized leave under the collective agreement, including annual vacation, will maintain their seniority date.
- (b) An employee laid off and placed on the recall list under Clause 12.6 will retain their seniority date during the period of layoff.
- (c) An employee accepting a promotion within Interior Savings Credit Union in a management function outside the bargaining unit shall retain their seniority date for a period of six calendar months. An employee so promoted may return to a position in the bargaining unit commensurate with their seniority and qualifications providing that it is done in the six-month period.

(d) Notwithstanding Clause 10.2(c) above, where the six-month training period of the employee so promoted is interrupted by an approved leave of absence from the workplace, the period of retention of seniority and return to a position in the bargaining unit commensurate with their qualifications may be extended by mutual agreement of the parties. Such agreement shall not be unreasonably withheld.

(e) An employee accepting a promotion to a management position excluded from the bargaining unit shall not continue performing bargaining unit duties except in situations and circumstances described in Clause 2.4.

10.3 Loss of Seniority

An employee shall lose seniority and all other rights under this agreement, and shall cease to be a member of the bargaining unit when the employee:

- (a) receives severance pay in accordance with this agreement.
- (b) subject to Clause 10.4, terminates their employment.
- (c) is discharged for just and reasonable cause.
- (d) is on layoff in excess of their contractual right as established in Clause 12.6.
- (e) is absent without leave for more than three workdays without reasonable excuse.

10.4 Re-Employment

Where an employee resigns their position and where the Employer agrees to rehire them within 90 days of their resignation date, they shall be granted leave of absence without pay covering those days absent and shall retain, effective the date of re-employment, all provisions and rights provided for in the collective agreement, including seniority rights.

10.5 Status Change

When an employee's status changes, they shall retain their seniority date.

10.6 Seniority Lists

The seniority list will be made available by the Employer at such times as may be required for the administration of this agreement.

10.7 Determination of Senior Employee

Where two or more employees have the same seniority date, their relative seniority shall be determined by chance.

10.8 Seniority Upon Transferring

- (a) Any person employed by Interior Savings Credit Union who is promoted or transferred into the bargaining unit as per Article 11 to a position covered by this agreement shall be credited with service and seniority from their most recent date of hire with the Employer.
- (b) Any person employed by Interior Savings Credit Union who is promoted or transferred from the bargaining unit to a position not covered by this collective agreement shall be credited with service from their most recent date of hire with the Employer.

10.9 Bridging of Service (Care and Nurturing Leave)

If a regular employee terminates as a result of a decision to care for a dependent parent, spouse or child, and where the Employer agrees to rehire the employee in either a regular full-time or regular part-time position, effective the date of re-employment the employee shall be credited with length of service accumulated at time of termination for the purposes of benefits based on service seniority. The following conditions shall apply:

- (a) the employee must have been a full or part-time employee with at least five years of full-time service seniority, or with five years of accumulated part-time service, at the time of termination;
- (b) at the time of resignation, the employee must indicate the reason for termination;
- (c) the break in service under this clause shall be for no longer than one year and during that time the employee must not have been engaged in remunerative employment;
- (d) the previous length of service shall not be reinstated until successful completion of the probationary period on re-employment.

Former employees who meet the conditions outlined above can apply for internal postings when applying for re-employment. Candidates entering the competition process under this clause have no rights under the collective agreement until a formal written offer of employment has been made, except that previous seniority shall be used to determine the successful candidate of those who attain the competition bar.

ARTICLE 11 - CAREER DEVELOPMENT & JOB POSTINGS

11.1 Training

- (a) It is recognized that it is in the best interest of the Employer, the employees and the Credit Union membership that:
 - (1) a skilled workforce is maintained through timely and adequate training that is necessary to perform current responsibilities;
 - (2) developmental opportunities are made available in requisite skills, knowledge and experience areas which are not needed in an employee's present position but needed in potential future responsibilities or when replacing absent staff.
- (b) Such training may be in the form of in-service training, courses, seminars, demonstrations, conferences, refresher courses or on-the-job instruction as appropriate. Leave required for such training shall be without loss of pay. Every effort shall be made to provide adequate relief from normal duties so that training can proceed on an uninterrupted basis.
- (c) When new equipment or systems are introduced, the Employer shall arrange any orientation training considered necessary.
- (d) *Career Development Studies:*
 - (1) When an employee completes a job-related course on their own time as approved in advance by the Employer, the Employer will reimburse 100% of the cost of this course to the employee. This reimbursement will be made as follows:
 - (i) 50% upon registration.
 - (ii) 50% upon successful completion of the course.
 - (2) Except for position specific core courses, where an employee resigns or retires within one year of completing the course for which they received reimbursement under this clause, they shall repay the entire amount to the Employer through payroll deduction or otherwise.
 - (3) When a regular employee completes a career development course on their own time as approved in advance by the Employer, and where such course is found within the CUIC, CFP and/or Mutual Funds designation programs, the employee shall be entitled to:

- (i) one paid study day to be taken within three weeks of the written examination, such day to be scheduled with the employee's manager according to operational needs, and
 - (ii) adequate travel time plus time for the examination period, without pay, provided the examination is written during the employee's normal working hours. Upon passing the examination, the employee shall be reimbursed for the hours of lost wages.
- (4) When a casual employee completes a career development course on their own time as approved in advance by the Employer, and where such course is found within the CUIC, CFP and or Mutual Funds designation programs, the employee shall be entitled to declare themselves unavailable for work on the examination day, provided the examination is written during normal working hours. Such declaration will not be considered a decline for the purposes of Clause 27.4(b).
- (e) *Position Specific Core Courses:*
 - (1) When the Employer requests an employee to attend a credit union-related course or courses required for the employee's current position, the Employer will pay 100% of the cost upon registration.
 - (2) Time spent attending a course the Employer has requested an employee to take shall be considered as time worked and shall be paid at the employee's normal daily rate of pay.
 - (3) Where an employee is required to obtain a credit union-related course or courses while on a formal on-the-job training program and where the course is found within the CUIC, CFP and/or Mutual Funds designation programs, the employee shall be entitled to:
 - (i) two paid study days. A "study day" shall be defined as the number of hours the employee is normally scheduled to work. These days must be scheduled with the employee's manager according to operational needs.
 - (ii) all hours spent writing the examination on such course or courses, and such time shall be considered as time worked and paid at the employee's straight-time rate.
 - (4) Where the Employer requests an employee to travel out of town to attend a course, all travel, meals and accommodation expenses shall be paid by the Employer in accordance with provisions of Clauses 24.6 and 24.7. The Employer may direct the method of travel and the costs of such travel will be reimbursed by the Employer. The employee may elect to receive an advance equal to the estimated costs of the travel, meals and accommodation.

11.2 Position Prerequisites

In order to facilitate career development, the Employer will create an Education and Learning Plan for each position, including a list of study tools available for employees interested in pursuing workplace opportunities. This list shall be provided to all union stewards for posting on all union bulletin boards. Should the list be amended, updates will be distributed in a timely fashion.

11.3 Pre-posting Procedures

Regular vacancies of 60 calendar days or greater and new regular positions which the Employer decides to fill shall, subject to Clause 26.7, be open to all members of the bargaining unit. Prior to posting the vacancy, the following procedures shall occur:

- (a) Subject to the provisions of Clause 12.6(d), (e), and (f), the vacancy shall be filled by an employee awaiting recall.

(b) Where the position is not filled pursuant to the recall provisions, the Employer will post for a period of three workdays in all branches or offices for the purposes of a lateral transfer opportunity. Employees who are absent by reason of authorized leaves of absence or vacation may submit a letter of interest in lateral transfer opportunities prior to such an absence. If the absent employee is successful in their lateral transfer bid, the position may be filled on a temporary basis until their return.

(c) Lateral transfer opportunities shall be awarded in seniority order. For the purposes of this article, "*lateral transfer*" means movement of a regular full-time or regular part-time employee from one identical position to another (e.g., Teller position to Teller position), regardless of whether the position is regular full-time or regular part-time. The parties agree that where the lateral transfer opportunity is temporary in nature, such an employee shall remain in the temporary vacancy for its duration unless a regular vacancy at or above the employee's classification is posted during the term of the temporary lateral transfer appointment. Where such an employee accepts the opportunity for transfer, it shall be their position that is declared vacant and that vacancy is not subject to a lateral transfer opportunity. Thereafter, the resulting vacancy shall be subject to the posting provisions set out below.

(d) Notwithstanding (c) above, the parties agree that the number of lateral transfers permitted for a Teller and or Member Service Advisor vacancy shall be unrestricted.

11.4 Job Postings

(a) The vacancy shall be posted for a period of five workdays in all branches and offices, with a copy to the local BCGEU office.

(b) All applications for the posted position must be filed with the Employer by the end of the fifth workday, on forms supplied by the Employer.

(c) Employees who are absent for reason of authorized leave of absence and/or vacation may submit a letter prior to such an absence requesting to be informed of job postings that may be of interest. If the absent employee is successful in the job bid, the vacancy may be filled on a temporary basis until their return.

11.5 Appointments

(a) The parties recognize that job promotion should increase in proportion to the employee's length of service.

(b) The matters to be considered in determining qualifications shall, having regard to the nature of the duties to be performed, be the job knowledge of the candidate, the relevant training successfully completed and past work experience.

(c) An employee scoring 70% or greater in a job competition who is not declared the successful candidate or is the candidate offered the position and who declines the new position will be permitted to carry this score forward to future competitions for identical positions for a period of 12 months. An employee may only decline one position per a 12-month period.

(d) In selecting persons for job vacancies, the relative ability of those bidding will be considered; where two or more employees have similar abilities, the employee with the greatest seniority shall be selected. In instances where a more senior employee is not selected for a job posting, the Employer agrees that the successful applicant will possess a demonstrable edge in qualifications and ability.

11.6 New Hires

The Employer may hire a new employee from outside the bargaining unit to fill vacant positions provided that either no internal applications have been received by the closing date or bargaining unit applicants are not qualified to fill the vacancy.

11.7 Notification

- (a) Whenever possible, all posted vacancies shall be filled within 30 workdays after the completion of the closing date.
- (b) The names and classifications of successful applicants shall be posted on all union bulletin boards and a copy of this notice shall be electronically sent to the local BCGEU office.

11.8 Competition Appeal

- (a) Where the senior applicant is not selected, they shall, upon request, be given written reasons for such decision within 10 workdays.
- (b) Where a grievance arises in relation to a job posting award, it shall proceed pursuant to the provisions of Article 7.
- (c) Unsuccessful candidates may schedule a meeting within five workdays of the date of notification to review their interview results with the Department of Human Resources. The results shall include copies of all test scores and other measurements used to determine the candidate's score. The meeting shall be during working hours and shall be convened within 21 days after the request is received.
- (d) Where a grievance is filed pursuant to Article 7, during the Step 2 meeting, the Employer shall provide the Union with copies of all interview materials, notes, reconciliation forms and recordings utilized or produced during the panel process for the grievor.

11.9 Probationary and Trial Period

- (a) All newly hired employees shall be considered probationary for three calendar months with the exception of Groups 6 to 9 (Appendix A), who shall be considered probationary for a period of six calendar months. The Employer, with the agreement of the Union, may extend the probationary period by 30 days, provided written reasons are given for requesting such extension.
- (b) All non-probationary employees who secure a position through the operation of this article shall have a trial period of three calendar months with the exception of Groups 6 to 9 (Appendix A), who shall have a trial period of six calendar months. This trial period will be waived if the employee has successfully completed the trial period for the same classification in the previous six months. In the event the employee proves unsatisfactory in the position during the trial period, or if the employee is unable to perform the duties of the new job, they shall be returned to their former position and wage or salary rate, without loss of seniority. Any other employee affected by the rearrangement of positions shall be returned to their former position and wage or salary rate, without loss of seniority. If the employee wishes to return to their former position, the employee shall be returned to a lower level position within the bargaining unit when the position becomes available.
- (c) Notwithstanding (b) above, a non-probationary employee moving from one identical position to another will have the trial period waived.

11.10 Transfers

- (a) No employee shall be forced to move or to transfer on a permanent or temporary basis to a different or new branch or office of the Employer, except in the following circumstances:

- (1) where the function of the Employer changes to a different address, or
- (2) for purposes of training, for a maximum period of 60 workdays, unless extended by agreement through the Joint Union-Management Committee.

In such circumstances, the employee will be advised by the Employer, in writing, of the start and stop date of the training. Employees affected by such temporary transfers will be given five workdays' notice. An employee can agree to waive the notice period if they so wish.

Otherwise, all such moves shall be voluntary.

(b) Lateral transfers or voluntary demotions may be granted without posting for compassionate or medical grounds to employees who have completed their probationary period. In such cases the Joint Union-Management Committee established in Article 6 shall consider any applications or requests presented to the Committee. Each request for special consideration shall be judged solely on its merit.

11.11 Workload and Vacancy Coverage

(a) The parties agree that the delivery of quality services to the credit union membership is a mutual commitment and objective of both parties. The maintenance of sufficient staffing levels and the identification of ongoing training needs are acknowledged as critical components for the delivery of quality services.

(b) Where operational concerns or workload issues arise, it is agreed that it is in the best interest of both parties to encourage open discussion at the branch and department levels and to adopt a problem solving approach to such concerns. Where such discussions fail to adequately address the concerns, matters shall be referred to the joint Labour Management Relations Committee for resolution.

ARTICLE 12 - LAYOFF AND RECALL

12.1 Role of Seniority in Layoff

(a) Both parties recognize that job security shall increase in proportion to length of service. Therefore, in the event of layoff, employees shall be laid off by job classification in reverse order of service seniority within the seniority blocks listed below:

Barriere	Chase	Clearwater	Kamloops (all locations)
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(b) It is mutually agreed by the parties that, where operational changes or expansion in the Employer's enterprises result in a new area of operation, and where the Union has achieved certification under the *Labour Relations Code*, the parties shall meet to determine whether a new seniority block has been created or whether an extension to an existing seniority block has occurred. If this issue and its affect on the application of other provisions in this agreement cannot be mutually agreed upon, then the matters may proceed to arbitration pursuant to Article 8.

(c) In the event of reduction resulting from any labour adjustment or downsizing initiative, the Employer together with the Union will canvass all members of the seniority block who occupy the same job classification as that being impacted by redundancy to see the degree to which necessary reduction and labour adjustment generally can be accomplished on a voluntary basis. In the case of voluntary options, where more employees are interested in an available option than are needed for the necessary reductions, the options will be offered to qualified employees on the basis of seniority. Unless otherwise agreed to, this process is to be within 60 days of the notification.

(d) Failing voluntary resolution, positions to be reduced will be identified by the Employer in accordance with this article.

12.2 Notice of Layoff

Regular full-time employees and regular part-time employees shall be given three weeks' notice of layoff or three weeks' salary in lieu of notice.

12.3 Retraining and Familiarization

(a) In instances where the person to be laid off has five or more years of service, but does not possess the qualifications to displace another less senior employee in the same salary range or lower, within their seniority block, then a 60-workday period of familiarization/training shall be allowed in order for that person to demonstrate the ability to perform a job.

(b) An employee who fails to demonstrate the ability to do the job within the familiarization period may then select from the options contained in Clause 12.4(a), with the exception of those options contained in Clauses 12.4(a)(2) and 12.4(a)(3).

12.4 Layoff Procedure

So as to minimize the disruption on the bargaining unit and the Employer's operations and prior to laying off any employee, the parties agree to provide the following options to affected regular full-time and regular part-time employees. Where options contained in (a)(6) or (a)(7) below are not the preference of the affected employee then all other options set out below shall be available to the employee in sequential order.

(a) An employee affected by layoff who has five or more years of service shall choose:

(1) to fill a vacancy, at the same salary level, within their seniority block, for which they are qualified; or

(2) to displace a less senior employee within their seniority block providing they are qualified to perform the job functions; or

(3) retraining pursuant to Clause 12.3; or

(4) to fill a vacancy, at the same or lower salary level, in another seniority block, for which they are qualified; or

(5) to displace a less senior employee within another seniority block providing they are qualified to perform the job functions; or

(6) to be placed on the recall list pursuant to Clause 12.6; or

(7) to claim severance pay pursuant to Clause 12.7.

(b) A regular full-time or regular part-time employee affected by layoff who has less than five years of service may select from the options contained in Clauses 12.4(a)(1), 12.4(a)(2), 12.4(a)(6), and 12.4(a)(7).

(c) Regular part-time employees will not be allowed to exercise their seniority to displace a regular full-time employee or to claim a regular full-time vacancy. Regular part-time employees may exercise displacement rights in relation to regular part-time or casual work. Regular full-time employees may exercise their seniority to displace employees or claim available work for which they are qualified that is regular full-time, regular part-time or casual in nature.

(d) The employee may request the assistance of a steward at any time during this procedure.

(e) The employee must convey their intent in writing to the Human Resources Manager within five workdays.

(f) Where applicable, the Human Resources Manager will review the displacement option selected in conjunction with the manager of the proposed branch into which the employee chooses to displace. The Human Resources Manager and/or Branch Manager will respond to an employee's displacement option within three workdays. Approval will not be unreasonably withheld.

(g) In accordance with Clause 12.4(c) and for the purposes of Clauses 12.4(a)(2) and (a)(5), the employee to be displaced will be the least senior employee in the same or lower classification in an alternate seniority block (the seniority block will be designated by the employee) or the employee to be displaced will be the least senior employee, in a lower classification for which the laid off employee is qualified, in their own seniority block.

(h) This procedure must be completed within two weeks.

12.5 Seniority Retention and Salary Assignment

(a) An employee who exercises their displacement rights to a position at the same job classification will retain their current salary and service time.

(b) Where an employee displaces into a position at a lower job classification the employee's salary shall be adjusted to the applicable rate in Appendix A for the job.

12.6 Recall Rights

(a) An employee with less than one year of service who is laid off due to lack of work or redundancy may opt to be placed on a recall list for a period of six months.

(b) An employee with greater than one year of service who is laid off due to lack of work or redundancy may opt to be placed on a recall list for a period of one year.

(c) An employee with greater than five years of service who is laid off due to lack of work or redundancy may opt to be placed on a recall list for a period of 18 months.

(d) Within a seniority block, employees on the recall list shall, in seniority order, be recalled to available work at their former status or a lesser status, in their former classification or a lower classification for which they are qualified.

(e) For the purposes of this clause, "*status*" refers to an employee's pre-layoff designation as a regular full-time or regular part-time employee. Where an employee on recall is contacted and declines an offer of work at their former status and classification level, within their former seniority block, they will be deemed to have resigned except where their inability to report for work is due to one of the circumstances described in Clause 26.4(d). An employee deemed to have resigned pursuant to this clause shall be considered to have elected the provisions of Clause 12.6(i) and will receive their severance pay.

(f) Notice of recall to an employee on the recall list shall be by telephone and, where no telephone contact is established, by Xpresspost or courier to the employee's last known address. An employee on the recall list may be bypassed when the employee fails to respond to the notice within three calendar days of receiving it. A copy of the recall notice shall be provided to the area staff representative.

(g) An employee bypassed under the foregoing conditions shall be kept on the recall list for their remaining recall period.

(h) A laid-off regular employee shall have the right to elect casual work assignments, pursuant to Article 26, in order of seniority and subject to being qualified to perform the work which is available. Where a laid-off employee elects such work, upon completion of such assignments, the notice requirements of Clause 12.2 shall not apply, however the employee shall re-establish their right to a

further period of recall consistent with the provisions of Clauses 12.6(a), (b) or (c), as applicable, and remains eligible for further offers of work pursuant to Clause 12.6(d).

(i) A regular employee laid off who chooses to be placed on the recall list may elect to terminate during the recall period and be paid their severance pay entitlement. Upon expiration of recall rights an employee shall be paid their severance pay entitlement.

12.7 Severance Pay

(a) Severance pay shall be paid to regular full-time employees and regular part-time employees who are working a regular schedule and are laid off. The amount of severance pay shall be one week at the employee's current salary for each year of service to a maximum of 26 weeks. The employee's years of service, not seniority, shall determine the employee's entitlement under the terms of this clause.

(b) While an employee is on layoff status, their seniority date is maintained pursuant to the provisions of Clauses 10.1 and 10.2(b). If they elect, during the recall period, to terminate, then for the purpose of calculating severance pay, the date of layoff will define the rate of pay.

In the case of an employee who is laid off for more than 90 calendar days, and if, during the recall period, the employee exercises their seniority to select unscheduled work, pursuant to Clause 12.6(h), they shall re-establish their rights to a further recall period, however, for the purpose of calculating severance pay, the date of layoff will define the rate of pay.

In such cases, if the employee is recalled to work other than such unscheduled work, then, for purposes of future severance pay, the initial layoff will have no bearing upon the calculation of such future entitlement.

(c) Where employees opt for and receive severance pay in accordance with this article, they shall lose all seniority and cease to be an employee.

ARTICLE 13 - HOURS OF WORK

13.1 Standard Hours of Work

(a) For the purposes of this article, it is recognized that the standard workweek in the Kamloops seniority block shall be 37 hours, Monday to Saturday according to each branch schedule. The standard day shall consist of not more than eight hours per day between the hours of 8:00 a.m. and 9:00 p.m.

(b) The standard workweek for branches in the other seniority blocks shall consist of 35½ hours, Monday to Saturday according to each branch schedule. The standard day shift shall consist of 7½ hours per day between the hours of 8:00 a.m. and 9:00 p.m.

(c) The standard day shift and standard workweek is not intended to be a guarantee of hours of work.

13.2 Minimum Payment

Where an employee commences work, they shall receive a minimum of three hours' pay at their regular rate unless:

(a) their work is suspended for reasons beyond the control of the Employer; or

(b) their attendance is required at a meeting or training session called by the Employer, or

(c) the duration of the work assignment is known in advance by the employee and the employee has agreed to work lesser hours;

in which instances such an employee shall be paid for all hours worked with a minimum of two hours' pay at their regular rate.

13.3 Work Schedules

(a) It is agreed that the determination of the starting time of the daily and weekly work schedules shall be made by the Employer, and such schedules may be changed by the Employer from time to time to suit varying conditions of business. In the event of any changes in starting and quitting times of shifts, the Employer agrees to give at least 15 workdays' notice of any change to the Joint Union-Management Committee.

(b) It will not be the intent of the Employer to work employees six consecutive days. The Employer shall, for all regular full-time and regular part-time employees, schedule two consecutive days off.

13.4 Meal Period

A one-hour lunch period will be provided and taken within the three middle hours of a regular workday of more than six hours worked; precise time to be arranged between the Employer and the employees.

13.5 Rest Periods

Two relief periods per day of 15 minutes each, one in the morning and one in the afternoon, shall be provided without loss of pay. Regular part-time and casual employees will be entitled to the following:

- (a) two to four hours worked - one 15-minute rest period;
- (b) in excess of four and one-half hours worked - two 15-minute rest periods.

Notwithstanding the foregoing, the Friday afternoon relief period shall be 20 minutes for branch employees.

13.6 Split Shift

No employee shall be scheduled to work a split shift.

ARTICLE 14 - OVERTIME

14.1 Authorization of Overtime

All overtime work must be authorized by the employee's immediate Manager.

14.2 Definitions

- (a) "*Overtime*" means work performed by a regular full-time employee in excess or outside of their regularly-scheduled hours of work.
- (b) "*Straight-time rate*" means the hourly rate of remuneration.
- (c) "*Time and one-half*" means one and one-half times the straight-time rate.
- (d) "*Double-time*" means twice the straight-time rate.

14.3 Overtime Compensation

- (a) All time worked in excess of the standard day shift shall be paid for at time and one-half the employee's straight-time hourly rate for the first two hours and two times the straight-time hourly rate thereafter.

- (b) Time worked by an employee on the employee's scheduled day off shall be paid at time and one-half the employee's straight-time hourly rate for the first two hours and two times the straight-time hourly rate thereafter.
- (c) Time worked on a Sunday shall be paid for at two times the employee's straight-time hourly rate.
- (d) Time worked on a holiday provided for in Article 15, or a day in lieu of such holiday shall be paid for at two times the employee's straight-time rate plus one day's regular wages.

14.4 Overtime Meal Allowance

An employee who works overtime beyond a regular shift shall be given the option of a suitable, wholesome hot meal supplied by the Employer or payment of one-third of the daily meal allowance per Clause 24.6(c), and a one-hour paid meal period in which to eat the meal at their straight-time hourly rate of pay, provided the overtime is in excess of two hours' work. The meal period may be taken before, during, or after the overtime work, as may be mutually agreed.

14.5 Right to Refuse Overtime

Employees may decline overtime on a seniority basis providing there are other qualified employees available to perform the work. In such cases, the junior employees cannot decline to work overtime.

14.6 Callout Provisions

An employee called back to work after having completed a regular day's work, or from a regular day off, or from vacation, shall be paid at the applicable overtime premium specified in this article for a minimum of three hours or for actual time worked, whichever is greater. Travel time to and from the employee's residence will be considered as time worked.

14.7 Pyramiding

There shall be no pyramiding or compounding of premiums.

14.8 Overtime Payment

Overtime shall be compensated in cash.

14.9 Overtime for Part-Time Employees

Part-time employees shall not be entitled to overtime compensation until such time as the hours worked exceed the standard hours of work pursuant to Clause 13.1.

ARTICLE 15 - PAID HOLIDAYS

15.1 Paid Holidays

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

New Year's Day	Victoria Day	Truth and Reconciliation Day
Family Day	Canada Day	Thanksgiving Day
Good Friday	British Columbia Day	Remembrance Day
Easter Monday	Labour Day	Christmas Day
		Boxing Day

and any other day that may be stated a legal holiday by the federal, provincial and/or civic governments. In addition to the statutory holidays set out above, all regular full-time and regular part-time employees

who have completed one year of service shall be granted one additional paid holiday each year to be scheduled in accordance with Clause 16.6(c).

15.2 Holidays Falling on a Day of Rest

(a) Should one of the statutory holidays fall on an employee's normal day(s) off, the employee shall receive an additional day(s) off, with pay, to be taken adjacent to the employee's normal days off or at a time mutually agreed between the employee and the Employer, but not longer than 90 calendar days following the date the holiday occurred.

(b) When a statutory holiday falls on a Monday, and employee(s) are not scheduled to work on that Monday, the employee(s) shall not be required to work on the preceding Saturday in lieu of the statutory holiday which falls on that Monday. Where the Employer plans a change in hours of operation which may impact upon this provision it shall refer the matter to the Joint Union-Management Committee for a mutual determination on how the change will be implemented.

15.3 Holiday Coinciding with a Day of Vacation

In the event any of the holidays in Clause 15.1 occur during the period of an employee's vacation, an additional full day's vacation with pay shall be allowed for each holiday so occurring to be taken concurrent with that period of vacation or such other mutually agreed upon time. This is to be scheduled in accordance with Clause 16.6(c).

15.4 Conversion of Hours

(a) *Lieu Days:* Where an employee is granted a lieu day pursuant to Article 15, the time off granted per lieu day shall be in accordance with the current length of the scheduled workday.

(b) *Designated Paid Holidays:* Where an employee is granted a designated paid holiday pursuant to Article 15, the time off granted per designated holiday shall be in accordance with the current length of the scheduled workday.

ARTICLE 16 - ANNUAL VACATION

16.1 Definition of Terms

For the purpose of this article, the "*calendar year*" shall mean the 12-month period from January 1st to December 31st inclusive.

16.2 Vacation Schedule for First Incomplete Year

Each employee shall receive during the first incomplete year (first calendar year) of service, two weeks' vacation (pro-rated on first incomplete year) with the right to take days in one-week blocks as they are accumulated.

16.3 Annual Vacation Entitlement

All regular full-time employees shall be entitled to an annual vacation as set out below:

(a) Each employee in their second, third and fourth calendar year of service shall receive three weeks' paid vacation. Pay for such vacation shall be at the employee's current salary or six percent of gross earnings for the period in which vacation was earned, whichever is greater.

(b) Each employee in their fifth to ninth calendar year of service shall receive four weeks' paid vacation. Pay for such vacation shall be at the employee's current salary or eight percent of gross earnings for the period in which vacation was earned, whichever is greater.

- (c) Each employee in their tenth to nineteenth calendar year of service shall receive five weeks' paid vacation. Pay for such vacation shall be at the employee's current salary or 10% of gross earnings for the period in which vacation was earned, whichever is greater.
- (d) Each employee in their twentieth calendar year of service and thereafter shall receive six weeks' paid vacation. Pay for such vacation shall be at the employee's current salary or 12% of gross earnings for the period in which vacation was earned, whichever is greater.
- (e) (1) During the 15th calendar year of service and each five-year multiple thereafter, regular employees will be granted a cash bonus equivalent to one week's pay, plus an additional one-week vacation bonus. The cash bonus will be paid out in January of the year it is earned.
- (2) For regular part-time employees, one week's pay will be calculated on the average number of hours worked per week in the previous 12 months.
- (3) The bonus vacation days must be taken during the following 24-month period.
- (4) Casual employees receiving vacation pay in lieu of paid vacation will receive an additional two percent pay in year 15 and each five-year multiple thereafter, representing the vacation bonus.
- (5) This vacation bonus applies to service years at Interior Savings Credit Union (or its predecessors) only and is calculated from the last date of hire.
- (6) The employee's years of service, not seniority, shall determine the employee's entitlement under the terms of this clause.

The employee's years of service, not seniority, shall determine the employee's entitlement under the terms of this article.

16.4 Winter Vacation Bonus

(a) An additional 20% vacation time will be granted if an employee elects to take their vacation period during the period beginning at the start of the first full week of October to and including the end of the second full week of December or during the period beginning at the start of the second full week of January to and including the last full week of April. Such vacation must be scheduled in no less than one-week blocks. Winter vacation bonus must be taken at the end of vacation, with exception of the following:

March: The entire month (excluding Easter week and March break week(s) if it should fall in the month of March).

April: The entire month (except Easter should it fall in the month of April).

(b) Employees applying for vacation to be taken between January 1st and February 15th must circulate a vacation waiver form to those employees senior to them to ensure that a senior employee does not wish the block of time requested.

16.5 Regular Part-Time Employee Vacation Leave and Pay

A regular part-time employee, and an employee working on an approved job-share basis, shall receive the same number of calendar weeks of vacation leave as a regular full-time employee in the same calendar year of service. Vacation pay shall be at the appropriate percentage of gross earnings indicated above.

16.6 Vacation Scheduling

Other than in the first incomplete calendar year, as of January 1st, each employee shall have one full calendar year's entitlement available to them to take any time within that calendar year. Senior

employees shall be given preference in the selection of vacation periods. Employees who wish to take their vacation in two periods or more, instead of one unbroken period, may do so subject to the following:

- (a) Subject to Subsection (e) below, the periods are a minimum of one full week or multiples of a full week. It is understood that employees will not be required to extend their vacation blocks by an additional day for each statutory holiday occurring during a period of vacation. For the purposes of this clause, a week is considered to be the normal business week in operation at the branch or office.
- (b) Employees shall select their vacation periods in order of seniority as defined in this agreement. However, only one vacation period shall be selected by seniority until all employees in the signing group have had the opportunity to select one vacation period. Subsequently, those employees who have chosen to take their vacations in two separate periods or more shall select the second and subsequent periods in order of seniority.
- (c) The Employer will post a vacation schedule by October 15th of each year for the next calendar year and the employees shall select all their vacation periods, including their floating holiday described in Clause 15.1, by December 15th. All vacations so selected by this time shall be confirmed by the Employer by December 31st. It is agreed that bargaining unit vacation requests shall not be denied or displaced by requests from excluded staff members. This clause shall not be so construed to imply that vacation not selected by December 15th is to be disallowed; however, such time shall be scheduled subject to operational requirements.
- (d) Further, Subsection (c) above shall not be so construed to imply that vacation selected by October 31st cannot be amended at a later date, subject to operational requirements.
- (e) All employees with scheduled vacation leave pursuant to Clause 16.6 may, throughout the calendar year, seek to modify one block of five vacation days, on a day-for-day basis, to accommodate unanticipated leave requirements that may arise in advance of the scheduled vacation. It is understood that such requests will not normally accommodate leave requests during the prime-time vacation period or be approved to provide additional leave contiguous with a block of vacation already approved for the individual making the request. Requests for such modification will be submitted pursuant to the provisions of Clause 18.6 and reviewed and approved/denied accordingly.
- (f)
 - (1) Employees who transfer to another branch through the job posting process will retain their approved vacation.
 - (2) Notwithstanding Clause 11.10 of this agreement, if operational needs dictate, the Employer reserves the right to retain temporary assistance from another branch within the bargaining unit to cover previously approved vacation being taken by an employee moving into a new branch.

16.7 Vacation During Peak Work Periods

Subject to the provisions of this article, it is the intent of the parties that no employee shall be restricted in the time of year they choose to take their vacation entitlement. However:

- (a) During the "*peak work periods*", defined as the beginning of the second full week of December to and including the end of the first full week of January, and the beginning of the first full week of February to and including the end of the first full week of March, no more than two employees per branch shall normally be granted vacation time at any one time.
- (b) At all other times during the year no more than 40% of the staff shall be permitted to schedule vacation leave at one time per branch.

16.8 Vacation Carryover

- (a) An employee may carry over up to five days' vacation leave per vacation year to a maximum accumulation of five days at any one time.
- (b) A single vacation period which overlaps the end of a calendar year (December 31st) shall be considered as vacation for the vacation year in which the vacation commenced. The portion of vacation taken subsequent to, but adjoining December 31st, shall not be considered vacation carryover, nor as a seniority choice for the subsequent vacation year.

16.9 Displaced Vacation

When during any period of vacation, an employee qualified for a leave of absence without loss of regular salary, as provided for in the present collective agreement, or becomes seriously ill and requires hospitalization, or is under a doctor's care, the period of vacation so displaced shall be rescheduled to a date agreed to by the employee and the Employer.

16.10 Termination

- (a) An employee terminating their employment shall receive their vacation entitlement less any actual vacation time taken, other than in the case of retirement in accordance with the provisions of Clause 24.8.
- (b) Where the employee has taken more vacation time than their actual entitlement to date of resignation, the Employer may recover the amount overpaid from the employee's final paycheck.

16.11 Vacation Credits Upon Death

Earned but unused vacation entitlement shall be made payable, upon termination due to death, to the employee's dependant or, where there is no dependant, to the employee's estate.

ARTICLE 17 - ILLNESS AND INJURY

17.1 Salary Continuation

- (a) The Employer agrees that, where non-work related illness or injury prevents attendance at work, an eligible employee who works 20 or more hours per week will maintain their basic pay in accordance with the terms of this article.
- (b) In each instance of non-work-related illness or injury the Employer will continue to pay an eligible employee for up to 10 workdays or until short-term disability benefits are triggered, whichever occurs first.

17.2 Joint Review

The parties to this agreement recognize the responsible manner in which sick leave provisions have been historically utilized by employees and the parties agree to cooperate in attempting to ensure the preservation of the benefits described in Clause 17.1. To this end, the Joint Union-Management Committee shall monitor the use of these benefit provisions and make recommendations it deems appropriate on such matters as benefit carriers, wellness initiatives, and the like, to the bargaining Principals.

17.3 Illness of a Child, Spouse or Parent

In the case of a sudden illness of a child, spouse or parent where the employee is the only person in the home capable of dealing with the emergency, paid leave of up to six days per calendar year pursuant to this article may be used by the employee to care for the child, spouse or parent.

17.4 Short-Term Disability

Short-term disability benefits are payable pursuant to the terms Article 23.

17.5 Long-Term Disability

- (a) Long-term disability benefits are payable pursuant to the terms of Article 23.
- (b) An employee in receipt of long-term disability benefits shall be considered an employee for the purposes of all health and welfare benefit plans. Employees will not be covered by any other portion of the collective agreement but will retain the right of access to the Joint Union-Management Committee pursuant to Article 6 and will retain seniority rights should they return to employment within six months following cessation of long-term disability benefits.
- (c) Such employees shall retain seniority rights in the same manner as if they were not absent for all purposes including, but not limited to, the determination of their vacation year. Where employees return to work following an absence on long-term disability, they shall have all rights under the collective agreement; however, payment for vacation leave scheduled in that year will be based on the appropriate percentage of salary earned since date of return and, where applicable, previous vacation leave earned but not taken in advance of their absence on leave.
- (d) A vacancy created as a result of a regular employee's absence on long-term disability or Workers' Compensation benefits, shall be considered a regular vacancy for the purpose of Clause 11.4 on the date the employee is determined to be permanently disabled from their own occupation.

ARTICLE 18 - LEAVES OF ABSENCE

18.1 Bereavement Leave

- (a) In the case of bereavement in the immediate family, an employee not on leave of absence without pay shall be entitled to special leave, at their regular rate of pay, for up to five workdays. Regular part-time employees shall be granted the leave, with pay, provided they are scheduled to work those days.
- (b) "*Immediate family*" is defined as the employee's spouse, parent and parent's spouse, legal ward of the employee, child, stepchild, foster child and child's spouse, sibling, mother-in-law, father-in-law, grandparent (including in-laws), grandchildren, spouse's grandchildren, sister-in-law and brother-in-law.
- (c) Where established ethno cultural or religious practices provide for ceremonial occasions, other than the bereavement period in (a) above, the balance of the bereavement leave as provided in (a) above, if any, may be taken at the time of the ceremonial occasion within a one-year period.

18.2 Family Illness Leave

- (a) In cases of illness, serious enough to reasonably believe that a member of the immediate family may not survive, an employee shall be granted up to one day leave with pay to visit the place of residence of the immediate family member. Immediate family shall be as set out in Clause 18.1(b) of this agreement.
- (b) Employees may be granted up to two additional days' paid leave if travel is required to visit the place of residence.

18.3 Full-Time Union or Public Duties

The Employer shall grant, on written request, leave of absence without pay to two employees in the bargaining unit at any given time:

- (a) for employees to seek election in a municipal, provincial, or federal election, for a maximum period of 90 days;
- (b) for employees selected for a full-time position with the Union or any body to which the Union is affiliated for a period of one year;
- (c) for employees elected to a full-time federal, provincial, or municipal office for a maximum period of five years;
- (d) for an employee elected to the position of President or Secretary-Treasurer of the B.C. General Employees' Union, the leave shall be for a period of two years and shall be renewed upon request;
- (e) seniority shall be maintained while on such leave and no benefit entitlements shall accrue while on such leave.

18.4 Medical and Dental Care Leave

(a) In instances where an employee is required to attend a medical or dental appointment or receive specialized medical or dental care, such appointments shall be scheduled where possible, on the employee's days of rest or outside of normal work hours. Where an employee must attend a medical or dental appointment during working hours, every effort must first be made to obtain such appointments or care within the surrounding community. An absence of up to two hours from the workplace will be paid. An employee attending such appointments outside the surrounding community during working hours is expected to report to work, provided at least one hour of their normal shift can be worked prior to departure. If medically able, employees shall return to work within a reasonable period of time. They shall not be required to report if less than two hours of their normal shift remain to be worked.

(b) In instances where medical or dental services are not available within the City of Kamloops, such care and treatment shall be scheduled, where possible, on the employee's days of rest, or outside of normal work hours. Where such care and treatment must take place during work hours, with prior approval, employees shall be allowed the necessary time, including travel and treatment time, up to a maximum of three days' paid leave per year to receive medical and dental care at the nearest medical centre for the employee, their spouse, dependent child and a dependent parent permanently residing in the employee's household or with whom the employee permanently resides. Where additional leave is required, the matter will be referred to the Joint Union-Management Committee.

(c) In instances where an immediate family member who permanently resides in an employee's household, or with whom the employee permanently resides, is required to have surgery or medical attention which requires supervision or assistance, and when no other immediate family member is available to provide that supervision or assistance, then the employee shall be entitled to up to one day's paid leave per year for this purpose.

18.5 Jury Duty

(a) The Employer shall grant paid leave to employees, other than employees on leave without pay, who serve as juror or witnesses in a court action, provided such court action is not occasioned by the employee's private affairs. An employee in receipt of their regular earnings while serving at court shall remit to the Employer all monies paid to them by the court, except travelling and meal allowances not reimbursed by the Employer.

- (b) Employees shall return to work within a reasonable period of time. They shall not be required to report if less than two hours of their normal shift remain to be worked.
- (c) Total hours on jury duty and the actual hours worked on the job in the office in one day shall not exceed normal working hours for purposes of establishing the basic workday.
- (d) After having completed jury duty, any time worked in the office in excess of the combined total of seven and one-half hours (for positions outside the Kamloops seniority block) or eight hours (for positions inside the Kamloops seniority block) shall be considered overtime and paid as such.

18.6 General Leave

- (a) Where the requirements of the Employer's operation will permit, the Employer may grant a leave of absence without pay for educational or other legitimate personal reasons on advance written request from the employee for a period of up to 90 days. Such advance written request shall be waived in the case of emergencies. Permission for such leaves will be at the Employer's discretion and will not be unreasonably withheld.
- (b) The definition of "*advance written notice*" is that the employee shall submit the reasons for such request to the Employer a minimum of 10 workdays prior to the commencement date of the requested leave.
- (c) The Employer shall inform the employee in writing that the requested leave is approved or disapproved within five workdays of receipt of the request.
- (d) The leave of absence shall not be charged against other paid leave entitlements or annual vacation.

18.7 Compassionate Leave

- (a) Effective April 28, 2006, an employee is entitled to Compassionate Care Leave as described in the *Employment Standards Act*.
- (b) The terms and conditions of this leave will be as described in the *Act*, as amended from time to time.
- (c) Should the legislation be rescinded, this clause will become null and void.
- (d) In the event that any future legislation materially alters the statutory requirements or entitlements governing the matter set out in this clause, the parties hereto shall meet to negotiate mutually agreeable provisions to satisfy the change in legislative requirements.

18.8 Other Religious Observances

- (a) Employees who are members of non-Christian religions are entitled to up to two days' leave without pay per calendar year to observe spiritual or holy days. Such leave shall not be unreasonably withheld.
- (b) A minimum of two weeks' notice is required for leave under this provision. Where two weeks' notice is not possible due to the unpredictable nature of the spiritual or holy days, then as much notice as possible shall be provided.

18.9 Abandonment of Position

An employee shall be deemed to have terminated their employment where they fail to return from an authorized leave of absence without reasonable cause.

18.10 Family Responsibility Leave

An employee can take up to five days of unpaid leave in each year to help with the care, health, or education of a child under the age of 19 in their care.

An employee can also ask for this type of leave to care for the health of any other member of their immediate family.

Family responsibility leave does not accumulate from year to year.

18.11 Domestic Abuse or Sexual Violence Leave

(a) An employee is entitled to Domestic or sexual violence paid and unpaid leave as described in the *Employment Standards Act*, Section 52.5.

(b) In the event that any future legislation materially alters the statutory requirements or entitlements governing the matters set out in this article, the parties hereto shall meet to negotiate mutually agreeable provisions to satisfy the change in legislative requirements.

18.12 Other Leaves

(a) Reservist's Leave

Employees who are also a reservist for the Canadian Forces are entitled to 20 days of unpaid leave in a calendar year for the following reasons:

- Being deployed to a Canadian Forces operation outside of Canada
- Participating in pre or post-deployment training activities
- Being deployed to assist with an emergency or its aftermath in Canada.

Employees must give their employer four weeks' written notice that includes the start and end date for their leave. If they get less than four weeks' notice of deployment, the employee must give as much notice as possible.

If training activities are extended, the employee must give the employer notice four weeks before the date the leave was to have ended.

If deployment is extended, the employee must give the employer notice four weeks before the date the leave was to have ended, or as soon as possible.

If the employee wants to return to work sooner than they originally said, they must give the employer at least one week of notice.

(b) Leave Respecting the Disappearance of a Child

An employee is entitled to a leave of absence without pay of up to 52 weeks if they are entitled to leave respecting disappearance of child under the *Employment Standards Act* and such leave shall be in accordance with the *Employment Standards Act*. There will be no interruption in the accrual of seniority.

(c) Leave Respecting Death of Child

An employee is entitled to leave of absence without pay of up to 104 weeks if they are entitled to leave respecting death of child under the *Employment Standards Act* and such leave shall be in accordance with the *Employment Standards Act*. There will be no interruption in the accrual of seniority.

ARTICLE 19 - MATERNITY, ADOPTION AND PARENTAL LEAVE**19.1 Leave Requests**

- (a) Employees are eligible for unpaid leave of absence from employment subject to the conditions in this article. Every employee who intends to take a leave of absence under this article shall give at least four weeks' notice in writing to the Employer unless there is a valid reason why such notice cannot be given. All requests for leave of absence pursuant to this article shall be in writing and indicate the last day to be worked and the expected date of return to work.
- (b) Each employee who wishes to change the effective date of approved leave shall give four weeks' notice of such change unless there is a valid reason why such notice cannot be provided.

19.2 Maternity Leave

- (a) An employee will be granted leave for a period not longer than 17 consecutive weeks.
- (b) The period of maternity leave shall commence not earlier than 13 weeks before the expected date of delivery and end no later than 17 weeks after the leave begins.
- (c) A request for shorter period under Clause 19.2(b) must be given in writing to the Employer at least one month before the date that the employee indicates they intend to return to work. The employee must furnish the Employer with a physician's certificate stating that the employee is able to resume their duties.
- (d) The Employer shall, upon the request of the employee, modify the commencement or end dates of maternity leave for any period approved in writing by a qualified medical practitioner.

19.3 Parental Leave

- (a) Upon application, an employee shall be granted leave of absence following the birth or adoption of the employee's child. The employee shall have to furnish a medical certificate or other evidence stating the date of birth of the child or, where applicable, proof of adoption.
- (b) Where both parents are employees of the Employer, the employees shall determine the apportionment of the parental leave between them.
- (c) Upon application, employees shall be granted parental leave as follows:
 - (1) in the case of the birth mother, up to 61 consecutive weeks, commencing immediately following the end of the maternity leave under Article 19 (Maternity, Adoption and Parental Leave);
 - (2) in the case of the birth father or partner of the birth mother, including same-sex partner, up to 62 consecutive weeks commencing within the 78-week period following the birth of the child;
 - (3) in the case of an adopting parent, up to 62 consecutive weeks commencing within the 78-week period following the date the adopted child comes into the actual care and custody of the parent.
- (d) If the child suffers from a physical, psychological, or emotional condition, the employee is entitled to an additional period of parental leave of up to five weeks. The employee's doctor or the agency that placed the child must certify that such an additional period of parental leave is required.

19.4 Aggregate Leave

The aggregate amount of leave of absence from employment that may be taken by an employee under Clauses 19.2 and 19.3 in respect of the birth or adoption of any one child shall not exceed 78 weeks, except as provided under Clauses 19.3(d), 19.6(b) or 19.7.

19.5 Seniority Rights and Benefits Entitlements

(a) In accordance with the *Employment Standards Act*, the services of an employee who is absent from work in accordance with this article shall be considered continuous for the purposes of pension, medical, extended health, dental, group life, short-term and long-term disability benefit plans, and the employee assistance plan, and the Employer shall continue to make payment to the plans in the same manner as if the employee were not absent where:

- (1) the Employer pays the total cost of the plan, or
- (2) the employee elects to continue to pay their share of the cost of a plan that is paid for jointly by the Employer and employee.

(b) Vacation entitlement earned but not taken prior to the leave, and vacation entitlement earned during the leave, shall be appended to the leave.

(c) *Vacation Earned During Maternity/Parental Leave:*

- (1) In accordance with the *Employment Standards Act*, the services of an employee who is absent from work in accordance with this article shall be considered continuous for the purposes of earning vacation entitlement.
- (2) Any unused vacation with pay earned but not used prior to the commencement of the leave must be taken at the expiration of the leave and before the employee returns to work.
- (3) Vacation earned while on maternity/parental leave shall be without pay.
- (4) Any vacation accrued without pay during the leave may be waived by the employee. If the employee wishes to use all or some of this vacation, they must take it at the expiration of the leave and before the employee returns to work.
- (5) If, during the leave, the employee becomes entitled to vacation pursuant to Clause 16.3, they may schedule their pro rata vacation with pay in accordance with Clause 16.6 of the agreement.
- (6) Vacation earned pursuant to this clause may only be carried over by mutual agreement to the following calendar year.

19.6 Disability and Illness Claims

(a) An employee, not on leave of absence, who becomes ill or disabled while pregnant shall not have their eligibility to benefits, pursuant to Clause 17.1, affected by virtue of their pregnancy.

(b) Where an illness or injury occurs during a period of approved maternity leave, parental leave or adoption leave, which prevents the employee from returning on the scheduled date of return, the provisions of Clause 17.1 will be effective from the scheduled date of return to work.

19.7 Extension of Maternity Leave

In instances where an employee ineligible for benefits, pursuant to Clause 17.1, is unable, due to illness or disability, to return to work upon expiration of maternity leave, then, on written request of the employee and with a medical certificate, leave will be extended in such circumstances.

19.8 Return from Leave

Upon return from leave, an employee shall be placed in their former position. Where the former position does not exist, they shall be placed in an equivalent vacant position within their seniority block. Where an equivalent vacant position is not available, they may select from the options set out in Article 12 - Layoff and Recall.

19.9 Legislation Change

In the event that any future legislation materially alters the statutory requirements or entitlements governing the matters set out in this article, the parties hereto shall meet to negotiate mutually agreeable provisions to satisfy the change in legislative requirements.

19.10 Seniority Rights on Return to Work

- (a) An employee who returns to work after the expiration of the maternity and/or parental leave will retain the seniority they had accrued immediately prior to commencing the leave and will be credited with seniority for the period covered by the approved leave.
- (b) The employee will notify the Employer within one month prior to the expiration of the leave of their intent to return to their position.
- (c) The employee will be deemed to have resigned on the date upon which their leave commenced if notice is not given or they do not return to work.

ARTICLE 20 - OCCUPATIONAL SAFETY AND HEALTH

20.1 Statutory Compliance

The Union and the Employer agree to cooperate fully in matters pertaining to the prevention of accidents and occupational disease and in the promotion of the health and safety of all employees. There shall be full compliance with all applicable statutes and regulations pertaining to the working environment as set out in this article and as defined by the *Workers Compensation Act*.

20.2 Joint Occupational Safety and Health Committees

The parties agree that the intent of this agreement is to ensure that all employees shall have the maximum possible access to the Occupational Safety and Health Committee structure. Occupational Safety and Health Committees will be comprised of an equal number of employer and union representatives and will be established and operated as outlined below:

- (a) Union representatives shall be employees at the workplace appointed by the Union, and employer representatives shall be appointed by the Employer. Employees who are representatives of the Committee shall not suffer any loss of basic pay for the time spent attending a committee meeting, job site inspection or accident investigation in accordance with WCB Regulations.
- (b) Each branch shall initiate and maintain an Occupational Safety and Health Committee or, where branch workforce numbers are less than the minimum requirements established by statutory regulation, Occupational Safety and Health Committees may be established to encompass more than one branch or Department. Branch combinations may be mutually agreed at the local level.
- (c) The Committees will function in accordance with the regulations made pursuant to the *Workers Compensation Act* and will participate in developing a program to reduce risk of occupational injury and illness.

- (d) All minutes of the meetings of the committees shall be recorded on a mutually agreed to form and shall be sent to the Union, the Manager of Human Resources and the Workers' Compensation Board.
- (e) Committee meetings shall be scheduled during normal working hours whenever practicable. Time spent by designated committee members attending meetings held on their days of rest or outside their regularly-scheduled hours of work shall not be considered time worked, but such committee members shall receive equivalent time off at straight-time.
- (f) Worksite inspections or accident investigations shall be scheduled during normal working hours whenever practicable. When no union-designated committee member is available, time spent by employees attending to this business on their days of rest or outside their regularly-scheduled hours of work shall not be considered time worked but such employees shall receive equivalent time off at straight-time.

20.3 Safety and Health Hazards

- (a) The parties agree that, in compliance with statutory requirements, workplace inspections shall be conducted with each respective Manager, or their designated representative, and a union-designated committee member. Minutes will be kept of the inspection meeting, a copy of which will be forwarded to the Manager of Human Resources. Employee concerns may be referred to any member of the local Occupational Health and Safety Committee for inclusion at the meeting. Upon request the minutes of the inspection meetings shall be forwarded to the Joint Union-Management Committee for review.
- (b) The inspection as outlined in Clause 20.3(a) will include an investigation of the following specific areas of concern:
 - (1) *tripping hazards* - multiple electrical cords; telephone cords; loose stair risers; frayed carpets;
 - (2) *building (facility) safety* - exposed electrical wiring; open floor vents; loose cupboard doors; electrical outlets;
 - (3) *equipment* - testing of microwave ovens, safety procedures followed for use of paper shredder, electrical cords and plugs;
 - (4) *ventilation* - proper ventilation for photocopier; clean air and fresh air ventilation through buildings;
 - (5) *lighting* - ensure work areas have sufficient illumination;
 - (6) *cleanliness* - ensure proper sanitation procedures carried out by janitorial contractor.
- (c) Employees who encounter safety and/or health problems related to the work environment shall report these to their supervisor. The supervisor, if unable to deal with the problem personally, shall refer the matter to the manager. Matters of other than routine importance shall be referred to the Manager of Human Resources and the branch Occupational Safety and Health Committee.

20.4 Injury Pay

An employee who is injured on the job during working hours and who is required to leave for treatment or sent home for such injury shall receive payment for the remainder of their shift.

Transportation of accident victims to and from the nearest qualified medical practitioner or hospital for employees requiring medical care as a result of an on-the-job accident will be at the expense of the Employer.

20.5 Unsafe Work

- (a) An employee may exercise their rights to refuse to do unsafe work pursuant to Section 3.12 of the Occupational Health and Safety Regulations outlined in information Appendix B.
- (b) An employee must not be subject to discriminatory or disciplinary action pursuant to Section 3.13 (1) of the Occupational Health and Safety Regulations outlined in information Appendix B and Part 3, Division 6 of the Workers Compensation Act.

20.6 Employee Working Alone

- (a) Before a worker is assigned to work alone or in isolation, the Employer must identify any hazards and assess the risk to the worker and eliminate or minimize the risk from the hazard.

The Employer must develop and implement a written procedure for checking the well-being of a worker assigned to work alone or in isolation.

- (b) The procedure for checking a worker's well-being must include the time interval between checks and the procedure to follow in case the employee cannot be contacted, including provisions for emergency response. A person must be designated to establish contact with the worker at predetermined intervals and the results must be recorded by the person. A check at the end of the work shift must be done.

The procedure(s) must be developed/reviewed in consultation with the Occupational Safety and Health Committee and the worker assigned to work alone or in isolation.

20.7 Workplace Violence/Aggressive Conduct

- (a) It is recognized that at certain worksites or in certain work situations employees may be at risk of physical violence or verbal abuse from clients, or the public.
- (b) Where such potential exists:
 - (1) employees at those worksites or in those work situations shall receive training in the recognition and management of such incidents;
 - (2) applicable physical and procedural measures to protect employees shall be implemented.
- (c) The Occupational Safety and Health Committee shall be consulted regarding the curriculum of training and the applicable physical and procedural measures referred to in (b) above.
- (d) Employees shall be informed concerning the potential for physical violence or verbal abuse from a client, or another member of the public, subject to statutory limitation.
- (e) Immediate critical incident stress debriefing and post-traumatic counselling shall be made available for employees who have suffered as a result of violence. Leave required to attend such debriefing or counselling sessions will be without loss of pay.

20.8 Mental Health

The parties recognize the importance of supporting and promoting a psychologically healthy workplace and such will adhere to all applicable statutes, policy, guidelines and regulations pertaining to the promotion of mental health. The Employer will support the provision of education and training on the topic of mental health for the health and safety representatives including stewards and members of the Joint Union-Management Committee.

20.9 Investigation of Accidents

(a) Pursuant to the *Workers' Compensation Act*, Part 3, Division 10 governing Accident Reporting and Investigation, all accidents/incidents shall be jointly investigated by at least one worker representative designated by the BCGEU and one employer representative.

(b) A preliminary Investigation will be completed within 48 hours and a preliminary and corrective action report will be posted and provided to the Committee. The full investigation will be completed within 30 days with the full investigation and corrective action report submitted on a mutually agreed accident/incident investigation form. Copies will be sent to the Workers' Compensation Board, Occupational Health and Safety Committee, each employer representative and each worker representative.

Nothing in this clause restricts the right of the Employer to require the management representative in (a) above, if a member of the bargaining unit, to complete other reports related to the accident under investigation.

(c) In the event of a fatality the Employer shall notify the Union President or designate of the nature and circumstances of the accident.

20.10 Occupational Safety and Health Courses

(a) The Manager of Human Resources shall schedule a training program for occupational safety and health committee members dealing with the objectives and duties of occupational safety and health committees.

(b) The program shall, at a minimum, reflect the requirements and standards for a safety and health program recommended by the Workers' Compensation Board.

(c) Union safety committee members attending the training will be on leave of absence without loss of basic pay (including necessary travel time) and shall be reimbursed for expenses by the Employer.

ARTICLE 21 - TECHNOLOGICAL CHANGE AND SEVERANCE PAY

21.1 Notice of Technological Change

The Employer will provide the Union with as much notice as possible of intention to introduce automation, equipment or changes in administrative procedures which might result in the reduction of personnel and/or changes in job duties sufficient to change the classification of positions.

21.2 Implementation Procedures for Technological Change

(a) The union representatives on the Joint Union-Management Committee will receive written notice at least two months prior to the proposed change. The written notice will provide the following information:

- (1) the nature of the change(s);
- (2) the anticipated date(s) on which the Employer plans to effect change(s);
- (3) the location(s) and number(s) of employees likely to be directly affected.

(b) Thorough consultation with the Union will precede any such change with a view to minimizing the disruption to the bargaining unit;

(c) In the event that new positions are created as a result of the technological change, then salaries shall be negotiated by the parties and failing agreement on salaries, that matter may be referred to arbitration;

(d) The Joint Union-Management Committee shall, on request, meet with the individual employees affected by such introduction to review possible options available to the affected employees.

21.3 Retraining and Reorganization

An employee becoming redundant due to new equipment and procedures can, based on the employee's seniority, be entitled to claim the right to be trained for any new positions that might be created by such introduction. The Employer shall provide such retraining at no cost and without loss of pay to the affected employee. The retraining period shall be in accordance with Clause 12.3.

21.4 Layoffs from Reduction in Work

(a) All employees designated for layoff as a result of such introduction shall also have the right to select from the options contained in Clause 12.4.

(b) An employee laid off by such introduction who opts to be placed on the recall list shall be offered positions with the Employer, in accordance with Clause 12.6, should vacancies arise within the same-or lower-paid classifications.

(c) An employee who chooses to be laid off and placed on the recall list may elect to terminate during the recall period and be paid their severance pay as provided in Clause 12.7 at time of termination or expiration of recall.

(d) Those regular employees who, through workforce adjustment select placement on the casual roster, shall be eligible for MSP coverage such that the Employer maintains payment of 50% of the premium cost for single, couple or family coverage for such employees.

21.5 Salary Protection

A regular full-time and a regular part-time employee directly affected by technological change, who displaces into a lower-paid classification, shall be paid at the rate of pay established in Appendix A for the job but shall, in addition, receive a lump sum payment in the amount of the difference between their former rate of pay and the lower rate for a projected twelve-month period (calculation to be based upon hours equivalent to the hours worked by the employee in the preceding twelve-month period).

ARTICLE 22 - CONTRACTING OUT

The Employer agrees not to contract out any work of the kind regularly performed by a member of the Union which would result in laying off of such employee.

ARTICLE 23 - HEALTH AND WELFARE

23.1 Full-Time Employees

(a) *Eligibility:* All regular full-time employees shall become eligible for coverage under the Employer's Corporate Benefit Plans on the first day of the month following completion of the probationary period.

(b) *Plan Design:* Details of the plans are contained in brochures provided by the Employer and include:

- Medical Services Plan of British Columbia;
- Extended Health Benefit Plans;
- Group Life Insurance;
- Accidental Death and Dismemberment Plan (AD&D);

- Critical Illness Insurance;
- Short-Term Disability (STD);
- Long-Term Disability (LTD);
- Employee and Family Assistance Plan (EFAP);
- Dental Plan: 75% Part A (Basic Preventative); 75% Part B (Major Restorative); 50% Part C (Orthodontics).

(c) The premium cost sharing on the plans listed above shall be as follows:

Full-Time Employees	Employer's Share	Employee's Share
Medical	75%	25%
Extended Health Care	100%	
Group Life Insurance	100%	
Accidental Death & Dismemberment	100%	
Critical Illness Insurance	100%	
Short-Term Disability Plan	100%	
Long-Term Disability Plan	100%	
Dental Plan 3	100%	
EFAP	100%	

23.2 Part-Time Employees

(a) *Eligibility:* All regular part-time employees shall become eligible for coverage under the Employer's Corporate Benefit Plans on the first day of the month following completion of the probationary period.

(b) *Plan Design:* Details of the plans are contained in brochures provided by the Employer and include:

- Medical Services Plan of British Columbia;
- Extended Health Benefit Plans;
- Group Life Insurance;
- Accidental Death and Dismemberment Plan (AD&D);
- Critical Illness Insurance;
- Short-Term Disability (STD);
- Long-Term Disability (LTD);
- Employee and Family Assistance Plan (EFAP);
- Dental Plan: 75% Part A (Basic Preventative); 75% Part B (Major Restorative); 50% Part C (Orthodontics).

(c) The premium cost sharing on the plans listed above shall be as follows:

Part-Time Employees	Employer's Share	Employee's Share
Medical	50%	50%
Extended Health Care	50%	50%
Group Life Insurance	100%	
Accidental Death & Dismemberment	100%	
Critical Illness Insurance	100%	
Short-Term Disability Plan	100%	
Long-Term Disability Plan	100%	
Dental Plan 3	50%	50%
EFAP	100%	

23.3 Benefits on Layoff

For regular full and part-time employees who have benefit coverage, as per Clause 23.1, and who are laid off, the Employer agrees to continue to pay premiums for benefits for which they are eligible on the following basis:

- (a) less than one year of service..... to date of layoff, minimum two weeks;
- (b) one to five years' service one month;
- (c) five to ten years' service two months;
- (d) ten years' service and over three months.

N.B. Years of service are determined by date of hire. This coverage shall not continue where an employee elects to receive severance pay and thereby becomes displaced from the recall list.

23.4 BC Credit Union Employees' Pension Plan

Participation in the BC Credit Union Employees' Pension Plan shall be subject to the terms of Letter of Understanding 1.

23.5 Benefits Upon Retirement

An employee with benefits who elects to retire and who meets the criteria set out in Clause 24.8 shall be entitled:

- (a) to maintain coverage for themselves and their family on the medical and extended health care plans for a period of six months following date of retirement; OR
- (b) be deemed as a retiree under the benefits plan.

23.6 Employee and Family Assistance Program

All employees and their dependants shall be covered under a mutually agreed upon Employee and Family Assistance Program that provides confidential assessment, counselling and/or referral assistance. In the event that there is a change in carrier or coverage employees shall be immediately advised.

23.7 Health and Welfare Plans

- (a) All employees will be provided with a Corporate Benefit Plan Brochure/Booklet. In the event that changes to the Corporate Benefit Plan are contemplated during the life of this agreement, such changes will be explained at the Joint Union-Management Committee level in order to ensure that full understanding is maintained.

(b) Where the Employer contracts with alternative benefit carriers or amends its carrier policies during the life of this agreement, any change or replacement policies shall provide comparable benefit levels and there shall be no change to the eligibility provisions for current employees.

(c) Where the parties to this agreement agree that any of its carriers is avoiding its obligations to provide contracted benefits, or is unnecessarily delaying the acceptance of submitted claims, it is agreed that the parties will make joint submissions to the carrier and may reconsider the viability of maintaining the carrier.

ARTICLE 24 - PAYMENT OF WAGES AND ALLOWANCES

24.1 Rates of Pay

Employees shall be paid in accordance with the salary schedule for their positions as specified in Appendix A of this agreement.

24.2 Rate of Pay on Promotion

(a) Upon promotion, an employee will receive the rate for the position as established in Appendix A of this agreement.

(b) A red-circled employee who is transferred into a position by promotion or lateral transfer under Article 11 (Career Development & Job Postings) shall not suffer a reduction of pay rate by application of Clause 24.1.

24.3 Paydays

The Employer agrees to pay employees every second Thursday. In the event it is not possible for the Employer to pay employees every second Thursday, alternate arrangements will be made.

A comprehensive statement detailing all payments and setting out allowances and deductions shall be forwarded in a confidential envelope to the employee each payday.

24.4 Substitution Pay

(a) No employee shall be required to substitute into a higher-paying position unless they are assigned to do so in writing. Such written notice shall specify the start date and expected duration of the substitution required and include a copy of the job description for the job into which the employee is to substitute.

(b) Any employee assigned to substitute into a higher-paying position shall be paid at the higher rate, as determined in Appendix A of this agreement, from the first full day of such assignment, except when the assignment is for training purposes.

24.5 Salary Rate Upon Recall or Demotion

(a) Employees recalled to their former position or to a position of equal salary shall receive the current rate for the job as set out in Appendix A of this agreement.

(b) Employees recalled who accept a position in a lower-paid classification than their former position shall be paid at the salary rate for that job as set out in Appendix A of this agreement.

(c) An employee who transfers to a position in a lower job classification for reasons ascribable to the employee shall be paid in accordance with Clause 24.5(b) above.

24.6 Mileage, Meal, and Accommodation Allowances

- (a) Where an employee agrees to be assigned to work outside their seniority block, they will, at the Employer's option, either travel on the Employer's time or be paid for hours travelled at the applicable overtime rates.
- (b) Employees required to use their own vehicle in the performance of their job or an employee described in (a) above will be eligible for a vehicle allowance at a corporate mileage rate as set by the Board from time to time per kilometre for all distances travelled on employer business.
- (c) Meal allowances paid to such employees shall be:

Breakfast	\$16	Lunch	\$20	Dinner	\$32
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Allowances for breakfast and dinner will not be paid where employees are able to commute to and from home at hours consistent with such meals. Where an employee is required to travel to other than the normal work location and such travel requires the employee to leave prior to 7:00 a.m., such employee shall be entitled to a breakfast allowance. Likewise, where such travel keeps the employee away from home past 6:30 p.m., the employee shall be entitled to a dinner allowance.

- (d) Where the Employer requires that an employee referenced in Clause 24.6(a) temporarily relocates to a community within an alternate seniority block, the Employer shall reimburse the employee for receipted accommodation costs incurred. An advance, for this purpose, shall be supplied at the employee's option. Where such employees alternately choose to obtain private accommodation within the community, they shall be entitled to an allowance of \$15 per night.

All receipts are required to be submitted for reimbursement.

24.7 Additional Expenses

Where employees might incur extraordinary expenses by reason of attending employer-required events then, prior to the event, discussions should take place to resolve the matter.

24.8 Retirement Bonus and Pre-Retirement Leave

- (a) An employee with benefits who elects to retire between ages 55 and 65 who has completed at least 10 years of service or employees with benefits whose age plus years of service equals 70 or more, shall be entitled to:

- (1) a special paid leave for a period of five weeks; or
- (2) a special payment equivalent to the cash value of five weeks' gross salary to be paid immediately prior to retirement and based upon their current rate of pay. The employee may elect to have this amount deposited directly into their RRSP Account.

- (b) Such an employee shall also be granted a retirement bonus equal to the full vacation entitlement for the final calendar year of service. The retirement bonus will be paid out on the employee's last paycheque.

24.9 Training Allowance

- (a) Employees who are required by the Employer to provide training to a specified level, and to evaluate the competency of the employees so trained, shall receive an additional premium of \$2 per hour for each hour spent providing instruction or evaluation.
- (b) In order to be eligible for the allowance the following criteria must be met:
- (1) the trainer must be assigned in writing;

- (2) the training delivered must be part of a documented training program;
 - (3) the documented training program must require a series of formal written evaluations, and
 - (4) the trainer assigned will be responsible for both the training and evaluation of the trainees.
- (c) This clause shall not apply to positions where training is a component of job content.

ARTICLE 25 - CLASSIFICATION AND RECLASSIFICATION

25.1 Job Descriptions

- (a) Job descriptions will be written with the intent to set forth the general duties and requirements of the job and to indicate the level of skill required and shall not be construed as imposing any restriction on the right of the Employer to create a new job or to assign duties to employees other than those specifically mentioned in job descriptions, providing always that if the assignment of such duties changes the job content sufficiently to justify a review of the job rate, the local union office shall be notified and a revised rate may be negotiated between the parties. The effective date for the new rate shall be the date the job was submitted for review.
- (b) The Employer shall provide the local union office with copies of current job descriptions for all positions in the bargaining unit no later than six months from the date of union ratification of this collective agreement.

25.2 Classification and Salary Assignment

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, at its discretion, may negotiate the salary and category and if agreement cannot be reached, the matter may be referred to arbitration as provided in this agreement.

25.3 Job Evaluation Plan

The Joint Union-Management Committee shall meet to work out a process for reviewing job descriptions. The Employer agrees that no job evaluation plan pertaining to positions covered by this agreement will be introduced without the mutual agreement of the parties.

25.4 Review Process

As necessary, the Joint Union-Management Committee shall review and update job descriptions for all jobs in the bargaining unit. An employee shall have the right to appeal the classification of the position they occupy. Such an appeal shall be directed to the Joint Union-Management Committee and shall not be considered a grievance under Article 7 of this agreement.

ARTICLE 26 - CASUAL EMPLOYEES

26.1 Appointment

A casual employee shall receive a letter of appointment clearly stating their employment status and the intermittent nature of their employment. A copy of all casual appointment letters shall be forwarded to the local BCGEU area office.

26.2 Seniority

- (a) A casual employee who has completed their probationary period shall have their hire date retroactively recognized as their seniority date.
- (b) A casual employee will lose their seniority when they are terminated for just cause, or voluntarily terminates or abandons their position or they are on layoff for more than six months.

26.3 Order of Offering of Casual Work

The parties recognize that the Employer has historically faced staffing recruitment and retention difficulties for casual work assignments. It is agreed that utilization of casual employees with six months or more of seniority shall occur as set out below:

- (a) Casual work assignments, or temporary vacancies of a duration of up to 60 calendar days, shall be offered in order of seniority to qualified casual employees within their seniority block.
- (b) Notwithstanding Clause 26.3(a) above, within the Kamloops seniority block there will be two established casual units. The Main/South Casual Unit will consist of the Tranquille and Summit Branches; the Downtown Casual Unit shall consist of the Lansdowne and Valleyview Branches.
- (c) Casual employees within the Kamloops seniority block shall, in seniority order, be offered casual work opportunities for which they are qualified within their casual unit.
- (d) Casual employees from both Kamloops casual units shall be offered, in seniority order, available casual work, for which they are qualified, in the Administration Department.
- (e) Casual employees may from time to time be offered, in seniority order, available casual work assignments in the alternate Kamloops casual unit. This would occur where all other casual employees in that casual unit have already been offered the work and the assignments have not all been filled.
- (f) Thereafter, any additional remaining hours will be distributed equitably amongst the casual employees with less than six months' seniority.

26.4 Contact Hours

- (a) It is the responsibility of the casual employee to ensure that the Employer has a current phone number and address for the purposes of offering work assignments. Failure on the part of the employee to provide this information may result in the forfeiture of work opportunities. Except in unexpected circumstances, casual employees will normally be called for work opportunities between the hours of 8:30 a.m. and 9:30 a.m.
- (b) Casual employees who are contacted and decline, or are unavailable during the hours of 8:30 a.m. to 9:30 a.m., shall be considered as having declined a work opportunity, except as provided in Clauses 26.4(c), (d) and (f) below. Casual employees who decline three work opportunities in a calendar quarter will be considered as having terminated their employment relationship.
- (c) Where the Employer is unable to contact casual employees outside of the scheduled periods it will not count such unavailability for purposes of Clause 26.4(b).
- (d) Casual employees who are unavailable in the following circumstances, and who call in to the appropriate designate at the times determined by the Employer, will not have the decline or unavailability count as an occurrence for purposes of Clause 26.4(b):
 - (1) absence on a WCB claim;
 - (2) maternity leave; parental or adoption leave;

- (3) absence on bereavement leave;
 - (4) illness; proof of illness may be required if the absence is greater than five days or where it appears a pattern of consistent or frequent absence is developing;
 - (5) illness of, or inability to obtain child care for, a dependent child where no one other than the casual employee can care for the child. Proof of illness or inability to obtain child care may be required if a pattern of consistent absence is developing;
 - (6) union leave;
 - (7) jury duty;
 - (8) medical or dental appointments;
 - (9) approved leave under Clause 26.4(f);
 - (10) unavailability per Clause 26.4(f).
- (e) Where the Employer is unable to contact casual employees during the scheduled time periods established in Subsection (a) above, they are considered to have been unavailable for work for purposes of Clause 26.4(b) above and, in the event of the second occurrence, the Employer shall advise the steward for the Administration Department.
- (f) (1) Casual employees, with the agreement of the Employer, may specify days and/or times of availability. Such agreed to days and/or times, and any agreed to alterations thereto, shall be in writing and include the days and/or times, and effective date. During the months of March, July, August and December it is expected Casuals are to be available.
- (2) Should a casual employee wish to revert from having specified days and/or times of availability to full availability, the employee may do so by providing the Employer with 10 days' written notice.
- (3) Casual employees hired specifically to do summer vacation relief are excluded from the provisions of Clause 26.4(f)(1) above.
- (4) Subject to Clause 13.2(b), a casual employee may decline work assignments of less than three hours without penalty.

26.5 Hours of Work

- (a) It will not be the intent of the Employer to work casual employees six consecutive days. Casual employees shall be entitled to two consecutive days of rest in a biweekly period, during which there shall be four days of rest.
- (b) The Employer further agrees that a copy of each week's casual roster for all seniority blocks will be faxed to the bargaining unit Chairperson at the conclusion of the week's roster.

26.6 Seasonal Fluctuation in Available Work

The parties agree that, historically, available work opportunities for casual employees substantially decrease between the months of March 15th to June 15th as well as September 15th to December 15th in each calendar year. Where technology allows, the Employer agrees it will register electronically with the Employment Insurance Commission in order to expedite the production and transmission of Record of Employment documentation.

26.7 Status for Applying for Regular Positions

- (a) Notwithstanding Clause 11.3(c), a casual employee who has completed their probationary period will be recognized as an internal applicant for the purposes of Article 11.
- (b) Where a casual employee is the successful candidate during a job competition, they shall be subject to the trial period set out in Clause 11.9. Should they prove unsatisfactory in the position during the trial period, or if they are unable to perform the duties of the position, they shall be returned to the casual roster from whence they originated and the commensurate wage, benefits and terms of employment as set out in this article shall apply to their employment.

26.8 Benefits

Casual employees shall receive additional compensation equal to 10.44% of their hourly rate, as specified in Appendix A, for each hour worked in lieu of statutory holiday pay, and benefit plans coverage.

Casual employees after 90 days of employment, can take up to five paid days of job-protected sick leave per calendar year.

Pension participation shall be governed by the terms of the pension plan and the earnings threshold specified therein.

26.9 Vacation Pay and Statutory Leave Requirements

- (a) A casual employee shall receive additional compensation equal to the appropriate percentage of their hourly rate (commensurate with the employee's years of service) as set out in Clause 16.3. This amount shall be paid out on each paycheque in lieu of paid vacation leave.
- (b) The Employer agrees to permit casual employees the requisite number of weeks off pursuant to the *Employment Standards Act*. Generally, vacation requests for the months of February, July, August and December cannot be accommodated. However, where operational considerations permit, casual employees will be granted vacation leave at any other time of the year.
- (c) A casual employee who does not work the equivalent of the annual hours of work may designate two weeks of a period of layoff as vacation for the purposes of meeting minimum statutory standards for vacation leave from work.
- (d) A casual employee who is the successful candidate for a temporary regular full-time vacancy of longer than 90 days in duration shall have the opportunity to schedule vacation leave within their branch in the same fashion as the regular employees in that branch.

26.10 Regular Part-Time Employee Access to Casual Work

A regular part-time employee shall be entitled to casual work or be able to expand their hours to cover casual work assignments within their branch, in seniority order, to a maximum of the standard hours of work as identified in Clause 13.1.

26.11 General Provisions

- (a) In order to maintain the optimum number of casual employees within each unit as set out in Clause 26.3(b), casual employees will be assigned to one unit or the other by the Employer.
- (b) For the purposes of Clause 26.6, the Employer agrees that, in advance of issuing notification to the Employment Insurance Commission during any anticipated seasonal work shortages, the Employer will do a pre-layoff canvass amongst the casual employees. This would be intended to determine whether or not there may be voluntary solutions sufficient to prevent a wide-spread impact amongst the casual workforce.

26.12 Application of Agreement

Except as otherwise noted in this article, the provisions of Clause 11.3(c), Article 12 - Layoff and Recall, Article 15 - Paid Holidays, Article 16 - Annual Vacation, Article 17 - Illness and Injury, Article 18 - General Leave, Article 23 - Health and Welfare (Clause 23.6 excepted) do not apply to casual employees. The provisions of other articles apply to casual employees, except as otherwise indicated.

ARTICLE 27 - GENERAL CONDITIONS

27.1 ISCU Privileges

Employee privileges, including employee loans, shall be as described in Memorandum of Agreement 4 on Staff Privileges.

27.2 New Clientele

The Union agrees to assist the Employer by encouraging unions and their members to become members of the Interior Savings Credit Union, and to do all their business with same in accordance with the policy of the Canadian Labour Congress.

27.3 Indemnity

The Employer will continue to provide comprehensive general liability coverage which will include coverage for employees while acting within the course of the reasonable execution of their duties as employees.

27.4 Job Sharing

- (a) Job Share Proposals are intended to allow two employees to share one full-time job equally.
- (b) Job Share Proposals may be considered where an employee occupying a full-time position makes application for a job sharing arrangement.
- (c) Applications for job sharing will be made via a Job Share Proposal, which will include:
 - (1) a written statement, signed by the job owner, specifically identifying the position that they are requesting to share;
 - (2) details on what arrangements the partners will make to share necessary information with each other, with clients, with colleagues and with the supervisor;
 - (3) a proposal of how workload priorities will be determined by the partners on an ongoing basis;
 - (4) preferred start date;
 - (5) preferred work schedule.
- (d) The Employer may approve a Job Share Proposal on a trial basis. However, the Employer is not obligated to approve any Job Share Application and a decision to deny any Application is not grievable.
- (e) Upon approval by the Employer, the Job Share will be posted in the manner described in Clause 11.4, Job Postings.

- (f) *Trial Period:* The trial period will be six months in duration.
- (1) Either party may terminate a trial period prior to its expiration with 30 days' written notice, at which time the employees will return to their former jobs and/or status, at their former classification level.
 - (2) The job sharing arrangement shall be reviewed by the employees, the Branch Manager, and the Assistant Vice-President Retail Operations, with respect to the continuation of the program a minimum of 30 days prior to the expiration of the trial period. If an agreement cannot be reached, the issue will be forwarded to the Joint Union-Management Committee.
 - (3) Upon the expiration of the trial period, job sharing partners shall have the option of returning to their former jobs and/or status at the same classification level. At that time, should the job sharing program be to the complete satisfaction of the Employer and the employees in the job, the program will continue.
 - (4) For a period of up to six months following the initiation of the trial period, either of the job share partners may give 30 days' notice of their desire to terminate the arrangement. The position will then revert to the partner who had the job prior to the job sharing arrangement. The other job sharing partner shall be entitled to displace an employee in accordance with Clause 12.4 of this collective agreement. After this time period, either employee wishing to terminate the job share must either resign without severance pay, bid successfully for a vacant position or choose to go on the casual roster for the purposes of call-in to available work under the conditions stated in Article 26.
- (g) *Conditions of the Job Share:*
- (1) If either of the job share partners secure alternate employment with the Employer or choose to leave the employment of the Employer, the other person sharing the job will revert to working full-time until another job share candidate, suitable to the Employer, is found provided they wish to continue the program.
 - (2) As a condition of the job share, if one job share partner is absent for any reason, the other will work full-time to accommodate the absence if required to do so by the Employer, provided that 48 hours' notice is given, commencing with the first scheduled return-to-work shift of the job share partner. The job share partner who is required to work in relief may agree to waive any or all of the notice period or may agree to provide such relief upon being advised of the absence of the absent job share partner.
 - (3) In a small branch, both partners sharing an Account Manager 2 position will be required to work during the absence of the Branch Manager if requested to do so by the Employer.
 - (4) The Employer reserves the right to terminate the job share program at any time upon 30 days' notice. In this case, the provisions of (f)(4) above shall apply if the termination occurs during the initial 12 months of the job share. Where termination occurs outside the 12-month period, the Employer will undertake a pre-layoff canvass amongst the employees in the work unit that are at the same classification level. Failing a voluntary resolution, the provisions of Article 12 shall be extended to the employee affected.
- (h) *Pay:*
- (1) The rate of pay for each job share partner will be based on the job classification of the position.
 - (2) Both job share employees will be paid on an hourly basis. These hours are not to exceed the fulltime complement.

(i) *Benefits:*

- (1) Vacation entitlement will be on the same basis as that set out for a regular part-time employee under Clause 16.5 of the collective agreement.
- (2) Statutory holiday pay and compensation for the floater day will be calculated at four point six percent of pay and paid out on each paycheque.
- (3) The Employer will continue to provide the benefits to both job share partners on the same basis as described for regular full-time employees in Article 23. Such benefits will be prorated to the extent that the benefits are based on the employees' salaries.

(j) *Leaves of Absence:* Professional appointments as outlined in Clause 18.4 shall be scheduled for time outside of normal working hours, except for emergency circumstances.

(k) *Mutual Agreement:* All job share proposals shall be subject to mutual agreement between the Employer and the Union; similarly, the terms set out in the foregoing shall be subject to review and discussion between the Employer and the Union during the life of the collective agreement.

27.5 Electronic Security and Monitoring

- (a) It is recognized that monitoring equipment is used to protect the safety of employees and clients or to protect the assets or property of the Employer.
- (b) Monitoring equipment will not be installed by the Employer in staff washrooms or lunch rooms.

27.6 Robbery or Holdup

- (a) In the event of a robbery or holdup, the Employer shall continue to provide, through its employee assistance program, at no cost to the employee, access to professional counselling to employees suffering from post-traumatic stress, in accordance with the terms of the Program.
- (b) The Employer agrees that requests from employees for time off due to post-traumatic stress resulting directly from involvement in robbery or holdup will be considered by the Employer for the balance of the day on which the incident occurred plus the following day without loss of pay. Refusal of such requests will not be unreasonably withheld.
- (c) Additional time off, if required, shall be deemed a medical absence for the purposes of the agreement if substantiated by a medical certificate.

27.7 Computer Equipment Purchase

- (a) An employee, upon completion of the initial probationary period and qualifying for benefits, shall be entitled to an advance for the purpose of purchasing personal computer equipment.
- (b) The terms of the Computer Loan Program are as stated in Policy #HR20, Computer Equipment Purchase Policy, as amended from time to time. A copy of such policy is to be forwarded to the BCGEU area office as updated.

27.8 Notice of Resignation

Employees are expected to provide the Employer with two weeks' notice of intention to terminate in order to provide adequate time to obtain a replacement. With the exception of Account Manager and higher where one month's notice of intention to terminate would be expected.

ARTICLE 28 - TERM OF AGREEMENT**28.1 Duration**

This agreement shall be binding and remain in effect to midnight February 28, 2024.

28.2 Notice to Bargain

- (a) This agreement may be opened for collective bargaining by either party giving written notice to the other party on or after January 1, 2024 but in any event not later than midnight, January 31, 2024.
- (b) Where no notice is given by either party prior to January 31, 2024, both parties shall be deemed to have given notice under this clause on January 31, 2024 and thereupon Clause 28.3 applies.
- (c) All notices on behalf of the Union shall be given by the President of the Union and similar notices on behalf of the Employer shall be given by the Chief Executive Officer.

28.3 Commencement of Bargaining

Where a party to this agreement has given notice under Clause 28.2, the parties shall, within 14 calendar days after the notice was given, commence collective bargaining.

28.4 Change in Agreement

Any change deemed necessary in this agreement may be made by mutual agreement at any time during the life of this agreement. Such agreed changes shall be incorporated into this agreement as an addendum.

28.5 Agreement to Continue in Force

Both parties shall adhere fully to the terms of this agreement during the period of bona fide collective bargaining.

28.6 Effective Date of Agreement

The provisions of this agreement, except as otherwise specified, shall come into force and effect on the date of ratification of this agreement. "*Ratification date*" means the date by which both parties have received the approval from their principals to execute the terms of the new agreement. This agreement was ratified on October 20, 2022.

28.7 Copies of Agreement

- (1) The Union will submit to the Employer a draft of proofing within one month of ratification.
- (2) The Employer will submit to the Union all of its amendments to the draft within one month of receiving the draft.

**SIGNED ON BEHALF OF
THE UNION**

**SIGNED ON BEHALF OF
THE EMPLOYER**

Stephanie Smith
President

Karen Hawes
SVP, Culture and Technology

Dayl Dhaliwal
Bargaining Committee Chairperson

Landa Whalen
Manager, Human Resources

Dani Harkies
Bargaining Committee Member

Kristen Brown
Bargaining Committee Member

JoAnne Leclerc
Staff Representative

Date: _____

**APPENDIX A
Job Classifications and Rates of Pay**

JOB CLASSIFICATIONS	March 1, 2020	March 1, 2021 4.75%	March 1, 2022 4.50%	March 1, 2023 3.00%
<i>Group 1</i> Training/File Clerk	19.85	20.79	21.73	22.38
<i>Group 2</i> Teller	23.64	24.76	25.88	26.65
<i>Group 3</i> Inventory Clerk/Receptionist	24.68	25.85	27.02	27.83
<i>Group 4</i> Financial Services Administrator Member Information Officer	25.48	26.69	27.89	28.73
<i>Group 5</i> Financial Services Rep 1 Member Services Advisor Central Operations Administrator	26.59	27.85	29.11	29.98
<i>Group 6</i> Financial Services Rep 2	30.18	31.61	33.04	34.03
<i>Group 7</i> Account Manager 1 - Lending or Investment Systems Support Technician	31.52	33.02	34.50	35.54
<i>Group 8</i> Account Manager 2 - Lending and Investment	33.45	35.04	36.62	37.71
<i>Group 9</i> Account Manager 3 **previously Account Manager 2	35.77	37.47	39.16	40.33

NOTE 1: The following changes are made to group placement for these jobs:

- Central Operations Administrator moved to Group 5
- Lending or Investment moved to Group 7
- Lending and Investment moved to Group 8
- Account Manager 2 renamed Account Manager 3; Designated Group 9

NOTE 2: Upon successful completion of the probationary period, salary will progress to the next step of the salary range as appropriate. Further step progression will take place one year after the date of hire which then becomes the employee’s anniversary date.

NOTE 3: "Step progression" is defined as follows:

- Step 1 (date of hire)..... 85% of job rate.
- Step 2 (completion of probationary period) 90% of job rate.
- Step 3 (12 months after date of hire)..... 95% of job rate.
- Step 4 (24 months after date of hire)..... 100% of job rate.

***WITH THE EXCEPTION OF THE TELLER WHO WILL REACH 100% JOB RATE AT STEP 3**

NOTE 4: When an employee is promoted into a higher pay band, the employee will be given a minimum 5% increase until they reach the job rate of that pay band.

NOTE 5: Salary reviews will be completed annually, on the anniversary date of the employee (or the date of promotion, whichever is applicable).

NOTE 6: Casual in Lieu Pay: Casual employees shall receive additional compensation equal to 10.44% of their hourly rate for each hour worked in lieu of statutory holiday pay, and benefits coverage. (Clause 26.8)

NOTE 7: Effective the date of ratification employees in the bargaining unit will receive a one-time signing bonus of \$450. The bonus may be paid directly into an employee's RRSP account at the employee's discretion.

LETTER OF UNDERSTANDING 1 **Pension Plan**

The parties agree that employees will be covered under the pension plan sponsored by the BC Credit Union Employees' Pension Plan.

The "*plan*" will be the defined benefit plan generally described as being based upon the 1.75% pension formula. In addition, it will consist of the following specific provisions:

- (a) Eligibility will be to all employees upon completion of probation, and participation will be mandatory.
- (b) Earnings, for purposes of calculating employee contributions, shall be based upon salary rates, as set out in Appendix A, and additionally as follows:
 - (1) *Employees on short-term disability or WCB benefits* ... participation would be as if the employee was still at work (the normal rate of pay), however if the employee chooses not to pay their contribution, the employer contribution will not be paid.
 - (2) *Employees on long-term disability benefits* ... employee contributions are waived, however the Employer will continue its contributions, if required by the plan, based upon the normal rate of pay.
 - (3) *Employees on unpaid leaves of absence (e.g. maternity leave)* ... may participate on the same basis as those on short-term disability or WCB benefits.

LETTER OF UNDERSTANDING 2 **Voluntary Demotion**

The parties agree that it is in the best interests of both employees and the Employer to allow voluntary movement into positions of lesser responsibility.

Employees will be permitted to exercise their seniority to access, without competition, lower-paid positions of six months' duration or longer under the following conditions:

- (a) For the purposes of this Letter of Understanding, the application process for voluntary demotions shall be as described in Clause 11.3, Pre-Posting Procedures, except that it is recognized that the movement being requested is a demotion rather than a lateral transfer.
- (b) In order to be considered qualified, employees must have performed the primary duties of the position posted as defined in the job description.
- (c) Employees appointed under this Letter of Understanding shall be placed on a trial period as described in Clause 11.9(b).

- (d) The hourly rate of an employee accepting a demotion under this Letter of Understanding shall be that of the position the employee has accepted.

Notwithstanding the foregoing, the parties agree that licensed employees are ineligible to apply on temporary demotions under this Letter of Understanding.

LETTER OF UNDERSTANDING 3 **Career Pathing**

1. Preamble:

- (a) It is recognized that it is in the best interest of the Employer, the employees and the Credit Union membership that:

- a skilled workforce is maintained through timely and adequate training that is necessary to perform current responsibilities;
- development opportunities are made available in requisite skills, knowledge and experience areas which are not needed in an employee's present position but needed in potential future responsibilities or when replacing staff.

- (b) Interior Savings Credit Union reaffirms its commitment to the provisions of Clause 11.5(a) of the collective agreement, which states: the parties recognize that job promotion should increase in proportion to the employee's length of service.

2. Purpose

The purpose of the Career Pathing Program is:

- to promote career advancement for employees interested in taking on new challenges, and
- to increase member service through the provision of a well-trained, flexible workforce.

3. Career Pathing

Career pathing is a part of the Credit Union's comprehensive succession planning initiative and, as such, has been embedded in its performance management system, LEAP Forward. As part of this initiative, employees and managers will meet to discuss career aspirations and create development plans which are tailored to the individual. The goal of the development plan is to assist the employee in preparing for future opportunities for either lateral moves or advancement. Career pathing is normally progressive in nature.

4. Qualifying for Career Pathing Opportunities

Employees interested in career pathing must meet the following criteria:

- (a) Employees interested in career pathing must have at least one year's experience in their current position and be performing the duties of same satisfactorily.
- (b) The employee must have completed all the study requirements for the position currently occupied, as outlined in the Education and Learning Plan for the position.
- (c) The employee must have commenced upon the Education and Learning Plan for the position identified as a career pathing opportunity.

5. Selections for Career Pathing

- (a) Where it can, the Employer will entertain all expressions of interest for career pathing.
- (b) In selecting persons for career pathing opportunities, the relative ability of those expressing interest will be considered; where two or more employees have similar abilities, the employee with the greatest seniority shall be selected. In instances where a more senior employee is not selected for a career pathing opportunity, the Employer agrees that the selected applicant will possess a demonstrable edge in qualifications and ability.
- (c) If, for any reason, the Employer does not select the most senior employee for a career pathing opportunity, they shall, upon request, be given written reasons for such decision within 10 workdays.

6. Pay While Career Pathing

- (a) Career pathing exercises which involve working in another position will be considered training time. Incumbents will receive the rate of pay for their "home" position while participating in a career pathing exercise.
- (b) Thereafter, where the employee performs the principle duties of the position for which they have been trained, they shall receive substitution pay pursuant to Clause 24.4(b).

7. Responsibilities

In order to be successful, the career pathing process requires commitment from both the Employer and the employee.

(a) *The Employer shall:*

- (1) provide position-specific Education and Learning Plans for all positions upon implementation of the new Branch Model.
- (2) provide opportunities for career development based upon individual plans developed between the employee and the Employer during the annual LEAP Forward process.
- (3) assist, encourage, mentor and coach employees as part of the normal workplace process.
- (4) review the progress of employees involved in career pathing through the LEAP Forward process each year under the Core Objective, Self-Development.

(b) *The employee shall:*

- (1) clearly identify, during the LEAP Forward process, those career pathing opportunities to which they aspire.
- (2) immediately identify any barriers they encounter related to their career pathing goals and proactively seek solutions with their manager.
- (3) where career development opportunities are provided, apply themselves to obtaining the educational requirements for the position to which they aspire.
- (4) proactively seek out opportunities to enhance learning and skills as they pertain to career maintenance and/or development.

8. Dispute Resolution

Any unanticipated disputes arising from the application of this Letter of Understanding will be referred to the Joint Union-Management Committee for resolutions.

LETTER OF UNDERSTANDING 4 Job Competitions

This Letter of Understanding recognizes that job promotion should increase in proportion to the employee's length of service. In order to allow employees an opportunity to continue to career path while developing their skills, the parties agree employees scoring 70% in a job competition will be considered to have met the minimum qualifications for the position. Positions will be offered on the basis of seniority to candidates meeting the minimum qualifications as noted above.

LETTER OF UNDERSTANDING 5 Mentoring Program

Preamble: From time to time, Interior Savings Credit Union finds itself with a vacancy which it has not been able to fill with an internal qualified candidate. The Credit Union implements a mentoring program meant to train an unqualified internal candidate who shows potential.

Intention: The intention of the mentoring program is to assist an employee who shows potential and initiative in reaching their career goals. In instances where the Credit Union feels it appropriate, it will offer a mentoring opportunity to the employees of the bargaining unit.

Application Process: Internal applicants from the job posting with qualifying skill set development will be short-listed and interviewed for the mentorship program, before the Credit Union searches outside the bargaining unit. Should there not be a successful candidate through this process, the Credit Union may post externally. Should the Credit Union not be satisfied with its external searches, the Employer will invite an expression of interest for the specific mentoring program to all employees in the bargaining unit. The Expression of Interest will outline the skills, abilities and experience required in order to be considered for the program. Interested employees will submit their expressions of interest in writing, outlining their qualifications, abilities and attributes relevant to the position as stated in the Expression of Interest. Those skills and abilities will include, but not be limited to:

- current position held by the candidate.
- previous experience of the candidate.
- performance of the candidate over past, using LEAP Forward results.
- self-motivation, as evidenced by continuous learning, level of education and training, etc.
- attendance, punctuality, reliability, level of commitment to the job.
- Prevue Tool results, which measures compatibility of the candidate against the competencies required to do the job.

Competition Process: The Employer will conduct interviews with all applicants meeting the threshold qualifications, as stated in the Expression of Interest. Selection of the successful applicant will be based on the qualifications and abilities as set out in the invitation for Expression of Interest. The decision of the Selection Committee will not be grievable.

Make Up of the Mentoring Program: Candidates in the mentoring program are not qualified for the new position and, as a result, would not be successful in a competition built to determine those skills. The mentoring program uses a process which tries to determine potential and works with the candidate to bring the skill set to the level needed. The Credit Union will do the following to assist the candidate:

- provide a combination of classroom education, on-the-job training and experience and one-on-one coaching;

- set in place formal, documented, regular performance reviews, completed by the manager of the work unit involved;
- determine the defined window of learning - usually somewhere between three months and one year, depending upon the position. This length of time for the learning window will be established at the time of appointment and will be given to the candidate in writing.

Process if the Candidate is Unable to Master the Position: If a candidate is not able to master the position, they are returned to their previous position, with all other employees moving backwards.

Expectations of the Person Being Mentored: Being mentored requires great dedication and effort on the part of the employee and the managers involved. The employee is expected to:

- make every effort to complete the studies required of the new position.
- stay in the workplace throughout the mentoring period. This may involve moving vacation periods, etcetera.
- understand that the mentoring program will require some studying on personal time.

Rate of Pay for Employee Being Mentored: During the first half of the learning window, the employee will be paid at their current rate of pay or 90% of the rate for the new job, whichever is greater. Upon completion of the first half of the learning window, the employee will be paid at 95% of the rate for the new job. Thereafter the employee shall receive increments on an annual basis in accordance with Appendix A, Note 3.

LETTER OF UNDERSTANDING 6 **Leap Forward - Performance Management**

For the life of the collective agreement, the LEAP Forward process will be rated on both individual and corporate performance. May change from time to time based on organizational direction. Any changes will be communicated to the JUMC.

Corporate targets to be set on an annual basis. Individual and corporate percentages will be communicated to the bargaining unit annually, with a copy to be sent to the BCGEU.

LETTER OF UNDERSTANDING 7 **Supporting Transgender and Gender Diverse Employees in the Workplace**

The Credit Union has agreed they will use the BC Government guidelines on Supporting Transgender and Gender Diverse Employees within the Workplace to create a Transgender policy for the Credit Union.

The intent of the policy is to support employees and managers to enhance their knowledge regarding support for transgender and gender diverse people. This policy will include the following:

- Understanding Gender Identity;
- Concerns impacting Trans People;
- Transitioning;
- Human Rights and Employer Responsibilities;
- Coming Out and Transitioning in the Workplace.

A copy of such policy will be forwarded to the Union upon completion.

Supporting Transgender and Gender Diverse Employees in the Workplace (gov.bc.ca).

MEMORANDUM OF AGREEMENT 1**Re: Clause 16.7**

The Union acknowledges that the Employer provided notice during negotiations that the Employer intends to rely upon the strict reading of the article. In so saying, the Union agrees that it cannot base a future grievance upon the grounds of estoppel or past practice, or original bargaining history.

MEMORANDUM OF AGREEMENT 2**Job Descriptions**

The Employer shall provide the Union with an updated set of Job Descriptions for all bargaining unit positions within 90 days of the date of ratification of the collective agreement.

MEMORANDUM OF AGREEMENT 3**Record of Employment Reconciliation**

The Employer agrees to provide a record of employment to each employee by February 28th of each year, containing data for the previous calendar year, as follows:

- Sick Days:* Number used during the year.
- Vacation:* Number of weeks earned during the year.
Number of weeks used during the year.
Number of days to be carried forward.
- Leaves of Absence:* Type of LOA taken (e.g. Bereavement, Maternity/Parental).
Number of days taken for each type of LOA.

Employees will be given until March 31st each year to dispute the record, after which time it will be considered accurate.

MEMORANDUM OF AGREEMENT 4**Staff Privileges**

(a) As a condition of employment, employees are members of Interior Savings Credit Union. Staff usage of the products and services available through membership is encouraged by free or subsidized access to those products and services. Waiving of specific fees is, therefore, a part of the total compensation package.

(b) All employees, regardless of their individual employment status, immediately upon commencing employment and for the duration of their employment with Interior Savings Credit Union, are eligible for the banking package, as described in Policy #HR10 Staff Banking Privileges, as amended from time to time.

Note 1: Some items in the policy require an employee to have successfully completed the probationary period.

Note 2: Any changes in Policy #HR10, Staff Banking Privileges, will be circulated to all employees at the time of the amendment.

MEMORANDUM OF AGREEMENT 5
New Branch Model Implementation

As a result of the Employer moving to a new Branch Model on March 5, 2007, the following conditions shall continue to apply as required:

- (1) Where the new position represents a demotion, an employee will be permitted to access the options presented in Article 12. Where accessing the options of Article 12 results in a decrease in pay rate, such employee will be red-circled at their current rate of pay.
- (2) Those employees who were affected by the change to new Branch Model shall be "*red-circled*." The term "*red-circling*" means that the rate of pay of the employee will remain fixed until the salary of the employee's classification equals or exceeds the salary which the employee is receiving.