

COLLECTIVE AGREEMENT

BETWEEN

**ARAMARK CANADA LTD.
ARAMARK CANADA LTEE.
HARMONY COURT
(The “Employer”)**

AND

**HOSPITAL EMPLOYEES’ UNION
(“The Union”)**



July 3, 2024 – July 2, 2027

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ARTICLE 1 – PURPOSE 1

ARTICLE 2 – SCOPE AND RECOGNITION 1

2.01 SOLE BARGAINING AGENCY 1

2.02 UNION SHOP 1

2.03 UNION CHECK-OFF 2

2.04 DISCLAIMER/INDEMNITY 3

2.05 INDUCTION 3

2.06 SHOP STEWARDS 3

2.07 NOTICE OF UNION REPRESENTATIVE VISITS 4

2.08 BULLETIN BOARDS 4

ARTICLE 3 – DEFINITIONS 4

3.01 REGULAR FULL-TIME EMPLOYEES 4

3.02 REGULAR PART-TIME EMPLOYEES 4

3.03 CASUAL EMPLOYEES 4

3.04 RESTRICTION OF EMPLOYEE STATUS 4

3.07 SAVINGS CLAUSE 5

ARTICLE 4 – MANAGEMENT RIGHTS 5

ARTICLE 5 – DISCUSSION OF DIFFERENCES 6

ARTICLE 6 – NO STRIKES OR LOCKOUTS 7

ARTICLE 7 – GRIEVANCE PROCEDURE 7

7.01 GRIEVANCES 7

7.02 GRIEVANCE PROCEDURE 7

7.03 UNION REPRESENTATION 8

7.04 GRIEVANCE INVESTIGATIONS 8

7.05 RIGHT TO GRIEVE DISCIPLINARY ACTION 9

7.06 DISMISSAL/SUSPENSION FOR ALLEGED CAUSE 9

7.07 TIME LIMITS 9

7.08 INDUSTRY TROUBLESHOOTER 9

7.09 EXPEDITED ARBITRATION 10

ARTICLE 8 – ARBITRATION 11

8.01 COMPOSITION OF BOARD 11

8.02 AUTHORITY OF ARBITRATION BOARD 12

8.03 EXPENSES OF ARBITRATION BOARD 12

ARTICLE 9 – HOURS OF WORK 13

9.01 CONTINUOUS OPERATION 13

9.02 HOURS OF WORK 13

9.03 REST AND MEAL PERIODS 14

Table of Contents

Page #

| | | |
|---|--|-----------|
| 9.04 | SCHEDULING PROVISIONS..... | 14 |
| ARTICLE 10 – OVERTIME | | 16 |
| ARTICLE 11 – STATUTORY HOLIDAYS | | 17 |
| ARTICLE 12 – VACATIONS ENTITLEMENT | | 18 |
| 12.01 | VACATION YEAR | 18 |
| 12.02 | ANNUAL VACATION ENTITLEMENT | 18 |
| 12.04 | VACATION ENTITLEMENT UPON DISMISSAL | 19 |
| ARTICLE 13 – PROBATIONARY EMPLOYEES..... | | 20 |
| ARTICLE 14 – SENIORITY | | 21 |
| 14.01 | SENIORITY DEFINED..... | 21 |
| 14.02 | SENIORITY LISTS..... | 21 |
| ARTICLE 15 – JOB CLASSIFICATION AND RATES OF PAY | | 21 |
| 15.01 | JOB DESCRIPTIONS | 21 |
| 15.02 | NOTICE OF NEW POSITIONS..... | 22 |
| 15.03 | NOTICE OF CHANGED POSITIONS | 22 |
| 15.05 | RELIEVING IN HIGHER AND LOWER-RATED POSITIONS..... | 22 |
| ARTICLE 16 – FILLING JOB VACANCIES | | 23 |
| 16.02 | TEMPORARY VACANCIES LESS THAN 30 DAYS | 23 |
| 16.08 | SELECTION CRITERIA..... | 24 |
| 16.09 | QUALIFYING PERIOD..... | 24 |
| 16.10 | TEMPORARY PROMOTION OR TRANSFER | 25 |
| ARTICLE 17 – TECHNOLOGICAL CHANGE | | 25 |
| ARTICLE 18 – LAY-OFF AND RECALL | | 25 |
| 18.03 | BUMPING..... | 26 |
| ARTICLE 19 – PAID / SICK LEAVE | | 27 |
| 19.09 | LEAVE – WORKER’S COMPENSATION..... | 28 |
| ARTICLE 20 – BEREAVEMENT LEAVE | | 29 |
| 20.04 | COMPASSIONATE CARE LEAVE..... | 30 |
| ARTICLE 21 – UNPAID LEAVES..... | | 30 |
| 21.03 | MATERNITY / PARENTAL / ADOPTION LEAVE..... | 30 |
| 21.04 | MATERNITY LEAVE..... | 31 |
| 21.05 | PARENTAL LEAVE | 32 |
| 21.06 | ADOPTION LEAVE | 33 |
| 21.07 | JURY DUTY | 33 |

Table of Contents

Page #

| | | |
|--|---|-----------|
| 21.08 | UNPAID LEAVE - UNION BUSINESS | 33 |
| 21.09 | EMPLOYEE REQUESTED UNPAID LEAVE | 34 |
| 21.10 | UNPAID LEAVE - AFFECTING SENIORITY AND BENEFITS | 35 |
| 21.12 | GENDER TRANSITION LEAVE..... | 35 |
| 21.13 | FIRST RESPONDER LEAVE..... | 36 |
| ARTICLE 22 – HEALTH AND SAFETY | | 36 |
| 22.01 | OCCUPATIONAL HEALTH AND SAFETY COMMITTEE | 36 |
| 22.02 | AGGRESSIVE RESIDENTS | 37 |
| 22.03 | COMMUNICABLE DISEASES | 38 |
| 22.04 | VIOLENCE AND RESPECT IN THE WORKPLACE..... | 38 |
| 22.05 | WORKING ALONE OR IN ISOLATION | 38 |
| 22.06 | EMPLOYEE WORKLOAD..... | 38 |
| 22.07 | CRITICAL INCIDENT STRESS DEFUSING | 39 |
| 22.08 | TRAINING AND ORIENTATION | 39 |
| 22.09 | RIGHT TO REFUSE UNSAFE WORK | 39 |
| 22.11 | TRANSPORTATION OF ACCIDENT VICTIMS | 40 |
| ARTICLE 23 – GENERAL | | 40 |
| 23.01 | NO DISCRIMINATION | 40 |
| 23.02 | RESPECTFUL CONDUCT IN THE WORKPLACE | 40 |
| 23.03 | WORKPLACE BULLYING | 41 |
| 23.04 | INCLUSION..... | 41 |
| 23.05 | SUPPORT..... | 41 |
| 23.06 | PROCEDURE FOR FILING A COMPLAINT..... | 42 |
| 23.07 | EMPLOYEE FILES | 42 |
| 23.08 | NAME TAGS | 43 |
| 23.09 | EMPLOYER PROPERTY..... | 43 |
| 23.10 | VACCINATION AND INOCULATION..... | 43 |
| ARTICLE 24 – CONTRACTING OUT | | 43 |
| 24.01 | NO LAYOFF OF EMPLOYEES..... | 43 |
| 24.02 | EXCEPTIONS..... | 43 |
| ARTICLE 25 – PRINTING OF THE AGREEMENT | | 44 |
| ARTICLE 26 – EFFECTIVE AND TERMINATING DATES | | 44 |
| ARTICLE 27 – CASUAL ENTITLEMENT..... | | 45 |
| 27.07 | SENIORITY LIST | 46 |
| 27.08 | CALL IN PROCEDURE..... | 46 |
| ARTICLE 28 – HEALTH AND WELFARE PLANS..... | | 47 |
| ARTICLE 29 – REGISTERED RETIREMENT SAVINGS PLAN | | 49 |

Table of Contents

Page #

ARTICLE 30 – PREMIUMS 50

 30.01 WEEKEND SHIFT PREMIUM..... 50

ARTICLE 31 – UNIFORM ALLOWANCE 50

 31.01 UNIFORMS 50

 31.02 SHOE ALLOWANCE 51

 31.03 UNIFORM ALLOWANCE 51

WAGE SCHEDULE 52

 ARAMARK HARMONY COURT..... 52

MEMORANDUM OF AGREEMENT # 1 53

 RE: RATES OF PAYMENT 53

LETTER OF UNDERSTANDING #1 54

 RE: COOK AND LEAD HAND PREMIUM..... 54

ARTICLE 1 – PURPOSE

The Union and the Employer recognize the need for an efficient cost-effective operation, and together the parties will ensure the provision of a high-level of resident care and services.

The parties to the Agreement acknowledge with gratitude that they, and their members, work on the traditional, ancestral, and unceded territory of First Nations who care for and nurture these lands and have from time immemorial.

ARTICLE 2 – SCOPE AND RECOGNITION

2.01 Sole Bargaining Agency

The Employer recognizes the Union as the sole bargaining agency on behalf of the employees for whom the Union has been certified as bargaining agent with respect to wages, hours of work, terms and conditions of employment during the life of this Agreement.

2.02 Union Shop

All employees who are covered by the Union's Certificate of Bargaining Authority shall maintain membership in the Union as a condition of employment. Employees who are brought within the bargaining unit, including newly hired employees, shall become members of the Union by the first day of the third pay period after their initial date of employment in the bargaining unit.

Upon receipt by the Employer of written advice from the Union, employees who fail to maintain membership in the Union or the check-off of Union Dues, or an amount equal to Union Dues, shall be terminated by the Employer from their employment.

In the event an employee is terminated pursuant to this section, the following contract provisions shall not be applicable to the employee:

- Article 7 - Grievance Procedure

- Article 7.06 - Dismissal/Suspension for Alleged Cause

2.03 Union Check-Off

The Employer agrees to the monthly check-off of all Union Dues, Assessments, Initiation Fees, and written assignments of amounts equal to Union Dues.

The check-off monies deducted in accordance with the above paragraph shall be remitted to the Union by the Employer within two (2) weeks of the end of each month.

The Employer shall provide the Union's Provincial Office with a list of all employees hired, and all employees who have left the employ of the Employer (who shall be designated as terminated and shall include discharges, resignations, retirements and deaths) in the previous month along with a list of all employees in the bargaining unit and their employee status and the amount of dues or equivalent monies currently being deducted for each employee.

The Employer agrees to sign into the Union all new employees whose jobs are covered by the Certificate of Bargaining Authority in accordance with the provisions of Article 2.02.

The Employer shall include the amount of Union dues paid by each employee during the relevant year on the Income Tax T4 slips.

In January and June, the Employer shall provide to both the Secretary-Treasurer of the Local and the Secretary-Business Manager of the Union, a list of all employees in the bargaining unit, their job titles, and addresses, home telephone numbers, cell phone numbers (if known to employer) and email address (if known to Employer) to memberupdates@heu.org.

2.04 Disclaimer/Indemnity

The Employer shall have no financial responsibility for the fees or dues of any employee, unless the Employer owes an employee sufficient unpaid wages to pay the fees and dues assigned. The Union agrees to indemnify and hold the Employer harmless against any claims, demands, actions or charges brought against the Employer by an employee as a result of deductions made in accordance with this article.

2.05 Induction

The Employer shall provide a copy of this agreement to newly hired employees within the first thirty (30) days of employment and shall introduce newly hired employees to a Union Shop Steward in the workplace. The Shop Steward will be given an opportunity, not to exceed fifteen (15) minutes, to talk to the new employee. The new employee and the Shop Steward will not have wages or benefits deducted during this time.

2.06 Shop Stewards

The Employer agrees to the operation of a Shop Steward system which shall be governed by the following:

- (a) Shop Stewards may be appointed by the Union on the basis of a minimum two (2) Shop Stewards, and two (2) alternate Shop Stewards.
- (b) The Employer is to be kept advised of all Shop Steward appointments.
- (c) One (1) Shop Steward, or Union Committee member, shall be appointed by the Union as Chief Shop Steward who may present or assist in the presentation of any grievance.
- (d) When the absence of more than one (1) Shop Steward or Union Committee member shall unduly interfere with the employer's operations, then no more than one (1) Shop Steward or Union Committee member shall be given leave of absence to transact Union business at any one time.
- (e) When a Shop Steward or Union Committee member is the only employee on duty and where their absence would unduly

interfere with the employer's operations, then such Shop Steward or Union Committee member may be refused leave of absence to transact Union business.

2.07 Notice of Union Representative Visits

The Union shall inform the Employer in advance when a Union representative intends to visit the Employer's place of business for the purpose of conducting Union business. Such visits shall not interrupt the operation of the facility.

2.08 Bulletin Boards

The Employer shall provide bulletin board facilities in a conspicuous location for the sole use of the union.

ARTICLE 3 – DEFINITIONS

3.01 Regular Full-Time Employees

A regular full-time employee is one who works full-time on a regularly scheduled basis, 30 hours or more per week. Regular full-time employees are entitled to all benefits outlined in this Collective Agreement.

3.02 Regular Part-Time Employees

A regular part-time employee is one who works less than full-time on a regularly scheduled basis. Regular part-time employees are entitled to all benefits as outlined in this Collective Agreement as long as they work 20 hours per week on a consistent basis.

3.03 Casual Employees

A Casual employee is one who is not regularly scheduled to work other than during periods that such employee shall relieve a regular full-time or regular part-time employee, or as outlined in Article 27.01.

3.04 Restriction of Employee Status

The status of all employees covered by this Agreement shall be

defined under one of the preceding three definitions. If a dispute arises over the proper allocation of employee status, such dispute shall be resolved through Article 7, Grievance Procedure.

3.05 Where the feminine term or pronoun is used in this Agreement in referring to employees, it shall be considered interchangeable with, and the same as, the masculine term or pronoun, unless otherwise stated. Where the singular term or pronoun is used in this Agreement, it shall be considered interchangeable with, and the same as, the plural term or pronoun, unless otherwise stated.

3.06 Whenever the term "day" is used throughout this Agreement, it shall mean calendar day unless specifically noted differently, since the Employer operates on a twenty-four (24) hour, seven (7) day per week basis.

3.07 Savings Clause

If any article, section, paragraph, clause or phrase of this Agreement is declared or held illegal, void or unenforceable by provincial, federal or other law, or by decision of any court, the remaining portions of this Agreement shall continue to be valid and in full force and effect and the parties shall immediately meet to review the effect of such change to this Collective Agreement and if necessary attempt to resolve the differences created by such change.

ARTICLE 4 – MANAGEMENT RIGHTS

4.01 The Union recognizes that, subject to the limitations set out in this Agreement, it is the right of the Employer to manage, develop, and operate the Employer's facilities as well as direct the employees. The functions of the Employer include, the following:

- a) maintain order, discipline, and efficiency;
- b) hire, assign, discharge, direct, promote, demote, classify, transfer, lay off, recall, suspend, or otherwise discipline employees;

- c) determine the work to be done, including the location, methods, work assignments, including the right to decide the number of employees needed; and the schedule for the performance of such work;
- d) make, enforce, and alter from time to time, reasonable rules and regulations to be observed by the employees. The Union agrees that all employees shall be governed by all rules as adopted by the Employer and published to employees on bulletin or notice boards or by general distribution, provided such rules are not in conflict with this Agreement or applicable legislation.

ARTICLE 5 – DISCUSSION OF DIFFERENCES

Labour Management Committee

- (a) There shall be a joint Union-Management Committee composed of two (2) representatives appointed from the Union and two (2) representatives appointed from Management. The Chair of the Committee shall alternate between Management and the Union. The Committee shall meet no less than once every three (3) months, unless mutually agreed otherwise.
- (b) The Union and the Employer are committed to a process of working together with the common goal of anticipating and resolving mutual problems and improving their day to day working relationship. The parties will also discuss the quality of resident services and make recommendations to improve the services.

Responsibilities of the Committee shall be to make recommendations to the Union and Employer on matters, other than grievances, relating to the promotion of workplace productivity, development of work related skills and the maintenance of good relations between the parties.

- (c) Employees attending joint Union-Management Committee meetings shall suffer no loss of wages or benefits, or be paid wages at straight-time only.

ARTICLE 6 – NO STRIKES OR LOCKOUTS

In view of the orderly procedure established by this Agreement for the processing of grievances, the Union agrees that during the life of this Agreement there will be no strikes, picketing, slow-down or stoppage, either complete or partial, and the Company agrees that there will be no lockout.

ARTICLE 7 – GRIEVANCE PROCEDURE

7.01 Grievances

A grievance is defined as any difference between the parties arising out of the interpretation and/or the application of this agreement, including but not limited to, any questions as to whether a matter is arbitrable; or, any difference concerning the dismissal, discipline or suspension, of an employee bound by this agreement. A general grievance is defined as one which affects the collective interests of the bargaining unit, rather than the interests of a particular grievor.

Grievances of a general nature may be initiated in step two of this grievance procedure.

7.02 Grievance Procedure

Grievances shall be processed in the following manner:

Step One (1)

The employee with or without a Shop Steward (at the employee's option), shall first discuss the grievance with the Employer representative within ten (10) days of the grievance, or from when the Union becomes aware. The parties shall make all reasonable efforts to resolve the grievance. The Employer representative shall respond within seven (7) days of the step one (1) meeting. If the grievance is not settled at this step then;

Step Two (2)

Within fourteen (14) days of the Employer's response at step one, the grievance shall be reduced to writing and signed by the

employee and a Shop Steward and shall be presented at a meeting to the Employer representative by a Shop Steward who shall discuss the grievance. Within seven (7) calendar days of receipt of the written grievance, the Employer representative shall give their written reply. If the grievance is not settled at this step, then;

Step Three (3)

The Union Committee and representatives appointed by the Employer shall meet within twenty-one (21) days or at another mutually agreed to time to discuss the grievance. The findings or decisions of the Employer shall be presented to the Union in writing within seven (7) calendar days of the meeting. If the grievance is not settled at this step, either party may refer the grievance to arbitration under Article 8 within thirty (30) days.

7.03 Union Representation

Shop Stewards shall be permitted to represent an employee's interests, without loss of pay, when such meetings are scheduled during the Shop Steward's hours of work. The Shop Steward, Union Committee Member or employee shall obtain the permission of their immediate supervisor or designate, prior to leaving their work duties to undertake their Union responsibilities. Such permission shall not be unreasonably withheld.

7.04 Grievance Investigations

Where an employee has asked or is obliged to be represented by the Union in relation to the presentation of a grievance and a Shop Steward wishes to discuss the grievance with that employee, the employee and the Shop Steward shall be given reasonable time off without loss of pay for this purpose when the discussion takes place during their hours of work, subject to Article 2.06.

No meeting shall take place between the Employer and an employee, where disciplinary action is to be taken or where the Employer is investigating whether disciplinary action should be taken, without the Employer specifically advising the employee

that they have the right to choose their Shop Steward. Where the Employer fails to so advise the employee, any disciplinary action taken with respect to such meeting shall be rendered null and void. This provision shall not apply to those discussions that are of an operational nature and do not involve imposition of disciplinary action.

No meeting shall take place under this article with at least 24 hours in advance notice when possible being given to the employee, provided this does not result in an undue delay of the appropriate action being taken, and the nature of the complaint.

7.05 Right to Grieve Disciplinary Action

Employees shall have the right to grieve disciplinary action. An employee shall be given a copy of any disciplinary document and Letters of expectation. Any such discipline shall be removed from the employee's file after the expiration of eighteen (18) months from the date it was issued, provided the Employee's personnel file does not contain a further record of any disciplinary action.

7.06 Dismissal/Suspension for Alleged Cause

Employees dismissed or suspended for alleged cause shall have the right within ten (10) calendar days after the date of dismissal or suspension to initiate a grievance at Step Three of the grievance procedure.

7.07 Time Limits

Any grievance, which is not commenced or processed within the prescribed time limits shall be subject to a claim of abandonment and shall be deemed to be settled on the basis of the last written reply. However, neither party shall be deemed to have prejudiced its position on any future grievance. The time limits prescribed in the grievance procedure may only be extended by written mutual agreement of the parties.

7.08 Industry Troubleshooter

Where a difference arises between the parties relating to the

dismissal, discipline, or suspension of an employee, or to the interpretation, application, operation, or alleged violation of this Agreement, including any question as to whether a matter is arbitrable:

- Amanda Roger
- Cathy Knapp
- Chris Sullivan
- Elaine Doyle
- Julie Nichols
- Mark Atkinson
- Rick Coleman
- Vince Ready
- or a substitute agreed to by the parties,

shall at the request of either party:

Investigate the difference:

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

In the event the parties are unable to agree on an Industry Troubleshooter within a period of thirty (30) calendar days from the date this Collective Agreement is awarded, either party may apply to the Minister of Labour for the Province of British Columbia to appoint such person.

The parties shall jointly bear the cost of the Troubleshooter.

7.09 Expedited Arbitration

The grievance may proceed to expedited arbitration as an alternative to the aforementioned arbitration procedure.

Where the parties mutually agree to refer a matter to expedited arbitration, the following procedures shall apply:

- (a) As the process is intended to be informal, lawyers will not be used to represent either party.
- (b) All presentations are to be short and concise and are to include a comprehensive opening statement. The parties agree to make limited use of authorities during their presentations.
- (c) Prior to rendering a decision, the arbitrator may assist the parties in mediating a resolution to the grievance.
- (d) Where mediation fails or is not appropriate, a decision shall be rendered as contemplated herein.
- (e) All decisions of the arbitrators are to be limited in application to that particular dispute and are without prejudice. These decisions shall have no precedential value and shall not be referred to by either party in any subsequent proceeding.
- (f) All settlement of proposed expedited arbitration cases made prior to hearing shall be without prejudice.
- (g) The parties shall equally share the costs of the fees and expenses of the arbitrator.
- (h) The expedited arbitrator, who shall act as a sole arbitrator, shall be selected from:
 - Chris Sullivan
 - Elaine Doyle
 - Julie Nichols
 - Mark Atkinson
 - Vince Ready
 - or any other arbitrator mutually agreed upon.
- (i) The expedited arbitrator shall have the same powers and authority as an arbitration board established under the provisions of Article 8.

ARTICLE 8 – ARBITRATION

8.01 Composition of Board

Should the parties fail to settle any grievance, or dispute whatsoever, arising between the Employer and the Union, or the

employees concerned, such difference, grievance or dispute, including any question as to whether any matter is arbitrable, but excluding renegotiation of the Agreement shall, at the notice given by either party, be referred to the arbitration, determination and award of an Arbitration Board of one (1) member. Such Board shall be deemed to be a Board of Arbitration within the meaning of the *Labour Code* of British Columbia.

List of Arbitrators:

- Chris Sullivan
- Elaine Doyle
- Julie Nichols
- Mark Atkinson
- Vince Ready

The parties, by mutual agreement, may amend the list of arbitrators or agree to a substitute to the listed arbitrators at any time.

The decision of the said arbitrators made in writing in regard to any difference/s, shall be final and binding upon the Employer, the Union, and the employees concerned.

8.02 Authority of Arbitration Board

The Arbitration Board shall have the power to settle the terms of the question to be arbitrated. The Arbitration Board shall not be empowered to make any decision inconsistent with the provisions of this Agreement, or to modify or amend any portion of this Agreement.

8.03 Expenses of Arbitration Board

Each party shall pay one-half ($\frac{1}{2}$) the fees and expenses of the Arbitration Board, and each party shall bear the expenses of its participants and witnesses.

8.04 Employee Called as a Witness

The Employer shall grant leave without loss of pay to an employee called as a witness by an Arbitration Board and, where operational requirements permit, leave without loss of pay to an employee called as a witness by the Union, provided the dispute involves the Employer. On application, the arbitration board may determine summarily the amount of time required for the attendance of any witness.

8.05 Arbitration Board Hearings

Where operational requirements permit, the Employer shall grant leave without loss of pay to a reasonable number of employees representing the Union before an Arbitration Board, provided the dispute involves the Employer.

ARTICLE 9 – HOURS OF WORK

9.01 Continuous Operation

The work week shall provide for continuous operation Thursday to Wednesday, and is determined by an employees' individual schedule.

9.02 Hours of Work

The hours of work for each regular full-time employee covered by this Agreement, exclusive of meal times, shall be as follows:

Aramark: 37.5 hours average per week, 7.5 hours per day.

- (a) The hours of work for each regular full-time employee covered by this agreement, exclusive of meal times, shall be thirty-seven-point five (37.5) hours per week, seven-and-a-half (7.5) hours per day, or an equivalent mutually agreed to by the Employer and the Union.
- (b) Regular employees shall receive no less than two (2) consecutive rest days off each week, otherwise overtime rates shall be paid in accordance with Article 10.

In the event that the Employer changes the shift scheduled hours of work as noted above, they will notify the Union and the employees a minimum of 90 days in advance and will make every effort to maximize full-time positions. The new shift schedule will be filled as per 9.04 (f) and (g).

The provisions of this article shall not be considered a guarantee of hours of work.

When possible, the Employer shall notify the Union and the employees a minimum of 30 days in advance and will make every effort to maximize full time positions.

9.03 Rest and Meal Periods

An unpaid meal break of thirty (30) minutes shall be provided for each shift of five (5) or more hours. Employees working a full shift of seven (7) or more hours shall receive a paid fifteen (15) minute break in each half of their shift. Employees working shifts of four (4) hours to six-and-a-half (6.5) hours shall receive one paid fifteen (15) minute break.

All employee breaks should be taken in a designated staff area. Employees are required to remain in the facility during paid breaks. If the Employer requires an employee to stay on site during their meal period they shall be paid for that meal period at their basic rate of pay.

9.04 Scheduling Provisions

(a) Work schedules covering a two (2) week period shall be posted fourteen (14) days in advance. The Employer reserves the right to alter the schedule if the affected employee is given fourteen (14) days' notice. If an employee's scheduled hours are changed without the agreement of the employee and with less than fourteen (14) days' notice the employee shall be paid at one-and-one-half times (1.5x) their hourly rate for the notice period. Shift hours may change for operational reasons with reasonable notice.

The Master Roster shall be available to the employees upon request. It is understood that the actual schedule may vary from the Master Roster as scheduling requirements necessitate.

- (b) There shall be a minimum of twelve (12) consecutive hours off-duty between the completion of one work shift and the commencement of the next, unless otherwise mutually agreed.
- (c) When it is not possible to schedule twelve (12) consecutive hours off-duty between work shifts, all hours by which such changeover falls short of twelve (12) consecutive hours shall be paid at overtime rates in accordance with Article 10.
- (d) If a written request for a change in starting time is made by an employee which would not allow twelve (12) consecutive hours off-duty between the completion of one work shift and the commencement of another, and such request is granted, then the application of paragraphs (b) and (c) of this section shall be waived for all employees affected by the granting of such a request provided they are in agreement.
- (e) Any requests made for days off after the schedule is posted may be done by mutual shift exchange and prior approval by the Operations Manager or designate. Approval for such requests shall not be unreasonably withheld. Mutual shift exchanges shall not result in any increased cost to the Employer.
- (f) If the Employer intends to implement a revised work schedule, the Employer will post the proposed rotation for seven (7) calendar days so that impacted regular employees in the unit/department have an opportunity to review it. Within a further seven (7) calendar days, the impacted regular employees will select their line on the new rotation in order of seniority. Any regular employee without a line in the new work schedule will be issued a displacement notice. The new work schedule will then be posted in accordance with Article 9.04.

Employees who have been given displacement notice can exercise their right to bump under Article 18.03.

- (g) Impacted regular employees must select a line in the new rotation, by seniority, where the FTE is the same amount of hours as their current posted job. However, an impacted regular employee may voluntarily select any line available to them if they choose to do so. This may result in a change of status. If no line with the same hours is available to the impacted employee, and the employee does not voluntarily choose another line, they shall be issued displacement notice at the end of seven (7) day line selection period. Employees who have been given displacement notice can exercise their right to bump under Article 18.03.
- (h) If an employee reports for work as scheduled but for whom no work is available or because a change was made in the schedule without notifying the employee in advance, they shall be entitled and required to work four (4) hours or the number of hours scheduled if less than four (4) hours.
- (i) Time spent attending staff meetings where the Employer has indicated that attendance is mandatory shall be treated as time worked. If such staff meeting causes an employee to work more than eight (8) hours in a day, the overtime provisions of this agreement shall apply.

ARTICLE 10 – OVERTIME

10.01 Employees requested to work in excess of the normal daily full shift hours as outlined in Article 9.02, or who are requested to work on their scheduled off duty days shall be paid:

One and one-half times (1½ x) the employee's regular hourly rate for the first four (4) hours in excess of seven-point-five (7.5) hours per day or thirty-seven-point-five (37.5) hours per week, and double-time (2x) thereafter. All overtime shall be authorized by the Manager or designate in advance.

For the purpose of determining overtime entitlement, time paid in accordance with approved Employer paid Leaves of Absence will be considered as time worked.

10.02 Employees required to work on a scheduled day off, shall receive the overtime rate as provided but shall not have the day off rescheduled.

10.03 Overtime shall be offered in the order of seniority. No employee shall be required to work overtime against their wishes when other qualified employees within the same classification are willing to perform the work. If no qualified employee is willing to work the overtime, it will be assigned to the most junior qualified person.

10.04 An employee required to work overtime shall be entitled to eight (8) clear hours between the end of the overtime work and the start of his/her next regular shift. If eight (8) clear hours of time off are not provided, overtime rates shall apply to all hours worked on the next regular shift.

10.05 For the purposes of calculating weekly overtime, hours paid at overtime rates will not be used for calculating further overtime payments.

ARTICLE 11 – STATUTORY HOLIDAYS

11.01 Employees are entitled to eleven (11) Statutory Holidays and such other holidays as may be in the future proclaimed by either the Provincial or Federal Governments.

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
B.C. Day

Labour Day
National Day for Truth and
Reconciliation
Thanksgiving Day
Remembrance Day
Christmas Day

The Employer agrees to make every effort to schedule public holidays or equivalent days off as additions to the employee's two (2) regularly scheduled days off per week for employees so requesting. Such days will be taken at a mutually agreed-to time between the Employer and employee. If it is not possible to schedule public holidays or equivalent days within thirty (30) calendar days, the monies for the holiday shall be paid out.

11.02 Employees who are required to work on a statutory holiday shall be paid at the rate of time-and-one-half (1½ x) in addition to a day's pay.

11.03 The Employer shall make every effort to schedule either Christmas Day or New Year's Day off for employees so requesting.

11.04 If a statutory holiday occurs within an employee's vacation period, an extra day's vacation will be allowed for each statutory holiday so occurring.

ARTICLE 12 – VACATIONS ENTITLEMENT

12.01 Vacation Year

The vacation earning/accrual year shall be from July 1st to June 30th each year, and the vacation year shall be July 1st to June 30th the year following.

12.02 Annual Vacation Entitlement

All employees shall be credited for and granted vacations earned up to July 1st each year on the following basis:

- Regular employees who were regular status less than twelve (12) months prior to July 1st shall receive a partial vacation based on continuous service to July 1st.

Annual vacation shall be earned at the rate of:

- Ten (10) working days per year from zero (0) to fourth (4th) year to of employment, paid at four percent (4%) of gross earnings in the previous year.
- Fifteen (15) working days per year from the fifth (5th) to ninth (9th) year of employment, paid at six percent (6%) of gross earnings in the previous year.
- Twenty (20) working days per year from the tenth (10th) to fourteenth (14th) year of employment, paid at eight percent (8%) of gross earnings in the previous year.
- Twenty-five (25) working days per year from the fifteenth (15th) to twenty-ninth (29th) year of employment, paid at ten percent (10%) of gross earnings in the previous year.
- Thirty (30) working days per year from the thirtieth (30th) year or more of employment, paid at twelve (12%) of gross earnings in the previous year.

12.03 The Employer shall post, no later than March 1st of each year, a list on which the employees will indicate their choice of vacations. Employees shall have until April 15th to indicate their choice of vacation. The approved vacation list shall be posted no later than the 31st of May.

12.04 Vacation Entitlement upon Dismissal

Upon termination of employment, an employee shall be entitled to pay in lieu of vacation corresponding to years of service as listed in Article 12.02.

12.05 Vacation pay shall be distributed on the last pay day immediately prior to the employee's vacation period.

12.06 Vacation once posted shall not be changed unless, by mutual agreement between the employee and the Employer.

12.07 Reinstatement of Vacation Days – Sick Leave

In the event an employee is sick or injured prior to the commencement of his/her vacation, such employee shall be granted sick leave and the vacation period so displaced shall be

added to the vacation period if requested by the employee and by mutual agreement or shall be reinstated for use at a later date.

12.08 Vacation Credits upon Death

Earned but unused vacation entitlement shall be made payable, upon an employee's death, to the employee's estate.

12.09 Vacation Periods Overlapping

A single vacation period which overlaps the end of a vacation year shall be considered as vacation for the vacation year in which it commenced.

12.10 Vacation Pay

Vacation pay shall be paid in accordance with Article 12.

ARTICLE 13 – PROBATIONARY EMPLOYEES

13.01 For the first three (3) calendar months of continuous service with the Employer, a full-time or part-time employee shall be a probationary employee. Casual employees shall serve a probationary period of four-hundred-and-fifty-five (455) hours or six (6) months, whichever comes first. By written mutual agreement between the Employer and the Union, the probationary period may be extended by one (1) calendar month provided written reasons are given for requesting such extension.

13.02 The Employer may suspend, discipline, or discharge a probationary employee for any reason satisfactory to the Employer. The Employer agrees that it will not act in bad faith in the suspension, discipline or discharge of a probationary employee.

13.03 An employee who terminates their employment with the Employer after completing their probation period and is rehired within one (1) year in the same position/classification that they left, shall receive the end of probation rate upon her return, and shall not be required to re-serve the probation period, however their

seniority shall commence from their most recent hire date.

ARTICLE 14 – SENIORITY

14.01 Seniority Defined

Seniority shall be defined as the total eligible hours accumulated from the employee's date of hire at Harmony Court.

14.02 Seniority Lists

Seniority lists shall be reviewed and posted every three (3) months. Such seniority shall be subject to correction for error on proper representation by the Union, within one (1) month of the Union's receipt of the seniority dates. Upon request, the Employer agrees to make available to the Union the seniority of any employees covered by this agreement. The Employer shall supply the Union with a copy of the lists.

14.03 Seniority status, once acquired will be lost only for the following reasons:

- a) voluntary resignation;
- b) discharge for cause;
- c) layoff in excess of twelve (12) months;
- d) absence from work without approved leave being granted by, or a satisfactory explanation being given to the Employer for an absence for three (3) working days or more.

ARTICLE 15 – JOB CLASSIFICATION AND RATES OF PAY

15.01 Job Descriptions

(a) The Employer shall draw up job descriptions for all jobs and classifications in the Bargaining Unit. Each employee shall be provided with a copy of the job description for their position. The Union shall be provided with copies of job descriptions for all positions for which the Union is the certified bargaining agent.

(b) Job descriptions shall contain the job title, qualifications and wage level of the job, a summary statement of the job, a list of the duties and the date prepared.

15.02 Notice of New Positions

Where a new job classification is required, the wage rate for the new classification shall be established by the Employer, and written notice shall be given to the Union. The classification and wage rate shall be considered agreed unless the Union objects within thirty (30) days of notification.

15.03 Notice of Changed Positions

In the event that the Employer is required to introduce significant changes to an existing job such that the job description is substantially altered, the Employer shall give written notice to the Union outlining the changes which have taken place, along with the Employer's proposal for a change in the wage rate, if any. Should the Union object to the proposed wage rate, such objection to the wage rate must be made in writing, within thirty (30) days of notification by the Employer. If no written objection is received by the Employer, the wage rate shall be considered agreed to.

15.04 The parties shall meet to discuss the Union's objections. If the parties fail to resolve the Union's objections within fourteen (14) calendar days after such discussions were initiated, either party may refer the matter to arbitration for resolution under Article 8.

15.05 Relieving In Higher and Lower-Rated Positions

Where the Company requires an employee to work temporarily in a higher classification, the employee shall be paid the higher rate for the period so employed.

15.06 In cases where an employee is required to transfer temporarily to a lower-rated job, such employee shall incur no reduction in wages because of such transfer unless the request comes from the employee itself.

15.07 An employee accepting a temporary excluded position shall retain bargaining unit seniority for the length of the vacancy and shall continue to accrue seniority up to a period of three-hundred-and-sixty-five (365) days.

ARTICLE 16 – FILLING JOB VACANCIES

16.01 The Employer shall post notice of vacancies with duration of one (1) calendar month or more for a period of one (1) week. A job posting shall contain the following information: job position/classification, a summary of the duties, the required qualifications, the hours of work including days off, the wage scale, work area and commencement date.

16.02 Temporary Vacancies less than 30 Days

- (a) Notwithstanding clause 16.01, if the vacancy is a temporary one of less than thirty (30) calendar days, the position shall not be posted and instead shall be filled as follows:
- i) in order of seniority, by qualified regular employees who have indicated in writing their desire to work additional hours;
 - ii) by Casual employees;
 - iii) if the application of this paragraph requires the employer to pay overtime to the employee, the proposed move shall not be made;
- (b) Where operational requirements make it necessary, the Employer may make temporary appointments pending the posting and consideration of bargaining unit applicants pursuant to clause 16.04.

16.03 The Employer shall also consider applications from those employees who are absent from their normal places of employment because of an approved leave and who have filled in an application form, before each absence, stating the jobs they would be interested in applying for should a vacancy or new job occur during their absence.

16.04 The Employer may delay the implementation of an awarded position if the successful applicant cannot leave their current position without adversely affecting the operations of the Company. In such case the Employer may temporarily fill the vacancy until such time as another employee has been trained to replace the applicant in their current position. The Employer shall make every effort not to exceed thirty (30) days, but reserves the right to extend up to a further thirty (30) days.

16.05 The Employer will post the name of the successful applicant within three (3) calendar days of awarding the position.

16.06 The Employer shall supply to the Union the names of all applicants for a job posting in the course of a grievance investigation within seven (7) calendar days of a demand by the Union.

16.07 One (1) copy of all postings shall be sent to the Local Union designate within the aforementioned seven (7) calendar days.

16.08 Selection Criteria

In selecting the successful candidate for a vacancy, seniority shall be the determining factor where the required qualifications, past performance, skills and abilities are relatively equal between two or more applicants. Employees will be considered relatively equal if their final selection scores are within fifteen percent (15%) of each other.

16.09 Qualifying Period

The successful applicant to a regular job vacancy shall be placed on a trial period of three (3) months, during which the employee's performance shall be reviewed regularly and the findings of the reviews shall be shared with the employee without undue delay. In the event that the employee proves unsatisfactory, or if the employee wishes to be relieved of the job during the trial period, the employee shall be returned to their previous position and pay rate. Any other employee hired, promoted, voluntarily demoted or

transferred because of the rearrangement of jobs, shall be returned to their former job and pay rate.

16.10 Temporary Promotion or Transfer

An employee granted a temporary promotion, transfer or demotion shall return to their former job and pay rate without loss of seniority and accrued perquisites when the temporary promotion, transfer or demotion terminates.

16.11 Employees who post into a temporary vacancy shall not be eligible for any further temporary job postings within the first ninety (90) days working in the temporary position.

ARTICLE 17 – TECHNOLOGICAL CHANGE

17.01 As per Section 54 of the *Labour Relations Code*, where the Employer intends to introduce technological change which affects the job security of a significant number of employees, the Employer shall give no less than sixty (60) calendar days' notice in writing to the Union.

17.02 The Employer and the Union shall meet within twenty-one (21) days of the date of the notice. The parties will make every reasonable effort to reach agreement.

ARTICLE 18 – LAY-OFF AND RECALL

18.01 A layoff shall be defined as a cessation of employment, the elimination of a job, or a reduction in the hours of work of a position by one hour a day or more.

18.02 The Employer shall give regular full-time and regular part-time employees the following written notice or pay in lieu of notice:

- one (1) weeks' notice after (3) three consecutive months of employment;
- two (2) weeks' notice after twelve (12) consecutive months of employment;

- three weeks' notice, after three (3) consecutive years, plus one additional week for each additional year of employment to a maximum of eight (8) weeks.

18.03 Bumping

It is agreed that in instances where a job is eliminated or hours reduced by one hour a day or more, an employee may choose one of the following options:

- a) an employee may accept the reduction in hours;
- b) an employee may accept the layoff or reduction in hours and be placed on the casual call in list and be placed on the recall list;
- c) be placed on the recall list;
- d) bump the most junior employee with the same number of hours provided the employee possesses the qualifications, skill and ability to perform the job of the less senior employee. The Employer shall supply to the employee and the Union a list of all employees that may be bumped by the employee. Bumping rights must be exercised by providing written notice to the Employer as soon as possible but no later than 48 hours after receiving notification of layoff.

18.04 Notice of lay-off shall not apply to probationary employees or where the Employer can establish that the lay-off results from an act of God, fire or flood.

18.05 Laid off regular post probation employees shall retain their seniority and perquisites accumulated up to the time of lay-off, for a period of one (1) year and shall be recalled, if the employee possesses the qualifications, skills and ability to do the vacant job, on the basis of last off - first on. Laid off employees failing to report for work of an ongoing nature within three (3) days of the date of receipt of notification by registered mail to the employee's last known address shall be considered to have abandoned their right to re-employment. Employees required to give two (2) weeks' notice to another employer shall be deemed to be in compliance

with the three (3) day provision. However, such employees shall notify the Employer of their intentions to return to work within three (3) days of notification.

18.06 Where a notice of displacement or lay-off actually results in a lay-off, prior to the lay-off becoming effective, two (2) copies of such notice shall be sent to the local union designate.

18.07 An employee who has been laid off and wishes to be recalled must ensure that the Employer has a current telephone number and address for purposes of recall. The Employer's only obligation on recall is to contact the employee at the last known address. Therefore, failure to provide correct, current information could jeopardize the employee's right to recall.

ARTICLE 19 – PAID / SICK LEAVE

19.01 On January 1 of each calendar year, eligible employees who has successfully completed probation will be entitled to:

- January 1, 2025 – 5 days
- January 1, 2026 – 6 days
- January 1, 2027 – 7 days

19.02 Sick leave with pay is only payable because of sickness disability, medical/dental appointments, and special leave of the employee. and employees must notify the Employer prior to their return. The Employer shall reimburse employees for any costs incurred up to a maximum of \$40 per note, if required by the Employer to prove sickness and function ability.

19.03 After an employee has completed the probationary period, the employee shall be granted a pro-rated amount of credit for sick leave from their date of acquiring permanent status. However, the sick leave credits shall not be applied retroactively to their hire date.

19.04 Part-time employees shall be granted sick leave credits on a pro-rated basis in accordance with their regularly scheduled hours of work.

19.05 An employee reporting absent shall do so to the Employer as soon as possible before the start of their shift.

19.06 Subject to the above, an employee granted sick leave shall be paid, for regularly scheduled shifts absent due to illness or disability, medical/dental appointments, and illness in the immediate family requiring the employee's personal attention, and the number of hours thus paid shall be deducted from their accumulated sick leave credits up to the total amount of their available credits at the time the leave commenced.

19.07 Employees who are off because of sickness or accident shall at the expiration of sick leave benefits, be continued on the payroll under the heading of leave of absence without pay for a period of not less than one (1) month.

Further leave of absence without pay shall be granted upon written request provided that the request is reasonable. An employee may be required to provide satisfactory proof of the reasons for an absence if all paid leave credits have been used and/or provide a medical opinion as to the expected date of return to work.

The Employer's decision for further leave of absence without pay shall be in writing.

19.08 WorkSafe BC leave with pay shall be granted for the one (1) day or less of the accident not covered by WorkSafe BC.

19.09 Leave – Worker's Compensation

Benefit Entitlement

Employees who are absent from work and receiving benefits from WorkSafe BC shall be considered as being at work and shall

receive benefits as if they were working, provided they pay their share of the premium costs.

Continuation of Employment

Employees who qualify for Workers' Compensation coverage shall be continued on the payroll and shall not have their employment terminated during the compensable period, except for just cause. Upon return to work following recovery, an employee who was on claim for less than twenty-nine (29) months shall continue in their former job; an employee who was on claim for more than twenty-nine (29) months shall return to an equivalent position, exercising their seniority rights, if necessary, pursuant to Article 18.03.

19.10 Casual employees are not eligible for sick leave credits.

ARTICLE 20 – BEREAVEMENT LEAVE

20.01 Regular employees shall be granted up to three (3) days of paid bereavement leave upon written notification on a Aramark Leave Request form, in the event of the death of the following family members: mother, father, spouse (including domestic partner), child, loss of pregnancy after twenty (20) weeks, miscarriage, sister, brother, grandparent, grandchild, father-in-law, mother-in-law, step-parent, foster-parent, step-child or another person living in the same residence as the employee.

In the event of a delayed interment (service or celebration of life), and employee may save one of the days identified above without loss of pay to attend the interment (service or celebration of life) and will provide as much notice as possible of the date it will be utilized.

An employee who has experienced a loss of pregnancy after twenty (20) weeks is also entitled to bereavement leave.

20.02 Unpaid leave will be granted in the absence of a completed Aramark Leave Request form.

20.03 An additional two (2) consecutive workdays with pay may be granted to employees who are required to travel in order to attend the funeral.

20.04 Compassionate Care Leave

Regular employees shall be granted compassionate care leave in accordance with section 52.1 of the *Employment Standards Act*.

ARTICLE 21 – UNPAID LEAVES

21.01 Requests by employees for unpaid leave of absence shall be made in writing to the Operations Manager or their Designate and may be granted at the Employer's discretion. The employee shall make every reasonable effort to give at least fourteen (14) days' notice to minimize disruption of staff. The Employer shall make every reasonable effort to comply with such requests. Notice of the Employer's decision shall be given in writing as soon as possible.

21.02 The Employer recognizes there are a variety of leaves under the *Employment Standards Act* including, but not limited to:

- Critical Illness Leave,
- Compassionate Care Leave
- Family Responsibility Leave,
- Leave Respecting Disappearance of a Child,
- Leave Respecting Death of a Child,
- Domestic and Sexual Violence Leave.

The Employer will permit such leaves in accordance with the terms set out in the *Employment Standards Act*, as it may be amended from time to time.

21.03 Maternity / Parental / Adoption Leave

Maternity/Parental/Adoption Leave shall be granted in accordance with the *Employment Standards Act* of B.C.

21.04 Maternity Leave

Pregnancy shall not constitute cause for dismissal.

Medical complications of pregnancy, including complications during an unpaid leave of absence for maternity reasons preceding the period stated by the *Unemployment Insurance Act*, shall be covered by Article 19 (Paid Leave) providing the employee is not in receipt of maternity benefits under the *Unemployment Insurance Act* or any wage loss replacement plan.

Employees shall be granted maternity leave of absence without pay. The duration of the maternity leave of absence before confinement and subsequent to confinement shall be at the option of the employee.

Employees shall make every effort to give at least four (4) weeks' notice prior to the commencement of maternity leave of absence without pay, and employees shall give at least four (4) weeks' notice of their intention to return to work prior to the termination of the leave of absence.

If an employee is unable or incapable of performing their duties prior to the commencement of the maternity leave of absence without pay, the employee may be required to take unpaid leave of absence.

The Employer may require the employee to provide a doctor's certificate indicating the employee's general condition during pregnancy along with the expected date of confinement.

Upon return to work, the employee shall continue in their former position without loss of perquisites.

An employee is entitled to maternity leave of up to seventeen (17) weeks without pay.

As set out in the *Employment Standards Act* if maternity leave is requested after the termination of a pregnancy, the employee is

entitled to up to six consecutive weeks of leave beginning on the termination date.

An initial period of leave may be extended by up to six consecutive weeks if an employee is unable to return to work for reasons related to the birth or termination of a pregnancy.

An Employer may request a doctor's or nurse practitioner's note stating the expected or actual birth date or termination date or reasons for requesting leave.

If an employee on leave asks to return from leave earlier than six weeks after the birth, the Employer may require a doctor's or nurse practitioner's certificate stating the employee is able to resume work.

21.05 Parental Leave

Upon written request an employee shall be entitled to parental leave of up to sixty-one (61) consecutive weeks. A birth parent must begin their parental leave immediately after their maternity leave ends, unless they and the Employer agree otherwise.

A birth parent who does not take maternity leave and other parents are entitled to up to sixty-two (62) consecutive weeks of unpaid parental leave. The leave can begin anytime within seventy-eight (78) weeks of the birth or placement of a child.

Where both parents are employees of the Employer, the employees shall determine the apportionment of the sixty-two (62) weeks or sixty-one (61) consecutive weeks in the case of birth mother who takes maternity leave under Article 21.04. In such case the Employer shall be advised of the arrangements at least two (2) weeks prior to the commencement of the leave.

Such written request pursuant to above provisions must be made at least two (2) weeks prior to the proposed leave commencement date.

Leave taken under this clause shall commence:

- (a) In the case of a mother, immediately following the conclusion of leave taken pursuant to Article 21.04 or following the adoption;
- (b) In the case of the other parent, following the adoption or the birth of the child and conclude within the fifty-two (52) week period after the birth date or adoption of the child. The “other parent” is defined as the father of the child and/or spouse of the mother, including common-law spouse as defined by Article 3. Such leave request must be supported by appropriate documentation.

Maternity and Parental Leave Seniority

Seniority and continuous service will continue to accumulate during the full period of maternity and parental leave. The Employer shall give the employee the option of staying on the benefit program, provided they pay their portion of the employee premiums.

21.06 Adoption Leave

Upon request, and having completed their initial probationary period, an employee shall be granted leave of absence without pay for up to six (6) months following the adoption of a child. The employee shall furnish proof of adoption. Where both parents are employees of the Employer, the employees will decide which of them will apply for leave.

21.07 Jury Duty

Employees who are required by summons or subpoena to serve as jurors or witnesses shall be granted leave without pay for the required period of attendance.

21.08 Unpaid Leave - Union Business

- (a) Leave of absence without pay shall be granted to employees designated by the Union to transact Union business unless this would unduly interrupt the Employer’s operations, or result in

additional wage costs. Such requests shall be made in writing sufficiently in advance to minimize disruption of the department. Employees granted such leave of absence shall retain all rights and privileges accumulated prior to obtaining such leave. Seniority shall continue to accumulate during such leave and shall apply to such provisions as annual vacations, increments and promotions.

- (b) When leave of absence without pay is granted pursuant to part (a), the leave shall be given with pay and the Union shall reimburse the Employer for salary and benefit costs within thirty (30) days of receipt of the invoice. It is understood that employees granted leave of absence pursuant to this clause shall receive their current rate of pay while on leave of absence. Leave of absence granted under this clause shall include sufficient travel time.

This provision does not apply to employees on extended leaves of absence who are employed by the Union on a permanent full-time basis.

- (c) The Union shall provide the Employer with reasonable notice to minimize disruption of the operation and shall make every reasonable effort to give a minimum of fourteen (14) days' notice prior to the commencement of leave under (a) above. The Employer agrees that any of the above leaves of absence shall not be unreasonably withheld.

21.09 Employee Requested Unpaid Leave

An employee may request an unpaid leave of absence to take educational courses that have the potential for benefit related to the care of the residents and the employee's ability to fully perform the job duties, subject to the following provisions:

- (a) Where an employee requests an unpaid leave of absence such an employee shall give reasonable advance notice in writing of such request.

- (b) Every effort shall be made by the Employer to comply with such requests, providing that replacements to ensure proper operation of the department can be found.
- (c) Notices granting such requests shall be given by the Employer in writing.

21.10 Unpaid Leave - Affecting Seniority and Benefits

Any employee granted unpaid leave of absence totalling up to twenty (20) working days in any year shall continue to accumulate seniority and all benefits and shall return to their former job.

If an unpaid leave of absence or an accumulation of unpaid leaves of absences carry into the next month, the employee shall have the option of continuing their benefits into that next month provided the employees makes such request and provides the Employer with post-dated cheque(s) for their share of the benefit cost prior to the commencement of the leave. Employees on unpaid leave for WCB, medical, LTD, *Employment Standards Act* leaves, First Responder, maternity, parental and adoption reasons shall continue to accumulate seniority.

21.11 An employee who takes leave to accept an Employer's appointment outside of the Bargaining Unit on a temporary basis and who returns to a Bargaining Unit position within six (6) months shall continue to accumulate seniority and benefits.

An employee who returns to the Bargaining Unit after more than six (6) months on such an assignment shall return with only their seniority earned prior to the assignment.

21.12 Gender Transition Leave

An employee who provides a certificate from a medical practitioner confirming that the employee requires a leave of absence in order to undergo gender transition will be granted a leave for the procedure required during the transition period, where operations allow. The provisions of that leave will follow Article 21.01. The Union, the Employer and the employee will

work together to tailor the general transition plan to the employee's particular needs and accommodate the employee up to the point of undue hardship for the Employer. The Employer will ensure it enforces its harassment free work environment and not accept any discriminating actions.

21.13 First Responder Leave

Employees who are volunteer emergency and rescue workers will receive five (5) days unpaid leave, where possible, to provide emergency services when dispatched. Notice will follow Article 21.01 where possible.

ARTICLE 22 – HEALTH AND SAFETY

22.01 Occupational Health and Safety Committee

- (a) The Employer and the Union agree to cooperate in the promotion of safe working conditions, the prevention of accidents, the prevention of workplace injuries and the promotion of safe workplace practices.
- (b) The Employer and the Union shall each appoint two (2) representatives and two (2) alternate representatives to participate on the Occupational Health and Safety Committee.
- (c) The employee members of the Committee shall be granted leave without loss of pay or receive straight-time regular wages while attending meetings of the joint committee. The member(s) of the Committee shall be granted leave without loss of pay or receive straight-time regular wages to participate in committee meetings, workplace inspections and accident investigations at the request of the Committee pursuant to the WorkSafe BC Occupational Health and Safety Regulations. Every effort will be made to schedule committee meetings, workplace inspections and accident investigations during the committee members' scheduled working hours.
- (d) The Occupational Health and Safety Committee may use the resources of WorkSafe BC to provide information to the committee members in relation to their role and responsibilities. The committee will increase the awareness of

all staff on such topics as: workplace safety, safe lifting techniques, dealing with aggressive residents, WHMIS and the role and function of the Occupational Health and Safety Committee. The committee will foster knowledge and compliance with the Occupational Health and Safety Regulations by all staff. Minutes from the Committee meetings will be distributed to both the Union and the Employer.

- (e) In addition to persons appointed by the parties, either party may involve others who are neither members of the Bargaining Unit or Management, provided such is done by mutual agreement.
- (f) The Committee shall, as part of its mandate receive and/or investigate complaints, and/or provide recommendations to the Employer with respect to workload problems which are safety related.

(g) Ergonomics

The Occupational Health and Safety Committee may make recommendations to the Employer on ergonomic adjustments and on measures to protect pregnant employees as far as occupational health and safety matters are concerned.

Return to Work from Injury or Illness

Prior to returning to work from an injury or illness, the Employer may require employees to provide medical certificates certifying that they are fit to return to work and are able to perform the full scope of their duties. The Employer shall reimburse employees for any costs incurred up to a maximum of \$40 per note, if required by the Employer to prove sickness and function ability.

22.02 Aggressive Residents

When the Employer is aware that a resident has a history of aggressive behavior, the Employer will make such information available to the employee. In-service and/or instruction in caring for the aggressive resident and on how to respond to a resident's aggressive behavior will be provided by the Employer. The Employer shall make every reasonable effort to ensure that sufficient staff is present when dealing with such resident. It is

understood that this is at no extra cost to the Employer.

22.03 Communicable Diseases

In-service training will be provided for all employees with regards to Infection Protection and Control (IP&C) Guidelines as mandated by Ministry of Health.

In-service training may include definitions of commonly encountered infectious processes in long term care, as well as precautions (standards, contact, airborne, blood borne) to be observed, personal protective equipment (PPE) and cleaning, and handling procedures concerning resident care, resident environment and resident belongings and articles of use.

22.04 Violence and Respect in the Workplace

The parties recognize that it is important to provide an environment that is properly secure for all those who receive care or work in health care. A safe environment is important for staff and contributes to providing the highest possible standard of care. Staff should expect to work in, and residents should expect to be treated in an environment where the risk of violence is minimized.

22.05 Working Alone or in Isolation

The Employer will ensure there is a check in program in place for those who work alone under which conditions may present a risk of disabling injury as outlined in WorkSafe BC Regulations and the Act. This will be done in consultation with those employees' who work alone and the Occupational Health and Safety Committee.

22.06 Employee Workload

Where the absence of one or more employees may create an unsafe increase in the workload for other employees, the Employer will make reasonable efforts to resolve the matter by:

- Utilizing casual employees in accordance with the collective agreement.

- Supervisor will discuss and, where appropriate, re-order duty priorities with the affected employee(s).
- Re-assigning work.

22.07 Critical incident stress defusing

A work place critical incident is an event that causes emotional or psychological trauma for people exposed to the incident. It is a sudden, powerful event outside the range of normal experience – and outside the worker's control.

In the event of a critical incident within the workplace the employer will make available to employees who have suffered a serious work related, traumatic incident of an unusual nature, on a voluntary basis, access to WorkSafe BC's Critical incident Response Program. Leave to attend such a session will be without loss of pay.

22.08 Training and Orientation

- (a) No employee shall be required to work on any job or operate any piece of equipment until they have received proper orientation.
- (b) The Employer will provide orientation and/or in-service which is necessary for the safe performance of work including universal precautions, the safe use of equipment and the safe handling of materials and products. The Employer will also make available information, manuals and procedures for these purposes.

22.09 Right to refuse Unsafe Work

Employees have the right to refuse to perform unsafe work pursuant to Section 3.12 of the Occupational Health and Safety Regulations made pursuant to the *Workers Compensation Act*.

22.10 In the event of a member fatality, the Employer shall immediately notify the Secretary Business Manager of the Union along with the Union representatives on the Committee.

22.11 Transportation of Accident Victims

Transportation to the nearest physician or hospital and return transportation to the worksite or the employee's residence for employees requiring immediate medical care as a result of an on-the-job accident shall be at the expense of the Employer. Return transportation to the employee's home shall not be provided by the Employer where someone at the employee's home can reasonably provide such transportation.

ARTICLE 23 – GENERAL

23.01 No Discrimination

- (a) The Employer and the Union subscribe to the principles of the *Human Rights Code* of British Columbia.
- (b) The Union and the Employer recognize the right of employees to work in an environment free from harassment, including sexual harassment, as defined by the Employer's Harassment Policy.

23.02 Respectful Conduct in the Workplace

Individuals are responsible for conducting themselves in a respectful manner in the workplace and at work related gatherings. Failure to maintain respectful conduct will lead to discipline up to and including termination of employment.

A respectful workplace is characterized by:

- (a) Polite Behaviour – defined as courteous and considerate behavior towards others.
- (b) Inclusion – of people with different backgrounds, cultures, strengths and opinions;
- (c) Safety – from disrespectful, discriminating, bullying and harassing behaviour;
- (d) Protection against harassment extends to incidents occurring at or away from the workplace, during or outside of working hours, and includes incidents related to client, resident, or visitor contact, provided the acts are committed within the

course of the employment relationship.

- (e) Support – Individuals will be supported to learn and practice personal dispute resolution and respectful workplace skills.
- (f) Dispute Resolution Process – Differences will be managed through dispute resolutions processes, including, but not limited to Article 23.06 of this agreement.

23.03 Workplace Bullying

Bullying for the purpose of this Article is any repeated or systematic behaviour which may be either physical, verbal or psychological including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Personal harassment and/or bullying does not include acceptable social banter in the workplace. Nor does it include actions occasioned through the exercise in good faith of management's rights for bona fide operational requirements or progressive corrective discipline in a manner that is respectful of those involved.

23.04 Inclusion

Inclusion for the purpose of this Article means welcoming people with diverse backgrounds into the workplace. Behaviours include but are not limited to: working to understand cultural differences, working constructively with employees accommodated as a result of the Employer's duty to accommodate and valuing other's differing styles and contributions.

23.05 Support

Support for the purposes of this Article means coaching, in-service training and/or internal or external expert intervention designed to bring dispute resolution skills and respectful workplace knowledge to the workplace.

Nothing in the above definition or any application thereof is intended to reduce, restrict or fetter the Employer's right and ability to manage and or discipline its employees.

23.06 Procedure for filing a complaint

- (a) An employee who makes a complaint under the provisions of the Collective Agreement Article 23 shall be required to seek a remedy through the internal complaint procedure, before filing a grievance. Grievance timelines will be put in abeyance until such time as the internal process has concluded.
- (b) An employee making a complaint may choose an informal complaint process.
 - the informal complaints process involves a mediated discussion between the complainant and the respondent but it is understood, that no formal action will be taken resulting from the complaint.
- (c) An employee making a complaint may choose the formal complaints process.
 - the formal complaints process will require the employer to investigate the matter, determine the nature of the complaint and take necessary steps to resolve the matter.
- (d) During either process, members of the bargaining unit will be entitled to union representation.
- (e) All aspects of the complaints process are confidential.
- (f) If a member of the bargaining unit is not satisfied with the outcome or the internal complaints process, they may file a grievance.

23.07 Employee Files

An employee, or the Union with the written authority of the employee, shall be entitled to review the employee's personnel file, in the office in which the file is normally kept, and if requested, be provided with one copy of any document(s) in the file. The employee, or their designate, shall give the Employer a minimum of five (5) days' notice, prior to having access to such file.

The personnel file shall not be made public or be shown to any other individual without the employee's written consent, except in the proper operation of the Employer's business (including the provision of employment references to other employers) and/or for purposes of the proper application of this Agreement.

23.08 Name Tags

Employees are required to wear their name tags, as provided by the Employer, at all times while present at the facilities.

23.09 Employer Property

Employees must return to the Employer all Employer property in their possession at the time of termination of employment. The Employer shall take such action as required to recover the value of articles which are not returned.

Upon submission of reasonable proof, the Employer will repair or indemnify with respect to clothing and personal property including eye glasses of an employee incurred while the employee is on duty and caused by the actions of a resident.

23.10 Vaccination and Inoculation

When an employee is required by the Employer to undergo vaccination, inoculation or other immunization, it shall be provided by the Employer and on the Employer's time. The Employer will provide in-service programs to limit the spread of infectious diseases amongst employees and residents.

ARTICLE 24 – CONTRACTING OUT

24.01 No Layoff of Employees

The Employer agrees not to contract out any of the Employer's work presently performed by employees covered by this Agreement which would result in the laying off of such employees.

24.02 Exceptions

The Employer has the right to contract for services when:

- a) the Employer does not have the equipment or facilities necessary to provide the required service; or
- b) the Employer does not have employees who perform such work or are qualified in such work; or if the work poses a significant health and safety risk for existing employees, or
- c) an emergency occurs.

ARTICLE 25 – PRINTING OF THE AGREEMENT

25.01 The Union and the Employer desire every employee to be familiar with the provisions of this Agreement, and their obligations under it. For the term of this Collective Agreement, the Union shall print sufficient copies of the Agreement and the costs shall be shared equally between the parties.

25.02 In this Agreement including the printed form thereof, titles shall be descriptive only and shall form no part of the interpretation of the Agreement by the parties or an Arbitration Board.

ARTICLE 26 – EFFECTIVE AND TERMINATING DATES

26.01 Effective and Terminating Dates

The Collective Agreement shall be effective from July 3, 2024 to July 2, 2027, and from year to year thereafter unless terminated by either party on written notice served during the month of April 2027 or, if not so terminated, in the month of December in any succeeding year.

If a notice is not given under the above paragraph by either party 90 days or more before the expiry of the agreement, both parties shall be deemed to have given notice to bargain 90 days before the expiry.

26.02 Effective Dates

The effective date for all terms and conditions of this Agreement including wages and benefits is the date of ratification, unless otherwise specified.

26.03 It is agreed that the operation of Subsection 2 and 3 of Section 50 of the *Labour Code* of British Columbia is excluded from this Agreement.

ARTICLE 27 – CASUAL ENTITLEMENT

27.01 The Employer may call in Casual employees to perform work for the following reasons:

- (a) relief work in vacancies created by the absence of a regular full-time or regular part-time employee.
- (b) emergency relief.
- (c) unanticipated or irregular relief work.

27.02 Where the Employer is aware that the position that is being filled by a Casual employee will be in excess of thirty (30) days, the position shall be posted and filled in accordance with this Collective Agreement.

27.03 Part-time employees may also register for Casual work provided there are no overtime costs.

27.04 Employees called in as Casuals will be called in to work in order of seniority provided that they possess the skills and abilities to perform the work being assigned in the job classification for which they are registered, and that the operational requirements are being met.

27.05 All Casual employees shall be required to submit, in the form prescribed by the Employer, a schedule of availability for the forthcoming month. This form is to be submitted no later than fifteen (15) days prior to the commencement of the month.

A Casual employee who refuses work opportunities on three consecutive occasions in a two (2) month period, where they have indicated availability may be terminated at the Employer's discretion.

27.06 Employees working a Casual shift shall be entitled to time off between shifts in accordance with the *Employment Standards Act*.

27.07 Seniority List

A master Casual employee seniority list shall be revised and updated every three (3) months. The seniority of each employee shall be entered in the registry in descending order of the most hours worked to the least. Casual employees while on probation will be added to the registry or registries in the order that they are hired.

For the purposes of call in to do Casual work, seniority hours are reconciled at each adjustment date.

Within two weeks of each adjustment date the Employer shall send to the Union designate a revised copy of the Casual seniority lists.

27.08 Call in Procedure

All calls shall be recorded in a log book that shows the name of the employee called, the time of notification of the vacancy, the shift to be filled, the time that the call was made, the line, the results of the call and the initials of the person who made the call.

In the event of a dispute the Union shall have reasonable access to these records and be entitled to make a photocopy of the records at a mutually agreeable time.

| | a | b | c | d | e |
|---------------------------|-------------------|--|--|---|--------------------|
| Vacancy known in advance: | Less than 2 hours | Greater than 2 hours but less than 4 hours | More than 4 hours but less than 24 hours | More than 24 hours but less than 72 hours | More than 72 hours |
| Response time: | 7 mins | 15 mins | 30 mins | 2 hours | 24 hours |

27.09 A regular employee shall be entitled to transfer to casual status. Upon transfer, such employees shall be entitled to such benefits as are available to casual employees.

27.10 The parties agree that all terms of the collective agreement will apply to Casual employees except where modified by specific provisions.

27.11 Casual employees shall receive vacation pay on each cheque and Statutory Holiday pay in accordance with the *Employment Standards Act*.

27.12 Casual employees shall continue to accrue seniority while receiving WorkSafeBC wage-loss benefits based on the average weekly hours worked in the previous six (6) months.

27.13 Casual Sick Time

Casual employees shall receive sick pay in accordance with the *BC Employment Standards Act*.

ARTICLE 28 – HEALTH AND WELFARE PLANS

Current benefits will remain until December 31, 2024.

New Benefit Coverage Appendix “A” will start on January 1, 2025.

The Employer shall provide these benefits and shall be consistent with the current provisions.

All employees successfully completed probation who are scheduled for 20 hours or more per week are entitled to enroll in the health and welfare benefits plan.

Group benefits are as provided in the benefit book distributed by the carrier.

Cost sharing for benefits is as follows:

Aramark Canada Ltd. (Harmony Court) / Hospital Employees' Union, July 3, 2024 – July 2, 2027

| Appendix "A" | | |
|---|----------|--|
| Extended Health Plan: 50% Employer Paid, 50% Employee Paid. | | |
| Benefit | % | Benefit Maximum |
| Life Insurance | | \$20,000 |
| AD&D | | Up to \$20,000 |
| Life Insurance Termination Age | | Retirement |
| AD&D Termination Age | | Age 70 |
| Life Insurance Coverage Mandatory | | Yes |
| Benefits Offered to | | FT/PT regular employees provided that they work at least 20 hours or more per week |
| STD (shorten disability) | | |
| Fully Paid Sick Days | | 5 fully paid sick days after 1 year of service |
| Wage Continuation | | 66.67% of weekly earnings |
| Wage Continuation - Maximum | | Up to a maximum of 15 weeks, combined with the fully paid sick days |
| Wage Continuation - Waiting Period | | 5 days unpaid, this unpaid period may be covered by the fully paid sick days if the employee has any available |
| Drug Benefit | | |
| Prescription Reimbursement | 90% | Generic but Name Brand may be covered if recommend by doctor. |
| Co-Pay | | \$5 per prescription |
| Dispensing fee | | Maximum \$6 reimbursement per prescription |
| Per Individual Maximum | | Subject to overall medical lifetime maximum |
| Benefit Maximum Age | | Retirement |

Aramark Canada Ltd. (Harmony Court) / Hospital Employees' Union, July 3, 2024 – July 2, 2027

| | | |
|---|-----|---|
| Mejor Medical | | |
| Physiotherapist | 90% | \$500 per calendar year |
| Naturopath Osteopath Psychologist Chiropractor | 90% | \$500 per calendar year per practitioner |
| Podiatrist | 90% | \$500 per calendar year |
| Registered Nutritional / Registered Dietician | 90% | \$500 per calendar year |
| Orthotics /Orthopedic Shoes | 90% | Purchase of orthopedic shoes which are attached to and form part of a brace (50% coverage). |
| Elastic support stockings | | \$25 per calendar year |
| Vision Benefit | | |
| Vision care Reimbursement | 90% | |
| Eye Examinations | | Limited to reasonable and customary costs once every two calendar years |
| Glasses / Contact Lenses | | \$200 every 36 months |
| Benefit Maximum Age | | Retirement |
| Dental Benefit | | |
| Complete Oral Exam | | Every 3 years |
| Recall Exam | | Every 6 months |
| Complete Series of X-rays | | Every 3 years |
| Fluoride Treatment | | Every 6 months |
| Basic Restorative Annual Maximum | | \$1,000 per person per calendar year |

ARTICLE 29 – REGISTERED RETIREMENT SAVINGS PLAN

Effective January 1, 2025:

- (a) The Employer shall provide a Group Registered Retirement Savings Plan for all employees who have successfully completed one (1) year of service and work 20 hours per week.

- (b) All employees, upon successful completion of one (1) year of service and work 20 hours per week, shall have the option of enrolling in the Plan. Participation in the plan is voluntary.
- (c) Employee contributions to the Plan through payroll deduction will be on one (1) of the following basis:
 - 1% of regular earnings; or
 - 2% of regular earnings.
- (d) Employees may opt in or out of the plan, or increase or decrease their contribution levels, as noted in (2) above, on January 1st of each year by providing at least thirty (30) days written notice to the Employer.
- (e) The Employer will administer the Plan.
- (f) The Employer will contribute:
 - January 1, 2025 – 0.5%
 - January 1, 2026 – 1%
 - January 1, 2027 – 1.5%of gross earnings to the Plan for regular employees enrolled in the Plan, who have successfully completed their one (1) year of service and work 20 hours per week.
- (g) The Employer will ensure that all new employees are informed of the options available to them under this group RRSP.

ARTICLE 30 – PREMIUMS

30.01 Weekend Shift Premium

Employees working weekends shall be paid a weekend premium of fifty cents (\$0.50) per hour for the entire shift worked. Weekend premium is paid for each hour worked between 11:00 pm Friday and 11:00 pm Sunday except for those beginning work at midnight, who shall be paid the premium for each hour worked between midnight Friday and midnight Sunday.

ARTICLE 31 – UNIFORM ALLOWANCE

31.01 Uniforms

The Employer shall supply and maintain employee uniforms if required to wear same. The Employer shall ensure an appropriate

number of uniforms are supplied to each employee.

31.02 Shoe Allowance

The Employer shall pay a shoe allowance of up to fifty dollars (\$50) per year to each employee, with provisions of receipts, to purchase shoes compliant with the uniform policy. The Employer shall ensure reimbursement within thirty (30) days of the receipt being submitted.

31.03 Uniform Allowance

The employee shall have the responsibility of cleaning and maintaining their uniform in a state of good repair and shall receive an allowance of five cents (\$0.05) per hour worked.

WAGE SCHEDULE
Aramark Harmony Court

| Classification | Current Wage |
|-----------------------|---------------------|
| Cook | *\$21.50 |
| Dietary Aide | **\$17.45 |
| Housekeeping | **\$17.45 |
| Laundry | **\$17.45 |
| Server | **\$17.45 |

- *This is the salary of cooks who have received formal training or certification.
- ** include uniform allowance of five cents (\$0.05) per hour worked as per Article 32.03
- Any employee who has a base salary rate higher than the Collective Agreement rate, will have their rate held.
- In the event that wage levelling ceases, any future wage increases shall be on their current wage rate.

MEMORANDUM OF AGREEMENT # 1

BETWEEN

**ARAMARK CANADA LTD.
HARMONY COURT**

AND

HOSPITAL EMPLOYEES' UNION

Re: Rates of Payment

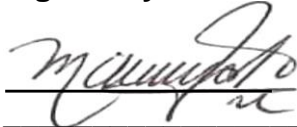
The parties acknowledge they have not entered into wage rate discussions for all classifications.

The parties further agree that should the government prior to the Collective Agreement expiring terminate the wage levelling rates for employees covered by the FBA master agreement wage rates; the parties will re-open the Collective Agreement to discuss wage rates.

No other Article of the Collective Agreement will be subject to the wage re-opener discussions, unless mutually agreed to by the parties.

If during the life of the Agreement any employees wage falls below the current applicable Master Collective Agreement wage rates, the Employer will have those employees brought in under wage levelling at that time.

Signed By The Union:



Maria Rodriguez
HEU Bargaining Negotiator

September 5, 2024

Dated

Signed By The Employer:

Signed by:

AF 69ADAD82F1490

Martin Campeau
Manager – Labour Relations

10/22/2024

Dated

LETTER OF UNDERSTANDING #1

BETWEEN

**ARAMARK CANADA LTD.
HARMONY COURT**

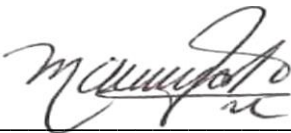
AND

HOSPITAL EMPLOYEES' UNION

Re: Cook and Lead Hand Premium

Arvind Chand will receive a lead cook premium of \$1.50 for every hour worked. Additionally, he will receive a Lead Hand premium of \$1.50 for every hour in which he performs managerial tasks such as scheduling, serving as the first point of contact for sick calls, and placing orders. Approval for the Lead Hand premium will be granted by the Manager.

Signed By The Union:



Maria Rodriguez
HEU Bargaining Negotiator

September 5, 2024

Dated

Signed By The Employer:

Signed by:

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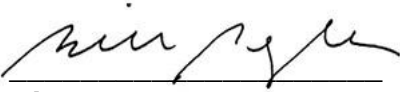
Martin Campeau
Manager – Labour Relations

10/22/2024

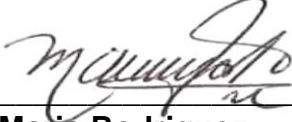
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SIGNED BY THE UNION:

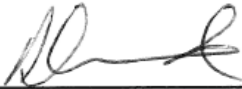
SIGNED BY THE EMPLOYER:



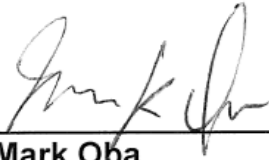
Bill Pegler
Coordinator of Private Sector
& Special Projects



Maria Rodriguez
HEU Bargaining Negotiator



Arvind Chand
Bargaining Committee



Mark Oba
Bargaining Committee

September 5, 2024

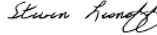
Dated

Signed by:



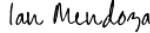
Martin Campeau
Manager – Labour Relations

DocuSigned by:



Steven Leonoff
National Director of Labour
Relations

Signed by:



Ian Mendoza
District Manager

Signed by:



Andrea Stathos
Operation Manager

10/22/2024

Dated