

COLLECTIVE AGREEMENT

BETWEEN:

ENCORE GLOBAL – OTTAWA

(hereinafter referred to as the "Employer")

- and -

UNIFOR

And its Local 87-M

(hereinafter referred to as the "Union")



Effective from April 16, 2022 to April 15, 2025

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PREAMBLE
LOCAL 87-M HISTORY

Pay of \$30 a week for six days of work, arbitrary firings, salary cuts, and ridiculous schedules. That's what brought the Guild to the newsrooms of Toronto in the Dirty Thirties. And since then, SONG has been working hard to get a better deal first for newspaper and now for all media employees.

It seems odd now, but in the 1930's, working Canadians looked south of the border when they wanted strong, dynamic and progressive union representation. For news industry employees, the obvious choice was the American Newspaper Guild, founded in 1933 by a man who was then one of the most well-known columnists in North America, Heywood Broun.

While skilled craft workers such as printers and press operators had long been organized at most major papers, the union idea was new to reporters, editors, advertising sales staff, and circulation and clerical workers.

But a small group of Toronto newsroom workers — many of them women, who were only a small minority of editorial staffers in those days — brought the American Newspaper Guild to Canada in September 1936 with the daunting task of organizing the newsrooms of the four Toronto dailies then publishing.

The new local was called the Toronto Newspaper Guild, Local 87 of the ANG, and its first decade was largely a story of failure. With legal protections weak, publishers were able to get away with subtle and not-so-subtle pressure tactics in order to prevent unions from taking root.

Even at the Toronto Daily Star, known as a friend of labour (and founded by striking printers in the 1890s) an attempt in the early 40s to negotiate a contract collapsed after the company demoted known union supporters and engaged in the kind of blatant intimidation that is outlawed today.

The ANG revoked the charter of the Toronto local in 1943.

The First Contract

But the need and desire for a union didn't die. In 1948, the Toronto Newspaper Guild was resurrected and was able to demonstrate majority support in the Star newsroom.

That meant it could be certified by the Ontario Labour Relations Board under newly enacted labour laws, with the result that the company was obliged to bargain with the union.

The new union's first president was Beland Honderich, later to become publisher and part-owner of the Star. Honderich set the tone for this new union when he wrote in the first issue of the local union's newsletter: "We are now trade unionists...members of that great body of men and women who have been striving for years to improve the living standards of Canadian workers...A union, if it is to be successful, must be representative...it must be democratic..."

Those goals continue to motivate this union.

After several months of bargaining, the Guild's first contract in Toronto and indeed the first ANG contract in Canada was signed in April, 1949, containing the milestone pay rate of \$80 a week for reporters/photographers with five years of experience.

The Star proclaimed itself on its news pages as the "first newspaper in Canada to establish the five-day, 40-hour week for editorial employees...it now becomes the first and only Toronto daily newspaper to pay its editorial workers time-and-a-half in cash for overtime."

The Guild was on its way. By 1953, the newsroom of the Toronto Telegram (a paper which eventually folded in 1971) was under Guild contract, and the Globe and Mail followed two years later. At the same time, other departments at the Star followed the newsroom into the union, so that the Guild soon represented advertising sales staff, circulation employees, delivery drivers and accounting clerks totaling almost 1300 members.

Other early Guild papers in Ontario were the Toronto edition of the Daily Racing Form, and the Brantford Expositor, whose mid-1950s unionization marked the local's first foray outside Toronto.

Employees made major gains in wages, benefits and working conditions in those early years, and were generally able to do it without having to resort to strike action.

The first strike in the young local's history took place at the Racing Form in July of 1951. It lasted all of 30 minutes. All 13 members went on strike when the employer refused to implement wage increases that had need negotiated. They returned to work with guarantees that all members would get their increases and they did.

The First Strike

When the Guild's first major strike came, it was at a small paper, and it was a messy one.

Employees at the Thomson-owned Oshawa Times walked out in 1966 in a two-week strike that became one of the biggest Canadian labour battles of the era. While the strike involved only 35 employees, the courts granted a controversial injunction limiting picketing.

That prompted a rebellion in the strong union town, and picket lines swelled to more than 1,000 with the support of other unions.

When the local sheriff showed up to try to enforce the injunction, he was pelted with snowballs and beat a hasty retreat.

Newspaper publishers were outraged, but the strike was settled soon after. A second strike in Oshawa was also long and difficult in 1995 and created the local union's first strike paper operating in competition with the Times. At the end of the strike neither paper survived.

In 1955 the young local union had to confront the loss of one of its early activists and a former president A.O. (Alf) Tate, a Star photographer who was killed in a work accident. Tate and reporter Doug Cronk were assigned to report on a hurricane off the coast of Florida when their plane went missing. Their bodies were never found.

The union honoured Tate by creating a journalism scholarship in his name. Originally, the scholarship was awarded to a needy grade 11 student who demonstrated ability and was selected by the Toronto School Board. Today the local maintains the A.O. Tate scholarship for a journalism student at Ryerson University in Toronto.

Fred Jones followed Tate as local union president. Jones left the local to work for the international union as a Canadian representative where he continued to work with local 87.

He later returned to the local as Executive Secretary. His contribution to the union has also been recognized with an internal award. Every year a local activist is granted an educational subsidy in Jones' honour.

Co-operation between the Guild and other newspaper unions was one of the keys to the gains at the Toronto dailies in the 1950s, but the solidarity was strained in the wake of a disastrous strike by the printers (members of the International Typographical Union) in 1964. The printers at all three dailies took a stand against technological change, but Guild members continued working, and the papers continued publishing with the help of strikebreakers. The unionized printers never went back to work.

Growth in the 60s, 70s

The late '60s and the 1970s were a more stable period for the union, as the Guild settled into perhaps a too-cosy relationship with the newspaper companies. Organizing of new groups was given little priority. The union, recognizing it was more than just a Toronto organization, changed its name in the late 70s to Southern Ontario Newspaper Guild, but made no serious effort to expand.

The parent union, recognizing it had members outside the United States, changed its name from American Newspaper Guild to The Newspaper Guild. The early 1970s also saw the first major stirrings of Canadian nationalism within the union, as the Toronto Guild pressed with only minimal success for more Canadian autonomy within the international structure.

The local also had stable leadership through these years. Jack Dobson of the Globe and Mail served 8 terms as local president from 1959 through 1966 when he resigned to become a local union staff representative. Later, John Lowe of the Star led the union for 9 terms from 1976 through 1984. While a woman was not president until 1989 when Gail Lem was first elected, women played a key role in the union and its executive from the earliest days.

Star reporter Judith Robinson was part of the 1939 organizing committee and women like Lillian Thain and Nadia Bozinoff also of the Star, Isabel Greenwood and Jean Pakenham of the Telegram and Margaret Daly of the Star all made fundamental contributions to the union's successes.

The 1980s saw a shakeup at SONG, as new officers were elected with a mandate to organize more workplaces and take a more aggressive approach to negotiations.

At the bargaining table this new approach saw the Guild's first strike ever at the Toronto Star, in 1983. The 1,500 SONG members were off the job for only four days, including a weekend, but the strike marked a turning point, and companies got the message that they couldn't take the union for granted.

Meanwhile at the Globe and Mail, Guild employees took their first ever strike vote in 1982, also marking a new era in relations with the company. Those negotiations ended without a strike, and the Globe unit of SONG still has a strike-free record.

Organizing took off in the early '80s, with the Hamilton Spectator newsroom joining SONG and with the landmark organizing drive at Maclean's magazine, where editorial staff went on strike for two weeks in 1983 and gained their first contract. Maclean's part-time employees joined the union in 2005 and these two groups represent the only unionized operations in the Rogers Publishing empire. The Globe and Mail's outside circulation department and advertising staff also went union.

With those successes, news industry workers saw the benefits of unionization. By the mid-80s, editorial employees at the Metroland chain of non-daily papers joined SONG and bargained a contract that is seen as the pace-setter in the community newspaper sector. Soon employees of other non-dailies sought out SONG, and the union was expanding rapidly.

In the late 1980's, two of the largest non-union newsrooms in the province — the London Free Press and Kitchener-Waterloo Record — joined SONG. This was followed by organizing at a number of small Thomson-owned papers. Following long and bitter — but successful — first-contract strikes at Thomson papers in Guelph and Cambridge, SONG was able to organize employees at Thomson outlets in Belleville, Chatham, Niagara Falls and Midland. Contracts at all these papers made major improvements in wages.

The 1980's also saw a move for the Guild offices to its current home at 1253 Queen St. E., just east of Leslie St. In 1984, SONG purchased the two-storey former Target air conditioning and heating contractor building for \$170,000. With the rapid expansion of membership and units, the former quarters on the ground floor and basement of a townhouse at 219 Jarvis St. had become cramped.

Despite layoffs and hiring freezes at many papers during the 1990s, SONG's membership continued to grow through organizing.

Going Canadian

Throughout the period of expansion in the 1990's, the leadership of SONG became increasingly frustrated with the lack of attention and service that the Newspaper Guild's Washington head office was providing to Canadians. After a long and unsuccessful campaign for more Canadian autonomy within the Guild international, SONG members voted in 1994 to sever ties with The Newspaper Guild. Shortly afterwards, SONG affiliated with the Communications, Energy and Paperworkers Union of Canada (CEP), an all-Canadian union and Canada's largest media union.

The Guild and the Star again did battle in 1992 during a one-month strike over the company's plans to contract-out its delivery department. The strike failed to stop the company's plans, but got a better deal for the laid-off employees.

In 1996, SONG's long-time president, Gail Lem of the Globe and Mail unit, was elected as the CEP's national vice-president of media, the top officer for the CEP's 15,000-strong media section, representing employees in print and broadcast across Canada. She was followed in that post by Peter Murdoch who is a former Hamilton Spectator reporter and SONG representative.

Despite restrictive labour laws passed by the Conservative government elected in Ontario in 1995, SONG has continued to organize, bringing in employees of ethnic community newspapers at Sing Tao Daily, Share, the Korea Times and the World Journal. In early 2002 a further 350 employees of the London Free Press chose union representation with SONG.

Their Quebecor cousins in the Toronto Sun newsroom joined up in early 2003, followed closely by the Local's first broadcasting bargaining units at CHUM's New PL/WI/NX now known as the A Channel and Corus. Soon after pre-press employees at the Toronto Sun and editorial employees at the Ottawa Sun chose SONG.

In addition, employees at the Stratford Beacon Herald and the Simcoe Reformer and the free daily Metro have joined SONG. By 2004, the Local represented media workers in newspapers, magazines, book publishing, television and specialty broadcasting, radio and internet: in recognition of this diversity, we changed the name of our Local to the Southern Ontario Newsmedia Guild.

Expanding Beyond Southern Ontario

In 2008, SONG expanded in a big way to the Ottawa area where we'd already organized the Ottawa Sun.

Beginning in January, 2008, we added seven media units from the former Local 102-O, including the House of Commons broadcast/technical group, the Ottawa Citizen mailroom, the Winchester Press, the Glengarry News, the Pembroke Observer and the audio-video units, TelAv and ELC.

The organizing continued with the addition of the Sarnia Observer editorial department in late 2008. In 2010 both the Metroland Ottawa and the Chinese-language Ming Pao units were added. Ming Pao workers didn't get their first contract, however, until 2012 following a strike and government-ordered first contract arbitration.

Despite the organizing efforts of Locals like 87M, the national union during the first decade of the 21st Century suffered major membership declines due to the effect of globalization and the 2009 financial crisis. Many jobs in the heavily-unionized manufacturing sector were outsourced to low-wage countries in Asia. This led to merger discussions between CEP and the Canadian Auto Workers which was consummated with the creation of a new union, Unifor, on Aug. 31, 2013. Unifor instantly became the largest private-sector union in Canada and a formidable force for worker rights and social justice.

With the merger, CEP Local 87M became Unifor Local 87M. We now represent almost 3,000 workers in all aspects of the media in Ontario and 34 different workplaces. The local and its members confront daily issues of media concentration, editorial integrity, contracting out, job security, pensions and the declining circulation of paid daily newspapers.

The local has had, and continues to have, success in supporting its members on these issues because of the willingness of members to volunteer their time and use their energy and creativity. Some take time from their careers to work full-time as local president or on local staff. In addition, the local has been well served by the dedication of its staff hired from outside the membership. Men and women who have spent countless hours in the negotiation and administration of collective agreements and ensuring the infrastructure of the local functioned on a day-to-day basis.

ARTICLE 1: PURPOSE

- 1.01 The purpose of this Collective Agreement is to maintain harmonious and mutually beneficial relationships between the employees, the Union and the Employer and to set forth certain terms and conditions of employment affecting employees covered by this agreement. The Parties recognize that the business in which the Employer is engaged is highly competitive and that the Employer must be able to maintain an efficient operation and continually improve its productivity in a strong, competitive market.

ARTICLE 2: RECOGNITION

- 2.01 The Employer Encore global Canada, recognizes Unifor as the sole bargaining agent for the employees of the Employer, working at or from 3020 Hawthorne Road, Suite 300A, Building 300, in the Regional Municipality of Ottawa-Gatineau, save and except supervisors, and persons above the rank of supervisors, office, clerical and sales staff and temporary employees.
- 2.02 Whenever the male gender is used throughout the articles within this collective agreement, it is agreed that the feminine gender is an acceptable inclusion throughout.
- 2.03 The Employer agrees that if the existing operations covered by this agreement or part thereof, are moved or otherwise transferred to a location outside the geographic area referred to in 2.01 above that is within the Regional Municipality of Ottawa-Carleton, this Collective Agreement shall thereupon also be applicable at the new location.
- 2.04 **DEFINITIONS & ABBREVIATIONS**

Employee: As defined in Article 2.01.

Regular Employee: A person hired to work on a regular basis.

Casual Employee: A person hired to work on an irregular basis to augment regular staffing requirements.

Probationary Employee: A person hired to work on a regular or irregular basis that has not yet successfully completed **their** probationary period.

Probationary Period: Regular probationary employees shall be on probation until they have completed six (6) months of continuous service with the Company and 800 hours of work.

Casual probationary employees shall be on probation until they have completed six (6) months of continuous service with the Company and 450 hours of work.

Employees shall not accumulate any seniority during their probationary period. Upon successful completion of the probationary period, employees shall be credited with seniority retroactive to their most recent date of hire.

Class: There are six classes as shown on the Class and Wage Grid in Appendix "A", namely: TSR Class 3, TSR Class 2, TSR Class 1, Warehouse, **Driver** and Tester.

Group: There are three (3) Groups for purposes of distribution of hours of work and weekends off. These groups are defined as 1) all TSR classes, 2) Warehouse and 3) Tester Classes.

TSR: Technical Services Representative

TSC: Technical Services Coordinator

TSM: Director of Event Technology

DOO: Director of Operations

ARTICLE 3: MANAGEMENT RIGHTS

3.01 Except as, and to the extent specifically modified by this Collective Agreement, all rights and prerogatives of management not otherwise dealt with elsewhere in this agreement are retained solely by the Employer and remain exclusively and without limitation within the rights of the Employer and its management and may be exercised by management as it, in its discretion, sees fit.

3.02 The Union acknowledges the right of the Employer to operate and manage its business in all respects in accordance with its wishes, commitments and responsibilities within the limits stipulated in this Collective Agreement.

ARTICLE 4: NO DISCRIMINATION

- 4.01 In compliance with the Ontario *Human Rights Code*, the Employer and the Union agree that there will be no discrimination by the Employer or the Union for or against any employee covered by this Collective Agreement. This does not apply where discrimination is justified on the basis of a bona fide occupational requirement.
- 4.02 All employees are considered as equal, regardless of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, gender, sexual orientation, record of offences, marital status, family status or disability.

ARTICLE 5: STRIKE AND LOCKOUT

- 5.01 There shall be no strikes or lockouts so long as this Collective Agreement continues to be in effect.

ARTICLE 6: CONTRACTING OUT

- 6.01 The Employer may contract out bargaining unit work provided that it does not result in the layoff of bargaining unit employees based on information available at the time of the posting of the assignment schedule. In the distribution of work which comes available following the posting of the assignment schedule, first consideration will be given on a daily basis to unscheduled company employees subject to qualifications and availability.

ARTICLE 7: UNION SECURITY AND CHECK OFF

- 7.01 The Employer agrees to deduct Union dues from the wages of each employee in the bargaining unit. All new employees will have Union dues deducted commencing the month following that of the date of hire.
- 7.02 The Union will advise the Employer in writing of the amount of Union dues payable or if there are any changes to such dues during the term of this Collective Agreement. Dues thus deducted will be forwarded to the Union on a monthly basis as stipulated to the Employer in writing.
- 7.03 The Employer agrees to deduct the Union dues from the employee's pay cheque on a weekly basis, as per the pay schedule of the employee. Union dues thus deducted will be shown on the Revenue Canada T-4 issued annually to each employee.

7.04 The Union agrees to indemnify and save the Employer harmless against any and all claims or other forms of liability that may arise out of, or by reason of, deductions made or payments made in accordance with this Article.

ARTICLE 8: UNION ACTIVITIES

8.01 The Employer agrees to recognize six (6) Union Representatives (the Chief Steward, two (2) Vice Stewards, one (1) Alternate Steward, the Unit chair and the Vice chair) to represent employees of the bargaining unit.

8.02 The Union shall keep the Employer notified in writing of the names of the Union stewards and any Union officers and the effective dates of their appointments.

8.03 Any one (1) of the six (6) Union Representatives may act as representative for the purpose of grievance representation.

8.04 The Employer agrees to recognize a negotiating committee comprised of employees of the bargaining unit to a maximum number of three (3). The members of the negotiating committee shall be entitled to a leave to attend preparatory and negotiating meetings. The Employer will only pay two (2) employees their regular hourly rate for the hours during which the latter participate in direct bargaining meetings in regards to the renewal of the collective agreement, in accordance with the following: four (4) hours for a half (½) day direct bargaining session, and eight (8) hours for a full day direct bargaining session. These hours will not contribute to daily or weekly overtime.

8.05 (a) The Union steward's first obligation is to the performance of **their** regular duties. Union stewards shall be entitled to leave their work during working hours and continue to be paid at their regular wages in order to attend meetings, where management is present, as provided for in the grievance procedure or other meetings called by management other than negotiations.

(b) Approved time spent on union business will be paid for union representative and employees. In all cases, the time spent must be reasonable in light of both the work requirements of the Employer and the obligations of the union representative as an employee. Grievance investigations, investigation pertaining to employee write ups, etc. will be conducted as quietly and privately as possible so as not to disrupt the work of other employees. The Employer does not desire to restrict union attendance at grievance meetings. It does, however, reserve the right to refuse to pay excessive numbers of union officials or employees who attend such meetings. Time off for

union activities will be held to the minimum necessary for the purpose involved and will be taken at times that cause the least inconvenience to the work. Union Representative must submit in writing the meeting reason and obtain approval of the Director of Operations prior to holding a meeting with a union member to receive payment of hours for participation. Permission is in regard to meeting date, length and participation. Once date and time are set, the Director of Operations will inform the relevant parties. No meetings, investigations, discussions or other activities that involve a number of employees or that would cause general disruption to the work of a particular group will be permitted during working hours. Appropriate steps will be taken to limit union activities during working hours whenever they impair the individual's effectiveness as an employee.

- 8.06 (a) Grievance discussions between Union stewards and the Employer may take place outside the regularly scheduled working hours of the Union stewards, unless otherwise called by the Employer. In any case, a Union steward will be paid **their** regular wages for attendance at such meetings if called by the Employer. Such hours will not contribute to daily or weekly overtime calculations.
- (b) In the case of grievance discussion or disciplinary meeting, the Employer will give the Chief Shop Steward a minimum of 24 hours notice. Prior to a disciplinary meeting the "DOO" must inform the Chief Shop Steward why the bargaining member is being disciplined.
- 8.07 (a) The National Representative of the Union, or **their** designate, may attend any meeting between the Union grievance committee, which shall consist of:
- The Chief Shop Steward
 - The union steward who has carriage of the grievance
 - The grievor (at the option of the Union)
 - The Employer
- (b) With appropriate notice to the General Manager, the National Representative of the Union or **their** designate will be permitted access to the workplace. Such visits shall not unreasonably interfere with the work the employees are performing and will only take place Monday to Friday, between 9:00 am and 5:00 pm, at a mutually agreed upon location.

- 8.08 The Employer shall provide two (2) bulletin boards for the use of the Union at appropriate locations upon which the Union shall have the right to post notices relating to matters of interest to the Union and members of the bargaining unit. If the Union so wishes, it may provide, at its own cost, a glass-enclosed bulletin board of similar size. All Union notices must be signed by a union representative and a signed copy provided to the General Manager or **their** designate prior to posting.
- 8.09 The Employer agrees to acquaint new employees with the fact that a Collective Agreement is in effect. A union Representative is free to meet with new employees for up to thirty (30) paid minutes to acquaint such employees with their rights and responsibilities under the Collective Agreement. When possible, this meeting will be held during the new employee orientation session but no later than thirty days from initial date of hire.
- 8.10 Provided that it does not interfere with the efficient operation of the Employer, the Employer will grant leave without pay to a maximum of three (3) employees at a time in order to allow them to take part in conferences and conventions of the labour movement and in Union training. The request for such leave must be presented in writing not less than fourteen (14) calendar days in advance. The total of such leaves cannot exceed sixty (60) calendar days in a calendar year.
- 8.11 Any employee elected as a National Representatives shall upon written application to the General Manager, be granted leave of absence, not exceeding a duration of two (2) years, without loss of seniority for the duration of the period **they are** so acting. It is agreed that while on leave, all company benefits will be terminated. Upon completion of the national representative requirements, the employee shall be reinstated in **their** former employment and security provided the employee is qualified, after having received the normal training required to re-enter such a position.

ARTICLE 9: BARGAINING UNIT WORK

- 9.01 Supervisors and other employees outside the bargaining unit shall not perform bargaining unit work except in the case of instruction, investigation and experimentation and when responding to an emergency or last minute requests. Notwithstanding the foregoing, Technical Services Coordinators shall be entitled to perform bargaining unit work. **Director of Event Technology** shall also be entitled to perform bargaining unit work to the extent that it occurs at the facility that they are immediately responsible, where there are no Facility TSRs, and only with respect to events that do not require an operator.

- 9.02 The Employer will only add TSC's if the annual ratio of TSC's to average bargaining unit employees can be maintained at or above eight (8) bargaining unit employees for every TSC or if required for a new field of specialization.
- 9.03 The Employer will only add casual employees if the annual ratio of casual employees to average bargaining unit regular employees can be maintained at or above eight (8) bargaining unit regular employees for every casual employee.

ARTICLE 10: NEW AND CHANGED JOBS

- 10.01 Prior to establishing a rate for a newly created job or for an existing job which has been substantially changed, the Employer agrees to negotiate with the Union the rate of pay for the new or changed job. Such negotiation shall occur prior to the rate of pay being installed. However, failing agreement on the new rate, the Employer shall install the new rate proposed by the Employer and the Union shall have the right to grieve whether or not the rate is proper based on its relationship to related or similar jobs. Upon final resolution, the rate to be paid will be retroactive.
- 10.02 If the matter is referred to arbitration, the arbitrator may establish a fair and equitable rate for the job within the context of the job functions and salary rates contained in the present Collective Agreement.

ARTICLE 11: DISCIPLINE AND DISCHARGE

- 11.01 No employee covered by this Collective Agreement shall be disciplined in any manner, except for just cause.
- 11.02 In cases of discipline, the Employer shall provide written notice to the employee, with a copy to the Union, stating the reason for the discipline. In cases of suspension or discharge, an employee shall have the right to have a Union steward present.
- 11.03 A claim by an employee that **they** have been discharged without just cause shall be treated as a grievance and shall commence at Step #3 of the grievance procedure, provided a written grievance signed by the employee and **their** Union steward is presented to Human Resources within seven (7) calendar days after the discharge.
- 11.04 Disciplinary documentation is only relevant for a period of twelve (12) months from the date the discipline was initially invoked providing that during that twelve (12) month period no further discipline was applied for a similar incident.

11.05 In the conduct of an investigation into an incident leading to discipline, including interviews of employees, the Employer has the right to conduct such investigation without the presence of a Union steward if the employee in question so agrees, having been offered the right of Union representation.

ARTICLE 12: GRIEVANCE PROCEDURE

12.01 Should any grievance arise between the Employer and the Union or an employee, such grievance shall be settled in the manner outlined in this Article. A “grievance” shall mean any difference relating to the interpretation, application, or alleged violation of any provision of this Collective Agreement.

12.02 **STEP 1 (Complaint Stage)**

- (a) If an employee has any complaint which **they** wish to discuss with the Employer, **they** shall first discuss the complaint with, and provide it in writing to, the DOO within ten (10) calendar days of the date when the cause of the complaint arose or within ten (10) calendar days from the date such cause should have been reasonably known to the employee.
- (b) The employee may have with **them** a Union steward to assist in the presentation.
- (c) The DOO shall give a written decision by email and hard copy to the employee and the Union steward within seven (7) calendar days of the date when the complaint was first taken up.
- (d) No employee shall have a grievance until **they have** discussed **their** complaint with the DOO.

12.03 **STEP 2**

If the DOO does not render **their** decision within the prescribed time limit and/or if the employee's grievance is not settled at Step 1, the grievance must be submitted in writing and moved to Step 2 within seven (7) calendar days after the expiration of Step 1, but not thereafter, by being presented in writing to the General Manager within the aforesaid seven (7) calendar days. The General Manager will provide a written reply by the end of the seventh (7th) calendar day following the receipt of the grievance at Step 2.

12.04 **STEP 3**

If the grievance is not settled to the satisfaction of the employee and the Union at Step 2, the Union may within a further seven (7) calendar days immediately following the day of actual receipt by the Union steward or the grievor of the General Manager's decision, deliver to the Director of Human Resources or **their** designate a written request for a meeting between the Union Grievance Committee and the Director of Human Resources or his designate. The meeting must be held within ten (10) calendar days immediately following the day of receipt by the Employer of the written request. The Director of Human Resources or **their** designate shall provide a written reply to the Union within seven (7) calendar days immediately following the day of the meeting.

12.05 If the Union has a grievance which it wishes to discuss with the Employer, or if the Employer has a grievance which the Employer wishes to discuss with the Union, either the Union or the Employer shall present a grievance in writing within thirty (30) calendar days from the date on which the cause or grievance arose or within thirty (30) calendar days from the date such cause should have been reasonably known to the grievor. A decision in writing shall be given in reply to the grievance not later than seven (7) calendar days following the day on which the grievance was lodged.

12.06 Failing satisfactory settlement under Articles 12.04 and 12.05 either party to this Collective Agreement may submit the grievance to arbitration within thirty (30) calendar days after a decision has been given by the Director of Human Resources or **their** delegate or by the Union under this grievance procedure.

12.07 The time limits set out in the present Article are obligatory such that a grievance presented outside of the time limit at any step, including arbitration, will be considered nullified. However, the parties may, by written agreement, extend the time limit for the grievance and arbitration procedure at any step.

12.08 It is agreed that time limits for filing grievances as contained in paragraph 12.02 shall not apply to a grievance where an employee grieves that **they** have not been paid **their** proper wage or reimbursed for **their** expense claim. The time limit for filing of such a grievance will be sixty (60) days from the end of the pay period for which the employee claims **they** have not been properly paid or reimbursed for **their** expense claim.

ARTICLE 13: ARBITRATION

- 13.01 Where a decision has been made by either party to this agreement in accordance with Article 12.06 to submit the grievance to arbitration, they shall make such request in writing addressed to the other party to this Collective Agreement and the notice shall contain the name of one or more prospective arbitrators. The recipient of the notice shall, within fourteen (14) calendar days, inform the other party that it is agreeable to one of the nominees or shall suggest other prospective names. Should the Employer and the Union fail, within fourteen (14) calendar days of the aforementioned reply or within such other mutually agreeable time to agree upon an arbitrator, an application may be made by either party to the Minister of Labour of the Province of Ontario requesting **them** to appoint an arbitrator.
- 13.02 The Employer and the Union shall jointly and equally bear the fees and expenses of the arbitrator.
- 13.03 The Arbitrator shall not be authorized to make any decision inconsistent with the provisions of this Collective Agreement, nor alter, modify, add to or amend any part of this Collective Agreement.
- 13.04 The decision of the arbitrator is final and binding upon the parties and upon an employee affected by it.

ARTICLE 14: SENIORITY

- 14.01 All new employees shall be on probation and shall not accumulate seniority for a period of six (6) months. On completion of the probationary period, the employee's name will be placed on the seniority list and **their** seniority shall be calculated from **their** date of hire. Discharge or lay-off of a probationary employee shall not be the subject of arbitration.

Seniority for casual employees means:

- the length of continuous service for vacations;
- the number of hours worked in the last twelve months for the distribution of work.

14.02 In June and December of every year, the Employer shall remit electronically to the Local Union Office and the bargaining unit's chair a revised seniority list, including home addresses, phone numbers and email address (**personal**) of all unionized employees in Ottawa. Employees hired on the same day will have their seniority relative to one another determined alphabetically based on their family name at the time of hire.

14.03 When a new job is created or a job becomes vacant and the Employer decides to fill this job, it will proceed in accordance with the following rules:

- (a) the Employer will determine the title, the duties, the qualifications required, the hourly rate and the date on which the posting will end and include this information on the posting;
- (b) the job will be posted for seven (7) days during the course of which employees wishing to apply may sign up by following the directives of the posting; the Employer will also send an electronic copy of the posting to employees' corporate e-mail address; it is the employees' responsibility to check their corporate email on a regular basis;
- (c) the Employer reserves the right to temporarily fill the job for up to 30 days or any temporary openings that may arise for a duration of 30 days or less, at its discretion, with the understanding that any advantage the incumbent filling said temporary opening might gain from so doing will not be considered;
- (d) in filling the new or vacant job, the following factors will be considered:
 - i. skills, ability and qualifications;
 - ii. seniority;

and where the factors in i) are relatively equal, factor ii) shall govern. The position shall be awarded within 21 days of the end of the posting period.

- (e) in the event that there is no successful applicant for such posted vacancy or newly created job, the Employer will be entitled to fill the vacancy as it desires.

14.04 If it becomes necessary to reduce the number of employees in the bargaining unit, lay-offs will take place in inverse order of seniority within classifications (TSR, Tester, and Warehouse) provided that the employees remaining are able to do the work in the following order:

- (a) Casual employees first;

- (b) Probationary regular employees;
 - (c) Regular full-time employees
- 14.05 In the event of lay-off, the Employer will provide notice as prescribed by law. If the Employer elects to provide pay in lieu of notice, the laid off regular employee shall be paid an amount equal to **their** regular earnings, exclusive of overtime and any other premium payments, during the days equivalent to the length of time prescribed by law immediately preceding the day the regular employee was laid off.
- 14.06 A regular employee who has received notice of lay off can, by virtue of **their** seniority, displace the regular employee with the least seniority in the classification of **their** choice regardless of pay levels, provided **they** possess the skills required to meet the requirements of the job. If the regular employee has previously performed the same job, they will benefit, if necessary, from a reasonable familiarization period during working hours, without loss of wages, to demonstrate the skills required to meet the requirements of the job. It is agreed that a regular employee who so displaces another regular employee will be subject to the salary of the employee **they** displace.
- 14.07 It is understood that prior to the implementation of a lay-off, regular employees will be offered the opportunity to accept a voluntary lay-off from work in order of their Employer seniority, subject to operational requirements. If such a voluntary option is exercised, a return to work will only take place when the level of work returns to one which will allow a recall from lay-off.
- 14.08 An employee, who as a result of a lay-off, is assigned to a different classification than they previously performed, will receive if **they** so requested, orientation and training in **their** new classification as determined by the Employer. Said orientation and training will take place during working hours. Employees so reassigned will be subject to the salary of the employee **they** displace.
- 14.09(a) A regular employee who is laid off from employment will retain the right to be recalled to employment in order of **their** seniority provided that the period of lay off does not exceed twelve (12) months.
- (b) A regular employee will also have recall rights to **their** regular classification for a period not to exceed twelve (12) months from the time of displacement or lay off from **their** regular classification.

- (c) No new employees will be hired so long as there are regular employees on the recall list, except if regular employees who have been recalled to a function paying a lesser wage have refused said recall.
 - (d) TSR's on a voluntary layoff may not claim recall rights with regards to hours paid to new TSR's for training purposes only.
- 14.10 Laid off regular employees will be placed on a recall list. Recalls will be made in order of seniority, provided that the recall occurs within the twelve (12) months mentioned in 14.09. Recalls shall first be made by telephone and then by registered mail to the last address on the Employer's personnel records. A copy of the recall letter will be mailed to the Union. It is understood that a regular employee can decline a recall to a position which is not a full-time one, while not being subject to Article 14.14(d) for so doing and still retaining the first rights to a recall to a full-time opening. However, recalls for lay off employees will be made by email, and copy to the Union.
- 14.11 It shall be the responsibility of the employee, or laid off employee, to notify the DOO, in writing, of any change in **their** address, **personal email** or telephone number. The Employer will provide the employee, or laid off person, with written proof of acknowledgement of said change at the time the Employer is informed of such change. Any notice mailed to the employee, or laid off person, by registered mail, addressed to that person as per the Employer's current personnel records, shall be conclusively deemed to have been received by the employee, or laid off person, on the fifth (5th) day after it was sent, unless the notice is returned to the Employer by the Post Office, in which event, it shall be conclusively deemed to have been received by the employee on the date the Post Office stamps it for return to the Employer.
- 14.12 The Employer will be free to proceed down the recall list if the regular employee has not responded to a recall notice within seven (7) calendar days of issuance of the recall notice.
- 14.13 An employee who, for reason other than as a result of a lay-off, is assigned to work outside **their** regular function will not be paid at a lesser rate of pay than **they** earned prior to assignment.
- 14.14 Seniority rights of an employee shall cease and the employee shall be deemed to be terminated for any one of the following reasons:

- (a) If the employee voluntarily quits **their** employment.
- (b) If an employee is discharged and such discharge is not reversed by the grievance procedure.
- (c) If, for reasons other than illness or other satisfactory reason, the employee fails to report for work for three (3) calendar days on which **they** would normally be at work without notifying the Employer.
- (d) If for reason other than illness or other satisfactory reason to the Employer, a laid-off employee fails to return to work after recall within five (5) calendar days after receipt of notification by **them** at **their** address on the records of the Employer requiring **them** to return to work.
- (e) If for a period of twelve (12) consecutive months the employee does not perform any work for the Employer unless prevented from doing so for reasons of sickness or accident.
- (f) If the employee fails to return to work after the expiration of a leave of absence without justifiable cause.

14.15 When National training sessions are planned for Ottawa employees, other than the introductory slate of courses, the opportunity for training will be posted for a period of seven (7) days. The Employer will also send an electronic copy of the posting to employees' corporate e-mail addresses; it is the employees' responsibility to check their corporate e-mail regularly. Non-probationary regular employees may apply for said training, in writing, to the operations department within five (5) days of the expiration of the posting. Interested regular employees will be selected on the basis of seniority provided they have successfully completed any and all prerequisites and have not previously taken the session. Non-probationary regular employees shall be entitled to one (1) training session per fiscal year unless opportunities in any given session are greater than the number of interested regular employees. In addition regular employees will be entitled to four (4) hours of technical update sessions per fiscal year, prorated for regular employees who joined the organization within the fiscal year. Should a scheduled course be cancelled during a fiscal year, or postponed beyond the end of the fiscal year, regular employees scheduled to attend the cancelled course who did not attend a make up course in the same fiscal year will have priority to attend the same course in the following year and maintain all their rights under the present article. Casual employees will be eligible for basic training only.

- 14.16 An employee who accepts a permanent transfer or promotion to a position outside the bargaining unit shall immediately cease paying union dues, but will maintain seniority in the bargaining unit for a period of maximum six (6) months, after which **they** will cease maintaining **their** seniority rights in the bargaining unit. It is agreed that while in a position outside the bargaining unit, the employee will not benefit from any provisions of the collective labour agreement.

ARTICLE 15: HOURS OF WORK AND OVERTIME

- 15.01 For all employees, the normal work week for purposes of scheduling, calculation of time worked and wages extends from one minute past midnight (00:01) **Monday** to midnight (0:00) on the following **Sunday**. The provisions of this Article are only to provide a basis for calculating time worked and shall not be, nor construed to be, a guarantee as to the hours of work per week nor as to work schedules.
- 15.02 Nonetheless, so as to permit employees to be informed as far as possible in advance of their work assignments, the Employer will endeavour to post, as close as possible to 5:00 p.m. but no later than 9:00 p.m. on the Friday preceding the beginning of the normal work week, the assignment schedule for the following week (**Monday – Sunday**), taking into account the confirmed contracts received as of 12:00 noon on Thursday and the number of qualified employees then available to work. **The Employer will endeavour, where practicable, to provide employees with greater than fourteen (14) days notice of an out-of-town assignment.**

The Employer will provide to the Unit Chair, for purposes of validation not for circulation, the schedule including all agencies and freelance labour, as well as all requested out-of-town labour on the schedule at the time of posting.

15.03 **Assignment Schedule**

A. Format

The assignment schedule (tentative) will be posted & emailed to all employees as close as possible to 5:00 p.m. but no later than 9:00 p.m. on the Friday preceding the beginning of the normal work week. Any changes to the schedule from this point on shall be verbally communicated to all involved employees and confirmed/accepted by all involved employees of **their** shift change.

The format of the assignment schedule will be:

- Sorted by Seniority – by Venue

- Establish the days of work
- Establish the day or days off
- Holiday or holidays
- Total hours
- Over time
- Double Time
- Time at which the work day commences
- Time foreseen for the end of the work day

The Employer will make available to the Chief Shop Steward, upon request, the weekly assignment schedule for review.

- B.** The employer shall give an employee a period free from the performance of work of at least 24 consecutive hours in every work week. The Employer will use its best efforts to schedule two (2) consecutive days off per week, taking into account employee requests to book off a day per week, without affecting their scheduled minimum hours, where possible.

To the extent weekends off are available; they shall be distributed equitably among the employees within the Group (TSR classification or Warehouse/Tester/Bench Technician classifications).

- C.** The work week will consist of a minimum of four (4) hours and a maximum of sixteen (16) hours per day with a maximum of 80 hours per week. The employer will use its best efforts to accommodate requests from those employees that wish to work no more than 55 hours per week.
- D.** The available hours of work for each Group will be assigned, based on confirmed contracts, and by the qualifications required to execute the work by seniority in order that each regular employee is scheduled a minimum of 32 hours of work per week.

During the following periods of time:

- (a) Last 2 weeks of December, the months of January & February;
- (b) The 2 weeks of March break;
- (c) The week of Good Friday & the week of Easter Monday;
- (d) The last week of June until after Labour Day weekend.
- (e) Any week that includes a statutory holiday;

the above 32-hour minimum will be reduced to a minimum of 24 hours of work per week for the purposes of this article. Where there is insufficient work to provide any regular employee the minimum 24 hours of work during any of these periods, the

regular employee shall be given the option to choose to be laid off for the duration of the time period.

Holidays set out in Article 17 herein, Vacation set out in Article 18 herein and any leave of absence set out in this Collective Agreement shall be included in the minimum hours for scheduling purposes. As a consequence, minimum hours shall be reduced accordingly.

- E.** Once each employee has been assigned their prescribed minimum hours, all remaining work assigned shall be assigned WITHIN EACH FACILITY GROUP AND THE PRODUCTION GROUP by seniority and by the qualifications required to execute the work in the following order:
- (a) among the remaining employees in the Group who have chosen not to be laid off;
 - (b) among employees in the Group on their day(s) off;
 - (c) among the employees in the Group on lay-off, however the Employer need only contact the laid off employee as per the procedure below and need not send a letter of recall;
 - (d) among casual employees;
 - (e) by any other means.

Overtime required shall be assigned as equitably as possible.

A monthly review will be conducted between management and the Unit Chairperson to ensure there are not trends of senior technicians having fewer hours across their entire bargaining unit. If the review determines that a senior technician is getting fewer hours, the senior technician may request a transfer to a different group. Management shall honor this request provided the employee has or can be expected to acquire the required skill set.

F. Contracting Out

The Employer may use other means to execute any additional work in the following situations:

1. All employees who have the required skill set are scheduled or otherwise unavailable.
2. If an addition to the shift would create rest infringement for the regular employee.
3. If an addition to the shift would create double time for the regular employee.

G. Before confirming a work shift, casual employee will be contacted by telephone for their approval. There is no guarantee of hours. If a planned assignment is changed to exceed the employee's availability, casual employee will be called to obtain their approval. If the employee cannot be reached, the assigned shift will be cancelled and the work redistributed.

H. The procedure for assignment of work for laid off employees is as follows;

Regular employees on lay-off will be either called, emailed or texted should their services be required. The available hours of work will be offered to regular laid off employees based on confirmed contracts, and by the qualifications required to execute the work by seniority.

In the event a regular employee does not wish to be scheduled for a period of three (3) days or more during a lay-off, the employee should notify the scheduler by email, text or time off request form if possible.

If the work is to be executed within three (3) days, an immediate answer is required. If the work is to be executed later than in three (3) days, regular employees will be allowed a 30 minute period to respond. In the event the regular employee is not available and/or not reachable for the proposed shift, the employer will be free to assign the work by proceeding down the recall list without recourse from the regular employee(s) who were not available and/or not reachable.

When the employer reaches the end of the recall list and no qualified laid off regular employees are available, the employer may use other means to execute any additional work. If needed to execute the work, the employer may proceed up the recall list by reverse order of seniority requiring qualified available regular employees to accept the work. At this point, a regular employee on lay-off cannot refuse to work without a reason acceptable to the employer.

15.04 Following the posting of the assignment schedule by 5:00 p.m. on the Friday, where new requests for services have been received or in cases where it becomes impossible for scheduled employees to complete their scheduled work assignments, the Employer reserves the right to use other means to execute any additional work, including without limitation, the right to reorganize the assignment schedule in order to meet the requirements of its operation.

In cases where the assignment schedule is modified, the employees affected by these changes will be notified not less than eleven (11) hours before the beginning of the rescheduled day of work, failing which, the difference in hours between the original scheduled start time and the revised start time will be paid an additional 0.5 times **their** regular hourly rate for each hour of such infringement to a maximum of **six (6)** hours. These hours will not be eligible to pyramid with rest infringement.

- 15.05 Daily rest is a period of at least eleven (11) hours separating the end of one (1) workday and the beginning of the next. Any assignment which impinges on the period of eleven (11) hours following the end of the preceding day's work will be considered as overtime and will be remunerated at an additional 0.5 times **their** regular rate of pay for each hour of such impingement. Should an extended meal break, taken at the option of the employee, encroach on the aforementioned eleven (11) hours, said encroachment will not constitute impingement for the purposes of this or any other clause of this Agreement.
- 15.06 The Employer will have the right to execute split shifts if the employee is specifically assigned to a Hotel property to which we are the in-house supplier. **In any case where a split shift is assigned it shall only be done with the agreement of the employee.**
- 15.07(a) During the course of **their** scheduled workday, an employee will be entitled to a 30 minutes unpaid meal break.
- (b) The timing and duration of meal breaks will either be scheduled or determined by the requirements of the assignment.
- (c) If prevented from taking a meal break, the Technical Services Representative must indicate the reason on their time sheet. Time worked during a scheduled meal break will be paid if an acceptable reason is indicated on their timesheet.
- 15.08 When at an assignment, an employee is entitled to a longer meal break if **they** so desire and the assignment so allows. In these instances only those hours actually worked will be paid. If an employee is absent from the assignment location, the time so absent will be considered as an unpaid meal break and will be so indicated on the time sheet. Timing and duration of meal breaks will be as determined by the requirements of the assignment.
- 15.09 For every four (4) hours of continuous work, an employee will be entitled to one (1) fifteen (15) minute paid health break taken as the requirements of the assignment permits.
- 15.10 An employee who is scheduled to work before 6:30 a.m. or is not able to leave **the** workplace until **or** after 12:00 midnight will receive an allowance of **twenty (\$20.00)** dollars for each such occasion.
- 15.11 An employee who has completed twelve (12) hours or more of continuous work will be entitled to an allowance of sixteen (\$16.00) dollars.

- 15.12 Employees will be paid at the rate of time and a half (1.5 times **their** regular rate of pay) for each hour during which they are required to work in excess of ten (10) hours during the same working day or forty (40) regular hours during the same working week.
- 15.13 Employees will be paid at the rate of double time (2 times **their** regular rate of pay) for all hours worked in excess of fourteen (14) hours in the same working day and sixty (60) hours during the same working week.
- 15.14 It is understood and agreed that time spent at Employer sponsored training courses or seminars will be remunerated at the employee's regular rate of pay, subject to a maximum of eight (8) hours in a day and forty (40) hours in a week. It is further understood and agreed that all time spent traveling to and/or from such training activity outside the base city will be paid at **their** regular rate of pay, subject to a maximum of eight (8) hours each way.
- 15.15(a) It is understood that employees who require time off for personal matters may request such unpaid leave in writing no less than ten (10) days in advance and the Employer will respond in writing within **four (4)** business days of the receipt of said request, unless agreed to with the employee.
- (b) Time off requests will not be denied when business levels allow and adequate coverage is available.
- (c) Where such request is for a full day, the employee will not be scheduled to work from **8:00** p.m. on the evening preceding the day requested to **8:00** a.m. on the following day.
- (d) Should the work the night before extend beyond the scheduled hours, the Employer will use its best efforts to accommodate the Employee.
- (e) Emergency or last minute requests may be submitted at any time and the Employer will use its best efforts to accommodate the Employee.
- 15.16 During any calendar year, an employee will be able to bank pay for hours of overtime worked to apply it later in the year to cover time off taken without pay. The employee will make **their** intentions known to the employer in this regard on **their** weekly time sheet. Hours banked will be paid out to the employee upon request at any time during the year. At the end of the calendar year, any balance in the bank accumulated prior to June 30 will be paid out to the employee.

- 15.17 If an employee is called back to work after **they** have left **their** workplace, **they** will receive call back pay of 4 hours paid at **their** regular rate of pay or time and one-half for all hours worked, whichever is greater. If the employee is already receiving time and one half, **they** will receive call back pay of 4 hours paid at **their** regular rate of pay or **they** will be paid at double **their** regular hourly rate for all hours worked, whichever is greater.
- 15.18 When two or more types of overtime are applicable to the same hours of work only the higher rate of compensation shall be paid. In no case shall overtime be duplicated or pyramided. This article does not apply to articles 15.04 **and** 15.05.

ARTICLE 16: WORKING OUTSIDE THE BASE CITY

16.01 Where referenced in this Article and elsewhere in this Agreement, “base city” shall mean the geographic area bounded on the north by the northern city limits of Gatineau, on the south by **Town of Vernon**, on the east by **Town of Cumberland** and on the west by **Town of Carleton Place**.

16.02 Legitimate transportation costs, to a destination outside the area of the base city, authorized in advance by the Employer, will be reimbursed upon the presentation of receipts. The Employer will reimburse cab fares between the employee’s residence and the common carrier terminal, upon presentation of receipts, to a maximum of thirty-five dollars (\$35.00) each way. In-lieu of taxi fares, the employer will reimburse parking fees at the common carrier terminal, upon presentation of receipts, to a maximum of seventy dollars (\$70.00).

The employer agrees that if the taxi rates go up that these rates will go up accordingly.

- 16.03(a) The time an employee spends traveling between **their** residence and the location to which **they are** assigned to work within the base city will not be considered as time worked.
- (b) When an employee is assigned to work outside the base city, **their** traveling time will be calculated from the time of **their** leaving the office or for the duration of the time scheduled by a common carrier, (increased by two-and-a-half (2½) hours in the case of a trip by plane and by one and one half (1½) hours in the case of a trip by train or bus) which he utilizes as follows:

By Airplane: Prior to scheduled departure – 1.5 hours
 After actual landing time – 1 hour

By Bus or Train: Prior to scheduled departure – 1 hour
After arrival at the terminal - .5 hour

- (c) When an employee is assigned to work outside the base city and travels with **their** vehicle, **their** traveling time will be calculated from the time of **their** leaving the office or from **their** home whichever is closer to the assignment. Employees shall not be allowed to take Employer vehicles home.
 - (d) When outside of Base City and hotel is positioned more than 5 minutes from place of work, the employee shall charge actual travel up to an hour extra time required for travel to place of work.
 - (e) Travelling time by common carrier to and from an assignment outside of base city will be considered as time worked and will be paid at the employee's regular rate of pay, subject to a minimum of four (4) hours (including increased travel time as per article 16.03B) . Travelling time, by common carrier, will contribute to weekly and daily overtime computations.
 - (f) Travelling time, to and from an assignment outside of base city, by Company vehicle, will be considered as hours worked and be paid accordingly.
- 16.04(a) When an employee is assigned to work at a location outside the base city and has been authorized by the Employer to reserve overnight accommodations **they** will be entitled to a meal allowance as follows:

The meal allowance rates will increase to the following:

Breakfast	\$15
Lunch	\$25
<u>Dinner</u>	<u>\$40</u>
TOTAL	\$80

- (b) When an employee is assigned to work outside of the base city in Northern Canada (Nunavut, Northwest Territories and Yukon), the employee will be entitled to a meal allowance increased by an additional \$10.00.
- (c) When an employee is assigned to work outside of Canada, the employee's meal allowance will be paid in US Currency.
- (d) Meal allowances will be paid as follows for travel days:

Outbound: Breakfast at or before 6 a.m.

Lunch at or before 11:30 a.m.
Dinner at or before 5 p.m.

Inbound: Breakfast when arriving after **7:00** a.m.
Lunch when arriving after **1:00** p.m.
Dinner when arriving after **7:00** p.m.

- (e) When an employee is required to work in base city upon return, the inbound meal allowances will be paid at the **following times in d) above**.
- 16.05 When an employee is assigned to a location outside the base city, the meal allowance will be provided in advance when possible. **Provided the employee requests prior payment of the meal allowance at least fourteen (14) days prior to the date of the assignment**, the employer will remit the meal allowance request three (3) business days in advance of departure to allow time to secure the funds. During those times when departure is in less than three (3) business days, alternative measures will be explored (direct deposit, cheque, petty cash, etc.). An employee may still travel, without meal allowances, based on an agreement with the Employer.
- 16.06 When an employee is assigned to a location outside of the base city and meals are supplied by the client or are included in the cost of accommodations, no meal allowance will be paid. If due to working requirements and are approved by the manager the employee does not have the opportunity to avail **themselves** of a meal supplied by the client, the meal allowance shall be paid.
- 16.07 When an employee is assigned to a location outside of the base city (**or Carleton Place**), it is agreed that the use of an employee's vehicle for the Employer's business is not mandatory. However, if an employee is requested and agrees to use it, **they** will be reimbursed at the Employer's national kilometre rates. The current rate is **\$0.52** per kilometre for the first 5000 kilometres per calendar year and **\$0.47** per kilometre for any excess. **Should the national Kilometer rate or the per diem rates in 16.04 (a) increase the rates above will increase to those rates.**
- 16.08 In cases when an employee is assigned to a location outside of the base city and agrees to use **their** vehicle, the employee will be reimbursed for parking charges incurred at the site of the assignment as per the rate determined for the host city or, if no rate has been set for the host city, up to a maximum of twenty (\$20.00) dollars per day, subject to producing relevant receipts. Should the employee be required to incur any additional parking charges as a result of the Employer's direction or instruction, the Employer shall reimburse the full parking charges upon presentation of relevant receipts. If the employee is using a company vehicle the Employer shall reimburse the full parking charge upon presentation of the relevant receipts.

- 16.09 For as long as an employee is located outside the base city at the Employer's request, the employee will receive a minimum of eight (8) hours pay even though **their** services may not be required on that day and these hours will be considered as hours worked. Said hours shall not be included in the calculation of weekly overtime. This article does not apply to partially worked days where the difference in the eight (8) hours will count towards daily and weekly overtime.
- 16.10 On the fifth (5) day of an assignment outside the base city where overnight accommodations are required, the employee will be entitled to a twenty-eight (\$28.00) dollars laundry allowance. He will also be entitled to a further allowance of **seven (\$7.00)** for each additional day for which overnight accommodations are required.
- 16.11 Employees are entitled to a daily ten (10) minute personal telephone call payable by the Company when working outside their Base City. The employee will be responsible to reimburse the Company for all costs incurred over and above the ten (10) minute limit.
- 16.12 Casual employees will not be eligible to travel outside the base city.

ARTICLE 17: HOLIDAYS

- 17.01 The following days shall be recognized as holidays:
- | | |
|----------------|------------------|
| New Year's Day | Civic Holiday |
| Family Day | Labour Day |
| Good Friday | Thanksgiving Day |
| Victoria Day | Christmas Day |
| Canada Day | Boxing Day |
- 17.02 To be eligible for holiday pay of eight (8) hours at **their** regular wage rate, a regular Employee must:
- (a) have worked **their** scheduled work day prior to the holiday (or any day observed as such) and **their** scheduled work day after the holiday (or any day observed as such) unless a failure to do so resulted from occupational injury.
 - (b) Casual employees will be paid holiday pay as per Employment Standards.
- 17.03(a) An employee who is required to work on any of the above referred holidays will be paid at the premium rate of one and one-half times **their** regular wage rate for the

hours worked, in addition to the day's holiday pay as outlined in 17.02.

- (b) In the case where an employee is already in weekly overtime on the statutory holiday, the employee will be paid at the premium rate of two (2) times their regular rate of pay for the hours worked in addition to the day's holiday pay as outlined in 17.02.
 - (c) An employee required to work on December 24th or December 31st after 3 p.m. will be paid the premium rate of one and one-half (1½) times their regular wage rate for each hour worked, unless they have already reached their weekly overtime, in which case they shall be paid at the premium rate of two (2) times their rate of pay for each hour worked.
- 17.04 Each of the above holidays shall be observed on the day upon which it falls unless otherwise declared by the federal or the provincial government that they be honoured on an alternate day or unless mutually agreed by the Union and the Employer.
- 17.05 If a holiday falls during a period an employee is absent from work due to sickness or accident, the employee will be paid holiday pay for the holiday if the employee has not been compensated by the insurance carrier or the Workplace Safety Insurance Board.
- 17.06 Regular employees who have completed their period of probation will be entitled to three (3) personal days per full calendar year. The number of personal days will be prorated for employees who worked less than a full calendar year, as per Company policy. Should the Company change the personal days policy for hourly employees nationally, the same change will apply to Ottawa bargaining unit employees accordingly.
- 17.07 An employee who is laid off will be paid all holidays between the date of their layoff and their return to work as long as the conditions in 17.02 are met.

ARTICLE 18: VACATION

Starting in 2023, vacation will no longer be earned in one year and taken in the next. Vacation will instead be earned and taken in the same year, and the entitlement will accrue on a monthly pro-rata basis throughout year.

In 2022, to manage the transition to the new vacation method, employees will be entitled to be paid out additional 2022 accrued vacation pay (normally used to support vacation taken in

2023). Employees will receive a cash payout of any balance remaining on or before March 30, 2023.

18.01 The vacation reference year runs from **January 1st** to **December 31st** of the year following. Vacations must be taken not later than the twelve (12) months following the end of the reference year.

18.02 Vacation variance in excess of the employee’s entitlement at year-end base rate will be paid out at the first pay in January.

Years of Service	Annual Vacation Entitlement	Accrual Rate (Active service)	Accrual Rate (Percentage of earnings)
Less than 3 years	10 days (pro-rata for less than one year)	0.83 days per month	4%
3 years, less than 10 years	15 days	1.25 days per month	6%
10 years and more	20 days	1.67 days per month	8%

18.03 When a statutory holiday falls during an employee's vacation period, the employee will have the options of scheduling an alternative day off, with pay, to be taken either at the beginning or the end of the vacation period in question.

18.04 **When requested by the Employer**, regular employees will **have the opportunity to** submit, in writing, their choices for the vacation. In cases of conflicts in regard to the dates chosen by the employees, seniority will prevail provided that it does not interfere with the efficient operation of the Employer. Any requests received **outside of the process described above** shall be dealt with on a first come first served basis.

18.05 Unless prevented from taking **their** vacation for reason of illness or accident, a full-time employee must take **their** vacation in the year in which it is due. Vacation will not be carried forward into the next year. Where an employee is prevented from taking the remainder of **their** vacation entitlement due to illness or accident, the employee will receive the balance of the vacation pay owed **them** at the end of the year.

18.06 The Employer will not require an employee to change the time set for **their** holidays without the consent of the employee.

18.07 An employee who is sick at the beginning of the period fixed for **their** vacation may postpone **their** vacation to a date agreed upon with the Employer.

- 18.08 Employees will receive their vacation pay with the last pay preceding their departure.
- 18.09 Outstanding vacation days will appear on the employee's pay stub.
- 18.10 The Employer shall pay out any outstanding vacation pay upon the employee's cessation of employment.
- 18.11 Casual employees will be paid vacation pay on their weekly pay as per Employment Standards.

ARTICLE 19: TECHNOLOGICAL CHANGE

- 19.01 "Technological Change" means the introduction by the Employer, of new and substantially different or substantially changed equipment which results in a reduction in the number of employees required to perform the task affected.
- 19.02 The Employer shall give the Union thirty (30) calendar days notice of any Technological Change. During the notice period, the Employer will meet with Union representatives to explain the Technological Change and discuss any adverse effect it will have on the employees.
- 19.03 In the event that the Technological Change would directly result in the displacement of a regular employee from **their** regular classification due to a lack of skills, the Employer will provide the necessary training.

ARTICLE 20: WAGES

- 20.01 The provisions governing wages will be as set out in Appendix "A" of this Collective Agreement.
- 20.02 All monies due on payday, every **Friday**, will automatically be deposited in the employee bank account, through the Company's payroll supplier using automated banking services. Employee will be required to provide the necessary information for direct deposit (e.g. void cheque).

The Company **will** provide electronic pay statements and income tax statements. The employee's first pay statement will be provided on paper, and will contain the necessary information to enroll in the program. Participation in this program is mandatory and additional paper statements will not be provided.

The Employer is responsible for the accuracy and confidentiality of the employee information and will act as the advocate for the employees in dealing with discrepancies

- 20.03 If a payday coincides with a paid holiday, employees will be paid the preceding working day.
- 20.04 Employees will be required to complete only one electronic time sheet per week. **Employees should submit expenses through the Certify systems** with receipts for all expenses. When traveling, electronic copies of the expenses shall be submitted **at least** weekly. These sheets shall be completed prior to end of the employee's last shift for that week. Such sheets must be submitted no later than 11:59 pm Sunday of that week by electronic submission. All expenses must remain current. The company will only reimburse an expense within thirty (30) days of receipt date.
- 20.05 An additional one-half (½) hour will be added to the last day worked within a pay period if the timesheet is complete, REASONABLY ACCURATE and submitted on time. If the time sheet has a total of twenty-five (25) or more transfers, a total of one (1) hour will be added. This timesheet completion time shall contribute to daily and weekly overtime calculations, but will not contribute to the late night and long day premiums, nor will it contribute to rest overtime calculations.

ARTICLE 21: BENEFIT PLANS

- 21.01 The Employer will offer the same group insurance coverage to regular unionized employees as is afforded all other employees. Eligibility for participation in said plans and entitlement to the benefits set out in said plans will be in accordance with the insurance carrier's rules and regulations. The premiums for the different coverages of Option 2 will be paid by the Employer and the Employee as per the following percentage split:

Coverage Option 2 STANDARD	Employer	Employee
Employee Life	100 %	0 %
AD&D	100 %	0 %
Medical	100 %	0 %
Dental	100 %	0 %
Vision Care	100 %	0 %
Short Term Disability	0%	100%
Long Term Disability	0%	100%

*The Employer contribution towards Major Medical, Dental & Vision Care - Option 3 Enhanced Coverage will be the same amount that the Employer pays for Option 2 Standard Coverage.

**The Employee contribution towards Major Medical, Dental & Vision Care - Option 3 Enhanced Coverage will be the balance of the premium for the Enhanced Coverage.

In the event an employee's claim for any of the benefits set out in said plans is denied by the insurance carrier, the Employer undertakes to use its best efforts to persuade the insurance carrier to reconsider its decision within the plan rules.

21.02 Regular employees will be eligible to participate in the Company sponsored Group RRSP program as per Company policy. Nothing in this Collective Agreement should be interpreted as a limit to the Employer's right to amend or terminate the Group RRSP plan.

21.03 Casual employees are not entitled to Group Insurance nor Group RRSP.

21.04 A regular employee on lay-off maintains **their** group insurance coverage. However any unpaid contributions will be deducted from their pay when they return to work.

ARTICLE 22: MATERNITY AND PARENTAL LEAVE

22.01 Pregnancy, Parental and Adoption leave shall be in accordance with the provisions of the *Employment Standards Act* of Ontario.

22.02 Employees will be entitled to return to the position last held by them prior to the commencement of the leave or other comparable position, if the original position no longer exists, subject to the application of clauses governing seniority rights and lay-off. The time spent on such leave will be deemed as time worked for the purpose of seniority.

ARTICLE 23: PERSONAL LEAVES OF ABSENCE

- 23.01 Regular employees may request a leave of absence, without pay, for a period no longer than three (3) consecutive months. Such requests will be in writing and these will not be unreasonably denied, subject to operational requirements. Regular employees have the option to maintain the benefit plan, with the exception of the disability portions, if they pay the full premium in advance. It is agreed that no leave of absence will be granted so as to allow an employee to work for a direct competitor of the Employer. For the purpose of this agreement, a leave of absence is defined as an absence for **ten (10)** days or more; absences of shorter duration shall be considered time off.

ARTICLE 24: BEREAVEMENT LEAVE

- 24.01 A regular employee who has completed **their** probationary period shall be entitled to a bereavement leave of five (5) paid scheduled shifts of eight (8) hours at the regular rate of pay at the time of the death of **their** spouse, children or parents, **grandparents, sisters, brothers, father-in-law, mother-in-law, or any relative who normally resides in the employee's household.** Such leave to be taken consecutively, as the employee chooses, within ten days of the death.
- 24.02 A regular employee will also be eligible to two (2) additional unpaid travel days if **they attend** the funeral service which is held at a distance in excess of 400 kilometres (one way) from the employee's residence.
- 24.03 Bereavement leave shall not be used to calculate overtime entitlements.
- 25.04 Casual employees are entitled to bereavement leave as per Employment Standards.

ARTICLE 25: JURY DUTY & WITNESS UNDER SUBPOENA

- 25.01(a) Regular employees who are compelled to serve as jurors in any court of law, or are required to attend as a witness in a court proceeding in which the Crown is a party, or are required by subpoena to attend a court of law or coroner's inquest shall be reimbursed the difference between **their** regular hourly rate for eight (8) hours work and the juror's indemnity for the days on which **they** would normally have been scheduled to work, on presentation of receipts. The foregoing does not apply to labour relations proceedings.

- (b) If, due to unforeseen circumstances, a regular employee who is expected to be off work as detailed above becomes available for work, they will immediately call the Employer to announce that they are available for work. In these cases the Employer will schedule the Employee and the Employee will work any available hours. In these cases the Employer will indemnify the Employee the difference between the total of the hours worked and the juror's indemnity, and **their** regular hourly rate for eight (8) hours work for the days on which **they** would normally have been scheduled to work, on presentation of receipts.

25.02 The regular employee's probationary period shall be extended by one (1) day for each day the employee is absent from work as a result of **their** serving as a juror.

ARTICLE 26: OCCUPATIONAL HEALTH & SAFETY

26.01 The Employer and the Union recognize the need for a safe working environment in accordance with the provisions of the *Occupational Health & Safety Act* of Ontario.

- (a) The Employer ensures the assignment of the appropriate personnel.
- (b) In cases of delivery and pick-up of equipment, the Employer will assign at least two (2) employees.
- (c) In the case of installation, if there are pieces requiring the handling by two (2) employees, two employees will be assigned to do so.
- (d) Notwithstanding the previous paragraph, the Employer may assign only one (1) employee to the delivery, pick-up and installation of small projection, sound and video systems.
- (e) Also, the Employer may assign one (1) employee for the punctual delivery and pick-up of lightweight equipment or lightweight accessories.

26.02 The Employer shall reimburse each regular employee for the cost of one pair of safety footwear (black) per calendar year up to a maximum set by the combined safety shoes/clothing allowance defined in article 27.07, subject to proof of purchase. Employees must wear CSA approved safety shoes at all times when performing work in the warehouse and when performing work pertaining to the movement and handling of equipment (loading/unloading vehicles, delivery, installation and dismantle). Should the employee choose to leave the Company for any reason within three (3) months of receiving reimbursement for the combined safety shoe/clothing allowance, the Company will deduct said reimbursement from their final pay.

- 26.03 The Employer will provide the safety equipment it deems necessary to enable the employees to perform assigned tasks in a safe, efficient and effective manner. In its assessment, the Employer will give due consideration to the recommendations of the Health & Safety Committee.
- 26.04 The Company and Unifor are committed to providing a workplace free of harassment, bullying and violence. Towards this end the Company and Unifor agree to enforce the company policy. A copy of the current harassment and discrimination policy, the violence policy, complaint and investigation process can be found in appendix B-C-D.
- 26.05 An employee may not operate a Company vehicle after working fourteen (14) hours in one (1) day as per MTO.

ARTICLE 27: ALLOWANCES

- 27.01 The Employer will provide regular full-time employees the following articles of clothing, which will remain the Employer's property.
- 27.02 At the time of hiring, each regular employee will receive, which shall be replaced each anniversary date of the employee's hiring, as per company policy:
- 5 Polo shirts;
 - 1 Windbreaker; and,
 - 1 Sweater

In order to ensure all employees meet our professional appearance standards, casual employees will receive Company logo-ed apparel items consisting of three (3) polo shirts from the approved list.

- 27.03 On completion of **their** probationary period, regular employee shall receive an additional:
- 2 Polo shirts; and
 - 2 black dress shirts.
- 27.04 On September 1st of every second year each regular employee will receive a Winter Jacket unless there is a demonstrated need for an earlier replacement.
- 27.05 Replacement winter jackets and windbreakers shall only be issued if the conditions of the items being replaced warrant replacement.
- 27.06 All worn-out clothing must be returned prior to new clothing being issued.

- 27.07 The Employer shall reimburse each regular employee for the purchase of work related apparel, up to a maximum set by the combined safety shoes/clothing allowance, upon presentation of proof of purchase. Safety shoes are mandatory as per Article 26.02. The color, make and style of pants must be that as determined by the Employer. The employee is obliged to wear such pants at all times when at work, other than when operating at a meeting. Work gloves, suit jackets, dress shirts, shoes and pants as well as ties which comply with the Career Apparel Policy in the Employee Manual may also be reimbursed within the combined safety shoes/clothing allowance provided that the requirement for safety shoes and pants is fulfilled. (Employees are not obliged to wear overshoes).
- (a) For purposes of article 26.02 and 27.07a), the combined safety shoes/clothing allowance is set at **\$300.00** per **calendar** year, as per Company policy. The employee may purchase items included in this allowance using their company issued credit card up to the maximum limit indicated above. **Should the Encore safety shoes/clothing allowance increase the allowance above will increase to those rates.**
- (b) Casual employees are eligible for reimbursement of the cost of one pair of safety footwear (black) per calendar year up to a maximum of **\$150.00**, subject to proof of purchase and subject to the approval of their supervisor.
- 27.08 It is agreed that employees shall not be required to provide their own tools for the performance of their duties. The Employer shall issue all tools and materials, determined by the Employer, as being required to carry out work assignments. **Employees shall not be held responsible for the replacement costs of tools which become defective when performing work duties.**
- 27.09 It is agreed that the use of an employee's vehicle for the Employer's business is not mandatory; however, if an employee is requested and agrees to use it, he will be reimbursed at the Employer's national kilometre rates. The current rate is **\$0.52** per kilometre for the first 5000 kilometres per calendar year and **\$0.47** per kilometre for any excess. **Should the national Kilometer rate increase the rates above will increase to those rates.**
- 27.10(a) When employees use their vehicles to get to their assignments, they will be reimbursed for parking charges incurred at the site of their assignment up to a maximum of twenty-five (\$25.00) dollars per day, subject to producing relevant receipts. This amount shall be indexed to the daily maximum for the parking lot adjacent to the Shaw Centre. Should the employee be required to incur any additional parking charges as a result of the Employer's direction or instruction, the Employer shall reimburse the full parking charges upon presentation of relevant receipts.

- (b) The employees recognize that they must obey parking regulations at all times and will conduct themselves accordingly. Whenever parking in a permissible area is difficult, the employee will contact Operations and will endeavour to make the efforts required to find a suitable parking spot in due respect of traffic regulations and to facilities where we provide services.
- (c) Employees with a company credit card can use them to pay for parking on assignment up to the daily maximum as referred to 27.11 a). Credit card usage above the daily maximum will be subject to reimbursement of the difference by the Employee.
- (d) Consequently, it is understood that employees will be responsible for the payment of parking violations under the following circumstances:
 - i. Parking in no stopping zones;
 - ii. Parking in front of a fire hydrant;
 - iii. Parking in towing zones;
 - iv. Parking in designated fire routes.
- (e) The employer will be responsible for the payment of parking violations under the following circumstances, if it is deemed that the employee has made reasonable efforts to avoid such violations and the employee complied with specific instructions **their** may have received from management:
 - i. Parking in a regular “No parking” zone for up to the time required for a pick-up, delivery and short set-up, usually about 30-60 minutes;
 - ii. Parking in a loading zone for up to the time required for a pick-up, delivery and short set-up, usually about 30-60 minutes.

27.11 Employees working in the warehouse shall be entitled to wear Bermuda shorts during the summer months.

ARTICLE 28: PAID EDUCATION LEAVE

28.01 The Employer agrees to pay into a special fund an annual amount of one thousand (\$1,000.00) dollars for a Unifor Paid Education Leave (PEL) program. Such payment will be remitted at the beginning of each contract year to a trust fund established by the Unifor National Union effective from the date of ratification. Payments will be sent by the Employer to the following address: Unifor Paid Education Leave Program, **115 Gordon Baker Road, Toronto ON M2H 0A8.**

ARTICLE 29: WOMEN'S ADVOCATE

29.01 Women's Advocate

The parties recognize that female employees may sometimes need to discuss with another woman matters such as violence or abuse at home or workplace harassment. They may also need to find out about specialized resources in the community such as counselors or women's shelters to assist them in dealing with these and other issues.

For this reason the parties agree to recognize the role of Women's Advocate in the workplace. The Women's Advocate will be determined by the Union from amongst the female bargaining unit employees. The Advocate will meet with female members as required, discuss problems with them and refer them to the appropriate agency when necessary.

The Company agrees to provide access to a confidential phone line and voice mail that can be maintained by the Women's Advocate and that is accessible for female employees to contact the Women's Advocate. As well, the Company will provide access to a private office so that confidentiality can be maintained when a female employee is meeting with the Women's Advocate.

The Company and the Union will develop appropriate communications to inform female employees about the advocacy role of the Women's Advocate providing contact numbers to reach the Women's Advocate. The Company will also assign a management support person to assist the advocate in her role.

The Women's Advocate will participate in an initial 40 hour basic training program and an annual three (3) day update training program delivered by the Unifor National Women's Department.

THE PROGRAM CANNOT BE IN CONFLICT WITH ANY COMPANY POLICIES OR ANY CURRENT OR FUTURE PROGRAMS, TRAINING WILL BE PROVIDED TO ONLY ONE MEMBER DURING THE TERM OF THIS AGREEMENT. IF NO MEMBER IS AVAILABLE OR WILLING TO BE THE WOMEN'S ADVOCATE, THIS POSITION WILL NOT NEED TO BE FILLED.

29.02 Paid Domestic Violence Leave & Discipline Protection

The Company agrees to recognize that women sometimes face situations of violence or abuse in their personal life that may affect their attendance or performance at work. For that reason, the Company and the Union agree, when there is adequate verification from a recognized professional (i.e. doctor, lawyer, counsellor, shelter worker), a woman who is in an abusive or violent situation will not be subjected to discipline if work performance or absence can be linked to the abusive or violent situation.

The domestic or sexual violence leave will be paid as per *The Employment Standards Act*.

ARTICLE 30: SOCIAL JUSTICE FUND

30.01 The Company agrees to pay into a special fund, five hundred dollars (\$500.00), per year, in each year of this Agreement, for the Union's Social Justice Fund. Payments will be made on a yearly basis, within thirty (30) days of the anniversary date of this Agreement. Such contributions shall be sent by the Company to following address;

UNIFOR Social Justice Fund
115 Gordon Baker Road
Toronto, Ontario M2H 0A8

Cheques shall be made payable to the UNIFOR Social Justice Fund.

ARTICLE 31: DURATION OF AGREEMENT

31.01 This agreement shall become effective on April 16, **2022** and shall remain in full force for a **three (3)** year period thereafter, and it shall be automatically renewed thereafter for successive periods of twelve (12) months unless either party requests amendment or termination of this Collective Agreement by giving written notice thereof to the other party not less than thirty (30) days and not more than ninety (90) days prior to its expiry.

31.02 In the event that written notice is given in accordance with paragraph 28.01 above, all conditions of this agreement shall remain in effect until a new Collective Agreement is ratified or until the Union is entitled by law to commence a legal strike or the Employer is entitled by law to lockout.

In witness whereof, the parties have affixed their signature in Ottawa, Ontario, this _____ day of _____, 2023.

Encore global

Acting on behalf of its Ottawa Branch

Serge Kijner

David Laramee

Unifor

Local Section 87-M

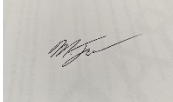


Derek MacLeod



Marcus Boodoo

Jeffrey Mills



Michael Forceno

APPENDIX “A” – CLASSIFICATION AND WAGE GRID

Classification	Entry Level Rate	Certification Rate*
TSR 1	\$25.00	\$29.00
TSR 2 Senior Shipper/Receiver Senior Tester/Repair Tech	\$21.00	\$24.00
TSR 3 Shipper / Receiver Tester / Repair Tech Driver	\$18.00	\$20.00

* Rate to Apply upon attainment of applicable training certification on Encore University, as follows:

TSR 1	C300
TSR 2 Senior Shipper/Receiver Senior Tester/Repair Tech	C200
TSR 3 Shipper / Receiver Tester / Repair Tech Driver	C100

- 1. The Parties agree that each employee attaining the applicable training certification on Encore University for their classification is of critical importance. On ratification, all existing employees shall receive the Certification Rate associated with their classification irrespective of completion of training. The applicable Certification Rates will be retroactive to April 16, 2022. TSR 2 and TSR 3 classified employees must obtain required certifications no later than six months following ratification. TSR 1 classified employees must obtain required within 6 months following the C300 training being made available on Encore University in Canada. Any employee who has not attained the certifications by the times outlined above shall be provided with the additional time and support that they would require to successfully complete the certification courses, and provided the employee has made and is making a meaningful effort to complete the courses and obtain the applicable certification, they will maintain the Certification Rate. Employees will be provided with paid time to perform and complete the above training.**

2. Any existing employee whose rate at the time of ratification exceeds the Certification Rate in their classification receive an increase of 2.5% to their existing wage rate (retroactive to April 16, 2022), and a 0.25% lump sum bonus on wages earned between April 16, 2022 and April 15, 2023). The lump sum bonus shall be paid, less withholdings, no later than May 31, 2023.
3. The Certification Rate (only) in the wage grid shall be increased by 1% on April 16th of each year. The Entry Level Rates in the wage grid shall be increased at the Employer's discretion, but no less than 1% during the life of the Collective Agreement.
4. Commencing in 2023, merit increases will be provided based on employee performance as determined by the employee's yearly performance appraisal. Performance appraisals are based on a scale of 0 to 5. Raises will be distributed as follows:

Pay Raise	
Rating of 4.25 – 5.0	4.00%
Rating of 3.45 – 4.24	3.00%
Rating of 2.01 – 3.44	2.00%
-Rating less than 2.0	1.00%

Any rating below 2.00 shall be subject to the grievance procedure. No rating equal to or above 2.00 shall be subject to the grievance procedure.

INSTRUCTIONS

New employees with no previous experience will be hired at the Entry Level of TSR Class 3, Shipper/Receiver, Tester/Repair Tech or Driver amount as indicated above.

New employees with previous experience will be placed by the Employer in a class and rate in relation to their qualifications and expertise. **In order for an employee in the TSR classification to be placed in a higher class and rate they would have to complete and pass the certification requirements for the higher classification as set out above. Employees in all other classifications would need to obtain experience in relation to the classification and be awarded the higher classification by the Employer. Any deviation from the wage grid In APPENDIX A, including rationale for the deviation, will have to be shared with the unit chair of the union.**

Employees who are scheduled as the “lead tech” will be able to review paperwork, work with affected parties (sales, operations, etc.) to understand what is required for the event, and prepare the post-meeting report during scheduled paid time.

Casual employees will be on probation until they have completed 450 hours of work and completed six (6) months of continuous service with the Employer.

Employee Wage Increases: In April of each year **all certification Rates will be subject to a 1% increase.**

APPENDIX “B” – WORKPLACE HARASSMENT AND DISCRIMINATION POLICY

Encore global is committed to providing a work environment where all individuals are treated with respect and dignity.

The Company considers harassment and discrimination complaints to be very serious in nature. All employees have an important role when it comes to building a healthy workplace environment that is respectful of everyone, regardless of their differences. Everyone in the workplace must be dedicated to preventing workplace harassment and they are expected to uphold this policy, and will be held accountable by the employer.

***Harassment** is commonly defined as engaging in a course of vexatious comment or conduct that is known or ought reasonable to be known to be unwelcome.*

***Discrimination** is the act of treating someone differently, by denying a benefit or imposing additional or unfair burdens upon them on the basis of certain personal characteristics protected by law.*

Workplace harassment and discrimination often take place on the basis of certain personal characteristics protected by law, including without limitation: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability.

Workers are encouraged to report any incidents of workplace harassment. Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a timely and fair manner while respecting workers’ privacy as much as possible.

The Company strives to provide employees with an atmosphere that is free of harassment. Managers are responsible for creating an atmosphere free of discrimination and harassment.

Anyone who is found to have engaged in harassment and/or discrimination will be subject to disciplinary action, up to and including dismissal.

APPENDIX “C” – WORKPLACE VIOLENCE POLICY

Encore global is committed to preventing workplace violence and is responsible for providing a safe and healthy workplace for all employees. The Company will take the necessary steps to protect employees from workplace violence from all sources.

Workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:

- attempt to exercise physical force against a worker in a workplace, that could cause physical injury to a worker; and a
- statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violent behaviour from anyone in the workplace is unacceptable. This policy applies to all Company employees, as well as customers, clients, freelancers, contractors, suppliers or other visitors to our facility. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

The Company has established various programs that implement this policy. They include measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Encore global will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace. The Company is committed to enforcing this policy and will take reasonable security measures to safeguard the workplace and well-being of employees. The Company reserves the right to inspect any locker, desk, work area, vehicle, bag or other belongings located on Company property for the purposes of investigating possible policy violations or when the safety of employees or Company property may be at risk.

Every employee is required to work in compliance with this policy and the supporting programs. All employees are encouraged to raise concerns about workplace violence and to promptly report violent incidents or threats. Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner. No employee’s employment will be adversely affected as the result of the good faith reporting of a policy violation or participation in the investigation of such a report.

In the event you become aware of a violent incident, or threat of violence, you are strongly encouraged to report this immediately to your Supervisor, Manager, or Human Resources

Business Partner. You will be asked to provide a formal statement of facts and to indicate the names of any other individuals who were involved. Complaint Forms are available in the Human Resources Department. The Human Resources Department will have primary responsibility for investigating incidents involving workplace violence.

Anyone who is found to have engaged in workplace violence will be subject to disciplinary action, up to and including dismissal, as well as potential criminal prosecution under applicable provincial and federal law.

APPENDIX “D” – COMPLAINT AND INVESTIGATION PROCESS

What is Harassment?

Harassment typically takes place more than once over a period of time, with the intent of embarrassing, offending or humiliating someone. Harassment may include such behaviour as name-calling; making inappropriate jokes or remarks that demean, ridicule or intimidate; stereotyping based on someone’s personal characteristics or background; displaying or circulating offensive pictures or material; workplace bullying; offensive or intimidating phone calls or emails; inappropriate sexual touching, advances, suggestions or requests; as well as other forms of offensive and insulting behaviour.

What isn’t Harassment or Discrimination?

Reasonable action or conduct by an employer, manager or supervisor that is part of their normal work function does not qualify as harassment or discrimination. This is the case even where the results of such action sometimes create unpleasant consequences for an employee. Examples of this include: changes in work assignment or duties; job postings; scheduling; overtime opportunities, job assessments and evaluation; workplace inspections; denial of requests for time off; implementing new policies or job requirements; and progressive disciplinary action.

Differences of opinion or minor disagreements between co-workers also do not normally constitute workplace harassment or discrimination.

If you feel you are being harassed or discriminated against, ask the person to stop. The person may not realize that **they are** being offensive. If the individual continues to engage in unwelcome behaviour, you should immediately report the matter to your Supervisor, Manager or Human Resources Business Partner. In appropriate situations, Human Resources will attempt to mediate the situation and resolve the concerns in a mutually agreeable manner. Often, complaints dealing with allegations of harassment and discrimination involve misunderstandings that can best be resolved through open and honest communication.

Where the nature of the complaint cannot be resolved through mediation, Human Resources has primary responsibility for conducting a prompt investigation of these matters. You will be asked to provide a formal statement of facts, as will any other individuals who were involved. Complaint Forms are available from your Human Resources Business Partner.

All complaints will be kept confidential to the fullest extent possible. However, anonymous complaints cannot, for practical reasons, be investigated. All individuals involved as a party to the complaint or as a witness will be expected to keep the matter confidential. This confidentiality requirement applies to all parties involved, including the person making the complaint. Allegations of this nature can be very serious in nature, and regardless of whether the complaint is proven or unfounded, can harm the personal and professional reputations of those involved.

While most harassment and discrimination complaints are raised in good faith, this is not always the case. On rare occasions, harassment and/or discrimination complaints are filed for inappropriate and/or vexatious purposes. Given the serious impact allegations of this nature can have on personal and professional reputations, submitting a false and/or bad faith claim of harassment or discrimination is a very serious matter. Following a comprehensive investigation, should the investigation conclude that harassment or discrimination allegations have been made in bad faith, disciplinary action may be imposed.

In the event that your complaint is found to be valid, the Company will take appropriate corrective action.

LETTER OF UNDERSTANDING REGARDING THE ASSIGNMENT OF WAREHOUSE EMPLOYEES

Encore global – Ottawa Branch

And

Unifor –Local 87-M

1. When preparing the weekly schedule, the company will not knowingly schedule warehouse employees to work alone at any given time.
2. The company will make all attempts to replace an employee who fails to report for duty, which would lead to a warehouse employee stranding, based first on warehouse seniority and then by TSR seniority.
3. A duty manager must be contacted in any instance in which an employee finds themselves stranded in the warehouse.
4. Appropriate action will be taken by the employer to ensure the health and safety of the employee.

In witness whereof, the parties have affixed their signature in Ottawa, Ontario, this _____ day of _____, 2023.

Encore global

Acting on behalf of its Ottawa Branch

Serge Kijner

David Laramee

Unifor

Local 87-M

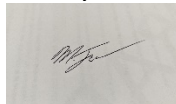


Derek MacLeod



Marcus Boodoo

Jeffrey Mills



Michael Forceno

LETTER OF UNDERSTANDING THE HEALTH AND WELFARE COVERAGE

Encore global – Ottawa Branch

And

Unifor –Local 87-M

Encore global and Unifor Local 87M will establish a joint Committee on the Health and Welfare coverage. The mandate of the joint Committee is to address any potential changes to the Health and Welfare coverage. This agreed to Committee is to allow the Union to raise any potential concerns.

In witness whereof, the parties have affixed their signature in Ottawa, Ontario, this _____ day of _____, 2023.

Encore global

Acting on behalf of its Ottawa Branch

Serge Kijner

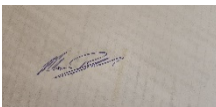
David Laramee

Unifor

Local 87-M



Derek MacLeod



Marcus Boodoo

Jeffrey Mills



Michael Forceno

LETTER OF UNDERSTANDING — MERGER OF OPERATIONS

Encore Global

And

Unifor —Local 87-M

It is recognized that as a result of the sale of a business from Encore global to Encore Global, Encore Global is bound to the collective agreement between Encore global (Encore Global) and Unifor and its Local 87-M. It is recognized that the Employer has a pre-existing non-union workforce within the geographic scope of the bargaining unit, and that persons employed in that non-union workforce perform identical work to the work performed under the terms of the collective agreement.

In the course of renewing the collective agreement for a term commencing in 2022, the Parties expressed a mutual intent to maintain arrangements consistent with the status-quo under which the Employer utilized a union and non-union workforce.

Therefore, the Union agrees that the Employer may utilize its non-union workforce without restriction, subject only to the following:

1. Bargaining unit employees shall be scheduled before others for any work being performed at a Legacy Freeman Property, provided that a bargaining unit employee has the skill and ability to perform the required work.

For the purpose of this Letter of Understanding, "Legacy Freeman Property" shall mean the Shaw Centre, Delta Ottawa, Ottawa Marriott, Palais Des Congrès de Gatineau, Hilton Lac-Leamy, the Ottawa Sheraton, Hilton Garden Inn, the Alt Hotel, Crowne Plaza (Gatineau), the OAG (Ottawa Art Gallery), and the Warehouse located at 3020 Hawthorne Road. Should the name of a hotel or property change during the duration of Encore's current venue contract, or the warehouse is relocated to another location within the scope of the collective agreement, the newly named property or the relocated warehouse would remain a "Legacy Freeman Property".

2. Bargaining unit employees shall be scheduled before others for any work on an event for a trade union customer that requires unionized technicians for its event.
3. The performance of work by a non-union employee at a Legacy Freeman Property shall not directly result in the involuntary lay-off of a bargaining unit employee qualified to perform available work, nor shall it result in a reduction of minimum work hours under Article 15.03 for a unionized employee who is qualified to perform work at these sites.
4. The Employer will endeavor to maintain a bargaining unit of a size which is equal to the size of the bargaining unit at the time of ratification. However, nothing in this

Letter of Understanding shall be deemed to provide a guarantee of minimum staffing. It is acknowledged that the demand for services (overall, and at the Legacy Freeman Propert(ies), in particular) may impact upon the size of the bargaining unit. Employees hired to perform work as part of the on-site technician house crew at a Legacy Freeman Property would be hired as a member of the bargaining unit.

5. The Parties agree to make reasonable and good faith efforts to facilitate the arrangements provided for in this letter. Notwithstanding the above, either party to this Letter of Understanding may withdraw from the agreement upon 60 days' notice to the other. Upon withdrawing, the Parties agree that each party reserves the right to pursue s.1(4) and s.69 applications under the Labour Relations, Act, 1995, or file grievances.

In witness whereof, the parties have affixed their signature in Ottawa, Ontario, this day of _____, 2023.

Encore global

Acting on behalf of its Ottawa Branch


Serge Kijner

David Laramee

Unifor

Local 87-M


Derek MacLeod



Marcus Boodoo

Jeffrey Mills


Michael Forceno