

# **COLLECTIVE AGREEMENT**

**Between**

**Urban Fare, A Division of Pattison Food Group Ltd.**

**And**

**United Food and Commercial Workers Union, Local 1518**

**April 1, 2025 to March 31, 2029**

**Ratified by member vote: August 14, 2025**



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**MEMORANDUM OF AGREEMENT made this 23<sup>rd</sup> day of July 2025.**

**BY AND BETWEEN:** **URBAN FARE, A DIVISION OF PATTISON FOOD GROUP LTD. ,**  
**Common Employer**, a body corporate carrying on business as Urban  
Fare

(Hereinafter referred to as the "EMPLOYER")

**AND:** **UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL**  
**1518**, chartered by the United Food and Commercial Workers  
International Union, C.L.C.

(Hereinafter referred to as the "UNION")

**WHEREAS:** The Employer and the Union desire to establish and maintain conditions which will promote a harmonious relationship between the Employer and the employees covered by the terms of this Agreement and desire to provide methods of fair and amicable adjustment of disputes which may arise between them;

**WHEREAS:** The Employer and the Union, in administering this Agreement, are obligated to act reasonably, fairly, in good faith and in a manner consistent with the terms of this Agreement as a whole;

**NOW THEREFORE:** The Employer and the Union mutually agree as follows:

**SECTION 1 – Shared Values**

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1.01 Representatives from the Employer and the Union developed and agreed to a set of Shared Values. These three shared values are as follows:

Honesty

- We will be truthful in our intentions and actions
- We will have a relationship based on candid and respectful communication
- We will do what we say we will do

Integrity

- We will take responsibility for our actions
- We will follow through on our commitments
- We will not take unfair advantage of each other

Trust

- We are committed to act with integrity and honesty
- We will hold ourselves accountable for our actions
- We will not pass judgment without discussion

Both organizations have agreed to live by these shared values. They reflect how we will conduct ourselves, and we are committed to holding ourselves and each other accountable.

## **SECTION 2 – Bargaining Agency**

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- 2.01 The Employer recognizes the Union as the sole and exclusive collective bargaining agent with respect to rates of pay, wages, hours and all other conditions of employment set out in this Agreement for all employees in the Zone 1 bargaining unit, employed in Urban Fare retail stores located in the Fraser Valley area of BC, between and including Whistler, BC and Hope, BC, save and except the Store Manager, Assistant Store Manager, two (2) Operations Managers, Head Chef, five (5) Sous Chefs, Pharmacy Manager and Pharmacists.

Zone 1 Bargaining Unit – Store 7614, 7615, 7618

- 2.02 The Employer recognizes the Union as the sole and exclusive collective bargaining agent with respect to rates of pay, wages, hours and all other conditions of employment set out in this Agreement for all employees in the Zone 1 bargaining unit, employed in Urban Fare retail stores located in the Fraser Valley area of BC, between and including Whistler, BC and Hope, BC, save and except the Store Manager, Assistant Store Manager, two (2) Operations Managers, Head Chef, five (5) Sous Chefs, Pharmacy Manager and Pharmacists.

Zone 2 Bargaining Unit – New stores opened after Ratification 2010.

## **SECTION 3 – Union Shop**

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- 3.01 The Employer agrees to retain in its employ, within the bargaining unit as outlined in Section 1 of this Agreement, only members of the Union in good standing. The Employer shall be free to hire new employees who are not members of the Union, provided said non-members, whether part- or full-time employees, shall be eligible for membership in the Union and shall make application within ten (10) days after employment and become members within thirty (30) days.
- 3.02 The Employer agrees to provide the Union with the name, address and email address of each new employee through the online portal, along with the employee's date of hire. The Employer will have new employees acknowledge the electronic sign off and Union membership application within the employee orientation process. The Union shall bear the expense of operating the online portal. The Employer further agrees to provide the Union once a month with a list containing names of all employees who have terminated their employment during the previous month.

## **SECTION 4 – Deduction of Union Dues**

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- 4.01 The Employer agrees to deduct from the wages of each employee, upon proper authorization from the employee affected, such initiation fees, Union dues, fines and assessments as are authorized by regular and proper vote of the membership of the Union. The Employer further agrees to automatically deduct Union dues from the wages of all new employees. The Union will supply an appropriate form to the Employer so those new employees, at the time of hire, will authorize Union dues deductions. This form will be applicable from the time the employee commences employment until such time as the Union submits an official dues checkoff to the Employer. The employee shall, within thirty (30) days after commencement of employment,

provide the Employer with a signed authorization for such deductions. Monies deducted during any month shall be forwarded by the Employer to the Secretary-Treasurer of the Union not later than the tenth (10th) day of the following month, accompanied by a written statement of the name and social insurance number of each employee for whom the deductions were made and the amount of each deduction. Dues checkoffs are to be submitted on a monthly or four-week basis showing amount deducted each week, for what purpose and the total amount deducted during the month or four-week period, as well as the Store number of each employee for whom the deductions were made. Union dues deducted by the Employer shall be shown on the employee's T4 slip.

## **SECTION 5 – Union's Recognition of Management's Rights**

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- 5.01 The Union agrees that the management of the company, including the right to plan, direct and control the Store operations, the direction of the working force and the termination of employees for just or proper cause, are the sole rights and functions of the Employer. During the first four (4) months of employment, each new employee shall be on probation and will receive a written evaluation within three (3) months of employment. The decision whether to retain or not to retain the employee's services shall be the sole right of the Employer and any termination occurring during that period shall not be subject to Sections 15 and 16 of this Agreement. It is agreed that the probationary period will not apply if it can be shown that an employee has been terminated for any lawful Union activity. Those matters requiring judgment as to competency of employees are also agreed to be the sole right and function of management, subject however, to discharge of employees on grounds of alleged incompetence being processed under Sections 15 and 16 of this Collective Agreement, providing that such employees have been employed by the Employer four (4) months or more. The Parties agree that the foregoing enumeration of management's rights shall not be deemed to exclude other recognized functions of management not specifically covered in this Agreement. The Employer, therefore, retains all rights not otherwise specifically covered in this Agreement.
- 5.02 The exercise of the foregoing shall not alter any of the specific provisions of this Agreement.
- 5.03 Subject to exclusions in Section 1 of this Agreement, all work in the handling and selling of merchandise in the Store shall be performed only by employees who are in the bargaining unit, with the following exceptions:
- (a) Excluded personnel as listed in Section 1.01 and Head Office personnel;
  - (b) Suppliers' representatives may handle their own merchandise items in-store only under the following circumstances:
    - i) items must be stocked on a rack;
    - ii) items cannot be pre-ordered;
    - iii) orders cannot be drop-shipped;
    - iv) the supplier or the representative must own the rack; and
    - v) the product is not normally carried by Urban Fare.
  - (c) Special personnel assisting prior to opening and during major remodeling;

- (d) Suppliers' representatives may remove their own Company's off-code product unsuitable for sale from shelves or display cases by checking code dates of products on store shelves;
- (e) In the event there are section changes due to the introduction of new product lines, the Employer may use outside help to reallocate and initially stock the new section
- (f) Suppliers' representatives may erect and initially stock in-store displays (including product) for non-traditional products only; and
- (g) Demonstrators;
- (h) Cooking classes, food and beverage tastings and similar events.

Vendors and sales representatives shall be identified by a badge or name tag supplied by the Employer.

When there is a violation of this sub-section, the following penalties shall apply:

1. First violation:
  - a written warning from the Union will be given to the Employer.
2. Second violation within the twelve (12) month period following written notice as per Point 1:
  - a two hundred dollar (\$200.00) fine.
3. Third and subsequent violations within the twelve (12) month period:
  - a three hundred dollar (\$300.00) fine for each violation.

Where no violation occurs for a period of twelve (12) months following a written warning or from the date of the last fine, the Employer shall be entitled to another written warning from the Union.

Where the Employer has been fined, such fine is to be dispatched to BG Benefit Administrators who will notify the Union of receipt of such fine and the particulars in respect to which violation the fine was paid. BG Benefit Administrators will deposit the monies into the UFCW Industry Pension Plan.

The following salespersons or vendor representatives shall engage in the handling and selling of merchandise in the retail stores of the Employer:

1. Primary Pop Vendors (Coca Cola and Pepsico)
2. Primary Chip Vendors (Old Dutch and Frito Lay)
3. Primary Bakery Vendors (Weston's and Canada Bread)
4. Local Vendors and those vendors unique to the UF banner

Employees employed at ratification will not have their hours of work reduced as a result of the introduction of vendor stocking.

The Employer agrees that though Key Personnel and management perform such work from time to time their primary function is supervisory in nature.

## **SECTION 6 – Hours of Work**

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6.01 The Employer reserves the right to schedule hours of operation, employee hours of work, rest periods, meal periods and overtime work, subject to the provisions set out in this section.

6.02 The basic workweek shall be forty (40) hours, consisting of five (5) eight (8) hour shifts. Sunday shall be considered the first day of work for the basic workweek.

### **6.03 Posting of Schedules**

(1) Weekly work schedules will be posted ten (10) days prior to the workweek.

(2) The Employer is required to make reasonable effort to advise individual employees of the changes to the work schedule once it has been posted.

(3) In the event a text message or email is not acknowledged, the Employer will make a reasonable effort to verbally advise an employee of a work schedule change.

An employee's schedule may be changed without notice in the event of absence of other staff due to sickness or accident or in the event of emergencies, such as fire, flood, breakdown of machinery or other instances of force majeure. In all other cases, at least twenty-four (24) hours' notice of any change must be given or four (4) additional hours' pay given in lieu of notice. A student must be notified on the day before of any change to their schedule or be given an additional two (2) hours' pay if the schedule is changed for a school day and four (4) hours' pay if the schedule is changed for a non-school day. These notice provisions do not apply where the Employer requests an employee and the employee volunteers to work additional hours not already scheduled.

### **6.04 Requested Time Off**

Employees requesting and who are granted R.T.O. prior to posting of the work schedule, shall not have their hours of work for the week reduced as a result of the granting of the request. Employees shall exercise their seniority on those days that they are available. It shall be optional for the Employer to reduce the hours or days for any request made and granted after the posting of the work schedule.

### **6.05 Meal Periods**

Meal periods shall be one half ( $\frac{1}{2}$ ) hour unless a longer time is mutually agreed upon. Part-time employees working over five (5) hours but less than eight (8) hours shall be entitled to a thirty (30) minute meal period.

### **6.06 Rest Periods**

All employees shall be entitled to one (1) fifteen (15) minute rest period for each work period of

three (3) hours. If the employee is entitled to a meal period, one (1) rest period will be granted before and one (1) after the meal period. Rest periods shall not begin until one (1) hour after the commencement of work or the end of a meal period. Rest periods shall not begin less than one (1) hour before either the meal period or the end of the shift. Rest periods shall be taken without loss of pay to the employee.

#### 6.07 **Overtime Pay**

All time worked in excess of the basic workweek, as defined in Section 5.02 shall be paid at the rate of time and one half (1½) the regular rate for hours worked in excess of eight (8) in a day and at twice the regular rate for all hours worked in excess of eleven (11) in a day. Compensating time off shall not be given in lieu of overtime pay. Employees shall be paid time and one half the regular rate for all hours worked after their 5<sup>th</sup> workday in a week.

Time worked after 6:30 p.m. on Christmas Eve shall be paid at twice the regular rate.

It is agreed that no one will be paid more than one (1) overtime premium for any overtime hours worked.

When required to work overtime, an employee may decline if the employee has a valid reason. Such refusal shall be accepted provided there is another employee on the shift when overtime is required who is prepared to work the overtime and has the ability to perform the work required.

#### 6.08 **Interval Between Shifts**

There shall be an interval of not less than ten (10) hours between shifts for all employees. An employee who is not allowed a ten (10) hour interval between shifts shall be paid at the rate of time and one half (1½) for time worked prior to the expiry of the ten (10) hour interval.

#### 6.09 **Minimum Hours**

All employees shall be paid their regular hourly rate for each hour worked except where employed for less than four (4) consecutive hours per day, in which event they shall receive a minimum of four (4) hours pay. An employee who is called for work and upon reporting finds that their services are not required shall receive two (2) hours pay.

The above regulations apply to students who work on a day, which is not a school day. A student who is called for work on a school day must work a minimum of two (2) hours or be paid for two (2) hours. A student who is called for work on a school day and upon reporting for work finds that their services are not required shall receive two (2) hours pay.

#### 6.10 **Recording Hours of Work**

The Employer shall provide a sign-in form or an electronic time recording process to enable employees to record their hours of work for payroll purposes. Employees shall record their own time at the time they start and finish work and the time they commence and return from meal periods.

The Employer agrees to assume its full responsibility in seeing that all employees are compensated for all time worked.

6.11 **Restriction of Availability**

An employee who works less than the basic workweek (**as per Section 6.02 which shall be forty (40) hours, consisting of five (5) eight (8) hour shifts. Sunday shall be considered the first day of work for the basic workweek**) and restricts their availability shall sign a form so advising the Employer. The Employer agrees that they shall adjudicate such requests fairly, equitably and without favoritism but subject to agreement. **Employees may change their availability to a maximum of five (5) times per calendar year. Lifting their restriction to full availability does not count as one of the five (5) changes.** A copy of the form shall be sent to the Union **office** upon request.

Such employee shall forfeit their right to claim any hours in excess of the number of hours to which they have restricted themselves. A change or lifting of restriction(s) shall be reflected on the next posted schedule.

Employees shall not be permitted to restrict their availability below eight (8) hours per week except for health reasons supported by a letter from a doctor, or unless mutually agreed between the Employer and the employee.

**Employees who submit an Availability Form declaring the times and/or days they are available to work, must be available to work one (1) late shift per week and also have open availability on either Saturday or Sunday. A late shift shall be defined as any shift ending at eight (8) pm or later.**

Employees who restrict their hours to less than 16 hours per week must be available to work Saturday and Sunday.

Employees who restrict under this provision may restrict the day(s) of the week and/or the time(s) of day they are available, subject to the Employer's agreement.

Further, the Employer agrees not to schedule students while they are attending classes.

**Food store Clerk A employees may restrict themselves from working one (1) day of the basic workweek.**

6.12 **Call-Ins**

Where it is necessary to call in additional employees to replace employees absent due to sickness or accident, the Employer shall contact available employees (subject to their restrictions) to work additional hours, in order of seniority, consistent with Section 13.01.

6.13 **Consecutive Days of Work**

No employee shall be required to work more than six (6) consecutive days. It is understood that there will not be any "available hours" claim, involving a seventh (7<sup>th</sup>) or subsequent days of work.

6.14 **Full-Time Status**

An employee who has worked an average of at least thirty-six (36) hours per week during a thirteen (13) consecutive week period shall be provided the title of full-time status. An employee's full-time status title shall be notated on the posted schedule. Employees who meet these criteria shall be considered full-time for the purpose of their employment status only.

6.15 **Accumulated Time Off**

**This section only applies to Foodstore Clerk A employees hired in Urban Fare Pre-Ratification 2015:**

All regular, full-time non-supervisory Food Store Clerk Grid "A" employees shall accumulate paid time off at the rate of four (4) hours for each basic workweek completed. Basic workweeks shall be those described in Section 6.02 and shall include time off due to Jury Duty (see: **Section 9.05**) and Funeral Leave (see: Section 12.08) and Statutory Holiday provided the employee has actual hours worked in the week. Paid Vacation shall also be included. Full-time status, for seniority purposes (see: Section 13.02) shall mean an employee who has worked thirty-six (36) hours per week during a thirteen (13) consecutive week period. Any re-scheduled statutory holiday will be scheduled with the employee's day off or ATO day (see Section 7.01)

Days off with pay as a result of accumulated paid time off shall, in the week in which they are taken, be considered as hours of that basic workweek. When an employee has accumulated eight (8) hours, they shall receive a day off with pay scheduled by the Employer within the next four (4) weeks, such day to be combined with an employee's regular day off when it does not interfere with the efficient operation of the store.

If an employee is chronically late and has been formally notified by management that further incidents of being late will result in loss of ATO, then ATO may be cancelled for that week.

Sunday can be considered as a "regular day off" for purposes of combining days off.

Pre-ratification 2015 Grid A Full-time employees may be permitted to take partial ATO by mutual Agreement with the Employer.

An employee who terminates or is terminated, or reverts or is reverted from full-time to part-time status, or who is promoted out of the jurisdiction of the Union, shall receive payment for any hours of paid time off accumulation that they are entitled to at the time of their termination or promotion out of the jurisdiction of the Union.

## **SECTION 7 – Statutory Holidays**

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7.01 **Statutory Holidays**

The following days shall be considered statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, National Day for Truth and Reconciliation and all other public holidays proclaimed by the Federal, Provincial or Municipal Governments, provided that

all other major retail grocery stores close on any such holiday proclaimed and, further, that in the case of a statutory holiday proclaimed by a Municipality, only those stores of the Employer in that Municipality shall be affected by the requirements of this Section.

Commencing with their fifth (5th) week of employment, employees shall receive the following statutory holiday pay.

Average hours worked in four (4) weeks preceding the week in which the holiday occurs:

Twenty (20) but less than twenty-four (24)

- Four (4) hours pay for each holiday

Twenty-four (24) but less than thirty-two (32)

- Six (6) hours pay for each holiday

Thirty-two (32) hours or more

- Eight (8) hours pay for each holiday.

For purposes of determining statutory holiday pay entitlement for full-time employees, all paid time off and hours absent due to sickness or accident, not exceeding thirty-nine (39) consecutive weeks calculated from the first day of such continuous illness or accident, shall be counted as hours worked if the full-time employee would have been scheduled to work such hours they were absent.

For purposes of determining statutory holiday pay entitlement for part-time employees, hours spent on paid vacation and hours paid for statutory holidays shall count as time worked. Should the "four (4) weeks preceding the week in which a holiday occurs" include time off without pay which is connected with vacation pay received at some other time of the year, then the "four (4) week test" shall not include such absence. In this case, the "four (4) weeks" shall be the last four (4) weeks excluding such absences.

All work performed on a statutory holiday shall be paid for at the rate of time and one half (1-1/2) the employee's rate of pay and, where so entitled, the employee shall also receive pay for the statutory holiday.

If an employee is eligible for pay for a statutory holiday while on Workers' Compensation or sick leave, the maximum amount of pay the employee will receive from such sources for any particular day shall not be more than one hundred percent (100%) of the employee's normal daily pay.

By mutual agreement, statutory holidays may be scheduled in the week prior or the week following the week in which the statutory holiday occurs, or at an alternate date as suitable between the parties. Further, it is agreed re-scheduled statutory holidays will be scheduled with the employee's day off.

## SECTION 8 – Classification of Employees

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### 8.01 Classifications/Duties

#### Food Store Clerk

To perform duties assigned in the following departments: Front-End; Produce; Floral; Meat/Seafood; Bakery; Grocery (including Natural Foods and sub departments) and Deli (including the Cheese, Pasta & Olive Bar). **Food store clerks shall be permitted to operate a cash register in the Restaurant / Coffee Bar.**

#### Pharmacy Assistant

To perform assigned duties within the Pharmacy department.

#### Cooks

To perform duties assigned in the Restaurant and Coffee Bar. Primary duties to include the preparation and cooking of food.

#### Food Service Worker

To perform duties assigned in the Restaurant and Coffee Bar. Primary duties include the preparation and service of beverages and service of prepared food.

- 8.02 The above description of duties does not preclude the Employer from assigning employees to perform work outside their department, to ensure the smooth operation of the store, including providing services required by customers during peak business periods and short-term business rushes. Employees assigned to perform work outside their department shall not have their hourly rate of pay reduced.

### 8.03 Credit for Previous Experience

**The Employer shall credit new employees up to fifty percent (50%) of their previous experience, to a maximum placement at step 11.**

**May 5, 2024, shall have the opportunity to provide proof of previous experience as stated on their application form to the Employer within two (2) weeks of ratification for credit consideration.**

### 8.04 Clerical Duties

Food Clerks at ratification 2022 shall keep their clerical duty ranking(s) and shall continue to maximize their hours in their current ranking.

There shall be no clerical duty postings after Ratification 2022.

The following duties shall be considered Food Clerk duties:

- Cash Office
- Payroll
- Price Changes
- SOM/UF Card Maintenance
- Books/Magazines

The Employer shall assign clerical duties by rank. An employee cannot receive more hours, as a result of their ranking, in their classification than their seniority allows.

Employees who transfer or post to another Store or Department are considered to have relinquished their clerical duties.

Clerical duties list shall be maintained by the Store and shared with the Union upon request.

## **SECTION 9 – Wages**

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9.01 The Employer agrees to pay all employees covered by the terms of this Agreement not less than the following schedule of wages during such time, as this Agreement is in force, effective on dates as shown.

9.02 Wage Increases

All active **non-Grid A** employees at top rate (**except Department Managers, Assistant Department Managers and Team Leads**) of pay at time of payment shall receive the following off scale increases:

<b>First Sunday in June 2025</b>	<b>\$0.60</b>
<b>First Sunday in June 2026</b>	<b>\$0.50</b>
<b>First Sunday in June 2027</b>	<b>\$0.50</b>
<b>First Sunday in June 2028</b>	<b>\$0.50</b>

All active **Food store Clerk A, Department Managers, Assistant Department Managers and Team Leads at the time of payment** shall receive the following off scale increases:

First Sunday in June 2025	<b>\$0.70</b>
<b>First Sunday in June 2026</b>	<b>\$0.60</b>
<b>First Sunday in June 2027</b>	<b>\$0.60</b>
<b>First Sunday in June 2028</b>	<b>\$0.60</b>

9.03 In Charge Premium

A person designated by the Employer, to lock up, or designated to be in charge during the absence of a manager will receive a premium of \$1.25 per hour for each hour worked in this capacity. The cash office clerk who is designated by the Employer with the responsibility to open the store shall be eligible to receive this premium for each hour in the absence of the Operations Manager, Assistant Store Manager or Store Manager.

### SCHEDULE OF WAGES

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Food store Clerks, Foodservice Workers (including Starbucks)

Step	Hrs	Current	SAR 2025
1	0-1040	\$17.85	<b>\$17.85</b>
2	1041 - 2080	\$17.85	<b>\$17.95</b>
3	2081-3120	\$17.85	<b>\$18.05</b>
4	3121-4160	\$17.85	<b>\$18.15</b>
5	4161-5200	\$17.85	<b>\$18.25</b>
6	5201-6240	\$17.90	<b>\$18.35</b>
7	6241-7280	\$18.00	<b>\$18.45</b>
8	7281-8320	\$18.10	<b>\$18.55</b>
9	8321-9360	\$18.20	<b>\$18.65</b>
10	9361-10400	\$18.30	<b>\$18.75</b>
11	10401-11440	\$18.55	<b>\$18.85</b>
12	11441-12480	\$21.00	<b>\$21.00</b>

The parties agree to meet after each annual increase to the minimum wage to discuss adjustments to the wage scale consistent with the current practice.

Employees at step two (2) through step four (4) shall move to the next highest rate on the SAR wage scale and have their hours reset. For example, employees at step 3 of the current wage scale will move to step 2 of the SAR 2025 wage scale and have their hours reset to 1041.

Employees at steps five (5) through eleven (11) on the old scale shall slide across to the corresponding step on the new scale. The employee's hours will reset, and the employee will then progress up with every 1040 hours of work.

#### Cook Wage Scale

Step (1040 hours)	Rate
1	\$18.50
2	\$19.00
3	\$19.50
4	\$20.00
5	\$20.50
6	\$21.00
7	\$21.50

**SAR 2025** Cooks will move to the next highest rate of pay on the Cook Wage Scale and move up each step with every 1,040 hours worked.

#### 9.04 Pharmacy Assistants

Pharmacy Assistants will be required to have either a Pharmacy Assistant certification from a

recognized educational institution, or two (2) years full-time equivalent experience in a dispensary as determined by the Employer. If qualified candidates are not available, the Employer can either canvass existing employees or hire a new employee who is willing to attain the appropriate certification or experience in a dispensary.

An existing employee shall continue on the Wage Scale. Once qualified as determined by the Employer, their experience hours shall be reset to place them on the Pharmacy Assistant wage scale at the next highest rate.

Qualified Pharmacy Assistants may be hired at a higher rate than what is outlined in section 8.03 (Credit for Previous Experience).

Pharmacy Assistant Wage Scale:

Steps	Hours	SAR 2024
1	0 to 520	\$19.00
2	521 to 1040	\$19.25
3	1041 to 1560	\$19.50
4	1561 to 2080	\$19.75
5	2081 to 2600	\$20.00
6	2601 to 3120	\$20.50
7	3121 to 3640	\$21.50
8	3641 to 4160	\$22.00
9	4161 to 4680	\$22.50
10	Over 4680	\$23.00

**Pharmacy Assistants will receive the same increases as agreed to in the Save-On-Foods 2026 reopener.**

9.05 **Jury Duty Pay**

An employee summoned to Jury Duty or Witness Duty, where subpoenaed in a court of law, or where subpoenaed to an arbitration hearing or an LRB hearing by the Employer shall be paid wages amounting to the difference paid them for Jury or Witness service and the amount they would have earned had they worked on such days. Employees on Jury or Witness Duty shall furnish the Employer with such statements of earnings as the courts may supply.

Employees shall return to work within a reasonable period of time. They shall not be required to report if less than two (2) hours of their normal shift remains to be worked. Total hours on Jury Duty or Witness Duty and actual work on the job in the store in one (1) day shall not exceed eight (8) hours for purposes of establishing the basic workday. Any time worked in the store in excess of the combined total of eight (8) hours shall be considered overtime and paid as such under the contract.

9.06 **Staff Meetings**

Staff meetings, whether in the store or off the premises, shall be considered as time worked

and paid for accordingly, except meal meetings at which attendance is voluntary.

## **SECTION 10 – Benefit and Retirement Plan**

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### **10.01 Medical Services Plan (MSP)**

In addition, effective the following month from date of ratification 2010, the Employer shall provide full-time employees with MSP benefits. Employees moving from part-time to full-time status shall qualify for MSP effective the month following the date they are made full-time.

#### Employee Benefit Plan

##### A. Benefit Contributions:

1. Dental and Extended Health Benefits (E.H.B.)
  - The Employer shall provide Dental and EHB benefits with contributions set at thirty-eight cents (\$0.38) per hour effective the first Employer fiscal period after ratification, 2015.
2. Medical Services Plan (MSP), Weekly Indemnity (W.I.) Long Term Disability (L.T.D.); Life Insurance; and/or Accidental Death & Dismemberment (AD&D).
  - Effective Sunday after ratification (December 13, 2015) the Employer shall contribute thirty cents (\$0.30) per hour worked for the purposes of providing one or a combination of the above benefits.
3. Any benefit costs over and above the foregoing will be borne by the employees.
4. The Employer and Union Trustees shall oversee the implementation of the above benefits. Provincial Medical shall be administered by the Employer. The Employer and Union can mutually agree to enhance some benefits in point 2 above prior to 2020, provided that any costs above the stated Employer contributions are funded by employee contributions.
5. The Employer and Union Trustees shall be responsible to establish eligibility and qualification requirements for the above plan(s).

##### B. Direct Pay Prescription Drug Card:

The Employer agrees to provide a Direct Pay Prescription Drug Card for those employees who qualify for EHB. The card will be for use in pharmacies operated by the Employer.

- 10.02 Effective January 2, 2005, the Employer shall contribute on behalf of each employee, one percent (1%) of earnings for each calendar year of employment (based on the employee's years of service each January 1<sup>st</sup>) to a maximum of six percent (6%) contribution to the UFCW Industry Pension Plan Trust Fund (Trust). Contributions will be made to the Trust on or before the 15<sup>th</sup> day of each month for earnings paid in the previous month. Effective December 26, 2010, the Employer shall provide a supplementary pension contribution, on behalf of each employee, equal to 0.25% of earnings. The Employer shall provide

supplementary pension contribution, on behalf of each employee, as follows:

Last Sunday of 2015	0.75%
Last Sunday of 2016	0.25%
Last Sunday of 2017	0.25%
Last Sunday of 2018	0.25%
Last Sunday of 2019	0.25%

Participation in the Trust will be through a separate Division. It is agreed and understood that the Union and the Employer will request the Trustees of the Plan to create such separate Division by allocating it to the liabilities for accrued benefits in respect of active and disabled employees subject to the collective agreement, and retired and terminated vested employees who were subject to the collective agreement at their retirement or termination, along with a pro-rata share of the assets of the Division of the Trust in which they currently participate. Such allocation to be carried out as of August 15, 1999 on terms and conditions to be established by the Trustees on the advice of the Plan actuary.

Employees who have transferred in from other banners under Letter of Understanding #3 who were members of the Trust immediately prior to the transfer shall continue to remit contributions to the Trust on the following basis:

<u>Age Last Birthday</u>	<u>Percentage</u>
Less than 30	Nil
30 or more but less than 40	1% of earnings
40 ore more but less than 50	2% of earnings
50 or more	4% of earnings

Employee contributions shall be made by payroll deductions and shall be remitted to the Trust along with Employer contributions. Changes in employee contributions shall be effective the Sunday following the date on which the employee becomes age 30, 40 and 50 respectively.

The Trust will ensure sufficient funds are set aside to provide employees who transfer under Letter of Understanding #1 with the same benefits as provided to employees covered by the Overwaita Division of the Trust. For each employee who is transferred under Letter of Understanding #1, the Employer shall contribute the following percentage of earnings, effective on the dates shown below:

December 31, 2000	4% of earnings
December 30, 2001	5% of earnings
March 30, 2003	6% of earnings

10.04 **Sick Time**

**Food Store Clerk A and Key Personnel** full-time employees shall be entitled to two (2) sick days per calendar year, accumulated on the basis of one-half (1/2) day per quarter. Employees shall have the opportunity to bank a maximum of six (6) sick days. Paid sick days will be based on the employee's previous thirteen (13) week average hours worked.

**Full-time Food Store Clerk A and Key Personnel employees must exhaust their sick**

bank under this section before using the paid illness and injury leave provided by the BC Employment Standards Act (ESA).

If the combined total number of paid sick days reaches the ESA limit (currently five days), any additional sick days for the rest of the year will be paid from the collective agreement sick bank (if funds are available).

Eligible employees must be employed for 90 days to receive up to five (5) days paid sick leave per calendar year as per BC Employment Standards Act. Employees must give reasonable notice of their absence to management prior to the start of their shift.

**Medical Reports:** The following applies to all employees: The Employer agrees to pay the fee for medical reports required by the Employer for Sick Leave or Weekly Indemnity provisions to a maximum of fifty dollars (\$50).

10.05 **Duty to Accommodate**

In the event that an employee requires an Accommodation in the workplace, the Employer shall provide the employee with a full Accommodation package including details of the Accommodation process and forms and releases that require completion. The Employer shall work with the employee and the designated Union Representative to develop the details of the Accommodation.

Once an Accommodation is established, a Form D shall be signed by the parties and the accommodated employee.

In the event there is a dispute between the parties regarding the details of an Accommodation, the parties agree that David McPhillips has the required jurisdiction to mediate the matter and in the absence of a mediated settlement, will order a final and binding decision. Upon mutual agreement, the parties can agree to use a different arbitrator.

**SECTION 11 – Vacations**

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11.01 The date for determining an employee’s vacation entitlement in a calendar year shall be January 1 of that calendar year. Employees who have completed less than one (1) year of continuous service with the Employer as of January 1 shall have their vacation entitlement pro-rated for that calendar year. Employees with the corresponding continuous years of employment with the Employer as a full-time employee will be entitled to the following paid vacation:

	<b>Entitlement to Paid Vacation</b>
One (1) or more years	2 weeks
Three (3) or more years	3 weeks
Eight (8) or more years	4 weeks
Thirteen (13) or more years	5 weeks
Eighteen (18) or more years	6 weeks
Twenty-three (23) or more years	7 weeks

The following vacation entitlement schedule for employees, except for Food Store Clerk A, shall be effective January 1, 2026 and shall at that time replace the Employment Standards Act vacation provisions as follows:

	Time Off	Vacation Pay*
<b>Less than 3 years continuous service</b>	<b>2 weeks</b>	<b>4%</b>
<b>3 or more years of continuous service</b>	<b>3 weeks</b>	<b>6%</b>
<b>8 or more years of continuous service</b>	<b>4 weeks</b>	<b>8%</b>
<b>13 or more years of continuous service</b>	<b>5 weeks</b>	<b>10%</b>

\*Percentage (%) of Gross Pay

11.02 The Employer shall delay payment of non-Grid A employees' earned vacation pay until their scheduled vacation time off. Those Employees who have vacation monies left in their vacation bank at the end of the year shall be paid out those monies.

A part-time employee proceeding to full-time employment will be credited with the number of hours worked during the employee's continuous service with the Employer as a part-time employee, provided the employee's service is continuous from part-time to full-time. The number of hours worked will be divided by two thousand and eighty (2,080) to determine the number of continuous years of employment.

11.03 Vacation time off will be scheduled according to the employee's continuous years of employment with the Employer in this bargaining unit under the terms of this Collective Agreement. Employees must take the vacation time to which they are entitled and cannot receive vacation pay in lieu of vacation time off.

11.04 When a statutory holiday occurs during a full-time employee's vacation an extra day's vacation with pay shall be granted if the holiday is one which the employee would have received had the employee been working. Where an employee receives three (3) or more weeks' vacation with pay and a statutory holiday occurs during the employee's paid vacation, an extra day's pay may be given in lieu of an extra day's vacation with pay if, in the opinion of the Employer, an extra day's vacation with pay will interfere with vacation schedules or hamper operations.

When a statutory holiday occurs during a part-time employee's vacation time off the part-time employee will be granted a day off in lieu, either before, after the vacation time off, or as agreed between the employee and store management.

11.05 The first eighteen (18) weeks of pregnancy leave shall count for vacation purposes for accumulating time only towards vacation entitlement (see Section 11.09). Leaves of absence for Union business relating to conventions and in the case of work in the Union office shall count for the purposes of vacations for a period of twelve (12) months.

11.06 **Single Day Vacation**

Any employee who is entitled to paid vacation time off may request to take one (1) week of vacation and break it into five (5) Single Day Vacation days off. These vacation days off shall be granted by seniority on the following basis:

Single Day Vacation requests approved during the annual vacation selection process shall have preference over R.T.O., A.T.O. and T.A.B.

Only one (1) single vacation day may be taken per week.

Single Day Vacation days shall not count toward the allotted vacation time off slots for vacation weeks.

Single Day Vacation days are subject to the operational needs of the department and in the case of multiple requests, the requests will be denied in order of reverse seniority.

## **SECTION 12 – Leaves of Absence**

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### **12.01 Leaves of Absence**

Except as otherwise indicated in the Collective Agreement, applications for leaves of absence without pay will be adjudicated on the basis of merit, compassion, length of service and the operational needs of the store. Leaves of absence shall not be unreasonably withheld.

All employees are entitled to apply for a leave of absence of up to six (6) weeks in duration once per calendar year. Approval of the leave request and the length of the leave will be adjudicated on the basis of merit, compassion, length of service and the operational needs of the store.

Employees who are granted leave under this provision shall accumulate seniority.

### **12.02 Self-funded Leave**

Employees shall be able to arrange a pre-determined and approved leave of absence for up to twelve (12) months' duration. The leave of absence will be funded by regular payroll deduction to their bank account, which may be then used to fund the leave.

### **12.03 One Year Leave**

Upon three (3) months notice all employees shall be entitled to a one (1) year unpaid Leave of Absence after five (5) years of continuous service on the following conditions:

- (a) This leave of absence is for one (1) year only.
- (b) Employees may return to work earlier than the scheduled end of the leave provided they give their Store Manager one (1) month notice of their early return to work date.
- (c) This leave of absence is only available once during an employee's career with the Employer.
- (d) While on this leave of absence an employee shall not take employment with any competitor in the food business. (Violation of this provision may result in termination.)

12.04 **Educational Leave**

Employees with two (2) years or more of continuous service with the Employer shall be entitled to an Educational Leave of Absence for up to one (1) year.

The following terms and conditions shall apply to such Leaves:

- (a) One (1) employee per store at any one time shall be eligible for Educational Leave. In stores with more than forty (40) employees, two (2) people per store will be entitled to Educational Leave.
- (b) Written application for the Leave shall be coordinated through the Store Manager. Notification of the person going on Leave shall be provided to the store, Union and employee involved.
- (c) Seniority shall be the determining factor in scheduling the Leave.
- (d) Such Leave will be granted on a one-time only basis per employee.
- (e) The employee must be attending an accredited educational institution. The parties reserve the right to discuss and resolve the application of this in any particular case.
- (f) While on Leave the employee shall not take employment with any competitor in the food business. (Violation of this provision may result in termination, see Section 12.07.)
- (g) It is understood a person on Leave could be offered minimal part-time work with the Employer without seniority or rights to such work for the duration of the Leave.
- (h) The period of time off will not count towards time worked for vacation entitlement.
- (i) One (1) month's notice of return to work must be given to the Employer unless a return date has been established prior to leaving.

12.05 **Take-A-Break Leave (T.A.B.)**

Employees are entitled to apply for a Take-A-Break leave of absence up to a maximum of one hundred and twenty (120) days per year (but not to exceed twenty-four (24) calendar weeks in duration), subject to the following conditions:

- (a) Application for such Leaves must be in writing and are subject to the approval of the Store Manager. Every effort should be made to provide as much notice as possible.
- (b) Requests for Take-A-Break Leave of Absence will be granted to all employees provided there is another available employee in the store who is capable of doing the work required.
- (c) Employees on Take-A-Break Leave shall, if they wish to maintain coverage and entitlement, pay the full contribution amount of the Health and Welfare premiums.
- (d) Scheduled vacation time shall take precedence over the granting of Take-A-Break leave of absence.

- (e) Employees on a Take-A-Break Leave shall accumulate seniority.
- (f) Employees may take single or multiple day Take-A-Break leave (i.e., less than one [1] week in length) provided the cumulative total days where a Take-A-Break leave is taken does not exceed one hundred and twenty (120) calendar days per calendar year. It is understood that each day of Take-A-Break leave per week reduces the basic workweek by one (1) day.
- (g) The Store Manager may approve or deny requests for Take-A-Break leaves. Such requests will be considered with all other sections of the Collective Bargaining Agreement.
- (h) Employees may return to work earlier than the scheduled end of the leave provided they give their Store Manager one (1) months' notice of their early return to work date.

12.06 Employees may pyramid leaves. For example, an employee may start with a one hundred and twenty (120) day Take-A-Break Leave, then take a one (1) year Leave of Absence, then take a one (1) year Educational Leave and then take another one hundred and twenty (120) day Take-A-Break Leave, thereby taking two (2) years and eight (8) months off consecutively. There is no requirement to return to work between leaves.

12.07 **Conflict of Interest**

It is agreed that the term "competitor" raised in Section 11.03 (d) and 11.04 (f) of this Collective Agreement shall mean any food and/or drug retail establishment. An employee working for a competitor as defined herein may be placed in a conflict of interest with their ongoing employment with the Employer, regardless whether the employee is on an approved leave or continues to work for the Employer.

An employee shall avoid any conflict with the interest of the Employer.

A conflict of interest includes an obligation in a relationship with any person or organization which competes or does business with the Employer that could affect the employee's judgment in fulfilling their responsibilities to the Employer or which could affect the Employer's business interests.

Violation of this provision may result in termination. Prior to termination, the Employer shall notify the employee of the infraction so the employee can rectify the problem.

12.08 **Funeral Leave**

In the event of death in the immediate family of an employee, the employee will be granted up to three (3) days leave of absence with pay. The length of such absence shall be at the discretion of the Employer. The term "immediate family" shall mean spouse, parent/ **step parent**, child, **step-child**, **sibling/step-sibling**, **parent-in-law**, **sibling-in-law**, **grandparent**, grandchild, **step-grandchild** or any relative living in the household of the employee. Notwithstanding the foregoing, if the death is a case of spouse, father, mother, **legal guardian** or child, the employee shall be entitled to one (1) week leave of absence with pay. It is understood that in the case of a part-time employee, the compensation shall be at the

average hours worked during the preceding four (4) weeks.

Time off due to the death of a member of an employee's family must be taken at the time of the bereavement.

#### 12.09 **Pregnancy Leave**

- (1) An employee who is pregnant shall be given an unpaid leave of absence without loss of seniority or other privileges for a maximum of seventeen (17) consecutive weeks, taken during the period that begins no earlier than thirteen (13) weeks prior to the expected birth date and ends no later than the actual birth date and ends no later than seventeen (17) weeks after the leave begins. The employee may choose to delay the commencement of pregnancy leave, provided they are medically fit to perform the full range of duties of their position. This will not affect the employee's entitlement to pregnancy leave.
- (2) An employee who's unable to return to work after the end of a leave under this section is entitled to up to twelve (12) consecutive weeks of unpaid leave beginning on the date of the birth or of the termination of the pregnancy.
- (3) An employee is entitled to up to six (6) additional consecutive weeks of unpaid leave if, for reasons related to the birth or the termination of the pregnancy, the birth parent is unable to return to work when their leave ends under subsection (1) or (2).
- (4) All such requests must be submitted in writing at least two (2) weeks prior to the day the employee proposes to begin their leave.
- (5) In addition to the pregnancy leave set out above, the attending physician certifying that the health of the mother or child may be in danger by the mother continuing to work may extend such leave prior to delivery.
- (6) An employee requesting a shorter period than six (6) weeks after the actual birth to return to work must provide written notice to the Employer of not less than one (1) week before the date the employee proposes to return to work, and if required by the Employer, be accompanied by a physician's medical certificate stating the employee is able to return to work.
- (7) Benefit entitlement for the above leaves shall be as required by the Employment Standards Act

#### 12.10 **Parental Leave**

- (1) An employee who requests parental leave under this Section has the following entitlement:
  - a. For a birth parent who takes leave within one year of the birth of a child and in conjunction with pregnancy leave taken under Section 12.09 up to sixty-one (61) consecutive weeks of unpaid leave beginning immediately after the end of the leave taken under Section 12.09.

- b. For a birth parent, other than an adopting parent, who does not take a leave under Section 12.09 in relation to the birth of a child - up to sixty-two (62) weeks of unpaid leave beginning after the child's birth and within seventy-eight (78) weeks after the birth of the child or children.
  - c. For an adopting parent - up to thirty seven (37) weeks of unpaid leave beginning within fifty-two (52) weeks after the child is placed with the parent.
- (2) If certified by a licensed medical practitioner that the child requires an additional period of parental care, the employee is entitled to up to five (5) additional consecutive weeks of unpaid leave, beginning immediately after the end of the leave taken under subsection (a) above.
  - (3) The employee is required to give the Employer four (4) weeks advance notice in writing of their intent to take a leave under subsection (a) (i), (ii) or (iii). The Employer may request this notice be accompanied by a medical practitioner's certificate or other evidence of the employee's entitlement to leave.
  - (4) Benefit entitlement for the above leaves shall be as required in the Employment Standards Act.

#### 12.11 **Military Leave**

An employee who is a member of the Canadian Armed Forces, including the Primary Reserve, and who is part of an operational deployment will be granted a leave of absence without loss of seniority. Employees may be required to provide documentation to support the leave request.

#### 12.12 **Domestic Violence Leave**

The Employer recognizes that employees sometimes face situations of violence or abuse in their personal lives that may affect their attendance or performance at work. For that reason and upon verification of the situation, the Employer agrees that an employee who is a direct victim of an abusive or violent situation will not be subject to discipline if the absence or performance issue is the result of an abusive or violent situation.

Verified absences, which are not covered by other terms of the collective agreement, will be granted as absent with permission without pay not to exceed the time off and pay provisions in the British Columbia Employment Standards Act. Employees shall have the ability to fund these absences through any paid time off they have accumulated under the collective agreement at the time of the absence.

### **SECTION 13 – Seniority**

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13.01 Seniority shall mean length of continuous service with this Employer in the Province of BC within the employee's current Contract Area.

The seniority list will be prepared no later than thirty (30) days after New Store openings,

showing the seniority of the various employees, which shall become the seniority list. Seniority lists shall be updated and reposted every six (6) months thereafter.

Where two (2) or more employees commence work on the same day and in the same classification, their seniority ranking will be determined at the end of thirty (30) days.

Employees who are transferred from British Columbia Save-On-Foods or Overwaitea Foods banners to a newly opened or existing Urban Fare store to replace a Supervisory position shall be deemed to have "continuous service with the Employer" for the purpose of seniority.

- 13.02 Once an employee has attained full-time status the employee shall be scheduled to work five (5), eight (8) hours shifts per week, subject to Letter of Understanding #6. All references in regards to Accumulated Time Off (A.T.O.) shall pertain to pre-2015 Grid A Employees only. Full-time employees that gained full-time through the full-time job posting process, who restrict themselves to part-time, or are reduced by the Employer to part-time, will be returned to their former full-time status as full-time positions become available.

Employees that were made full-time outside the full-time job posting process, who restrict themselves to part-time or are reduced by the Employer to part-time, are required to regain their full-time status through the full-time job posting process in Section 14.

13.03 **Layoff and Recall**

Seniority as defined in Section 13.01 above shall govern in cases of layoffs and recall, provided the employee has the ability to perform the work required.

Employees laid off in accordance with the above provisions may be recalled, provided no more than six (6) months has elapsed since the last day worked by the employee.

If an employee, when contacted, for proper and sufficient reason is not immediately available to commence work, the next employee on the list can be hired temporarily. If the contacted employee cannot report for work until three (3) working days later, the employee shall exchange seniority with the next employee on the list who is immediately available for employment, until the employee is recalled, at which time the employee shall resume their original seniority status. If the employee does not report in one (1) calendar week from date of recall without proper or sufficient reason, the employee shall be dropped from the seniority list.

The employee shall keep the Employer informed of their current address and telephone number. If the Employer is unable to contact the employee within five (5) working days, or if the employee is contacted and refuses the employment without proper and sufficient reason by the end of the five (5) day period, the employee will be dropped from the seniority list.

- 13.04 a) The following positions shall be considered Key Personnel positions:

**Deli Manager**  
**Produce Manager**  
**Centre of Store Manager (2)**  
**Ecomm/Starbucks Team Lead**

**Bakery Manager**  
**Meat/ Seafood Manager**  
**Asst. Dept. Managers**

The Employer may elect to keep a Key Personnel position vacant and transfer management responsibilities to another Key Personnel position or excluded management position.

There shall be no claim against an employee's hours of work within the employee's classification and department as long as the employee holds a Key Personnel position.

1. Key Personnel shall be permitted to perform any duties within the store.
2. Hours worked by Key Personnel shall not be subject to claim.
3. Employees promoted to these positions shall be paid an **weekly salary of \$960.00** for **Department Managers**. It is not the intent of the parties to reduce an employee's rate of pay as a result of being promoted to a **Department Managers** position. These wage rates shall be reviewed by the Union and Employer on an annual basis.
4. Employees in **Department Manager** positions shall average 40 hours per week and shall be **on a weekly salary. The intent is that these employees will work forty (40) hours per week and eight (8) hours per day on a regular basis; however, there may be circumstances where this varies occasionally. Employees shall be paid time and one half for all hours worked over forty (40) in a basic work week (Sunday to Saturday) and they shall be eligible for time and one half hours worked on statutory holidays.**

**Any excess hours accrued prior to ratification shall be paid out to employees at ratification at the applicable rate of pay.**

5. The parties recognize the need for stability and developmental positions in certain areas of the store. With that in mind the Employer may add up to a maximum of two (2) Management Trainees unless agreed otherwise.

A Management Trainee position will be posted in-store and hours are not subject to claim.

Management Trainees shall receive a premium of one dollar (\$1.00) per hour for all hours worked.

- c) Employees promoted to Key Personnel, from within Urban Fare, who either step down or are demoted from the positions outlined in this Subsection shall remain in their existing location full seniority.

Employees transferred into Urban Fare from another banner by way of an Equal Opportunity Job Postings who either step down or are demoted from the positions outlined in this Subsection shall revert back to the group classification with their Urban Fare seniority date and remain in their current store, or the employee upon mutual agreement with the Employer may be placed in a store where there is minimal impact on employees hours in the selected store.

This step down and demotion process shall be managed jointly by the Employer and the

Union if requested by the employee.

d) Team Leads Shall be paid according to the following wage scale:

STEPS (1040 Hours)	June 1, 2024
1	\$18.50
2	\$19.00
3	\$19.50
4	\$20.00
5	\$21.50
6	\$21.70
7	\$21.85

**SAR 2025, Team Leads will move to the next highest rate on the Team Lead wage scale and move up each step with every 1,040 hours worked.**

e) Starbucks Bar

The Starbucks bar shall remain as a separate department.

The Employer shall have the ability to appoint an Assistant Team Lead in the Starbucks operation in #7618. This position shall be determined by the Employer and paid a premium of one dollar (\$1.00) per hour for the hours worked in that capacity.

The Parties will meet to review the Team Leader and Assistant Team Leader wages on an annual basis.

13.05 **Movement Between Classifications**

“Experience Hours” are defined as hours worked by the employee, including time off for union business as set out in Section 18.

There shall be a regular weekly or bi-weekly payday and each employee shall be provided with an itemized statement of earnings and deductions for the pay period covered.

Any former PriceSmart Foods, Save-On-Foods, Urban Fare and/or Bulkley Valley Wholesale employee who is hired by the Urban Fare stores covered by this collective agreement within ninety (90) days of their termination date shall be **maintain** their rate of pay and experience hours, which shall be maintained in full up to the maximum of top rate on the new Wage Scale, **and their vacation entitlement, up to the maximum allowable under Section 11 Vacation Entitlement. The six (6) month waiting period shall be waived for benefits under Section 10.01 Employee Benefit Plan.**

13.06 **Transfer Opportunities**

The parties agree to facilitate the movement of employees to other stores. The following

process shall be undertaken with the following principles in mind:

- A. Unrestricted cross classification employees with six (6) or more months seniority at the date of application will be invited to electronically indicate which stores they would like to transfer to on a bi-annual basis (the Employer may develop a perpetual matching process, at which time the parties shall review and implement)
- B. Transfers will be based by seniority on a 1 in, 1 out basis, although the Employer has discretion to grant one-way transfers while complying with points C to F below.
- C. Transfers will not result in vacancies, back-fill vacancies, or postings.
- D. Transfers will not put any stores into financial difficulty.
- E. The parties will consider the impact on other employees' hours in the stores.
- F. Transferred employees will retain their seniority and shall not restrict their hours for a minimum of six (6) months.

## **SECTION 14 – Scheduling Hours of Work**

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14.01 Hours of work shall be scheduled by classification within a department within a store. Senior employees in a classification shall be scheduled at least as many hours as junior employees in their classification and department within each weekly work schedule. Hours of work outside of an employee's classification and department as described in Section 8.01 and 8.02 shall not be subject to claim by other employees.

14.02 Ecommerce shall form part of the Food Store Clerk classification.

The Night Stocking provision of the collective agreement shall be amended to allow for a 4am start time in order to accommodate customer orders and delivery timelines.

Food Store Clerks working in Ecommerce may start work at 4:00 am.

### 14.03 **Flat Scheduling**

There will be no flat scheduling.

### 14.04 **Cross Classification Scheduling**

- a) The parties have a shared interest in providing an opportunity for employees to access more hours of work.
- b) No employee will lose hours as a result of cross-department scheduling.

- c) The parties acknowledge there are other factors such as but not limited to loss of sales, negative effects of competitive forces against the store, technology, or changes in work operation that may impact employee hours.
- d) The following departments shall be merged into the main scheduling group: front end, centre of store (including Ecommerce), produce, floral, deli, bakery, guest services and meat & seafood.
- e) The Restaurant and Cappuccino Bar will form another scheduling group. Restaurant and Cappuccino Bar employees shall be permitted to participate in cross-department work. Restaurant and Cappuccino Bar employees must be maximized in the Restaurant and Cappuccino Bar before capturing hours in another scheduling group.
- f) Store #7623 Olympic Village shall remain as one classification in the store – Food Clerk. A Food Clerk may be scheduled hours anywhere within the store.
- g) Employees may submit a written request to transfer to another scheduling group. Subject to mutual agreement between the employee and Employer, transfers will be considered with the interest of minimizing the impact on other employee's hours, while considering the operational needs of the store. Any issues identified in the transfer opportunity process shall be addressed through the store Growing Our Future process.

## **SECTION 15 – Vacancy Posting**

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15.01 A full-time vacancy shall exist if the minimum full-time percentage set out in Letter of Understanding #5 is not being achieved under the terms of that Letter. Further, it is agreed that should the Employer decide to exceed the minimum full-time percentage, the promotion of a part-time employee to full-time status shall be considered a full-time vacancy under this subsection.

All vacancies shall be posted and filled as set out below. All employees are eligible to apply for posted vacancies.

- A. When a Pharmacy Assistant position is posted the senior applicant must possess the required qualifications and ability to perform the normal duties of the job.
- B. When a Cook 1 position is posted, employees classified as Cook 2 will be given first consideration, by seniority, for the vacancy provided they possess the ability to perform the normal duties of the job.
- C. For Food Store Clerk postings and positions the senior applicant will be awarded the posting and must be available for shifts as required by the Employer. These shifts may be subject to change based upon operational needs. The Employer will continue to consider an employee's request under Section 6.12.
- D. All other vacancies shall be awarded by seniority, provided the senior applicant has the ability to perform the normal duties of the job.

The job posting shall contain the following information:

- (i) the classification;
- (ii) an outline of the duties and qualifications;
- (iii) the closing date of the position; and
- (iv) the effective date of the position.

- 15.02 Each vacancy posting notice shall be posted electronically and in-store for a minimum of five (1) days. Electronic applications shall be accepted by the employer up to and including the closing date.
- 15.03 In filling a posted vacancy under Section 14.01(A), seniority shall be the determining factor provided the applicant has the ability to perform the normal duties of the job and required qualifications. In filling a posted vacancy under Section 14.01 (B), (C), or (D), seniority shall be the determining factor provided the applicant has the ability to perform the normal duties of the job.
- “Required qualifications” means successful completion of a recognized educational program and possession of any required educational or vocational certificates and professional licenses.
- “Ability to perform the normal duties of the job” means the ability to competently perform the normal requirements of the job following an appropriate familiarization period or an appropriate training and trial period. The Employer may not curtail the training or trial period without just cause before it has run its normal course.
- 15.04 The name of the successful applicant along with their seniority date will be posted within fifteen (15) days of the original posting. The Employer will forward a copy to the Union.
- 15.05 The successful applicant shall not be eligible to apply for another posting for a period of one (1) year from the effective date of the job posting.
- 15.06 Fifty percent (50%) of the non-supervisory full-time positions in a New Store shall be posted and made available to employees in existing Urban Fare stores.

## **SECTION 16 – Grievance Procedure**

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- 16.01 Any complaint, disagreement or difference of opinion between the parties hereto concerning the interpretation, application, operation or any alleged violation of the terms and provisions of this Agreement shall be considered a grievance.
- 16.02 Grievances shall be presented in writing and shall clearly set forth the grievance and the contentions of the aggrieved party, following which the Union representative or representatives and the Employer representative or representatives shall meet and in good faith shall earnestly endeavor to settle the grievance submitted. If a satisfactory settlement cannot be reached or if the party on whom the grievance has been served fails to meet the other party

within fourteen (14) days of receiving the written grievance, either party may, by written notice served upon the other, require submission of the grievance to a Board of Arbitration, such Board to be established in the manner provided in Section 16 of this Agreement.

- 16.03 Grievances involving the dismissal or layoff of an employee must be submitted to the Employer within ten (10) working days from the date of dismissal or layoff or be waived by the aggrieved party.
- 16.04 Any employee alleging wrongful dismissal may place his allegation before the Union representative and, if the Union representative considers that the objection of the employee has merit, the dismissal shall become a grievance and be subject to the grievance procedure as established by this Agreement.
- 16.05 The Employer agrees to reply in writing as to the disposition of all grievances submitted by the Union.

## **SECTION 17 – Arbitration**

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- 17.01 The Board of Arbitration shall be composed of a single arbitrator. (The parties may, by mutual consent, agree upon a three [3] person board of arbitration).
- 17.02 Within thirty (30) days of the appointment, the Arbitrator shall hear the matter in dispute and shall render a decision within fourteen (14) days of completing the hearing. It is understood and agreed that the time limits as set forth herein may be altered by mutual agreement between the Employer and the Union.
- 17.03 Grievances submitted to the Arbitrator shall be in writing and shall clearly specify the nature of the issue.
- 17.04 In reaching its decision, the Arbitrator shall be governed by the provisions of this Agreement. The Arbitrator shall not be vested with the power to change, modify or alter this Agreement in any of its parts, but may, however, interpret its provisions.
- 17.05 The findings and decision of the Arbitrator shall be binding and enforceable on all parties.

### **17.06 Troubleshooter**

A list of arbitrators as agreed by the parties shall be scheduled on a rotating basis to conduct expedited hearings each month on the following basis:

1. Either party may refer grievances to this process upon providing the other party with three weeks' notice of a grievance being referred.
2. Only grievances where the parties have shared all relevant information regarding the grievance, and all reliance documents and facts have been exchanged, shall be referred. The parties agree that disclosure of information and documents will take place in a timely manner.

3. New evidence, including facts or documents, may be introduced after the referral is made only where disclosure of this new evidence was not possible prior to the referral. In such cases, the party that is introducing the new evidence shall provide immediate disclosure to the other party. Upon request of the party in receipt of this new evidence, the process may be adjourned to allow a fair opportunity for analysis and reply.
4. Interpretation grievances or grievances regarding the discharge of employees shall not be referred to this process unless mutually agreed by both parties.
5. Decisions of the Troubleshooter shall be in writing but shall be without prejudice, non-precedent setting and shall not be publicly communicated outside the store.
6. Legal counsel shall not be used by either party.
7. The parties shall develop other procedures or guidelines as necessary.

## **SECTION 18 – Miscellaneous**

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### **18.01 Union Decal**

The Employer agrees to display the official Union decal of the United Food and Commercial Workers International Union in a location where it can be seen by customers.

### **18.02 Wearing Apparel**

The Employer shall make available a smock or apron to each employee. Hairnets will be supplied by the Employer and must be worn by employees whenever working with open food. Employees are required to supply their own safety footwear.

The Employer may develop a dress standard for employees, including hairnets and hats. The dress standard will include personal appearance standards, as well as style and colour of pants and shirts.

### **18.03 Tools and Equipment**

All tools and equipment which are required to be used by the employees shall be supplied and kept in repair by the Employer at no cost to the employee. These items must be kept on the premises.

### **18.04 Charitable Donations**

Employee donations to charity funds shall be on a strictly voluntary basis.

### **18.05 Time Off to Vote**

The Employer agrees that it will fully comply with any law requiring that employees be given time off to vote.

### **18.06 Polygraph Tests**

The Employer agrees that polygraph or similar lie detector tests will not be used.

18.07 **Information**

If the Union requires information regarding accumulated hours of work for the purpose of establishing the pay rate of an employee, the Employer agrees to co-operate to supply such information back to a period of two (2) years or such longer time as may be required to establish their proper rate of pay.

In any grievance regarding hours worked by an employee and the amount paid to an employee, the Employer shall promptly supply such information in respect to the two (2) pay periods immediately prior to the request. If information for a longer period is required, the normal process of the grievance procedure shall apply.

The Union shall not use the foregoing provision to request information that does not pertain to a specific grievance of an employee.

18.08 **Intimidation**

No employee shall be discharged or discriminated against for any lawful Union activity, or for serving on a Union committee outside of business hours, or for reporting to the Union the violation of any provision of this Agreement.

If an employee walks off the job and alleges management has deliberately coerced or intimidated them into doing so, the matter shall be considered under the grievance procedure and, if such allegations are proved to be true, then the employee shall be considered not to have resigned. Such grievances must be filed no later than five (5) days after the incident that gave rise to the situation.

This is not to be construed to restrict management personnel from reprimanding an employee as required by his position to maintain the proper operation of the Store.

18.09 **Picket Lines**

The Employer agrees that in the event of a legal picket line of another trade Union being in existence at the Store covered by this Agreement, the Employer will in no way require or force members to report to work behind such a picket line. Nor will the Employer discipline or in any way discriminate against an employee who refuses to report to work while a legal picket line exists at their place of work.

18.10 **Employee's Personnel File**

A copy of formal discipline report to be entered on an employee's file will be given to the employee. The employee will be required to sign management's copy. Such signature will indicate receipt of formal reprimand only. Subject to giving the Employer advance notice, employees shall have access to their personnel file.

18.11 **No Discrimination**

Both the Employer and the Union endorse the principles outlined under the *BC Human Rights Code* wherein it is illegal for either the Employer and/or the Union to discriminate in respect to matters such as employment or membership in the Union because of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual

orientation, and age or because that person has been convicted of a criminal or summary conviction offense that is unrelated to the employment or to the intended employment of that person. The Parties agree that this list of protected grounds shall be amended concurrently when there are amendments to the *BC Human Rights Code*.

18.12 **Bulletin Boards**

Bulletin boards will be supplied by the Union and will be placed in the store lunchroom. It is understood that these bulletin boards are the property of the Union and shall be for their exclusive use.

A person so authorized by the Union may post bulletins authorized by the Union.

Any other bulletins may only be posted by mutual agreement between the Union and designated Management.

18.13 **Physical Examinations**

Where the Employer requires an employee to take a physical examination, the doctor's fee for such examination shall be paid by the Employer. Such examinations shall be taken during the employee's working hours without loss of pay to the employee, except for examinations which take place prior to commencement of employment, and during the employee's first four (4) weeks of employment.

18.14 **Harassment and Discrimination**

The Employer and the Union recognize the rights of employees to work in an environment free from harassment, including sexual harassment, and discrimination. Where an employee alleges that harassment or discrimination has occurred on the job the employee shall have the right to grieve under the Collective Agreement. Where the Employer or the Union has received an allegation of harassment or discrimination, it will be investigated on a priority basis in accordance with the joint policy.

18.15 **Health and Safety Committee**

The Employer agrees to maintain a Health and Safety Committee. The Committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations. The Committee shall consist of a minimum four (4) members including a Worker Co-chair, a Worker Representative, an Employer Co-chair, and another representative who is mutually selected by the two Co-chairs. Additional members above the minimum shall be mutually selected by the Co-chairs.

Members of the bargaining unit shall be elected by Bargaining Unit members in the store or shall be appointed by the Union to the Health and Safety Committee.

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventive and corrective, to protect the health and safety of employees.

This will include, but is not limited to, providing the Union with the details of the Employer's

Violence in the Workplace "Prevention and Response Program." The Union will be provided with applicable incident reports and recommendations flowing from any incident.

**18.16 Changes in Work Operation**

Where the Employer introduces or intends to introduce a change in the method, style, or concept of the Employer's operation and, should these changes have an adverse effect on the employees' wage rates or scheduled hours of work, the Employer and the Union shall meet and determine a reasonable solution that will minimize or eliminate the adverse effect on affected employees. The parties acknowledge that non-prejudicial amendments to the Collective Agreement may be required. If agreement on a reasonable solution cannot be reached, the matter shall be referred to the expedited arbitration process. In arbitrating the effect of the change on the employee(s), with regard to rate of pay or hours of work, the Arbitrator may accept the Employer's position, the Union's position, or fashion an alternate "reasonable solution" which is based upon the positions of the two parties.

**18.17 Sous Chefs**

Sous Chefs shall be limited to working in the Restaurant department (which shall include the Capp Bar(s)).

**18.18 Video Surveillance**

Video surveillance has become a valuable resource for the protection of the Employer's assets and assuring the safety of its employees. This type of surveillance has proven to be a major deterrent to criminals and we will never know how many thefts and robberies have been prevented. Unfortunately, it is sometimes our own employees who are observed committing criminal acts in our stores.

Should the Employer choose to use video cameras, they shall do so within the confines of the law.

**18.19 Maintenance of Adequate Heating Facilities**

The Employer agrees to maintain adequate heating facilities in each store. Furthermore, the Employer shall follow the guidelines for temperature control, including absolute minimum and maximum temperatures as required by the government and/or W.C.B. regulations for the parcel pickup areas.

**18.20 Health Safety and Education Fund**

The Employer agrees to contribute two cents (\$0.02) per hour worked by bargaining unit members, to the United Food and Commercial Workers, Local 1518, Health, Safety and Education Fund, effective Sunday after ratification. The contributions shall be forwarded to the union office monthly.

**SECTION 19 – Time Off for Union Business - Union Representation**

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19.01 The Employer agrees that employees chosen to attend to Union business in connection with conventions, conferences, seminars or Union negotiations shall be given time off up to seven (7) days according to the following formula:

- (a) Not more than one (1) employee from the Store, unless agreed to by store management.

The Union shall notify the Employer at least three (3) weeks in advance of the commencement of all such leaves of absence.

- 19.02 Upon at least three (3) weeks' notice the Employer shall grant a leave of absence, for purposes of Union business, to two (2) employees on the following basis:

- (a) Up to six (6) months' leave of absence without review and a further six (6) months by mutual agreement.

19.03 **Provincial Conferences**

In the event the Union should call a Provincial Conference, time off for Union business shall be granted according to the following formula:

- (a) One (1) employee from the Store of the Employer shall be granted time off.
- (b) One hundred (100) or more employees in the store – two (2) employees will be granted time off.

The Employer shall be given at least three (3) weeks' notice of such conference.

- 19.04 The Employer will bill the Union and the Union will reimburse the Employer for wages and benefits paid to the employee during leaves set out in 18.01, 18.02 and 18.03.

19.05 **Visits of Union Representatives**

Duly authorized representatives of the Union shall be entitled to visit the Store for the purpose of observing working conditions, interviewing members and unsigned employees and to ensure that the terms of the Collective Agreement are being implemented.

The interview of an employee by a Union Representative shall be permitted after notifying the Store Manager, or whoever is in charge, and shall be:

- (a) Carried on in a place in the store designated by Management;
- (b) Held whenever possible during the lunch period; however, if this is not practical:
- (c) During regular working hours. Time taken for such an interview in excess of five (5) minutes shall not be on Employer time, unless with the approval of Management;
- (d) Held at such times as will not interfere with service to the public.

Union Representatives shall be permitted to check employee time records including work schedules.

19.06 **Shop Stewards Recognition**

It is recognized that Shop Stewards may be elected or appointed by the Union from time to time and the Employer will be kept informed by the Union of such appointments or elections.

The Employer agrees to recognize Shop Stewards and Alternate Shop Stewards for the purpose of overseeing the terms of the Collective Agreement being implemented and for the purpose of presenting complaints and Grievances to designated Management of the store.

Shop Stewards may introduce new members to the Union.

The Shop Steward and, in the absence of the Shop Steward, another member of the Bargaining Unit of the employee's choice shall be present when a member of the Bargaining Unit:

- (i) Is given a reprimand, which is to be entered on the employee's personnel file.
- (ii) Is suspended or discharged.

Discipline Interview: Where an employee attends an interview with Management for the purpose of receiving a formal discipline report or for a security interview, the employee shall have the right to a witness. If during any other private corrective interview with Management it is determined that there will be a discipline report on the employee's record or the employee feels there is a violation of Section 17.08, the interview may be temporarily suspended so that the employee may call in a witness. Any witness used by the employee in the above situations will be the Shop Steward and, in the absence of the Shop Steward, another member of the Bargaining Unit of the employee's choice in the store at the time the interview is being held. It is understood the witness is an observer and not a participant.

A copy of all such formal notices of discipline (i.e. written warnings, suspensions and discharges) shall be given to the Union through the Shop Steward.

When a Shop Steward is investigating a Grievance or a complaint on Employer time, the Steward must first obtain permission from their immediate Supervisor or the Store Manager. Such permission will not be unreasonably denied.

The Employer agrees to recognize Union Shop Stewards on the following basis:

1. Where there are less than fifty (50) employees in a store a minimum of one (1) Shop Steward.
2. In stores where there are fifty (50) or more employees in the store, two (2) Shop Stewards and one (1) additional Shop Steward for every fifty (50) employees thereafter.
3. Alternate Shop Stewards will be recognized in the store when the Shop Steward is absent. The Union shall inform the Employer in writing of the Alternate Shop Stewards.

The Employer and the Union agree that Shop Stewards play a useful role in Employer-Employee relations. The Employer agrees to provide the Union with two (2) weeks notice, in writing, of a transfer of a Shop Steward to another store within the bargaining unit. It is further agreed that Shop Stewards will only be transferred for grounds which are fair and reasonable and only by written mutual agreement between the Shop Steward and the Employer.

A Shop Steward, who is designated by the Union and who is scheduled to work and working, shall be allowed to meet with new employees which the Employer will schedule in its sole discretion.

The Employer agrees to provide the Shop Steward with at least twenty-four (24) hours' notice of the date and time of the meeting/orientation.

#### 19.07 Growing Our Future

##### **Purpose**

The purpose of the Growing Our Future Meeting is to encourage open and candid discussion on topics and issues that arise at store level, so that Shop Stewards, Team Members and Management can work collaboratively to find solutions and ideas on improving the workplace for everyone.

##### **Guiding Principles**

Both the Union and the Employer have agreed that by committing to the Shared Values and Goals we can foster a more collaborative working relationship at all levels, including between Shop Stewards and Management at store level.

##### Shared Goals

##### **Economic Security**

- Sustainable growth is critical to allow OFG to grow profitably for the benefit of all
- Educating all employees that working together is critical for the future success and growth of the organizations
- Working to provide the opportunity for everyone to make a living wage

##### **Quality Relationships**

- Building trust through respect, candour and integrity
- Open communication to achieve mutual understanding
- Resolving issues in keeping with our shared values

##### **Desirable Workplace**

- Ensuring a productive workplace that is fair, respectful and fun
- Maintain a positive work environment based on cooperation, flexibility and adaptability
- A diverse workplace that values the unique characteristics of individuals and fosters a sense of belonging

##### Scope

These meetings are to encourage a positive working relationship between Shop Stewards, Management and all employees at store level that focuses on taking a proactive approach to solving current and potential issues.

While it is expected there may be times when the parties disagree, the discussion must be respectful and focus on the issue, not on judging the personalities.

Suggested Topics FOR Discussion:

- Sharing Ideas on Improving Customer Service/Growing Sales in the Store
- Solution-based discussion on any issues of concern that are raised
- Community Outreach by UFCW 1518 and/or OFG
- Management Update on Store and Company's Overall Performance
- Discussion on Contract Items (if there are questions on a specific area in the CBA)
- Topic of the Month (discuss Collective Agreement language on the specified Topic of the Month to be selected by a joint committee – see last page of this document)
- Appreciation and Recognition (identifying things that are going well and/or people that should be recognized and appreciated)

Topics NOT for Discussion:

- Changing the terms of the contract
- Grievances, Employee Specific Issues, Duty To Accommodates, Harassment Complaints and/or Specific Discipline Cases

### Meeting Structure

The meeting structure is outlined below to ensure consistency in the process for each store:

- Meetings shall be held in every store on the second Tuesday or Wednesday of every month
- Shop Stewards and Store Management will be scheduled to attend the meetings
- Schedule members from various departments to attend meetings on a rotating basis to increase exposure of the process to all people in the store
- Guests/Observers who volunteer to attend will be scheduled whenever possible to encourage employee participation
- Union Representatives/LR Specialists are invited to attend the meetings
- Responsibility for chairing meetings is to alternate each meeting between the Union and Management (all participants will be encouraged to take a turn as the chair)
- Follow up and follow through on commitments in a timely and respectful manner
- Meeting minutes are to be taken, agreed to and signed off by a Shop Steward and Management and then submitted to UFCW 1518 and OFG Head Office by the end of the following business day.

**\*\*Please note, all members are encouraged to raise ideas, issues and concerns as they occur rather than wait for the meeting, so that matters can be addressed by both parties in a timely manner \*\***

### Communication

- Meeting minutes are to be posted on the Union Board and Store Communications Board for all employees to read.
- The participants of the committee are to develop a timeline of completion for any action items that arise out of the meeting.
- Discussion on topics from the meeting should be followed up on in between meeting

- dates to ensure there is communication and follow up between the parties.
- Throughout the process participants are to hold each other accountable to the Shared Values and Goals by communicating concerns in this process.

### Roll-Out

- A representative from both OFG and UFCW 1518 will be responsible for providing support and guidance in the roll-out of this process. This will include an initial orientation to the meeting structure, and this team will continue to be a resource to any store that requires assistance (i.e. 6 months -12 months).
- These representatives will review the monthly meeting minutes and follow up with specific stores if there are any questions or concerns that need to be addressed.
- After the initial roll-out of the Growing Our Future Meetings, further meetings will be held with Shop Stewards and Management to discuss the importance of all participants to sign off on the Values and Goals at store level.

## **SECTION 20 – Expiration and Renewal**

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20.01 This Agreement shall be for the period from April 1, 2025, to and including March 31, 2029, and from year to year thereafter, subject to the right of either Party to the Agreement, within four (4) months immediately preceding March 31, 2029, or any subsequent anniversary date thereafter to:

- (a) terminate this Agreement, in writing, effective March 31, 2029, or any subsequent anniversary thereof,
- (b) require the other party to this Agreement, in writing, to commence collective bargaining to conclude a revision or renewal of this Agreement.

Should either party give notice pursuant to (b) above, this Agreement shall thereafter continue in full force and effect and neither Party shall make any change in the terms of the said Agreement, or increase or decrease the rate of pay of any employee for whom collective bargaining is being conducted, or alter any other term or condition of employment until:

- (i) The Union gives notice of strike in compliance with the *Labour Relations Code* of British Columbia, or
- (ii) The Employer gives notice of lockout in compliance with the *Labour Relations Code* of British Columbia.

The operation of Section 50 (2)(3) of the *Labour Relations Code* of British Columbia is hereby excluded.

### 20.02 **Bargaining Protocol**

It is agreed that the Union shall within the four (4) months immediately preceding March 31, **2029**, only deliver notice pursuant to Section 19.01 of the Collective Agreement for employees within the Zone 1 Bargaining Unit. The Union and the Employer agree that amendments negotiated for employees within the Zone 1 Bargaining Unit shall apply to employees in the

Zone 2 Bargaining Unit. It is agreed that the Union shall not deliver notice pursuant to Section 19.01 for the Zone 2 Bargaining Unit at any time, in other words, stores in the Zone 2 Bargaining Unit will not be struck or locked out at any time during any Collective Bargaining to conclude a revision or renewal of this Agreement.

The remaining Bargaining Unit Zone shall be subject to all terms and conditions negotiated, subject to ratification by the membership.

The Employer agrees that in the event of a strike or lock-out no management exclusions from the “me too” bargaining unit may work in the struck or locked-out area.

SIGNED THIS 19 DAY OF May, 2023.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**  
URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.

Ian Kato

Ian Kato (Jan 31, 2026 11:21:50 PST)

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Ian Kato

**LETTER OF UNDERSTANDING #1 – Employees Transferred from Other Banners**

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The Employer and the Union agree to facilitate the transfer of employees from the Save-On-Foods and Overwaitea Foods banners to provide employees at these other banners with employment opportunities and to provide the necessary experience to staff Urban Fare. The Employer retains full discretion on who will transfer to Urban Fare. An employee who is transferred under the terms of this Letter of Understanding shall retain the right to return to their previous position within one (1) year of the date of transfer.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**  
URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.

Ian Kato

[Ian Kato \(Jan 31, 2026 11:21:50 PST\)](#)

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Ian Kato

## **LETTER OF UNDERSTANDING #2 – Joint Union Management Quarterly Reviews**

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- (a) The Employer and the Union agree to meet on a quarterly basis to review the individual performance of stores that are experiencing financial difficulties or whose continued viability is questionable.

On an ongoing basis, the Employer and the Union will discuss methods to improve the performance of stores and will hold joint meetings with store employees to discuss improvements in the particular store.

In particular, the Union and Employer shall review the competitive impact of other retailers on the company's business. In the event issues arise during the term of the Collective Agreement where the Employer becomes concerned about the viability of a store, it is agreed that the Employer and the Union shall meet to specifically discuss measures that could be taken to address the concern. Upon request of the Union, the Employer will provide, in confidence, full financial disclosure for the store being reviewed to the two senior officials of the Union.

The Employer and the Union shall first examine measures within the Collective Agreement that could be taken. If necessary, the Employer and the Union shall have the authority to make amendments to the Collective Agreement. If no agreement can be reached on Collective Agreement amendments, the matter may be referred to final offer selection arbitration for final and binding resolution. The arbitrator shall consider similar provisions within this Agreement and the particular store(s) economic position in the local marketplace.

It is agreed that the time frame for the discussions described above, including the date of the presentations to the arbitrator shall be no longer than ninety (90) days from the commencement of the discussions. This time period may be extended by mutual agreement.

- (b) At each Quarterly Review meeting the Employer and the Union will also discuss the potential of returning Urban Fare stores to the full Urban Fare Collective Agreement terms after the store or stores in question have operated on modified terms for a reasonable period of time.

The parties will discuss any changes in the general competitiveness of the industry in which the company carries on business and the local marketplace of the stores in question since the implementation of terms that vary from the full terms of the Urban Fare Collective Agreement.

If the changes have been sufficiently favourable to result in the full or significant competitive recovery of the store or stores in question, then the Employer and the Union shall discuss the possibility of returning the store or stores to the full terms of the Urban Fare Collective Agreement or some interim partial improvement, taking into consideration the resulting impact of any action taken on the future performance of the store or stores.

If the parties cannot agree on whether or not a change should occur and/or how and when the change should occur, then the matter shall be referred to final offer selection arbitration for final and binding resolution.

It is agreed that the time frame for the discussions described above, including the date of the presentations to the arbitrator shall be no longer than ninety (90) days from the

commencement of the discussions. This time period may be extended by mutual agreement.

- (c) If the parties refer matters to final offer selection arbitration under either (a) or (b) above, it is agreed that the arbitrator will be Vincent L. Ready, or another arbitrator by mutual agreement.

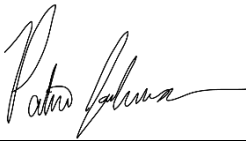
SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**

UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**

URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.

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**LETTER OF UNDERSTANDING #3 – New Departments**

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The parties recognize that the hiring of persons or movement of existing Urban Fare employees to staff new or changed functions may create situations where seniority rights, rate of pay and other matters may need to be reviewed and resolved. The parties reserve the right to amend the Agreement during its life to resolve, on a mutually satisfactory basis, issues that may arise due to the introduction of a new department or changes to existing departments.

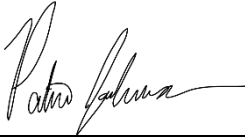
SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

RENEWED THIS 23 DAY OF July 2025.

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518

**FOR THE EMPLOYER**  
URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.



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Patrick Johnson

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**LETTER OF UNDERSTANDING #4– Scheduling and Hours of Work**

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A minimum of twenty-five percent (25%) of non-supervisory bargaining unit hours will be assigned to full-time employees. All remaining bargaining unit hours will be assigned to part-time employees. Part-time employees shall be entitled to benefits of statutory declaration only, unless otherwise provided for under Section 9.

Vacancies shall be posted under the provisions set out in Section 15.01.

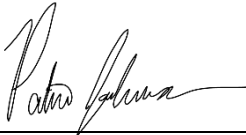
SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518

**FOR THE EMPLOYER**  
URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.



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Patrick Johnson

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**LETTER OF UNDERSTANDING #5 – Night Stocking**

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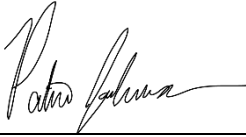
In the event that night stocking becomes necessary, the Parties shall meet to discuss its implementation.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

RENEWED THIS 23 DAY OF July 2025.

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**  
URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.

*Ian Kato*

[Ian Kato \(Jan 31, 2026 11:21:50 PST\)](#)

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Ian Kato

**LETTER OF UNDERSTANDING #6 – Future Jurisdiction**

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In the event that the Overwaitea Food Group decides to open additional Urban Fare retail stores within British Columbia, outside the scope of this Collective Agreement, the Employer will recognize the Union as the bargaining agent and will negotiate with the Union to develop a Collective Agreement that is appropriate for the proposed new store. Should a dispute arise as to the terms of the Collective Agreement, the items in dispute shall be referred to a final offer selection process.


SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

RENEWED THIS 23 DAY OF July 2025.

**FOR THE UNION**  
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**FOR THE EMPLOYER**  
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Patrick Johnson

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Ian Kato

**LETTER OF UNDERSTANDING #7 – Replacement Stores**

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The Employer and the Union agree that should an opportunity arise to replace or remodel an existing store, the parties shall meet to discuss the application of the terms and conditions of this Agreement in that new or remodeled location and to review associated employee opportunities.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
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Patrick Johnson

*Ian Kato*

[Ivan Kato \(Jan 31, 2026 11:21:50 PST\)](#)

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**LETTER OF UNDERSTANDING #8 – Establishment of Bargaining Zones**

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The Employer and the Union agree to establish two (2) Bargaining Zones in order to facilitate future collective bargaining and the growth of new stores without the risk of a labour dispute at new stores.

The two (2) Zones shall establish two separate Collective Agreements for each Zone necessitating two (2) distinct bargaining units under Section 1.01, however, the remainder of the collective agreement shall be identical for each Zone, including the ability to transfer between the two (2) Zones.

Zone 1 shall encompass Stores 7614, 7615, 7618

Zone 2 shall encompass new stores that open after ratification 2010, with these stores remaining in Zone 2 for a period of 5 years from the opening date of each new store. In the event a store has not achieved its leveraged payback, within 5 years of opening, the store shall be entitled to a further 5-year time period within Zone 2. If the parties are unable to agree that the leveraged payback has not been achieved the matter shall be referred to arbitration for final and binding resolution.

Sections 2 and 20 of the Collective Agreement shall be amended to reflect this new structure.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
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**LETTER OF UNDERSTANDING #9 – Pending Regulatory Changes in Pharmacy**

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As a result of a review of pending changes by the College of Pharmacists of BC to the duties, certification, registration and regulation of Pharmacy Assistants, the Employer and the Union agree:


- To continue discussions on this issue once it becomes clear a change will be taking place and an effective date is announced.
- An appropriate title change shall be implemented should this be necessary to protect the duties, responsibilities and hours of current Pharmacy Assistants. Hours for all Pharmacy Assistants employed at the time of implementation shall be protected from the introduction of the “Regulated” Pharmacy Assistant. The protection shall be a red-circling of hours worked at the time of implementing the new position in the store based on a 52 week average hours worked for each individual Pharmacy Assistant.
- Current Pharmacy Assistants shall have an opportunity to fill vacant “Regulated” Pharmacy Assistant positions provided they have satisfied the College of Pharmacists of BC regulations.
- Should the Employer decide to implement the “Regulated” Pharmacy Assistant position, the Employer and the Union shall meet to negotiate an appropriate wage and benefit package that is competitive within the retail food industry.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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**FOR THE EMPLOYER**  
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Ian Kato

Ian Kato (Jan 31, 2026 11:21:50 PST)

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Ian Kato

## LETTER OF UNDERSTANDING #10 – Urban Fare Banner Assistant

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The Employer has been utilizing a bargaining unit employee to perform duties for the Urban Fare banner that require the employee to also perform duties in the Langley Office. To ensure a common understanding of this activity, the parties have agreed to the following:

- A bargaining unit employee(s) may be assigned to perform work for the Urban Fare banner, which may include working outside of the store
- The "Urban Fare Banner Assistant" reports to the Regional Director and Banner Merchandising Director
- The Urban Fare Banner Assistant duties include, but not limited to the following:
  - works with the Langley Office business units to ensure products are properly priced and allocated in our Urban Fare stores.
  - performs work related to the listing, pricing and promotion of products
  - builds flyer for Urban Fare
  - builds in-store pricing package
  - performs other duties as assigned
- Hours of work will not negatively impact the hours of any bargaining unit employee
- While assigned as an Urban Fare Banner Assistant, will not also be scheduled to do bargaining unit work in an Urban Fare store.

It is noted that if the above position(s) become vacant, the work may be assigned to bargaining unit employees and/or excluded employees at the discretion of the Employer. If the work is assigned to bargaining unit employees, the opportunity shall be posted as an Employment Opportunity Posting (EOP) in stores covered by this collective agreement.

Should any issues arise that are associated with this Letter of Understanding, the parties in good faith shall meet to seek a remedy.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**  
UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**  
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FOOD GROUP LTD.

*Ian Kato*

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[Ilan Kato \(Jan 31, 2026 11:21:50 PST\)](#)

Ian Kato

**LETTER OF UNDERSTANDING #11 – Movement Between Banners**

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This agreement shall apply in each banner of Save-On-Foods LP where this Letter of Understanding has been ratified.

The Employer and the Union shall meet after ratification of this Agreement to set out rules and procedures to facilitate the movement of employees from one banner to another.

This provision shall only be available to employees who are members of a Bargaining Unit.

An employee moving under this provision shall use their seniority date, both in the process of moving and for the scheduling of hours of work, in the store they move to. Once the employee moves to the other banner store, the employee shall be covered by all of the terms of that banner's collective agreement and will become a member of the Bargaining Unit covered by that collective agreement.

SIGNED THIS 16th DAY OF June, 2022.

RENEWED THIS 22<sup>nd</sup> DAY OF April, 2024.

**RENEWED THIS 23 DAY OF July 2025.**

**FOR THE UNION**

UNITED FOOD & COMMERCIAL  
WORKERS, LOCAL 1518



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Patrick Johnson

**FOR THE EMPLOYER**

URBAN FARE, A DIVISION OF PATTISON  
FOOD GROUP LTD.

Ian Kato

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[Ian Kato \(Jan 31, 2026 11:21:50 PST\)](#)

Ian Kato

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