

COLLECTIVE AGREEMENT

BETWEEN



**SERCO CANADA INC. c.o.b as DRIVER EXAMINATION
SERVICES**

(hereinafter referred to as either “the Company or the Employer”)

- AND -



**UNITED STEEL, PAPER AND FORESTRY, RUBBER,
MANUFACTURING, ENERGY, ALLIED INDUSTRIAL
AND SERVICE WORKERS INTERNATIONAL UNION
(UNITED STEELWORKERS)**

Local 9511

(hereinafter referred to as “the Union”)

Expires: March 31, 2028

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ARTICLE 1: PURPOSE

1.1 It is the purpose of both parties to this Agreement:

- (i) To maintain harmonious relations between the Company and its employees;
- (ii) To recognize the value of joint discussions and negotiations;
- (iii) To encourage efficiency in operations;
- (iv) To provide a mechanism for the amicable adjustment of grievances which may arise; and
- (v) To provide for orderly collective bargaining, including the negotiation of wages and benefits of employees and to embark upon discussions regarding standards of safety and the physical welfare of employees.

1.2 The Parties to this Agreement share a desire to improve the quality and efficiency of the Company's services, and to promote the effective and efficient delivery of those services to its clients. The Company, the Union and the employees will cooperate fully, individually and collectively, for the advancement of the said conditions. Accordingly, the Parties are committed to establishing, within the framework provided by law, a positive and effective working relationship at all levels in which members of the bargaining unit are employed.

ARTICLE 2: SCOPE AND RECOGNITION

2.1 The Agreement will apply to all employees of Serco Canada Inc. c.o.b as Driver Examination Services in the Province of Ontario, save and except Supervisors and persons above the rank of Supervisor and the Executive Assistant to the Operations Director.

2.2 The Company recognizes the Union as the sole collective bargaining agent for all employees of the Company in the bargaining unit defined above.

2.3 It is understood that bargaining unit employees who are asked to participate on temporary projects will continue to be governed by the Collective Agreement to the same extent that such employees would be covered by the Agreement while performing their duties at their home DTC.

2.4

(a) Non-bargaining unit employees will not perform bargaining unit work:

- (i) If it results in the layoff of a seniority employee; or
- (ii) At any DTC where a seniority employee has been laid off, or at a DTC where a seniority employee has exercised their right to bump an employee at another DTC in order to avoid a layoff, and where such employee is ready, willing, and available to be recalled to the DTC from which they were laid off or displaced (as the case may be), to perform the work that is required by the Employer.
- (iii) For the purposes of Article 2.4(a)(ii), the employee who has bumped another employee will not be considered to be “available” until such time as the employee who has been bumped, has been recalled to the position that such employee was displaced from. The said recalled employee will only be considered to be recalled on the date that such employee committed to return to work.
- (iv) It is understood that the Company will not directly cause a reduction in an employee’s scheduled regular hours of work

by sending an employee home prior to the end of such employee's scheduled shift with the intention of replacing such employees with a non-bargaining unit employee for the remaining hours in the departed employees scheduled shift.

- (b) However, non-bargaining unit employees are permitted to do bargaining unit work in the following situations:
 - (i) To address the concerns of an irate or disgruntled customer;
 - (ii) For demonstration, training or orientation purposes;
 - (iii) For testing of new equipment; or
 - (iv) In cases of emergency. Emergencies shall be used to cover off unexpected employee sick days or, the unexpected departure of an employee during their scheduled shift (such as when stewards must leave to assist employees with any issue arising out of the Collective Agreement. For the purpose of this Article 2.4 an emergency shall be considered to be for a duration of no longer than two (2) business days.
- (c) The Company agrees, on request by the Union, to use the Labour Management Committee process to review issues or concerns related to the administration of this Article 2.4.
- (d) The Company's compliance with this Article 2.4 will be subject to the grievance and arbitration procedures specified in Article 8, however the onus of proof regarding such a grievance in arbitration will be placed on the Company.

In the course of administering this Article 2.4, the parties acknowledge the Company's contractual obligations and requirement to be compliant with the Project Agreement with the Ontario Ministry of Transportation.

ARTICLE 3: MANAGEMENT RIGHTS

3.1 The Union recognizes and acknowledges that all management rights and prerogatives and the direction of the working forces, and the management of the Company's enterprise, are vested exclusively with the Company and without limiting the generality of the foregoing the exclusive functions of the Company shall include the following rights:

- (a) To operate and manage its business in every and in all respects;
- (b) To maintain order, discipline, efficiency amongst its employees and in connection therewith to establish and enforce reasonable rules, regulations, policies and practices from time to time to be observed by its employees. The Company reserves the right to amend or introduce new rules from time to time and any such new rules will be communicated in writing to employees and to the Union;
- (c) To select, hire, transfer, layoff, recall, promote, demote, classify, assign duties, discharge, suspend, or otherwise discipline employees for just cause, provided that a claim that an employee who has been discharged or disciplined without just cause (except in the case of probationary employees to whom Article 12 applies) can be the subject of a grievance and dealt with as hereinafter provided; to determine whether vacancies exist and whether to hire persons to fill vacant positions or newly created positions;
- (d) To determine the nature and kind of business conducted by the Company, the kinds and locations of its operations, the services to be rendered, the kinds of machines and/or equipment to be used, the methods of operating and control of materials, goods, documents and information to be used, the control of materials and parts, the quality, quantity, and required efficiency of production and provision of services;

- (e) To have the right to plan, direct and control the work of the employees, the operations of the Company, and the schedules and procedures of work. This includes the right to introduce new and improved methods, facilities, machinery, technology, and equipment, and to direct and control the amount of supervision necessary; to combine or split work locations, work schedules, and to increase or reduce personnel in any particular area, or on the whole, and the number of employees required for the Company's purposes; and to reduce or increase normal hours of work per day or per week and to establish starting and quitting times; to assign employees to shifts as required;
 - (f) To determine the number of shifts, the days and hours of work per week, job content and requirements, quality and quantity standards, the qualifications of employees; to select and retain employees for positions excluded from the bargaining unit;
 - (g) To establish standards of service; to amend or modify standards; to determine new methods to be used; to determine the requirements of a job and the qualifications of an employee to perform the work required.
 - (h) To make available to HMQ, Project Co or any person identified by Project Co or HMQ, as applicable, the terms and provisions of the Collective Agreement.
- 3.2 The Company agrees that it will not exercise its functions in a manner that is inconsistent with the provisions of this Agreement.

ARTICLE 4: UNION DUES

4.1 It shall be a condition of employment that all employees pay Union dues as prescribed by the Union's Constitution. The Union shall be responsible for informing the Employer, in writing, of any change in the amount of the dues, fees or assessments.

4.2 The Employer shall deduct Union dues including, where applicable, initiation fees and assessments, on a bi-weekly basis, from the total earnings of each employee covered by this Agreement. The amount of dues shall be calculated in accordance with the Union's Constitution.

4.3 All dues, initiation fees, and assessments shall be remitted to the Union forthwith and in any event no later than twenty (20) days following the last day of the month in which the remittance was deducted. The remittance shall be sent to the International Secretary Treasurer of the United Steelworkers, AFL-CIOCLC, P.O. Box 13083 Postal Station. A., Toronto, Ontario M5W 1V7 in such form as shall be directed by the Union to the Company along with a completed Dues Remittance Form R-115. A copy of the Dues Remittance Form R- 115 shall also be sent to the Union office designated by the Area Coordinator.

4.4 The remittance and the R-115 form shall be accompanied by a statement containing the following information:

- (a) A list of names of all employees' from whom dues were deducted and the amount of the dues deducted;
- (b) A list of the names of all employees from whom no deductions have been made and reasons;
- (c) This information shall be sent to the following Union addresses in such form as shall be directed by the Union to the Company.

The International Secretary Treasurer of the United Steelworkers, AFL-CIOCLC, P.O. Box 13083 Postal Station A, Toronto, Ontario, M5W 1V7 with a copy of the Dues Remittance Form to be sent to the Union office designated by the Area Coordinator.

4.5 The Union shall indemnify and save the Employer harmless against all claims or other forms of liability that may arise out of any actions taken by the Employer in compliance with the article.

4.6 The Employer, when preparing T-4 slips for the employees, shall enter the amount of Union dues paid by the employee during the previous year.

ARTICLE 5: NO STRIKES OR LOCKOUTS

5.1

(a) In view of the orderly procedures established by this Agreement and the provisions of the Ontario *Labour Relations Act* for the settling of disputes and the handling of grievances, the Union agrees that during the term of this Agreement, neither it, nor its representatives, will authorize, call, direct or take part in any strike or picketing, in or about any of the Company's premises at which the Company provides any of its services and the Company agrees that it will not threaten, cause or direct any lockout of its employees for the duration of this Agreement.

(b) For greater clarity, the parties hereby acknowledge and agree that the Union cannot and will not initiate a strike, and, the Employer cannot and will not initiate a lockout at any time during the period commencing with the date of ratification of the Agreement to September 30, 2022 or during any statutory freeze period that may be in effect pursuant to *the Ontario Labour Relations Act*.

(c) With a view to ensuring that the parties' mutual intention herein is given full force and effect, the parties agree that, should either of them authorize, call, direct or take part in any strike or picketing, or cause or direct any lockout of its employees for the duration of this Agreement or during any statutory freeze period as set out in Paragraph (b) above, that such action would, upon proof of facts before the Ontario Labour Relations Board establishing that either a strike or, a lockout (as the case may be) has occurred, constitutes a violation of the duty to bargain in good faith as set forth in section 17 of the Act. Each of the parties agrees that they hereby consent to a cease and desist order of the Ontario Labour Relations Board should the Ontario Labour Relations Board find that section 17 (or any other relevant

section) of the *Ontario Labour Relations Act* has been violated.

5.2 In the event that employees engage in any of the activities described by Paragraph 5.1, the Union will instruct the employee(s) to cease such activity forthwith, return to work and perform their usual duties.

5.3 The Union agrees that the Union and bargaining unit employees will not involve the name of the Company in any dispute which may arise, between any other company and the employees of such other company or between the Union and such other company.

5.4 The words “strike” and “lockout” shall have the same meaning given to those words in the Ontario Labour Relations Act.

ARTICLE 6: UNION REPRESENTATION

6.1

(a) The Company acknowledges the right of the Union to appoint or otherwise elect Union Stewards for the purpose of representing employees in the handling of complaints and grievances.

(b) The Company agrees to recognize a Union Grievance Committee that is composed of not more than three (3) employees, two (2) of whom shall be Stewards, and the other the Local President or their designate. The Company will deal with the Union Grievance Committee as set out in this Agreement.

6.2 The Company recognizes the right of the Union to appoint or otherwise elect up to twenty-five (25) employees as Stewards, one (1) of whom will be designated as Local President, it being agreed and understood that Stewards shall have a minimum of six (6) months’ seniority. The parties agree that a steward may represent more than one (1) DTC.

6.3 The Union shall notify the Company in writing of the names of the Stewards that have been selected. The Company shall not be required to recognize any such Stewards until it has been notified by the Union of their appointments. This list will be revised as changes occur.

6.4 The Company and the Union recognize the role of the Local President to promote harmonious relations and the need to allow the Local

President time to discuss complaints and potential grievances while meeting with a designated representative of the Company at mutually agreed upon times. The Local President will be allowed to discuss complaints and potential grievances and to meet with a designated representative of the Company in accordance with the Collective Agreement. It is understood that all meetings between the Local President and the Company's representatives will be scheduled by the Company based on the Company's operational requirements.

6.5 Stewards shall continue to perform their regular duties on behalf of the Company unless permission from the Company is granted to investigate and process a complaint or grievance, which permission shall not be unreasonably withheld (within the prescribed guidelines of the grievance procedure) and the granting of such permission shall be subject to the operational needs and business objectives of the Company. The Stewards' first obligation is the fulfillment of their duties and responsibilities as an employee. During their working hours, Stewards are not entitled to engage in Union activities other than the necessary involvement in the reporting and resolution of complaints or grievances.

6.6 The privileges of all Stewards to leave their work without loss of regular pay or benefits to attend to Union business, is granted on the following conditions:

- (a) Such business involves a Steward's responsibility under this Agreement, or a requirement to attend meetings between the Union and the Company as required under this Agreement.
- (b) The time shall be devoted to the prompt handling of such necessary Union business as required under this Agreement.
- (c) The Stewards concerned shall obtain the permission of their supervisor before leaving their work to attend to Union business relating to the processing of complaints and grievances.

6.7 When Stewards are permitted to be temporarily absent from their regularly scheduled hours of work in order to attend to processing a complaint or grievance, they shall receive their regular rate of pay during such absence provided that the Company shall not be obliged to make any payment for the

time spent outside of their regular hours of work. The Company reserves the right to limit the length of any absence if it deems the time taken to be excessive, which right shall be exercised reasonably. It is understood that only one Steward is required to process a complaint or grievance under this Agreement. The parties hereto acknowledge that there may be times and/or circumstances which may require a meeting that must be held between a member of management and a Steward/Grievance Committee member which should be held outside of the Steward's/Grievance Committee member's regular hours of work. When there is a mutual agreement to hold such a meeting outside of the Steward's /Grievance Committee member's regular hours of work, the Company will pay the Steward or Grievance Committee member (as the case may be) for the time spent in such a meeting with the understanding that such hours are counted as hours worked for the purposes of any overtime calculation. For clarity, it is understood that lunch breaks are not considered to be regular work hours.

6.8 In the event that a Steward represents employees at a DTC other than the DTC at which the Steward is actually employed or working at, and such Steward is required to assist an employee(s) who is located at a different DTC location, telephone communication will be considered to be an acceptable alternative to an in-person meeting. In these circumstances, in-person meetings are subject to Company approval. Teleconference facilities, if required, can also be provided by the Company, and at the Grievor's request, a separate room where available at the DTC, will be made available to conduct this teleconference call.

6.9 The Local President will submit a schedule for the period in which two (2) days of leave may be taken each week during the months of June through August each year. The schedule will be submitted at least one full calendar month in advance of the period in which the days off are to be requested. It is understood that the two (2) days of leave will be scheduled on Wednesdays and Thursdays in any given week, unless the company agrees otherwise.

No scheduling is required from September through May as the Local Union President will be on a full-time release to perform Union duties. It is further understood the Local Union President will follow regular procedures for requesting vacation time off and other absences.

The Company will also provide the Local Union Financial Secretary and the Local Union Treasurer with six (6) paid days each per calendar year to be mutually agreed upon for the purpose of performing Union duties that are related to the Company and bargaining unit employees.

6.10 When the Company requests meetings with the Local Union President or their designate, they will suffer no loss in the wages that they otherwise would have earned. In the event that the Local Union President or their designate is required to travel to a scheduled meeting from their home DTC, the mileage costs, hotel accommodations and parking (if applicable) associated with travel to such meetings will be paid by the Company in accordance with its established mileage policy, and provided that all such expenses are approved in advance by the Company.

6.11 The Company agrees to recognize and deal with a Negotiating Committee that is composed of not more than five (5) employees, it being agreed and understood that employee members of the Negotiating Committee shall each have a minimum of six (6) months' seniority. The Union shall, in writing, provide the Company with the names of the employees who constitute the Negotiating Committee prior to the commencement of negotiating any changes to this Agreement. The Union may have representatives of the International Union present and the Company will also be entitled to have its professional advisors present during any negotiations.

6.12 The Negotiating Committee is a separate entity from other committees and will deal only with such matters that are properly the subject matter of negotiations, including proposals for the renewal or modification of this Agreement.

ARTICLE 7: RELATIONSHIP

7.1 The Company and the Union agree that there shall be no discrimination, harassment, coercion or intimidation exercised against any employee covered by this Agreement on the basis of any prohibited ground that is prescribed by the Ontario *Human Rights Code* and/or the Company's harassment policies as amended from time to time.

7.2 The Company and the Union agree that there shall be no

intimidation, interference, discrimination, restraint or coercion exercised or practiced with respect to any employee by reason of the employee's membership or activity, or non-membership or lack of activity in the Union.

7.3 The Union agrees that, except as provided for in this Agreement, there will be no Union activity on the premises of the Company.

7.4 The Company shall continue to maintain a work environment that is free from harassment as set out in its well-established policies. The parties acknowledge and agree that any employee who engages in harassment or in discrimination is acting in violation of the Company's policies and such employee may be disciplined up to and including termination of employment.

7.5 The Union President, or his designate, shall be afforded the opportunity to meet with any newly hired bargaining unit employee(s) as part of the new employee Initial training course. The time allotted will be thirty (30) minutes and will be held at a mutually agreeable time.

The purpose of this meeting is to acquaint such employees with the role of the Union and the relevant terms of this Agreement.

7.6 The Company agrees that at the end of the quarterly period in each calendar year, it will provide the Union with a list of employees who have:

- (i) Been newly hired;
- (ii) Quit;
- (iii) Been terminated;
- (iv) Been absent from work for an extended period of time due to an injury that is covered by the *Workplace Safety Insurance Act* ("WSIA");
- (v) Been absent from work for an extended period of time due to an illness or injury that is not covered by WSIA; and
- (vi) Been temporarily transferred into a different classification.

ARTICLE 8: GRIEVANCE PROCEDURE

8.1 A complaint or grievance shall be defined as any difference arising out of the interpretation, application, administration or alleged violation of this Agreement, including any question as to whether a matter is arbitrable. Should differences arise between the Company and an employee or the Union as to the interpretation or application or alleged violation of this Agreement, work shall continue as directed by the Company and an effort shall be made to settle such differences in accordance with the grievance procedures set out herein.

8.2 It is the mutual desire of the parties hereto that complaints of employees shall be adjusted as quickly as possible and it is understood that an employee has no grievance until they have first given the Company an opportunity to adjust their complaint either directly or through a Steward.

8.3 If an employee has any complaint or question which they wish to discuss, the employee will take the matter up with their supervisor within three (3) working days after the circumstances giving rise to the complaint or question has originated or after the circumstances should reasonably have been known to the employee.

8.4 In the event that the informal complaint process does not resolve an issue, a grievance can be filed. Grievors have the right to have a Union representative with them at any stage/meeting in the complaint or grievance process.

8.5 All grievances that are filed must set forth the nature of the grievance, the parties involved and the manner in which there has been a violation of the Collective Agreement.

8.6 **Step 1** - Within five (5) days of the supervisor's initial decision under the complaint process referred to above a grievance will be presented in writing to the Regional Manager or designate. It is understood that a grievance may be delivered in person or electronically to the Regional Manager or designate. The Regional Manager or designate will convene a meeting with the Steward and/or grievor within three (3) days. The Regional Manager or designate will have five (5) days to respond to the

grievance in writing following the meeting. If the grievance involves a harassment issue or a termination or suspension of a seniority employee, Step 1 will be waived, and the grievance will proceed directly to Step 2.

Step 2 - If the issue remains unresolved after Step 1, the grievance is to be forwarded to the Company's Human Resources Department within five (5) days following the receipt of the response at Step 1. The Company's Human Resources representative will meet with the grievor and/or the Union Grievance Committee within seven (7) days of receipt of the submission. The Human Resources representative will issue a written decision within five (5) days following the date of the meeting. If the issue is still not resolved, either party can refer the grievance to arbitration, provided written notice of the referral to arbitration is sent to the Manager of Human Resources within fifteen (15) days of the Step 2 decision.

8.7 Any timelines specified in the Grievance Procedure can be extended by mutual agreement between the Union and the Company. Where no such agreement has been made and the time limits as described in Step 2 as set out above (referral to arbitration) have not been followed, or where an agreed extension has expired in regards to Step 2 (referral to arbitration), the grievance will be deemed to be abandoned. Where the Company does not respond within the prescribed timelines, the Union may process a grievance at the next step in the grievance and arbitration procedure.

8.8 Nothing herein shall preclude any grieving employee from meeting with a member of the management team, with a Union representative, to discuss an issue.

8.9 Once the Grievance Procedure has been exhausted and at any time prior to arbitration, both parties may agree to engage a mutually agreed upon mediator to assist the parties in resolving any grievance. The parties will jointly, in equal shares, share the cost of the mediator. Any mutually agreeable resolution that is achieved by the parties through such mediation shall be binding upon the parties. In the event that no mutually agreeable resolution is reached, a grievance may proceed to arbitration.

8.10 At any stage of the grievance procedure or arbitration process, the parties may have the assistance of the employee (or employees) involved in

the grievance as a witness, and all reasonable arrangements will be made to permit the conferring parties or the Arbitrator to have access to any part of the Company's premises to view any condition which may be relevant to the settlement or, determination of the grievance, at a reasonable time and so as not to unduly interfere with the operations of the Company.

8.11 Where it appears that two (2) or more employees have the same grievance, the Union will process the grievances simultaneously and consecutively on all levels of the grievance and arbitration procedures, subject to all applicable provisions under the grievance procedure and all grievors will be listed on the grievance form.

8.12 If there should be an accumulation of grievances to be referred to arbitration that are of the same nature, one Arbitrator shall deal with all such grievance disputes.

8.13 It is understood that all references to the "Supervisor", "Regional Manager" and managerial employees in the Company's Human Resources Department in the Complaint and Grievance Procedure will also include their respective designates. It is also understood that all references to "Steward" will also include their respective designates as appointed or elected by the Union.

8.14 Grievance meetings that are to be held under the Grievance Procedure which involve the Regional Manager or the Company's Human Resources Department may be conducted by teleconference and will be considered to be an acceptable alternative to an in-person meeting. Teleconference facilities, if required, can also be provided by the Company in order to facilitate calls.

ARTICLE 9: POLICY GRIEVANCES

9.1 A “Policy Grievance” is defined as a grievance that involves a question relating to the interpretation, application or administration of this Agreement. A policy grievance may be instituted by either the Company or by the Union and submitted to the other party in writing at Step 2 of the grievance procedure for a written response. However, it is expressly understood that the provisions of this section may not be used to institute a grievance directly affecting an employee or employees which such employee or employees could themselves initiate and the regular Grievance Procedure shall not be thereby bypassed.

9.2 The Company may institute a grievance, consisting of an allegation of a general misinterpretation or violation of this Agreement by the Union, its representatives, or any employee, in writing, dated and signed, by forwarding a written statement of said grievance to a Union representative, provided that it is presented within ten (10) days after the circumstances giving rise to the grievance have originated or occurred. A meeting will then be held between the Company and the Union within ten (10) days. When submitting the grievance, the Company shall suggest at least three (3) alternative days, and times and places at which the meeting may be held. Failure to hold the meeting shall be deemed to be a denial of the grievance. The representative of the Union shall give its decision in writing within five (5) days after the meeting. Failure to render such decision shall be deemed to be a denial of the grievance. Failing settlement, a grievance may be referred to arbitration by the Company by written notice of intent as set out in the Grievance Procedure.

ARTICLE 10: SUSPENSION AND DISCHARGE

10.1 A claim by an employee who has completed probation that they have been suspended or discharged from their employment without just cause shall be treated as a grievance if a written statement of such grievance is lodged with the Company within five (5) days after the employee is notified of their discharge or suspension or within five (5) days after the employee ceases to work for the Company, whichever is earlier. The grievance will proceed immediately to Step 2 of the Grievance Procedure.

10.2 Such special grievances may be settled by confirming the Company's action in suspending or dismissing the employee or by reinstating the employee in a manner which is just and equitable in the opinion of the conferring parties or an arbitrator.

10.3 The following offences may be just cause for discipline up to and including immediate discharge.

- (a) Engaging in fraudulent activities, deliberate falsification of any records or documents that are under the care and control of the Company;
- (b) Engaging in bribery (i.e. improperly accepting compensation for the employee's personal gain in relation to services provided by the employee on behalf of the Company);
- (c) Conviction of any criminal offence which precludes an employee from performing all of the duties and responsibilities necessarily incidental to and associated with the employee's position of employment, or which prevents the employee from performing all of the duties and responsibilities that are required of the employee by the Company so as to allow the Company to satisfy all of the terms and conditions that are required of the Company by the Government of Ontario, pursuant to the Project Agreement;

- (d) Using, or accessing, confidential information that was obtained by an employee in the course of employment, for an improper or, unlawful purpose, or, improper use of Company information;
- (e) Misappropriating Company property;
- (f) Misrepresentation of information that has been provided in an employee's application for employment or, during a job interview prior to being offered employment with the Company; and/or
- (g) Notwithstanding the employment misconduct that is referred to above, the parties recognize that other offences or forms of employment misconduct may also be cause for immediate discharge or any other form of discipline that the Company may impose.

The parties hereby agree and acknowledge that in the event that an employee is terminated or disciplined for just cause for any of the reasons set out in Article 10.3 (a) through (g) above, and the Union and/or the discharged employee file a grievance in relation to such termination or discipline which grievance must be referred to arbitration. The parties will only refer the grievance to one of the arbitrators who is indicated in Article 11.4 of this Agreement. It is understood that in these circumstances Article 11.4 will be administered by amending the reference from sixty-five (65) days in Article 11.4 to forty (40) days.

10.4 Employee Records

- (a) Any notice of disciplinary action which is intended to form any part of an employee's employment record shall be given in writing to the employee, and a copy will be forwarded to the Union.
- (b) An employee verbal or written disciplinary warning that is given to an employee will be removed from the employee's file after eighteen (18) months from the date of issue but only if the employee has not been disciplined for any reason during the said eighteen (18) months period.

- (c) If an employee is to be summoned to a disciplinary meeting which involves a suspension or discharge, the employee will be advised in advance that the meeting is of a disciplinary nature. An employee may choose to have a steward or union representative present at such meeting (and if not available then by telephone conference call).

10.5 An employee who has been dismissed for just cause, will be provided with a reasonable opportunity to meet with a Steward in a place designated by the Employer for a reasonable period of time before leaving the premises, unless there are circumstances which have caused the Employer to reasonably conclude that it is best for the employee to leave the premises immediately such as where there may be a potential disruption to the workplace or to the Employer's customers. If the employee is required to leave the premises immediately, a Union representative will have a reasonable opportunity to meet with the dismissed employee off the Employer's premises for a reasonable period of time.

10.6 Upon termination of employment, employees are responsible for returning all Company property that has been provided to them or that is or has been in their possession at any time.

10.7 An employee who wishes to review their personnel file will submit a request in writing to the Human Resources Manager. Arrangements will be made for the review to take place at a mutually convenient time that is on the employee's own unpaid time, fourteen (14) days following the date that the request was made. The Employer will arrange to have the file available at the DTC at which the employee has been assigned. Employees will be provided access to all disciplinary records in their personnel file in the presence of a member of management for the purpose of reviewing their disciplinary record. Employees will not remove any of the contents from their personnel file. A review of the personnel file will not occur more than once per calendar year for each employee. Upon request, the employee may request a photocopy of any items that are included in the file.

ARTICLE 11: ARBITRATION

11.1 Either party can request that a grievance be submitted for arbitration by notice in writing within fifteen (15) days following receipt of the Step 2 decision in the Grievance Procedure. No issue can be submitted to arbitration which has not been properly carried out through the grievance procedure. By mutual agreement of both parties, mediation-arbitration can be used in place of arbitration.

11.2 All matters referred to arbitration shall be determined by a single arbitrator from the list of acceptable arbitrators referred to below or by another arbitrator that is agreed upon by both parties. In the event that the parties wish to select another arbitrator who is not on the list set out below, and they are unable to agree on such an arbitrator, either party may request the Office of Arbitration of the Ministry of Labour for the Province of Ontario to appoint such an arbitrator.

11.3 An arbitrator shall not have any power to alter or change any of the provisions of the Collective Agreement or to substitute any new provisions for any existing provisions nor to give any decision inconsistent with the express terms or provisions hereof. The arbitrator's decision shall be final and binding on the parties hereto and the affected employee(s).

11.4 The parties shall select arbitrators from the following list of arbitrators on a rotating basis, beginning with the first name at the top of the list. If that arbitrator is not available to schedule and start a hearing within sixty-five (65) days of the date of the referral to the arbitrator, the next arbitrator on the list shall be contacted, unless the parties mutually agree to engage the first arbitrator to schedule and start the hearing outside of the sixty-five (65) day period. This sequence shall continue until the first person on the list who is available within sixty-five (65) days is appointed as the arbitrator, or within such longer period as the parties may so mutually agree. It is understood that an arbitrator on the list who is bypassed because such arbitrator is not available within the sixty-five (65) day period referred to herein shall retain their position on the rotation until such time that such arbitrator has actually been appointed.

- Eli Gedalof
- Matt Wilson
- Randy Levinson
- William Kaplan
- Peter Chauvin
- John Stout
- Brian Sheehan

In the event that the above are not available within a reasonable timeline, the Company and USW will discuss reasonable alternatives.

If an arbitrator is appointed in accordance with the forgoing, the arbitrator's name will be moved to the bottom of the list. The Company and the Union may mutually agree to add or delete an arbitrator's name to or from the list (as the case may be) at any time during the term of the Agreement.

11.5 Each party will pay for its own arbitration costs (i.e. half the cost of the Arbitrator, costs of its own witnesses and representatives).

11.6 Upon referring a grievance to arbitration, either the Employer or the Union may request interim meetings between the Union Grievance Committee and the Employer's senior management in an attempt to resolve the matter expeditiously.

These meetings would be without prejudice, and in no way shall cause delay to the mediation or arbitration process.

The Union Grievance Committee will be composed of the Local President, two other members of the Union Executive Committee, and the Staff Representative.

ARTICLE 12: PROBATION

12.1 A newly hired employee shall be known as a probationary employee until they have actually worked and successfully completed five hundred and sixty-two and one-half (562.5) hours of work.

12.2 On or before the expiry date of the initial probationary period, the Company will confirm, to the employee, the decision to:

- (a) Confirm the employee's appointment as having successfully completed their probation; or
- (b) Terminate the employee.

12.3 An employee who successfully completes probation will be deemed to be a seniority employee.

12.4 Newly Hired Employees

- (a) The Company will provide newly hired employees with a copy of the Collective Agreement.
- (b) The Company will advise newly hired employees of their hours of work and breaks.

12.5 It is recognized that probation is a period during which the Company has the right to assess an employee to determine whether such employee is, in the sole discretion of the Company, acceptable for continued employment after the probation period has been completed. It is therefore agreed that probationary employees may be terminated at any time during the probationary period in the sole and absolute discretion of the Company. Probationary employees will also have no right of recall from layoff if they have been laid off during the Probationary Period.

12.6 An arbitrator has no jurisdiction to reinstate or award any other remedy to a probationary employee in the case of discharge, suspension, or layoff of such probationary employee, subject to any remedy that may be awarded if it can be established that a probationary employee had been discharged, suspended or laid off in violation of Article 7.1.

12.7 While it is acknowledged that Probationary employees are bargaining unit employees and covered by this Collective Agreement, it is also understood that certain provisions of this Agreement do not apply to probationary employees as expressly set out in this Agreement. Without limiting the generality of the foregoing, it is understood that probationary employees have no entitlement to participation in group benefits, group RRSP, or sick leave entitlement. It is also understood that probationary employees will only be entitled to the statutory holidays and statutory vacations as prescribed by and in accordance with the *Employment Standards Act of Ontario*.

ARTICLE 13: SENIORITY

13.1 An employee will be placed on the seniority list upon being hired with the understanding that they have no seniority until such time that they have successfully completed probation as set out in Articles 12 and 13.7. All full-time employees, and part-time employees hired after October 1, 2019 shall have their seniority based upon the employee's date of hire as set out in Article 13.2 below.

13.2 For the purposes of this Agreement, the date of hire will be the first shift worked, but that date can be no earlier than September 2nd, 2003, unless the employee is covered under 13.3.

13.3 Employees who were previously employed by the Ministry of Transportation ("MTO") of The Government of Ontario and, who opted into employment with the Company from a position with the MTO, as specified in the attached chart, Appendix C, will retain their seniority date from their date of hire with MTO.

13.4 Part-time employees hired prior to October 1, 2019 accumulated seniority based on hours actually worked. Their total number of hours worked prior to October 1, 2019 will be converted into the equivalent years of service, and such employees will then be placed on the seniority list accordingly. For the purposes of calculating seniority for these part-time employees, hours worked will include overtime hours, statutory holiday hours the part-time employee was eligible to receive, and time off in respect of which the employee also received paid sick leave under Article 25.3. The seniority of a

part-time employee cannot exceed one thousand nine hundred fifty (1950) hours in any twelve (12) month period. These part-time employees will then use this calculated seniority date as their official seniority date going forward.

13.5 It is understood that hours of work for a seniority full-time employee will include time not worked while such employee is on a layoff or while on an authorized leave of absence, vacation, or paid holiday. It is understood that hours of work for a part-time employee shall include hours actually worked as well as paid hours for Statutory Holidays and paid sick leave under Article 25.

13.6 A seniority tie shall be resolved on the basis of the alphabetical order of the employees' surnames.

13.7 Term Employees, Probationary Employees

- (a) Probationary employees shall not accumulate seniority until after successful completion of the probationary period. After an employee has successfully completed the probationary period, their name shall be placed on the appropriate seniority list.
- (b) Term employees shall not accumulate seniority for any purpose.

13.8 The Company will maintain an employee seniority list that includes both part-time and full-time employees, subject to the provisions of this Agreement and which lists will be prepared according to the records of the Company.

13.9 An employee's seniority will be retained in the event that they are transferred from full-time to part-time and vice versa.

13.10 Seniority List

The Company shall post the seniority lists quarterly on the 7th day of January, April, July and October showing:

- (i) Seniority at the DTC by classification and by level at the DTC and,
- (ii) Within the Seniority Pool of DTC's (as referred to in 15.13). The

Employer will also provide the Local Union with a list of Term Employees and Probationary employees at the same time that the seniority lists are provided.

An electronic, sortable copy shall be provided to the Local Union. The Employer will also provide the Local Union with a list of Term Employees and Probationary employees at the same time that the seniority lists are provided.

- (a) Employees will have twenty (20) days after the date of the posting within which to challenge the accuracy of the list after it is posted. Once all challenges have been addressed, or after twenty (20) days have elapsed from the posting of the lists without challenge, the lists shall be final and binding.
- (b) In the event that seniority lists are posted while an employee is on an authorized leave of absence, such employee will have a period of twenty (20) days following their return to work within which to bring any error that affects them to the attention of the Employer and if a correction must be made, the Employer will make the correction to the seniority list. The effect of this correction will not be retroactive.
- (c) The Company will provide the Union with a list of all employees, their classification, classification level, Company seniority as calculated in accordance with this Agreement (where employees are entitled to accumulate seniority), their present rate of pay, current address and telephone number. This information will be provided during the first week of January and July in each year during the term of this Agreement following the date of ratification.

13.11 Employees who move or are moved between bargaining unit positions will carry their accumulated seniority with them.

13.12 Accumulated seniority can only be used in the manner that is expressly set out in this Agreement.

13.13 The Local President shall have top seniority within their own classification, classification level, DTC and Seniority Pool for the purposes of layoff only. Union Stewards will have top seniority within their own respective classifications and classification levels at their respective DTC and if necessary, Seniority Pool, for the purposes of layoff only. This Article will only apply to an employee who continues to be the Local President or a

Steward. Under no circumstances will Stewards or the Local President be deemed to have greater seniority than employees who have opted into employment as referred to in Article 13.3 of this Agreement.

ARTICLE 14: LOSS OF SENIORITY AND DEEMED TERMINATION

14.1 An employee's seniority rights once acquired shall cease to exist and the employee shall be deemed to be terminated, if an employee:

- (i) Voluntarily quits the employ of the Company;
- (ii) Is discharged and such discharge is not reversed through the Grievance or Arbitration Procedure;
- (iii) Utilizes a leave of absence, for purposes other than those for which the leave was granted, or engages in gainful employment elsewhere while on a leave of absence without the Company's consent, or who fails to report for duty after a layoff or leave of absence in accordance with the provisions of this Agreement;
- (iv) Is laid off for a period of fifteen (15) consecutive months;
- (v) Fails to notify the Company of an intention to return to work within two (2) days of being notified of recall by registered mail or by courier or, failure to return to work within five (5) days after being notified of recall by registered mail, or courier, unless a reasonable explanation is given;
- (vi) Has been absent for three (3) consecutive days without having notified the Company, unless a reasonable explanation is given; or
- (vii) Retires.
- (viii) loss of seniority shall occur in accordance with article 28.

ARTICLE 15: LAYOFFS

15.1 For the purposes of this Agreement, a “layoff” will be deemed to occur when the availability of work for seniority employees is decreased to the extent that no work is available for one or more employees at a DTC for six (6) consecutive days or more.

15.2 If the Company determines that one (1) or more employees in a DTC will be laid off for six (6) consecutive days or more on which days such employees would normally be scheduled to work, the Company will lay off employees by laying off Term Employees, followed by employees who are on Probation within their classification.

15.3 The Company will respect union seniority in the layoff and recall process. Therefore, the Company will not lay off a seniority employee if a seniority employee with less seniority at the same DTC and in the same classification (e.g. DE) is not laid off, regardless of either employee’s part-time or full-time status or their classification level (e.g. DE3). Displacement will continue to be based on seniority regardless of full-time or part-time status.

- (i) This article 15.3 only applies if the higher seniority employee:
 - has the skills, ability and qualifications to perform the work that is required to be performed at the DTC,
 - is willing and able to accept the work hours and work schedule that is required to meet the operational needs of the DTC as determined by the Company, and
 - is bilingual where this qualification is required to meet the operational needs of the DTC.
- (ii) The Company must act reasonably in assessing these operational needs.
- (iii) For the purpose of this article 15.3, an employee with a particular classification level (e.g. DE4) will be deemed to have at least the same skills, ability and qualifications of an employee with the same or lower classification level (e.g. DE3).

15.4 In the event that a seniority employee is about to be laid off at their own DTC, the employee may use their seniority within their classification to displace another employee within their DTC. If there is a failure to secure employment via this manner, the affected individual shall have the opportunity to bump at any DTC within the seniority pool another employee with the least seniority in the same job classification and classification level or lower and in either the full-time or part-time job category level provided that such employee is available to work the hours of the employee that is being displaced at such other DTC.

It is also understood that if an employee within a classification is about to be laid off at their own DTC and is unable to displace another employee within their own classification and classification level at their own DTC as referred to above, such affected employee may also displace another employee within their classification at any DTC within the seniority pool who has the least seniority within the classification but who is at a higher classification level provided that such employee has all of the qualifications, skills and abilities to immediately perform the work in the higher level classification into which they are exercising bumping rights. (i.e. A qualified DE3 with DE4 qualifications displacing a DE4 employee at another DTC within the seniority pool, where such DE4 displaced employee is the least senior employee within the DE classification level).

An employee who displaces an employee in a classification level that is lower than the employee's own level will be paid the rate of pay that is applicable to the lower classification level of pay.

15.5 In the event that the Company plans to implement a permanent layoff of employees, the Company will provide such notice as required under the Employment Standards Act. In the event that the Company plans to implement a temporary layoff that is expected to be for a period of six (6) days or more, the Company will provide seniority employees with fourteen (14) calendar days' notice. The Company will endeavour to provide notice beyond fourteen (14) calendar days where it is able to do so. Employee hours during their lay-off notice period shall remain consistent with their hours preceding the layoff period. The Company will have the option to provide a payment in lieu of any notice of layoff.

15.6 In the event of any layoff, the Company shall lay off employees on the basis of the following classifications, provided that there always remain on the job employees who have the ability (including without limitation, the ability to immediately perform their duties bilingually when the Company determines that it is necessary for the employee to be bilingual), qualifications, and availability to perform the work that is required by the Company at a DTC.

The classifications that will be referred to for the purposes of this Agreement are as follows:

- Driver Examiners
- Customer Service Agents

It is understood and agreed that if a part-time employee bumps the least senior full-time employee as part of the above-noted procedure, the part-time employee must accept the displaced employee's full-time position and hours of work that are available within the full-time schedule and be governed by the full-time provisions of this Agreement.

It is understood and agreed that if a full-time employee bumps the least senior part-time employee as part of the above-noted procedure, the full-time employee must accept the displaced employee's part-time position and available hours and be governed by the part-time provisions of this Agreement.

- (a) An employee who is subject to layoff shall have the right to either:
 - (i) Accept the layoff; or
 - (ii) An employee who is subject to layoff will be entitled to exercise their seniority in order to displace an employee with the least seniority in the same job classification provided that the more senior employee is ready, willing, and available to work the shifts that were being worked by the displaced employee, and has the qualifications required to perform the work, and is bilingual where such qualification is necessary.

- (iii) An employee who is displaced as a result of layoff as set out in Article 15.6 (a) (ii) above, will be entitled to exercise their seniority in order to displace an employee with the least seniority in an equal or lower paid job classification provided that the employee is ready, willing and available to work the shifts that were being worked by the displaced employee, and has the qualifications required to perform the work and is bilingual where such qualification is necessary.

(b) Recall

In the event of a recall, laid off employees with seniority shall be recalled in the reverse order of their displacement through layoff to the DTC, classification and category from which they were laid off or, to another equal or lower paid classification, provided that the employee is ready, willing and available to work the shifts that are being worked by the displaced employee, and has the qualifications required to perform the work and is bilingual where such qualification is necessary. No new employee shall be hired to actually perform duties within a classification and classification level, until all laid off employees within such classification and classification level have been given an opportunity to be recalled to their former positions within their respective classification and classification level. Where an employee has exercised the right to bump or displace an employee in order to avoid a layoff and remains in a position at any DTC, the right contained in this article also includes the right to return to their pre-layoff DTC, classification and category. The parties acknowledge and agree that persons who are paid by the Company while only being trained when there are employees on layoff, and which persons are not actually performing bargaining unit work that would otherwise be performed by employees who are on layoff, are not considered to be persons who are “hired” within the meaning of this Article 15.6 (b).

(c) An employee who bumps into or is recalled into a lower paid classification will be reclassified and will be paid the lower rate of pay that is prescribed for such lower classification.

(d) If a seniority employee is recalled from layoff, such employee shall be credited with the amount of seniority that the employee accrued prior to the date of layoff.

15.7 The Company will determine the timing of layoffs and the number of employees to be laid off. A uniform reduction in the number of hours scheduled in a work week for all employees in a seniority pool shall not constitute a layoff. It is understood that the Company will only apply this provision if necessary, in the event that the hours of operation at any DTC(s) are reduced.

15.8 During off-peak season where available hours of work have reduced and may lead to potential layoff, the Company may engage the following discussions with the employee:

- (a) If scheduled hours of work are twenty (20) hours or less, it will result in a layoff.

The following options shall be provided to the employee in the discussion regarding potential layoff:

- (a) The employee can take a voluntary unpaid leave;
- (b) The employee can accept a layoff or use their bumping rights as outlined in this Agreement.

15.9 No advance notice of layoff will be required when the failure to provide work is due to strikes, stoppages, or interference with work in connection with labour disputes, catastrophes, failure of public utilities, fire, lightening, power failure, storms, or similar causes which are beyond the control of the Company and which prevents the Company from scheduling hours of work.

15.10 It is every employee's responsibility to keep their personal contact information, such as their home address email and phone number, up to date. Employees must update their info in the employee self service portal, no later than five (5) business days after they change their phone number email or address/mailling address. It is understood that all recall notices will be communicated to the email address or telephone number that the employee last provided to the Company and that shall be deemed to be proper notice of recall. Courier or registered mail, will be sent if the employer is unsuccessful contacting the employee either by email or phone.

15.11 Seniority Pools

Seniority Pool	DTC's Included	# of DTCs Included
1	Brampton, Downsview, Etobicoke, Metro East, Mississauga	5
2	Lindsay, Newmarket, Oshawa, Peterborough, Port Union	5
3	Canotek, Cornwall, Hawkesbury, Pembroke, Renfrew, Walkley, Winchester	7
4	Bancroft, Belleville, Brockville, Kingston, Smith Falls	5
5	Brantford, Burlington, Guelph, Hamilton, Kitchener, Oakville, Simcoe, St. Catharines	8
6	Chatham, Clinton, London, Sarnia, Stratford, Tillsonburg, Windsor, Woodstock	8
7	Barrie, Huntsville, Orangeville, Orillia, Owen Sound, Walkerton	6
8	Espanola, Kapuskasing, Kirkland Lake, New Liskeard, North Bay, SSM, Sudbury, Timmins	8
9	Dryden, Fort Frances, Kenora, Thunder Bay	4

15.12 In the event of layoff of more than six (6) days, the Union will be provided with a list of employees to be laid off in advance. Where full-time seniority employees are to be laid off, the Union will be provided with fourteen (14) calendar days advance notice, and where part-time seniority employees are to be laid off, the Union will be provided with seven (7) calendar days advance notice.

15.13 A cross-trained employee or employees in one classification will not perform the work of any other employee or employees in another classification within the same DTC, if such other employee or employees in the other classification are laid-off. This article 15.13 only applies if the laid-off employees:

- Have the skills, ability and qualifications to perform the work that is required to be performed at the DTC,
- Are willing and able to accept the work hours and schedule that is required to meet the operational needs of the DTC as determined by the Company, and,
- Are bilingual where this qualification is required to meet the operational needs of the DTC.

The Company must act reasonably in assessing these operational needs. For the purpose of this article 15.13, an employee with a particular Classification Level (e.g. DE4) will be deemed to have at least the same skills, ability and qualifications of an employee with the same or lower Classification Level (e.g. DE3).

The Employer will continue the current practice of using Cross Trained Employees to perform work in another classification at a DTC only when employees in the other classification at the DTC are not on a layoff or, have not had their regular hours of work reduced.

However, it is also understood that the current practice is also for the Employer to use Cross Trained Employees when there are employees who have had their regular hours of work reduced by the Employer but who are not available to work hours within their classification at the DTC when required by the Employer, or in an emergency.

The Employer will make best efforts to assign work to persons in the classification for which they are hired and to use bargaining unit employees who are cross trained to perform work in two classifications in order to efficiently provide driver examination services when required from time to time and as set out above.

ARTICLE 16: JOB POSTING

16.1 If the Company decides that it wishes to fill a vacancy in the bargaining unit, it will only post a notice of the vacancy in every DTC that is operated by the Company in the Province of Ontario. Notices will remain posted for five (5) working days. Such notice will include the requisite qualifications (including the need to be bilingual when the Company determines that this qualification is necessary), salary range, DTC, classification, classification level, whether the Company will consider applicants who are less qualified, and person to whom an application should be submitted and the date by which applications must be submitted. Employees who wish to apply must inform their supervisor, and submit a current written resume and cover letter, by the date listed on the posting. The Company will select an applicant who is the most senior applicant provided such applicant has the requisite qualifications, skills, ability, formal training and previous relevant experience established by the Company. (It is understood that in comparing the seniority of applicants, part-time employees' seniority will be converted into years of service based upon nineteen hundred and fifty (1950) hours being equivalent to one (1) year of service.) In the event that the Company determines that there are no satisfactory applicants for a posted job vacancy in a Driver Examiner Classification, the Company will consider offering formal training to a bargaining unit employee from amongst the unsuccessful applicants provided that such employee satisfies all of the Company's requisite formal qualifications including without limitation, possessing the appropriate licences, and the required language skills.

In the event that the Company determines that there are no satisfactory applicants for a posted job vacancy in the Customer Service Agent Classification, the Company will consider offering formal training to a bargaining unit employee from amongst the unsuccessful job posting applicants.

The Company will have the right to hire from the outside work force, if the Company determines that there are no satisfactory applicants from the bargaining unit to perform the work that is required, or that it would not be appropriate to offer training to any of the unsuccessful applicants. It is

understood that before the Company determines that it will hire an unqualified person from the outside workforce, it will first consider an internal applicant's application for a vacant position that is posted.

16.2 Should a full-time position become vacant, it is understood that the position will be filled; however, it is not required to be filled at the same DTC. The Company will provide the Union three (3) DTC options for joint review prior to posting the position as per article 16.1. A vacant full-time position being replaced shall be posted within thirty (30) days of becoming vacant.

16.3 Existing Employees Who Change Positions

(a) Employees who successfully bid on any posted lateral position, will be evaluated by the Company for a period of up to one hundred and twelve and one-half (112.5) hours actually worked after starting in the new position. At any time, during the evaluation period, the employee may return or be returned by the Company to the employee's former position and DTC and all other employees transferred or re-assigned as a result of the move will be returned to their former position(s) and DTC(s). The vacancy may then be filled by then considering the applicants to the original posting, or if there are no applicants from within this group who meet all of the qualifications outlined in the job posting, then the vacancy will be filled as the Company deems appropriate.

(b) If an employee changes classification (by way of example, from CSA to DE or from DE to CSA) or level (as the case may be) for any reason, such employee will be required to undergo an evaluation period of five hundred and sixty-two and one-half (562.5) hours in the new classification or level (as the case may be). The evaluation period can be waived by the Company in its sole discretion. In the event that the employee does not successfully complete the evaluation period in the new classification or level, the employee may be returned to their former position and DTC and all other employees who have been either transferred or re-assigned as a result of the move will be returned to their former position(s) and DTC(s).

(c) Any employee who is the successful applicant for a posting, shall not be entitled to apply for another posted position for six (6) months from the date the employee is awarded position. Exceptions will apply for situations in which the applicant is applying for a role that results in an

increase in hours, increase in wages, or a relocation to a DTC with closer proximity to personal residence.

16.4 Notwithstanding what is referred to above, the Company can hire qualified candidates for a vacancy from candidates who previously applied for a vacancy of the same level of the same classification at the same DTC, provided that a competition was held during the previous six (6) months. The Company in these circumstances is not required to post or advertise the vacancy or new position. If there are no successful applicants for a vacant position that has been posted by the Company, the Company may secure applications for the vacant position from outside its existing workforce.

16.5 Any job, which is vacant because of illness, accident, vacation or leave of absence, maternity and parental leave, shall not be deemed to be vacant for the purpose of this Article 16.

16.6 An employee who is selected or appointed to the position of DTC Supervisor or higher with the Company, will lose their seniority upon leaving the bargaining unit in order to accept such position. An employee who is selected or appointed to any other position that is outside of the bargaining unit, will retain seniority after leaving the bargaining unit for a period not to exceed nine (9) months following the date of the selection or appointment. Following the expiry of the said nine (9) month period, the employee's name will be considered deleted from any seniority list. If the employee returns or is returned to the bargaining unit by the Company within the nine (9) month period, the employee will be returned to a vacant position for which the employee is qualified, or if there is no such vacancy, for the first vacant position that may become available for which the employee is qualified. This provision shall apply only once during the term of the Collective Agreement to each employee.

16.7 On a monthly basis, the company will communicate the outcome of all internal job postings from the previous month to the Union and to all DTCs. The report will indicate the successful applicant's name or if the posting had no suitable internal applicants, the report will indicate that the external hiring process will continue. When an applicant is hired externally, their name will be included on the report for the month they were hired. The report will be posted in all DTCs for a minimum of fourteen (14) calendar days.

In the event a job posting remains unfilled after sixty (60) days, the Company will make all current employees aware of the continued vacancy and will consider internal applicants for the position if no external applicants are being considered.

16.8 When an employee who is required by the Company to temporarily work as an acting supervisor due to the absence of a supervisor who is outside of the bargaining unit, such employee will receive a ten percent (10%) premium in addition to the employee's regular hourly rate for the hours worked. An employee who is selected by the Company as an acting supervisor will not have the authority to hire fire or discipline employees.

- (i) Acting supervisors will be used to cover short-term absences such as vacation, sick days, and backfill for staff coverages.
- (ii) Term supervisors will be used to cover extended absences such as medical leaves, pregnancy/maternity/parental leave, or during the hiring process that the Company may initiate in order to replace a permanent supervisor following a resignation or termination.

ARTICLE 17: TEMPORARY TRANSFERS

17.1 Temporary vacancies that are expected to be for greater than eight (8) consecutive weeks (i.e. fifty six (56) calendar days) in duration and that are required by the Company to be filled, shall be filled as set out in this Article. Vacancies that are expected to be for less than eight (8) weeks duration may be filled as the Company deems appropriate.

17.2 If the Company decides that it wishes to fill a temporary vacancy in the bargaining unit, the temporary vacancy will be filled in accordance with the job posting provision in Article 16.

17.3 If an employee is temporarily transferred by the Company to a job classification or level that is at a higher rate of pay than the employee's own classification or level, then the employee shall receive the higher rate of pay while working in such classification or level for all hours worked within such classification or level. It is understood that this Article does not apply while an employee performs duties in a higher paying classification or level during training, or while job shadowing another employee. If the employee is temporarily transferred to a job classification or level that is at a lower rate of pay than the employee's own job classification or level, and the transfer is at the Company's request, then the employee will be paid their regular rate of pay. If an employee requests or requires the temporary transfer for any reason, then they will be paid at the lower rate of pay.

17.4 If an employee is employed in a temporary transfer, and during the term of the transfer it is deemed by the Company that the vacancy is or will be a permanent vacancy, the position will be filled as per Article 16.

17.5 When the Company requires an employee to have a valid driver's licence as a condition of employment and as a condition of being permitted to perform the employee's job, such licence must be maintained in good standing at all times. Should such employee have their driver's licence suspended or revoked, the employee may be permitted by the Company to perform the duties of a Customer Service Agent, provided that such employee has the required formal training, qualifications, skill and ability to do the work and provided that there is a Customer Service Agent vacancy, or the employee may be granted an unpaid leave of absence by the Company. These arrangements have a combined maximum of a ninety (90) calendar day

period. At the end of the ninety (90) day period, if the employee has not regained their licence, their right to continued employment as a driver examiner will be automatically terminated. The employee will, however, be able to apply for any vacancies for Customer Service Agents, provided the employee has the required formal training (and are bilingual where such qualification is required by the Company at such DTC), as an internal candidate.

If an employee's driver's licence is downgraded for any reason whatsoever, the affected employee will be permitted to perform the job duties that are permitted within the employee's downgraded driver's licence at the prescribed rate of pay for the classification and classification level into which such employee has been downgraded, and provided that the Employer determines that there is a vacancy for the classification and classification level which the Employer needs to fill.

ARTICLE 18: HOURS OF WORK

18.1 Subject to the terms of the Collective Agreement, it is the Company's right to create work schedules and to determine the hours of work as the Company deems appropriate, and as required under the Company's obligations to the Ministry of Transportation of the Province of Ontario. The Union will be informed of any changes to the hours of operation at any DTC before they are introduced so the Company and Union can collaborate to mitigate the impact on the affected employees. The provisions of Article 18 are intended only to provide a basis for calculating time worked for the purposes of calculating overtime, and nothing in this Article shall be construed as constituting a guarantee of the normal hours of work per day or, of the normal hours of work per week, or when employees commence or end normal hours of work, or of the days of the week in which employees are scheduled to work.

Employees are expected to be on time, at their work station and in the proper Company supplied attire, as required by the Company, at the scheduled start time of their shift.

- (a) With respect to the definition of hours worked and for the purposes of calculating benefit eligibility in Appendix B, only hours of work actually worked by a part-time employee, time that otherwise would have been worked on statutory holidays (based on calculation set out in the ESA), and for time off in respect of which the employee also received paid sick leave under Article 25.3, will be counted as hours worked.

18.2 For the purposes of computing overtime only, the weekly hours of work for full-time employees will be up to thirty-seven and one-half (37.5) hours per week exclusive of unpaid meal periods. It is understood that part-time employees will not be scheduled for work on more than 5 days in any given week unless they volunteer to do so. Subject to Article 18.1 above, it is also understood that full-time employees will generally be required by the Company to work up to thirty-seven and one-half (37.5) hours per week.

18.3 It is agreed that the Company may create new extended shift lengths of up to nine and a half (9.5) hours per day for four (4) days a week (exclusive

of meal breaks) for DE4s at certain DTCs (seasonal shifts). It is also understood that the employee shall not be scheduled beyond four (4) days a week in an extended shift weekly work schedule unless otherwise agreed upon by both parties. The extended shifts will be filled following the process below:

- (i) The available extended shifts will be offered on a voluntary basis and assigned in order of seniority where more than one employee in a classification level wishes to work an extended shift.
- (ii) If the number of volunteers is not sufficient to meet the operational needs of the Company, employees within the classification level will be assigned to work the extended shifts in reverse order of seniority.

18.4 The Company will endeavour to prepare and post schedules of the hours to be worked by employees, at least two (2) weeks in advance of the effective date of the schedule. Schedules will be posted in a conspicuous place. Should the needs of the Company's operations require a change in an employee's scheduled start or finish times, the Company will endeavour to provide the affected employee with at least five (5) calendar days' notice before the change in the employee's schedule is implemented. In the event that there are extraordinary circumstances which require an employee to have more than five (5) calendar days' notice, such employee will advise the Company of the existence of such circumstances in writing and such employee will then be given ten (10) calendar days' notice in the event that such an employee's schedule must be changed.

Where possible, the Company will allow full-time employees to indicate their preference for shifts to be assigned. It is understood there may be some situations beyond the Company's control which may impact this ability (i.e. accommodations, staff departures). Situations within the Company's control (i.e. training) will be rectified within sixty (60) days. The parties agree to meet to discuss any conflicts that may arise. It is expected employees will not be making frequent changes to their scheduling preference. Seniority part-time employees will be treated in the same regard to the scheduling of part-time hours.

- (i) If an employee is scheduled at two (2) or more DTC's in a given week, the employee's name and full work hours (inclusive of all sites worked) shall be included on the home DTC schedule. The employee's name and hours worked at a non-home DTC location shall be posted on the non-home DTC schedule.

18.5 Employees who are scheduled and work greater than five (5) consecutive hours, but less than eight (8) hours (inclusive of breaks) will receive one, thirty (30) minute unpaid meal break, and one fifteen (15) minute paid break. Employees who are scheduled and work a full eight-hour shift or more (inclusive of breaks) will receive one thirty (30) minute unpaid meal break and two fifteen (15) minute paid breaks.

Employees who are scheduled and work five (5) hours or less (inclusive of breaks) will receive one paid fifteen (15) minute break.

The Company reserves the right to establish schedules and to schedule the duration and timing of all breaks as deemed necessary to meet operational needs.

18.6 An employee who regularly works more than four (4) hours in a day and reports for work as scheduled who has not been previously notified not to report for work shall be provided with four (4) hours work at their regular rate of pay or four (4) hours of pay in lieu of work, if no work is available. The four (4) hour minimum will not apply where the Company is unable to provide work for the employee because of fire, lightening, power failure or any other similar causes (except storms) which are beyond the control of the Company and which results in, or prevents the Company from providing a minimum of four (4) hours of work.

18.7 On days when road tests have been cancelled for the day prior to the start of an employee's shift and the employer has no alternative work for the employee, the employee will be notified and not required to report at their usual scheduled start time to be eligible for reporting pay (i.e., 4-hour reporting pay).

18.8 Employees whose shifts are reduced in length with less than 48 hours' notice prior to the start of the shift will be paid for 50% of the time lost.

Snow Days

The Company will make an assessment of the driving conditions on any given scheduled working day, and if the Company decides to cancel road tests, employees will not be sent home until at least four hours after the start of their shift

In situations in which road tests have been cancelled for the day and no alternative work or training is available for staff, staff will be permitted to leave work (upon direction from management) and still be paid per the reporting pay provision of the Collective Agreement.

In the event of cancellation at the start of the day due to inclement weather, but where alternative work is available, employees will be afforded reasonable time to arrive at work and the time will not be deducted from their reporting pay.

18.9 If the Company determines it is necessary to send employees home prior to the end of their scheduled shift due to lack of work, the Company will first ask for volunteers. If the number of volunteers is not sufficient to meet the operational needs of the company, employees will be sent home in reverse seniority order within the classification following the same principles of meeting operational needs as set out in Article 15.6.

18.10 The Company shall not send any employee home if there is thirty (30) minutes or less remaining in the employee's regularly scheduled shift.

18.9 Employees who wish to exchange scheduled working days and days off with other qualified employees in their respective classification and level, may do so at no additional cost to the Company, and with the authorization of the Company and such authorization will not be unreasonably withheld. A request to exchange scheduled working days off or scheduled working days must be submitted in writing to the Company for approval in advance. It is understood that any exchange of work shifts or days off that are authorized by the Company must not conflict with any other terms of this Agreement and must not result in the payment of any overtime premium payments of any

kind to the employee(s) concerned, nor in the payment of any travel expenses. It is a condition of granting any approval of exchange of shifts that the exchange must be cost neutral to the Company. It is also agreed that an employee cannot obtain a rate of pay increase as a result of having received approval from the Company to exchange shifts with another employee at any time.

18.11 When employees are absent for any given shift, the employer will replace scheduled hours of work with other employees where possible. This provision will not apply where Management determines there is insufficient work to warrant the replacement of staff.

ARTICLE 19: OVERTIME

19.1 Overtime means hours worked in excess of thirty-seven and one-half (37.5) hours weekly, exclusive of unpaid meal breaks. Overtime compensation is based on actual hours worked. Time off on sick leave, vacation leave, or any other authorized leave of absence (excluding witness and jury duty) will not be considered as hours worked for the purposes of calculating overtime premium entitlements. Any hours for paid Holidays, identified in Article 23(a) of this Collective Agreement, will be considered hours worked for the purpose of calculating overtime premium entitlements. Time spent by Stewards and by the Local President, including all time spent on President Days, Financial Secretary and Local Union Treasurer in the course of performing their duties investigating and processing complaints and grievances during the Steward's and or the Local President's scheduled hours of work while they are at work will be considered as time worked for the purposes of calculating overtime eligibility.

19.2 Overtime

- (a) Overtime is paid at the rate of one and one-half (1.5) times an employee's regular hourly rate. The Company may however authorize compensatory time off in lieu of overtime payment for bargaining unit employees and such hours will be banked at the appropriate overtime rate (i.e. one and one-half (1.5) hours for every hour of overtime worked). Such compensatory time may only be accumulated to a maximum

of thirty-seven and one-half hours (37.5) hours. It is understood that compensatory time can be used and then replenished but only to the said maximum of thirty-seven and one-half (37.5) hours. Compensatory time off will be scheduled by the Company after considering an employee's request, while having due regard for the operations of the DTC.

- (b) An employee will submit a time off request form to the Employer with respect to compensatory time and the Employer will provide a response within fourteen (14) calendar days with respect to such request.
- (c) Compensatory time may also be used for situations where employee hours are reduced (slow periods, snow days etc.) subject to:
 - Compensatory time cannot be used as a replacement for sick time
 - Compensatory time taken on Sundays is paid at the straight time rate
- (d) Employees who are informed of the need to work "mandatory overtime" will be paid for a minimum of fifteen (15) minutes even if the additional hours are no longer needed at the end of the employee's shift. **The employer will still make reasonable efforts to inform employees of the need for mandatory overtime as early as possible**

19.3 When possible, management will provide advance notification of any overtime assignments. Overtime work must receive manager's prior authorization or other authorization as appropriate.

In the event that the Company plans a "Road Test Blitz" (when the Company must extend working hours beyond the normal operating hours in order to satisfy its obligations under the Project Agreement with the Ministry of Transportation, either by scheduling early start times or late finishing times, or Saturday work), which will necessitate the scheduling of overtime hours, it will provide affected employees with no less than five (5) days advance notice.

19.4 When the Company determines that overtime is required the Company will follow the following process:

- (a) Overtime assignments will be assigned to employees who are at work and are within the classification and level normally responsible for performing the work and are qualified and capable of performing the overtime work and have volunteered to perform the overtime work.
- (b) If sufficient employees are available, ready and willing to perform the overtime assignment within the classification and level, the Company will then assign the overtime work in the order of seniority starting with the most senior employee.
- (c) Where there are insufficient employees within a classification and level who have volunteered to perform overtime work, the Company will assign the overtime work in reverse order of seniority starting with the least senior employee within the classification and level who is qualified and capable of doing the work and who is actually present at work. The Company will agree to pay mileage and travel time when employees are required to travel by the Employer.
- (d) The Company reserves the right to offer overtime opportunities to employees at other DTCs within the same

seniority pool, from time to time, in the event that they cannot schedule overtime hours to satisfy requirements of any particular DTC.

ARTICLE 20: BULLETIN BOARDS

20.1 Each DTC will be equipped with a bulletin board to post work related notices and health and safety/legislative postings. This bulletin board may also be used for Union information, provided the notices are signed and posted by an officer or steward of the Union, and have been approved by the Company in advance of the posting. Such approval shall not be unreasonably withheld. All notices will be in keeping with the spirit and the intent of this Agreement.

ARTICLE 21: HEALTH AND SAFETY

21.1 The Company and the Union agree to abide by the provisions of the Ontario Occupational Health and Safety Act (as amended from time to time) during the term of this Agreement.

21.2 The parties hereby agree to work towards maintaining a safe and healthy workplace with a view to preventing injuries and illness, and to reducing the likelihood of workplace accidents and health hazards.

21.3 The Company, the Union, and the employees shall comply in every respect with all applicable health and safety legislation and regulations.

21.4 The Employer acknowledges that the Union's health and safety representatives will be selected by the Union and the Company's health and safety representatives will be selected by the employer. The Employer will agree to provide the requisite health and safety training to representatives within three (3) months of being elected/appointed to the position.

21.5 The Union and the Company will form a Provincial Health and Safety Committee (PHSC). This committee will deal with issues that are being seen across the province and are not specific to any DTC. All DTC-specific duties will remain

with the local Health & Safety representatives.

The PHSC will consist of three (3) Union representatives, one from each region: East, West and North, and three (3) representatives from the company. To prevent an imbalance the company shall not select a supervisor of one of the three union representatives.

The PHSC will meet quarterly or as often as agreed between the parties. The April and October meetings will be in person at a mutually agreed upon location. The other two meetings will be convened via conference technology.

All time spent attending or travelling to and from the scheduled meetings or training will be deemed time worked for Union representatives and shall not result in a loss of pay.

The employer will pay for certification training for the members of the PHSC. If a Union Representative is replaced, the company will pay for the replacement's training as required. This will be limited to no more than two (2) replacements per calendar year. The training should be completed as soon as practical and should be completed within three (3) months of election or appointment to the role when possible.

The PHSC will have all the powers granted to Health and Safety Committees under the Occupational Health and Safety Act in the Province of Ontario. It is the goal of the committee to promote the wellbeing of all employees in the workplace.

The PHSC will review matters raised in the DTCs and have the responsibility to ensure local safety representatives or Joint Health and Safety Committees are appropriately staffed, trained, and fulfilling their duties.

ARTICLE 22: LEAVES OF ABSENCE

22.1 Bereavement Leave

(a) Seniority employees, who have completed probation, are entitled to take up to five (5) consecutive workdays with pay to attend the funeral and take care of personal matters related to the death of a spouse, same-sex partner, parent, child, brother, or sister.

(b) A seniority employee who is bereaved of parents-in-law, grandparents, grandchild, step-child and step-parent is entitled to take bereavement leave of up to three (3) consecutive work days with pay as stated above.

(c) A seniority employee who is bereaved of a sister-in-law, brother-in-law, son-in-law, daughter-in-law, step grandparent will receive bereavement leave of two (2) days with pay as stated above.

In order to qualify for paid bereavement leave, proof of death, (i.e., copy of death certificate, newspaper obituary notice), may be required. It is understood that employees will only be paid for days that they would otherwise have worked but for the death of the family member included in the list above.

When a death occurs in a seniority employee's immediate family as defined above and where such seniority employee would be required to travel in excess of five hundred (500) kilometers (one way) in order to attend the funeral, the employee shall be granted two (2) unpaid days of travelling time in addition to the days granted under this Article for the purposes of attending the funeral and providing that the employee actually attends the funeral

In the event the funeral proceedings are not concluded within the consecutive days of leave of absence with pay, as specified above, the employee shall be allowed to use the last day of leave of absence with pay on a later date that is not consecutive to the second-to-last day of leave of absence to address outstanding matters concerning the funeral proceedings, including internment.

22.2 Jury Duty

- a) If a seniority employee who has completed their probationary period, is called for jury duty, the Company will provide the employee with the necessary time off and will pay the employee their regular rate of pay for their regularly scheduled hours for each day that such employee is required to attend at court, so the employee can fulfill their civic duty. All other employees will be granted the time off, but it will be unpaid leave. Employees must notify their immediate Supervisor/Manager within forty-eight (48) hours of receipt of the jury duty summons.
- b) If employees are released from court, before the end of the workday, employees are expected to return to work. In order to receive jury duty pay, employees must provide proof of service issued by the court, and submit all monies paid by the court with the exception of expense related items for which the employee is being compensated such as mileage, meals, accommodation, and/or by the party who served the jury duty summons, in respect of the attendance required under the jury duty summons.

22.3 Witness Leave

- (a) If an employee is called as a witness in a work related matter, or as a witness for the Crown, the Company will provide the necessary time off and will pay the employee their regular rate of pay for their regularly scheduled hours for each day during which they are required to attend at court. Employees must notify their immediate Supervisor/Manager within forty-eight (48) hours of receipt of the subpoena.
- (b) If employees are released from court, before the end of the workday, employees are expected to return to work. In order to receive witness pay, employees must provide proof of service issued by the court, and submit all monies paid by the court with the exception of expense related items such as travel, meals, accommodation and or parking or by the party who served the subpoena, in respect of the attendance required under the subpoena.
- (c) Where witness leave or jury duty leave is granted by the Company, the employee will be compensated for each day of absence from work on the

basis of the employee's regular base rate of pay for the number of scheduled normal hours the employee and any other form of premium pay and the amount of the compensation received from the court or the party issuing the subpoena will be deducted from the employee's pay as set out above.

22.4 Maternity and Parental Leave will be provided in accordance with the *Ontario Employment Standards Act*.

- (a) An employee who is pregnant can stop work at any time during her pregnancy should she and/or her physician deem it appropriate. The Company can require the employee to furnish a medical certificate from her doctor.
- (b) In accordance with *Ontario Employment Standards Act*, when an employee returns to work following the completion of a maternity or parental leave, the employee is entitled to the same position, if it exists, or to a comparable one, at the expiration of such leave. If an employee is on maternity or parental leave, the employee must contact their immediate supervisor/manager at least four (4) weeks prior to returning to work. If the employee decides not to return to work, the employee must notify the Company at the earliest practicable date, but at least four (4) weeks written notice of termination is required.
- (c) The Company will continue the employee's coverage under the group insurance plan, if applicable, while the employee is either on maternity or parental leave on the same basis that the employee had coverage while actively employed prior to the commencement of the leave. The Company will require the employee to provide postdated cheques for continued Long Term Disability (LTD) coverage or any other employee/Company sponsored initiative.

22.5 Union Leave

- (a) It is agreed that upon making a written request to the Company, a leave of absence without pay shall be granted to not more than two (2) full-time or part-time employees who have completed their probationary period, at the same time in order to attend Union conventions, conferences, or other Union business, such leave shall not be unreasonably denied. The Union shall make a written request for such a Union leave of absence to the Employer not less than four (4) weeks prior to the commencement date of the leave and shall also identify the employee(s) from the Areas and DTC's in respect of which the leave is sought. Employees shall not be on such leave for more than five (5) consecutive days at any one time and the total aggregate of such leaves shall not exceed twenty-five (25) days in each year of the term of this Agreement.

The Company agrees that it will however, consider granting leaves of absence for the purpose set out above to more than two (2) employees, and for more than twenty-five (25) days in the aggregate if the Union event occurs during the Company's Slow Period or, if the Company determines that in the course of granting such leaves, the Company's operations and ability to properly staff its DTC's, shall not be jeopardized or disrupted.

- (b) The Company will continue to provide the employee(s) with their regular wages and benefits for the period of such leave (which will include time spent travelling to and from the Union local meeting) and then submit an account to the Union for the employee's wages and benefits during the leave. The Union will promptly reimburse the Company upon receipt of the account. An employee will continue to accumulate seniority during such leave of absence.

- (c) Unpaid Union Leave - The Employer may consider granting an unpaid union leave of absence without any cost to the Company of one (1) year provided that the Union pays the employee wages and provides benefits during the period of the leave. The Employer will “invoice” the Union for the cost of all wages and benefits during this Union leave. Within the Company, the employee will be treated as being on an unpaid LOA. The request for such leave of absence must be submitted three months in advance and must indicate the duration of the leave so the Company can make alternative arrangements. Such an employee shall also accumulate seniority during their absence.

22.6 Personal Leaves of Absence

- a) Employees shall submit a written request for a personal leave of absence to their supervisor (or designate) who will submit the written request to the DTC Manager (or designate). Such a written request will indicate the proposed period of the leave and the reasons for the leave. Written requests will be submitted at least four (4) weeks in advance of the proposed commencement of the leave. Exceptions to the 4 weeks’ notice period will be granted for Personal Leave requested for the purposes of Bereavement.

Personal leave requests shall be granted at the Company’s discretion, subject to its operational requirements. The Company shall not unreasonably deny an employee’s request for a personal leave of absence provided that such leave may be arranged without undue inconvenience to the normal operations of the Company.

- b) Employees who have been granted personal leave shall continue to accrue seniority during the approved leave. Benefit coverage will be maintained for an eligible employee who has been in receipt of benefits to the end of the calendar month in which the leave commenced.

- c) Benefit coverage will be maintained for a benefit eligible employee, who has been in receipt of benefits, for a period of up to six (6) months during a leave of absence, when such employee takes a leave after being requested by the Company to take such leave of absence during a slow business period instead of being laid off.

22.7 Domestic or Sexual Violence Leave

The employer agrees to pay the first ten (10) days in a calendar year of Domestic or Sexual Violence Leave taken in accordance with the ESA. This provision will be governed in accordance with all requirements under the ESA leave.

ARTICLE 23: PAID HOLIDAYS

23.1 Paid Holidays

- (a) Serco DES observes the following holidays:

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

August Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

- (b) A seniority employee will be entitled to a Float Holiday every calendar year which may be taken following the Employee's Birthday during each year of the term of this Agreement.
- (c) A seniority employee will be entitled to a second Float Holiday every calendar year, which may be taken following the Employee's Anniversary date of employment, during each year of the term of this Agreement.
- (d) The two (2) Float Holidays will be scheduled on a date that is mutually agreed upon between the employee and the Company.
- (e) Any entitled float holiday(s) may be scheduled during Vacation Peak Season (June 1-September 15) in addition to the regular peak season vacation limit of ten (10) days.
- (f) If the seniority employee's birthday and/or anniversary falls

between November 1-December 31 of the calendar year, they will be eligible to schedule the float holiday(s) between November 1-December 31 or earlier in the same year between January 1-April 30. The scheduled date must be mutually agreed upon between the employee and the Company.

- (g) PT employees will be paid for all float days using a 4-week average calculation but with a 5-hour minimum
- (h) In the case of recognized religion, wherever possible, employees will be allowed to use earned vacation days, float days, or an unpaid leave of absence for the purpose of observing a religious holiday.
- (i) Employees who identify as an Indigenous person (specifically First Nation, Inuit or Metis), who have completed 3 consecutive months of employment, will be allowed to use earned vacation days, float days, or an unpaid leave of absence up to five (5) days for the purpose of engaging in traditional Indigenous practices, including hunting, fishing, harvesting, and any other practice prescribed by regulation.

23.2 In the event that one of the above named holidays falls on an employee's regular day off and the employee qualifies for the holiday, the next business day will be used to observe the holiday. In the event that a holiday falls during an employee's vacation period, and the employee qualifies for holiday pay, the holiday pay and time off will be scheduled by the Company at the beginning or, at the end of the employee's vacation period.

23.3 To be eligible for holiday pay, employees must work their regularly scheduled shift before and the regularly scheduled shift after the holiday, in order to be paid for that holiday unless the employee is absent due to reasonable cause as set out in the Employment Standards Act or is on an Employer approved leave of absence.

23.4 Holiday pay will be calculated on the basis of the employee's normal daily hours and their regular hourly rate. In the case of part-time employees with variable daily hours of work, the employee's average daily hours shall be calculated based on the amount of public holiday pay to which an employee is entitled on the following basis: All of the regular wages plus all of the vacation pay, which is payable to the employee in the four (4) work weeks ending immediately preceding the work week with the public holiday divided by twenty (20). If the employee has earned a substitute day off with public holiday pay, this calculation is done with respect to the four (4) work weeks before the work week in which the substitute day falls. Regular wages do not include any overtime or premium pay payable to an employee.

23.5 Sites that are closed for a statutory holiday on Saturdays will be open the following Monday. Serco will ensure that eligible staff receive a lieu day as required under the ESA (e.g. Saturday staff likely required to work on the Monday)

ARTICLE 24: VACATIONS

24.1 For the purposes of calculating eligibility, the vacation year commences on January 1st and ends on December 31st of each year. The amount of vacation to which a full-time employee will be entitled during any calendar year will be determined by the number of years of service that have been completed by the employee as of December 31st in the year prior to the year in which vacation is to be taken (also referred to as “the December 31st cutoff date”).

The amount of vacation to which a part-time employee will be entitled during any calendar year will be determined by the number of hours worked by the employee as of December 31st in the year prior to the year in which vacation is to be taken.

24.2 Vacation Entitlement for Full-Time Employees

It is understood that full-time employees shall accrue vacation with pay for time actually worked each month and such employees will be paid for and be granted earned vacation credits in accordance with the following scale:

- (a) Full-time employees who have not completed probation as of the December 31st cutoff date will be granted vacation time off only after they have completed probation on the basis of 0.83 days’ vacation for each completed month of service to a maximum of ten (10) working days.
- (b) Full-time Employees with one (1) year of seniority as of the December 31st cutoff date will be entitled to two (2) weeks’ vacation with pay (0.83 days for each completed month of service).
- (c) Full-time Employees with three (3) years of seniority as of December 31st will be entitled to three (3) weeks’ vacation with pay (i.e. 1.25 days for each completed month of service).
- (d) Full-time Employees with eight (8) years of seniority as of December 31st will be entitled to four (4) weeks’ vacation with pay (i.e. 1.67 days for each completed month of service).

- (e) Full-time Employees with seventeen (17) years of seniority as of December 31st will be entitled to five (5) weeks' vacation with pay (i.e. 2.08 days for each completed month of service)

24.3 Any employee whose employment terminates at any time in the vacation year prior to using their earned vacation will be entitled to the prorated amount of their earned vacation pay entitlement that was earned between the most recent December 31st cutoff date and the date of termination.

24.4 Vacation pay will be paid to full-time employees on the regular pay day of their scheduled vacation, unless the Company is advised otherwise.

24.5 Vacation Entitlement for Part-Time & Term Employees

Part-time and term employees will be paid their vacation pay on each of the normal bi-weekly pay cheques and such employees will be granted earned vacation credits in accordance with the following scale:

4% Vacation Pay (2 Weeks)	Base vacation pay for each part-time and term employee
6% Vacation Pay (3 Weeks)	Equivalent of Three (3) Years Full-Time Service (5850 hours)
8% Vacation Pay (4 Weeks)	Equivalent of Eight (8) Years Full-Time Service (15600 hours)
10% Vacation Pay (5 Weeks)	Equivalent of Seventeen (17) Years Full-Time Service (33150 hours)

24.6 Part-time employees will be entitled to three (3) weeks of unpaid vacation and will increase to 6% vacation pay as per article 24.5 upon completing five thousand eight hundred and fifty (5850) hours of work or five (5) years of service in accordance with the *Employment Standards Act*, whichever occurs first.

24.7 Part-time employees will be allowed to take vacation after they have completed one (1) year of service in accordance with the *Employment Standards Act*.

24.8 Employees can take vacation with pay (in full or half days) while using vacation credits actually earned as at the time that they wish to use earned vacation days.

- (a) Employees can take vacation entitlement before it is actually earned to a limit of thirty-seven and a half (37.5) hours (one week). It is understood however, that the Company may authorize an employee to take an advance on their vacation entitlement before it is actually earned. It is understood however, that such employee's vacation and pay will be adjusted so as to reflect the advance that has been made. If the employee terminates their employment before the vacation pay overpayment can be recovered, the Company may withhold the amount of the overpayment from the employee's final pay.

24.9 Employee's increased incremental vacation entitlements will come into effect the first January 1st immediately following the employee's anniversary date.

24.10 All vacation scheduling will be determined by the Company while having due regard to the Company's operational and staffing requirements, the Company's ability to efficiently, effectively and properly provide services, the number of qualified employees that are required in each classification and classification level by the Company at each of the DTC's from time to time, and while having regard to the seasonal nature of the Company's business, and the requirement to properly staff DTC's that have been designated as bilingual DTC's with a sufficient number of bilingual employees.

24.11 Unless otherwise approved by the Company, all employees shall be required to use their earned vacation time. Employees shall be permitted to carry over a maximum of five (5) days. Any vacation exceeding five (5) days must be scheduled by September 15th to be taken by December 31st of the current calendar year, or the time exceeding the allowable carry over will be

scheduled by the employer. This includes any unused Float Days. It is further understood that the carried over vacation must be used by April 30th in the calendar year immediately following the year in which it was earned. Unused carryover vacation remaining after April 30th will be paid before May 31st.

24.12 Vacation requests for vacation time must be submitted to the Company by no later than September 30th for vacation time that the employee wishes to take in January, February or March of the following year. Vacation requests for vacation time must be submitted to the Company by no later than January 15th for vacation time that the employee wishes to take during any other months in the vacation year. The Company will advise employees of their vacation schedules after the requests have been submitted, as follows:

- (a) For January through March vacation requests, the employees will be advised by October 25th;
- (b) For all other vacation requests, the employees will be advised by February 8th.

24.13 It is understood that employees who do not submit a timely vacation request as set out above, will not have priority over any employee who has submitted a timely request. To the extent that there is conflict between two (2) or more employees' timely requests for the same vacation time off at the same DTC and classification and classification level, and the Company determines that it can grant the request of only one (1) of the employees or the requests of more than one (1) of the employees but not all of the employees, the Company will attempt to resolve such conflicts by giving preference to the most senior employee in the classification and classification level at each DTC, provided that there remains employees at the DTC within the classification who are fully qualified to perform the work that is required.

- (a) An answer shall be provided within fourteen (14) calendar days for all vacations that are requested outside of the prescribed timeframes for submitting vacation requests.

24.14 Vacation credits will be earned during all periods of leaves of absence with pay. Vacation credits are not earned during periods of unpaid leaves, layoff, or while an employee is absent and in receipt of LTD or WSIB benefits in excess of fifteen (15) weeks.

ARTICLE 25: SICK & PERSONAL EMERGENCY LEAVE

25.1 Sick day credits are for the sole purpose of providing income protection for seniority employees who are legitimately ill and unable to report to work as scheduled due to such illness.

25.2 Seniority full-time employees who work thirty (30) hours or more per week on average will be eligible to be paid up to three (3) sick day credits and two (2) Personal Emergency Leave day credits in each calendar year during the term of this Agreement.

25.3 Seniority part-time employees who work twenty-five (25) or more hours per week on average will be eligible to be paid up to two (2) Personal Emergency Leave Day credits and one (1) sick day, in each calendar year during the term of this Agreement.

25.4 Seniority employees referred to above, will be paid their regular wages (exclusive of any premiums) out of their respective sick leave credits during each day of a legitimate illness until their respective sick leave credits are exhausted. Only normal regularly scheduled working days that are missed due to an illness or injury will be charged against employees' sick leave credits.

25.5 Sick leave may be carried over from year-to-year. Employees with unused Sick or Personal Emergency Leave day credits will have all days converted to Sick day credits, and added to their new entitlement so as not to exceed a combined total of ten (10) (8 sick day and 2 Personal Emergency credits). Unused credits are not paid out upon exceeding the maximum, nor are they paid if there is any remaining and the employee ceases to be employed

25.6 Paid Personal Emergency Leave time may be used for scheduled appointments employees are unable to schedule outside of working hours and may be scheduled in half-day increments.

25.7 If an employee is absent for three (3) consecutive work days because of illness/injury, upon return to work, the employee may be required to provide written documentation from a physician which confirms that the employee was in fact ill/injured and that the employee is able to safely resume normal work duties.

25.8 If an employee is required to take a disability leave of absence, any available sick leave will be paid at the time the leave commences in respect of regularly scheduled shifts that are missed due to the disability. In the event of an illness or injury is covered by WSIB, the sick leave policy will not apply.

25.9 Any employee who must absent themselves on account of personal illness or injury will notify the Company at least by the first day of illness before the time that they would normally report for duty. Failure to give reasonable and adequate notice may result in the loss of sick leave credits for that day of absence unless the failure to provide advance notice is unavoidable due to the circumstances involved. It is understood that notification of an employee's impending absence due to an illness or injury must be communicated verbally by the employee to the employee's supervisor or their designate and not to another bargaining unit employee.

At those DTC's at which voicemail has been used by employees to notify the Employer of an impending absence, the practice will be continued.

25.10 During the period of any absence due to illness or injury, the employee will notify the Company of their intention to return to work as far in advance as possible so as to allow the Company to adjust the work schedule without violating any other term of this Agreement.

ARTICLE 26: MEDICAL REPORTS

26.1 The Company's Human Resource Manager (or designate) may require the production of a physician's medical report from an employee, who is or has been ill or injured or from an employee who wishes to return to work following an illness or injury and there is a reasonable basis for the Company to have concerns in relation to the employee's recovery and safe return to the workplace. The report will include the physician's opinion as to when an ill/injured employee will be capable of resuming their normal duties in the future. It is the Company's intention to generally require these kinds of medical reports from an employee who has suffered from a serious injury or illness or where it reasonably appears to the Company that the ill or injured employee's absence is likely to be for an extended period of time that is in excess of three (3) days. The employee will be reimbursed for the cost of this report by the Company after the employee has provided a receipt confirming payment to the physician.

26.2 The Company will also require the production of medical reports from employees in cases where the Company has a reasonable basis upon which to doubt that an employee has been absent from work as a result of an illness or injury as claimed by an employee (e.g. a pattern of absenteeism that occurs on days immediately preceding and/or immediately following non-working days).

26.3 Eligible seniority employees may apply for Salary Continuation Services through the Company's third-party disability claim management company to receive income for the approved period of the disability claim. The employee will be required to provide the Company with a signed written medical consent form. The consent will require the employee's treating physician, acting on the employee's behalf, to provide relevant medical information to the Company's third-party disability claim manager in order to properly and meaningfully adjudicate the claim for the benefits. This information will only be referred to in relation to the illness or injury for which the Company is providing supplementary benefits. This information will be strictly confidential between the third party, physician and the employee.

- (a) Upon the third party receiving any medical documentation from the treating physician, the same will be forwarded to the employee within ten (10) calendar days of receipt of the same by the third-party disability claim manager.
- (b) All costs associated with the provision of the medical information by the physician shall be paid for by the Company.
- (c) The Company will only be provided with information about the work the employee is able or unable to do so that alternate work arrangements could be considered. Copies of this information shall be provided to the employee at the same time that it is sent to the Company.
- (d) The parties acknowledge that if an employee's claim for supplementary benefits is denied by the claim manager, the employee will have the right to grieve such decision under the grievance procedure referred to in the Collective Agreement.

ARTICLE 27: PAYMENT OF WAGES

27.1 Employees will be paid bi-weekly. All employees shall be paid via Direct Bank Deposit, which means that wages are deposited electronically into an account of the employee's choice. Payroll administration of the Company will provide each employee with a statement of earnings, and deductions for each pay period. Any employee wishing to change the account to which their pay is deposited should contact the Company's payroll administration. Any errors or omissions that are made on an employee's pay and which are brought to the attention of a representative of the Employer in a timely manner will be rectified as soon as reasonably possible.

Retroactivity

Retroactivity will be applied to wage increases only for all hours paid. All other changes to the Collective Agreement will become effective following the date of ratification or as otherwise expressly indicated in the Agreement.

27.2 Wages will be paid according to the schedule set out in Appendix A.

ARTICLE 28: TRAINING

28.1 The Company shall provide such training to employees that it deems necessary from time to time, to the operation of the business. The Company shall continue to pay the wages of employees who are required to participate in Company run training programs during business hours. The Company shall provide such requisite training and reference materials that it deems necessary.

28.2 Employees are responsible for making themselves available to any and all recertification training that is indicated by the Company from time to time. It is understood that affected employees who do not arrange to undergo and complete requisite recertification training will not be scheduled hours of work until such time that the requisite training is completed as required by the Company.

28.3 As a condition of employment and as a condition of being permitted to perform the employee's job, employees are required to successfully complete employer recertification training as required. If an employee does not successfully pass the employer recertification training for their current job and classification, they will be provided one remedial training opportunity. If an employee is unsuccessful in the remedial training and is unable to complete recertification, the employee will be permitted to perform a downgraded role for which they are certified and qualified provided that the employer has determined that a vacancy exists for a role in that classification. In such cases, the employee will be paid at the prescribed rate of pay for the classification level into which such employee has been reassigned. If no vacancy exists, the employee may exercise their bumping rights. Should an employee be unable to maintain and successfully pass any level of the employer-required recertification training, or if no vacant role exists at the downgraded classification, the employee will be deemed terminated.

ARTICLE 29: EMPLOYEE EXPENSES

29.1

(a) The Company will pay for an employee's lunch in cases in which the Employee is required by the Company to travel in excess of one hundred (100) km in one direction in any one (1) trip. The maximum eligible expense is twenty dollars (\$20.00) in 2024 and will increase to twenty-two dollars (\$22.00), in 2026 inclusive of all taxes and gratuities. The Company will also pay for employee's lunch for travel to the following Travel Points for as long as they remain at their current location as at date of ratification: Mattawa, Hearst, Thessalon, Rainy River, and Little Current and maintain current language.

(b) If an employee is required by the Company to travel and remain at a destination overnight, the employee will be provided with a daily meal allowance maximum of fifty-five dollars (\$55.00) in 2024 and will increase to sixty dollars (\$60.00) in 2026, inclusive of all taxes and gratuities.

(c) If an employee is required to arrange a hotel stay for an overnight trip that is required by the Company, the amount of the hotel charges must be approved in advance of the stay by the Company where reasonably possible.

(d) It is understood that it is a condition of reimbursement for all meal and hotel expenses that the employee provides receipts to the Company which confirms that the employee incurred the expenses for which reimbursement is sought.

(e) Best efforts will be made to minimize out-of-pocket expenses for employees and to ensure timeliness of expense reimbursement

29.2 Employees who must use their own vehicles in the performance of their duties will be paid a mileage allowance in accordance with the Company's policy as amended from time to time. In the event that Driver Examiners are required to work at off-site testing facilities where shelter/break facilities are not provided, the company will provide a stipend of \$50.00 per month provided that a minimum of fifty (50) percent of scheduled shifts have been worked.

29.3 The Company will reimburse employees for the costs of driver abstracts and criminal reference checks that are required by the Company. The Company will reimburse Driver Examiner 4 employees for medical reports that are required by the Company in order for the DE 4 employee to hold their licence. The Company will also pay for the knowledge test portion of the renewal as required for DE 4 employees. In addition, the above will apply to all eligible trained DE's who are qualified to and requested by the company to perform DE 4 duties for medical reports.

29.4 A seniority employee who has attained the age of sixty-five (65) or older and who is required to obtain a medical report for the purposes of maintaining their driver's licence classified standing as required by the Ministry of Transportation of Ontario will be reimbursed for the cost of obtaining this report upon providing a confirmation of receipt of payment to the Employer. The Employer will agree to pay for the prescribed applicable written test fee and road test fee. In addition, the affected employee may also elect to use a rental vehicle for the road examination (arranged by the employee), the cost of which will be reimbursed to the employee provided that the Employer has approved the cost of the rental vehicle in advance of the rental and, provided that the employee submits a confirmation of receipt of payment to the Employer.

29.5 Employees will receive reimbursement towards the following items not provided by the employer as part of their uniforms:

- All employees: Pants will be covered each calendar year, as follows:
 - Y1 2024= \$105
 - Y2 2025= \$105
 - Y3 2026= \$115
 - Y4 2027= \$115

- DE2/DE3 Examiners: Winter Gloves to a maximum of \$20.00 every two calendar years.
- Classified Examiners: Steel-toe Footwear to a maximum of \$300.00 every two calendar years.
- Classified Examiners: Winter Gloves to a maximum of \$40.00 every two calendar years.

ARTICLE 30: DRESS

30.1 It is hereby acknowledged and agreed that dress, grooming and personal cleanliness standards contribute to the positive morale of all employees and affect the business image that the Company presents to customers and visitors. The Company expects all employees to present a clean and neat appearance and to dress according to the requirements of their respective positions at all times. If an employee attends at work inappropriately dressed, or fails to maintain proper hygiene, the Company will have the right to send the employee home and the employee will be directed to return to work with the appropriate changes as required by the Company. Under such circumstances, an employee will not be compensated for the time away from work.

30.2 The Company will provide uniforms that it requires employees to wear while attending at work. Employees will be responsible for the replacement cost of either lost or damaged uniform articles that are provided by the Company where the loss or damage is due to the employee's gross negligence. It is understood that employees will not be responsible for damage that is caused by normal wear and tear.

ARTICLE 31: LABOUR/MANAGEMENT COMMITTEE

31.1 Following the ratification of this Agreement, the Union and the Company will establish a Labour/Management Committee and such Committee will work in earnest and in good faith with a view to:

- (a) Improving labour relations;
- (b) Discussing ways and means by which the parties can ensure that the Company is able to deliver its services while also being efficient, viable and competitive at all times;
- (c) Apprising the other of problems, concerns and suggestions related to the operations of the Company and/or the workforce.

31.2 In order to meet these objectives, the Labour/Management Committee will be composed of three (3) Union representatives who are employees of the Company and three (3) representatives of the Company both of which representatives will be appointed for two (2) year terms where possible.

31.3 The Committee will meet at a mutually agreed upon time and place for the purpose of discussing issues relating to the workplace which affect the parties. A Company Representative and a Union Representative will be designated as Joint Chairpersons of such meetings and will chair meetings on an alternating basis.

31.4 The meetings will be held quarterly unless the parties mutually agree otherwise. The Committee meetings shall not have a duration of more than three (3) hours unless the Chairpersons agree to extend the meeting. The meetings will follow the meeting schedule outlined below:

January and June – Virtual meeting

April and October – In person meeting

31.5 The dates and agendas for the meetings will be determined by the Co-Chairpersons of the Committee. The Committee shall receive a notice and agenda for the meeting at least three (3) working days in advance of the meeting.

31.6 The Committee may deal with issues relating to the workplace which affect the parties or any employees bound by this Agreement, excluding grievances or matters pertaining to negotiations, unless otherwise agreed to by the parties. The Committee's objective will be to:

- (a) Recommend suggestions for improvements in working conditions;
- (b) Recommend suggestions for improvements in the efficiency and in the effective delivery of services by the Company;
- (c) Without limiting the generality of the foregoing, the Union and the Company agree that the Committee may engage in activities such as canvassing employees for suggestions relating to any such improvement, suggesting projects that are aimed at improving and evaluating same, and reviewing current practices and procedures with a view to improving working conditions and overall efficiency and effectiveness in the manner in which the Company delivers services.

31.7 The parties will alternate in providing a secretary at Committee meetings. Draft minutes will be prepared and provided to the Committee representatives within seven (7) days following the conclusion of the meeting. Approval of the minutes of the last meeting will be a standing agenda item. Approved minutes will be made available in each work location.

31.8 It is agreed that the Committee shall not have the authority to undermine the Company's management rights as set out in the Collective Agreement, nor does the Committee have the authority to amend the Collective Agreement.

31.9 Union members of the Committee will suffer no loss in their pay while attending Labour/Management Committee meetings and the company agrees that it shall pay for all wages of the Union members and that the Union shall not be responsible for any payment of wages. In the event that a Union Committee member is required by the Company to travel to a scheduled Committee meeting from their home DTC, any applicable mileage, accommodation, and/or parking costs associated with the travel will be paid by the Company in accordance with its established mileage policy.

ARTICLE 32: NO PYRAMIDING

32.1 In no event shall there be any pyramiding of benefits or payments under this Agreement.

ARTICLE 33: LEGAL PROTECTION

33.1 Where an employee of the Company is either (a) named as a defendant in a civil proceeding that has been commenced by a third party against such employee, in which proceeding damages are being pursued against the employee; or (b) charged with a statutory or criminal offence; either of which events have arisen out of the proper and lawful performance in good faith by the employee of their normal duties and responsibilities as authorized by the Company, the Company (or its insurance carrier as the case may be), will arrange for the employee to have appropriate legal representation in the course of defending such legal proceeding, without any cost for such necessary legal representation to the employee.

33.2 The Company acknowledges that it carries appropriate third-party liability insurance in order for the Company to carry on its operations at all of its DTC's.

ARTICLE 34: PRINTING OF COLLECTIVE AGREEMENT

34.1

The parties agree to supply a copy of this Agreement in an electronic format to all employees, and make electronic copies available, on a variety of Serco systems.

Serco will provide a time-bound posting allowing employees to request a paper copy of the collective agreement when the collective agreement is finalized.

Serco will provide a minimum of one (1) hard copy of the collective agreement to each DTC for general reference. The union and Serco will share the cost printing equally.

ARTICLE 35: GENERAL

35.1 Where a noun, pronoun, or adjective indicating gender or sex may be used, any other gender or sex including two-spirited, intersexed, transgendered and transsexual persons shall be deemed to be included. Where the singular is used it may also be deemed to mean the plural within the appropriate context.

35.2 In determining timelines or the time within which any action is to be taken or completed under the terms of this Agreement, such time limits will not include Saturdays, Sundays or statutory holidays.

35.3 All employees are designated into one (1) of the three (3) categories:

- (a) Full-time Employee: An employee who on a regular and recurring basis works thirty-seven and one-half (37.5) hours or more each week and who is not a term employee.
- (b) Part-time Employee: An employee who works as an employee but who is not classified as a full-time employee or a term employee.
- (c) Term Employee: An employee who is hired for a fixed term in accordance with this Agreement. It is understood Term Employees do not accumulate seniority or any other benefits under the terms of this Agreement.

Notwithstanding Article 35.3, the parties also acknowledge there are certain DTCs at which employees work 7.25 hours per day exclusive of meal breaks and 36.25 hours per week and that the Company has treated such employees as full-time employees for the purposes of the Collective Agreement. The Company will continue this practice for the term of the Agreement provided that the parties also agree that such employees will only be paid for the actual hours that they are actually scheduled to work and actually work. As such, an employee who works at such a DTC who is scheduled to work 7.25 hours per day will be paid for 7.25 hours per day exclusive of meal breaks that they work. The parties acknowledge that the following DTC's are the DTC's that are subject to this letter of understanding: Kenora, Dryden, Fort Frances, Kapuskasing, New Liskeard, Espanola, Winchester and Huntsville.

35.4 Part-time employees will be required by the Company to work such additional days, hours, or shifts as required from time to time such as for example:

- (a) During peak and/or busy business periods when additional employee assistance is required by the Company;
- (b) During vacation periods and holidays;
- (c) To replace full-time employees who are absent; or
- (d) To replace any employee who fails to report for a scheduled shift.

The Company will recognize the integrity of the part-time position and will not make unreasonable requests for additional work by part-time employees, however, it is also understood that it is a term and condition of employment that part-time employees are to make themselves available to work additional days, shifts or hours when required from time to time.

A part-time employee with limited availability must submit an Availability Form as follows:

- (i) New hire part-time employee: The availability form submitted along with the job application will remain in place for the first six (6) months of employment. The initial submission of availability will continue to be in effect beyond this six (6) month period unless a new Availability form is submitted.
- (ii) Part-time employees with more than six (6) months seniority: Forms must be submitted within the timelines outlined in the Availability Form. Availability Forms will be valid for a minimum of three (3) months. Availability forms will continue to be in effect beyond this three-month period unless a new form is submitted. The form may be submitted every three (3) months per the deadlines outlined in the form.
- (iii) Staff must offer a minimum of 30 hours of availability. Members with existing limited availability at the time of ratification that is less than thirty (30) hours will be

permitted to maintain less availability as long as the need for the current reduced availability continues to exist. Limitations on availability are subject to review and approval based on legitimate needs (second jobs, academic pursuits etc)

35.5 The Company will have the right to hire Term Employees from time to time as set out herein. It is understood that Term Employees will be hired by the Company to perform work that is for a fixed term to replace an employee who is on an approved leave of absence for parental leave or maternity leave. Term Employees do not accumulate seniority and will not be eligible for any benefits under the terms of this Agreement.

A Term Employee who is hired by the Company as a part-time or full-time employee while working as a Term Employee or, at the conclusion of their fixed term, will be placed on probation unless such employee is hired into the job in respect of which the fixed term applied towards the probationary period. In such circumstances the Term Employee will not be required to serve a probationary period and the employee will be credited with seniority back to their first date of employment with the Company (date of hire), provided that the fixed term was for a period that was in excess of five hundred and sixty-two and one-half (562.5) hours worked.

- (a) It is a term and condition of employment that all employees of the Company are expected to be available to work at alternate facilities of the Company within an employee's seniority pool of DTC's when required to do so by the Company from time to time, while having due regard for the Company's operations. By mutual agreement, an employee can also be assigned work at alternate facilities of the Company that are outside of the employee's own seniority pool of the DTC's. In the course of administering this Article, the Company will determine which DTC within the seniority pool is operationally able to assign an employee and if the assigned work at the alternate facility will result in a junior employee having more hours for the week than a senior employee, the assignment must be offered in seniority order;
- (b) If the assigned work at the alternate facility will not result in a junior employee having more hours for the week than a senior employee, the assignment must be offered to employees in order of those living

closest to the destination DTC with the intent of minimizing travel costs..

- (c) If there are an insufficient number of volunteers, the Company will apply the classification and classification level seniority in reverse order so that the least senior employee is relocated when so required by the Company.

35.6 When a new classification (which is covered by the terms of this Agreement) is established by the Company, the Company shall determine the rate of pay for such new classification and notify the Union of the same within seven (7) days. If the Union wishes to challenge the rate, it shall have the right to request a meeting with the Company to endeavour to negotiate a mutually agreed upon rate. Such requests will be made within ten (10) days after the receipt of notice from the Company of such new classification and rate. If the parties are unable to agree on the rate, the dispute concerning the new rate may be submitted to arbitration as provided in this Agreement within fifteen (15) days of such meeting. The decision of the arbitrator shall be based on the relationship established by comparison with the rates for other similar classifications in the bargaining unit while having regard to the requirements of such classification.

ARTICLE 36: DEFINITIONS

36.1 Definitions

- (a) “Employee”: means any employee as defined under the *Employment Standards Act* and who is included in the bargaining unit. There are three (3) types of employees, as defined in Article 35.3.
- (b) "Classification": is a Customer Service Agent ("CSA"), a Driver Examiner ("DE"), or an Online Security Guard Testing Invigilator ("SGTI")
- (c) "Classification Level" or "Level": are delineations in three of the classifications; CSA, DE, and SGTI.
 - CSA's are Level 1, Level 2, and Level 3.
 - DE's are Level 1, Level 2, Level 3, and Level 4.
 - SGTIs are Level 2, and Level 3.
- (d) “DTC”: is a DriveTest Centre.
- (e) “Area”: is a group of DTC's which reports to one Regional Manager.
- (f) “Seniority Pool”: is a group of DTC's that are set out in Article 15.11.
- (g) “Peak Period”: is May 1st to October 15th.
- (h) “Slow Period”: is October 16th to April 30th.
- (i) “Home DTC”: is the DTC to which an employee is hired into for a permanent, temporary, or term position as the case may be.

ARTICLE 37: DURATION

37.1 This Agreement shall become effective April 1, 2024 and shall remain in full force up to and including March 31, 2028 and will continue to be in effect subject to provisions of *the Ontario Labour Relations Act*, and the parties written agreement.

37.2 Either party may notify the other in writing within the period of not more than ninety (90) days prior to March 31, 2028 that it wishes to negotiate amendments to the Collective Agreement. In the event that no notice has been given as required herein, the Agreement will continue in full force and effect for an additional period of twelve (12) months.

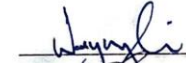

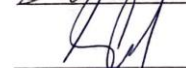
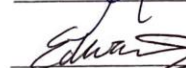
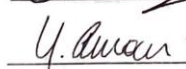
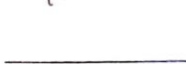
37.3 If indeed either party gives written notice to the other that it wishes to negotiate amendments to the Collective Agreement or to any extension of the New Agreement as set out above, and pursuant to any such negotiations an agreement is not reached prior to the expiry date of this Agreement (or of any extensions), this Agreement will remain in effect until the date on which a new agreement is entered into between the parties.

37.4 This Collective Agreement may be amended at any time during the term by mutual written consent of the parties.

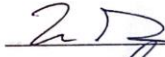
This Collective Agreement is duly executed by the parties hereto this day 13th of March, 2024.




Signed at Vaughan this 13th day of March, 2024.

FOR THE COMPANY

FOR THE UNION



APPENDIX A: WAGES

The wage rates during the term of the Agreement are as follows for each of the Classifications and Classification Levels:

Effective April 1st, 2024 – 5%

Effective April 1st, 2025 – 3%

Effective April 1st, 2026 – 3%

Effective April 1st, 2027 – 3%

Position/Classification - DES		1-Apr-24	1-Apr-25	1-Apr-26	1-Apr-27
DE1	New hire wage rate	26.63	\$27.43	\$28.25	\$29.10
DE2	Completed G1 Exit Training – Certified to conduct G1 Exits (Completed module 4)	28.91	\$29.77	\$30.67	\$31.59
DE3	a Completed G2 Exit Training - Certified to conduct G2 Exits (Completed module 4)	29.87	\$30.77	\$31.69	\$32.64
DE3	b Completed 1 year at DE3A level (FT) or 1950 hours (PT) from G2 Exit Training	30.36	\$31.27	\$32.20	\$33.17
DE3	c Completed 1 year at DE3B level (FT) or 3900 hours (PT) from G2 Exit Training	30.84	\$31.76	\$32.72	\$33.70
DE3	d Completed 1 year at DE3C level (FT) or 5850 hours (PT) from G2 Exit Training	31.32	\$32.26	\$33.23	\$34.23
DE3	e Completed 1 year at DE3D level (FT) or 7900 hours (PT) from G2 Exit Training	31.80	\$32.76	\$33.74	\$34.75
DE4		33.87	\$34.89	\$35.94	\$37.01
CSA1		19.83	\$20.43	\$21.04	\$21.67
CSA2	Probation	22.95	\$23.64	\$24.35	\$25.08
CSA3	a After 562.5 hours	24.50	\$25.23	\$25.99	\$26.77
CSA3	b 1 year (FT) or 1950 hours (PT) from probation completion	26.06	\$26.84	\$27.65	\$28.48
CSA3	c 2 year (FT) or 3900 hours (PT) from probation completion	27.59	\$28.42	\$29.27	\$30.15
CSA3	d 4 year (FT) or 7800 hours (PT) from probation completion	28.38	\$29.23	\$30.11	\$31.01
SGT12	Probation	22.69	\$23.37	\$24.07	\$24.79
SGT13	a After 562.5 hours	24.23	\$24.96	\$25.71	\$26.48
SGT13	b 1 year (FT) or 1950 hours (PT) from probation completion	25.80	\$26.57	\$27.37	\$28.19
SGT13	c 2 year (FT) or 3900 hours (PT) from probation completion	27.33	\$28.15	\$29.00	\$29.87
SGT13	d 4 year (FT) or 7800 hours (PT) from probation completion	28.12	\$28.96	\$29.83	\$30.73

NOTE 1

For greater clarity it is understood that the entry level CSA 2 rate is as shown above and that all CSA 2 employees will move to the CSA 3 start rate after they have successfully completed the completed five hundred and sixty-two and one-half (562.5) hour probation period.

A full-time CSA 3 will then move from the CSA 3 start rate to the CSA one (1) year rate after having completed the one (1) year of service following the date upon which they complete the five hundred and sixty-two and one-half

(562.5) hours probation period. Years of service following the completion of the probation will then be used by such full-time CSA 3 employee in order to move from the two (2) year CSA 3 prescribed rate and to the four (4) year CSA 3 prescribed rate set out above.

A part-time CSA 3 will move from the start rate to the next prescribed rate for each of the levels in the CSA 3 classification as set out above based upon hours actually worked with the understanding that nineteen hundred and fifty (1950) hours worked by a part-time CSA 3 is equivalent to one (1) year of full-time service. Therefore, a part-time CSA 3 for example will move from the start rate to the one (1) year rate after they have completed nineteen hundred and fifty (1950) hours after the date upon which they successfully completed probation.

NOTE 2

A DE3 will move from the first milestone (DE3a) to the next prescribed milestone (DE3b), and each of the following levels in the DE3 classification, based upon the hours actually worked with the understanding that nineteen hundred and fifty (1950) hours worked by a DE3 is equivalent to one (1) year of full-time service. For example, a part-time DE3 will move from the first milestone (DE3a) to the next milestone (DE3b) following the successful completion of G2 exit training and after they have completed nineteen hundred and fifty (1950) hours of subsequent work time.

Cross-trained CSAs who have completed G2 Exit training will be credited for their time worked in the DE role since their training completion date as per the prescribed part-time milestones found in the wage grid. For greater clarity, the cross-trained CSAs will move through the subsequent milestones based on actual hours worked only in the DE role and will be paid according to the appropriate milestone on the wage grid when working as a DE. Cross-trained CSAs will move through subsequent milestones using their training completion date as the reference.

NOTE 3

Employees who are rehired by Serco within twelve (12) months of departure will be placed back on the wage grid at the appropriate classification level and grade.

NOTE 4

A CSA that is pursuing DE training shall be paid the higher of their current wage or the DE wage for the level they are training.

Trainers Premium

Employees who are required by the Company to conduct formal training (i.e. in-class training or in-car training) will be paid an amount of One Dollar (\$1.00) in respect of each hour spent actually delivering the training, in addition to their regular hourly rate of pay. It is understood that this premium is in addition to but not included in the employee's regular hourly rate of pay.

The parties recognize that there will continue to be a distinction between monitoring a new employee's job performance ("Monitoring"), mentoring a new employee ("Mentoring"), having a new employee "shadow" or observe an experienced employee so as to allow the new employee an opportunity to observe how that experienced employee performs their duties ("Shadowing") and, providing formal training that is approved by the Employer and provided to a new employee pursuant to a structured, established and formal training regimen or program that has been established by the Employer and which regimen or program has an established predetermined and calculable number of hours of formal training ("Formal Training").

Monitoring, Mentoring, and Shadowing do not fall within the definition of Formal Training as that term is referred to in Note 4 of Appendix "A" of the Collective Agreement and as indicated above. The Trainers Premium will only be paid to an employee who provides actual Formal Training to an employee(s) (as defined above), when the employee is required by the Employer to cease performing their normal duties and responsibilities and, to attend to providing actual Formal Training in a classroom, or actual Formal Training at the front counter of a DTC, or Formal Training inside of an automobile. The Employer will in its discretion, determine the length of any Formal Training that it requires any employee to provide from time to time. The Formal Training that the Employer will provide through employees or otherwise, will be determined by the Employer while also having due regard to the training requirements as established by the Ministry of Transportation from time to time. It is also understood that Formal Training will also continue to be provided by the Employer through its Supervisors as required by the Employer from time to time.

Shadowing Premium

Employees who are required by the Company to conduct on-the-job shadowing will be paid an amount of One Dollar (\$1.00) per hour in respect of each hour spent actually shadowing another employee, in addition to their regular hourly rate of pay.

Bankers / Error checking Premium

Any Customer Service Agent who is required by the Company to perform banker's duties and/ or compliance/error checking duties' will be paid a premium of seventy-five (\$0.75) cents for each regular hour worked during which the employee is performing such duties. It is understood that the Bankers Premium will be added on to but not included in the employee's regular hourly rate and will not be applied in the course of paying any overtime premiums or any other premiums in this Agreement

Runner

Employees who are required by the Company to conduct Runner responsibilities, will be paid an amount of One Dollar (\$1.00) per hour in respect of each hour spent conducting such duties, in addition to their regular hourly rate of pay.

Technological Change

In the event that there is a technological change in equipment which will adversely affect the employment of any seniority employee, the Employer will provide as much advance notice as practicable and agrees to meet with the Union to discuss ways by which such effects can be minimized.

Low Light Testing Premium

The Company has advised the Union it presently has no intention of scheduling road tests to be completed in low-light conditions (the period covering thirty (30) minutes following sunset to thirty (30) minutes before sunrise). In the event the Company must schedule tests in these conditions, a shift premium of \$1.00 will be applied to each hour or part thereof spent conducting tests in low-light conditions. For the application of this provision, this does not apply to low-light caused by adverse atmospheric conditions, and the premium will not apply after 8:30AM nor prior to 5:00PM.

APPENDIX B: BENEFITS

The Benefits programs will be managed in accordance with the terms of the contract.

a. The Company will maintain the existing group health insurance benefits that are currently in effect for full-time seniority employees who have completed their probationary period.

b. Seniority part-time employees who work an average of thirty (30) hours or more per week will be eligible for group health insurance benefits for the following year commencing January 1st.

c. Seniority full-time and part time employees who have completed probation and seniority part-time employees who work thirty (30) hours or more per week on average (as indicated above) will be eligible to participate in the Company's Group Retirement Savings Plan. Under the terms of this Plan, the Company will match an eligible employee's contribution into the Plan up to a maximum amount of three (3%) percent of the employee's actual regular earnings in each calendar year during the term of this Agreement.

d. Seniority part-time employees who have completed probation and who work an average of twenty-five (25) hours or more but less than thirty (30) will be eligible to participate in the Company's Group Retirement Savings Plan. Under the terms of this Plan, the Company will match an eligible employee's contribution into the Plan up as per below.

- Up to 1% - 2024 & 2025
- Up to 2% - 2026 & 2027

e. Permanent part-time staff who are ineligible for benefits will nonetheless be eligible to participate and make voluntary personal contributions to the Company's Group Retirement Savings Plan. Under the terms of the plan, contributions will not be matched.

i. Seniority part-time employees who are no longer eligible in subsequent years for company matching of contributions may continue to make voluntary personal contributions to the program. Under the terms of the plan, contributions will not be matched.

f. Group health insurance benefits will be offered to those part-time employees who work an average of twenty-five (25) hours or more but less than thirty (30), and as set out as follows:

- (i) Single benefit coverage for such part-time employees until they have reached three thousand (3000) continuous hours for the Company. After having worked three thousand (3000) hours, such part-time employees will become eligible to elect family coverage on the first January 1st after they have reached the three thousand (3000) hours threshold. Single benefit coverage will be provided to such part-time employees in the interim up to the January 1st date when such employee first become eligible for Family benefit coverage:

OR

- (ii) Such part-time employees may opt not to participate in the group health insurance benefit coverage as indicated in (i) above but may opt to receive a stipend of twenty-five (25) cents per regular hour worked in lieu of all benefits under this Agreement. It is understood that the twenty-five (25) cents stipend will be added on to but not included in the employee's regular hourly rate and will not be applied in the course of paying any overtime premiums or any other premiums in this Agreement.

It is understood that the decision to opt in or opt out of benefits by the eligible part-time employee can only be made once each calendar year prior to the commencement date of January 1st of the following year.

g. For the purpose of benefits eligibility calculation, the hours worked each year by the particular employee shall be determined by calculating the average weekly hours of work the employee has worked during the period of December 1st to November 30th of the previous year. For greater clarity, an employee's hours will be calculated in respect of the hours that were worked from December 1st through November 30th in the previous year and the results of such calculation will become effective for the following twelve (12) month calendar period commencing with the following January 1st.

h. For the purpose of the prescribed calculation, should the employee be on a leave of absence for WSIB and/or Maternity/Parental leave during the period of December 1st to November 30th, they shall be credited hours worked for the period of their leave to determine their benefit eligibility for the following year. The credited hours for the leave of absence shall be determined by using the average hours worked on a weekly basis in the previous year by the part-time employees in the respective home DTC during the leave of absence. The average weekly hours will then be used to calculate the peak and non-peak average hours in order to account for the seasonal staffing fluctuation while the employee is off work.

For litmus calculation purposes, peak season is from May 1st to October 31st and non-peak season is from November 1st to April 30th.

i. The Employer will refer to the benefits that are provided to eligible employees which are as follows:

- Basic Life Insurance based on annual earnings and reduced by fifty (50%) percent at age sixty-five (65) as per current benefits.
- Extended Health Care as per current benefits.
Physio-\$600.00; Massage-\$630.00; Psychologist-\$600.00
- Vision Benefit with an eye examination once every twenty-four (24) months. eye glasses will be covered every twenty-four (24) months, per the following:
 - 2024 = \$340
 - 2025 = \$340
 - 2026 = \$380
 - 2027 = \$380
- Dental Plan maximum coverage increased to \$1650.

j. The Company will not be responsible for the contribution of its share of premiums or for any payment in the event that an employee is otherwise covered for any benefit.

k. The Company will have the right to select the insurance carrier of its choice in respect of any of the benefits provided herein provided that the current benefits are not reduced as a result of any selection or change of insurance carrier that is made. It shall be the responsibility of the employee to resolve any disputes concerning payment of benefits directly with the insurer.

l. Any coverage pursuant to any of the benefits provided herein will be subject to the terms and conditions of the insurance carrier's policy or policies as the case may be or the carrier's contract with the Company.

Salary Continuation Services ("the SCS")

The parties acknowledge that the Company has established a Salary Continuation Service ("the SCS"). Benefit eligible seniority employees who have completed their probationary period will be eligible to participate in the SCS. The Company will continue the SCS that is currently in effect as at the date of ratification of this Agreement, for the term of this Agreement.

Pursuant to the SCS, if an eligible employee's application is approved, the Company will provide income benefits up to eighty percent (80%) of the employee's earnings during the approved salary continuation period. The coverage period is equal to the EI Sick Benefit coverage period.

APPENDIX C: OPT IN EMPLOYEE'S DATE OF HIRE

Name	Position Title	Date of Continuous Service	Seniority (Years/ Months) as of December 19, 2002	DTC Location
Kye-Soon Park	Inside Examiner (RPT - 25 hours)	9/1/1997	5.4	Metro East
Donna Vowles	Driver Examiner	1/10/2000	2.1	Peterborough
Denise Giroux	Bilingual Inside Examiner	10/10/2000	2.2	Hawkesbury
Sarah Earle	Driver Examiner	1/10/2000	2.1	Windsor

APPENDIX D: UNION PENS AND PINS

Union pens and pins bearing the name of the Union are permitted but must be approved in advance by the Company. It is agreed that these will not make any other statement and will be consistent with any reasonable policy.

UNION STEWARDS

The Union will provide a list of all active stewards and update the company of any amendments when they happen. All union stewards have the ability to represent any member of the bargaining unit regardless of DTC location. When the company requires a union steward, they may select from any available stewards with regards to the company's operations and the expertise of the available stewards. It is understood the employer will exercise this ability in good faith, and the steward used for the initial meeting may not be the same steward who handles any subsequent meetings or grievances that may be filed.

LETTERS OF UNDERSTANDING

Between:

SERCO CANADA INC., C.O.B. AS DRIVE TEST

- And -

UNITED STEELWORKERS

1 Re: Harassment Policy

The Company and the Union will endeavour to provide a work environment that is free from sexual and/or racial harassment which violates the Ontario Human Rights Code (“the Code”).

All employees have the right to work in a workplace that does not subject them to harassment because of their race, ancestry, place of origin, colour, ethnic origin, religion, age, sex, sexual orientation, marital status, family status, or on the basis of any prohibited ground as such ground is expressly set out in the Code.

It is understood that the Union retains the right to represent bargaining unit employees who are being disciplined for having violated the Company’s established harassment policies as amended from time to time.

It is understood that harassment that is in violation of the Code will not be tolerated and that no such employee should be subjected to such conduct by any other employee of the Company.

It is also understood that any employee who commits harassment in violation of the Code or who knowingly condones such harassment of another employee may be subject to disciplinary action up to and including dismissal.

2 Re: Voluntary Layoff

The Company agrees that it will invite employees from within the classifications in which it intends to implement a layoff or reduction of hours that is expected to last for six (6) days or more, to volunteer to be laid off or to have their hours reduced before the Company applies the layoff provisions of the Collective Agreement.

3 Re: Layoff and Recall

The Company and the Union have entered into a Collective Agreement which prescribes layoff and recall protocols in the event that bargaining unit employees must be laid off at any time during the term of the Agreement.

The Union and the Company have had discussions with respect to the manner in which the layoff and recall provisions would be administered by the Company during the term of the Agreement.

The Company has advised the Union during the course of negotiations that it requires a core group of seniority full-time employees within the bargaining unit in order to properly and efficiently operate its business, while also employing an appropriate number of seniority part-time employees to work the hours of work that are required of part-time employees from time to time during the term of the Agreement.

The Company has also indicated that during the term of the Collective Agreement, it is not the Company's intention to administer the lay-off and recall provisions of the Collective Agreement for the purpose of displacing full-time seniority employees and replacing them with seniority part-time employees. The Company will administer the layoff and recall provisions while having due regard for the operations of its DTC's and its ability to properly schedule hours of work as set out in the Collective Agreement.

4 Re: Bilingual DTCs

The parties hereby acknowledge that during the course of negotiations, the Company advised the Union that it operates DTC's within the Province that have been designated as "bilingual DTC's" which must be staffed with bilingual employees so as to deliver the Company's services in both official languages.

The Company has also advised the Union that its Project Agreement with the Ministry of Transportation of the Province of Ontario ("MTO"), allows MTO to identify certain DTC's as bilingual DTC's from time to time.

During the course of negotiations, the Company has informed the Union that there are currently twenty-eight (28) DTC's that have been designated as bilingual DTC's by MTO as of the date of ratification of the Collective Agreement.

It is understood that the Company will effectively staff any DTC's that have been or which become identified as bilingual DTC's by MTO so as to ensure that there is an appropriate number of bilingual employees in each classification in each bilingual DTC.

During the course of negotiations, the Company has identified to the Union the percentages of bilingual employees that are required by the Company at each of the existing identified bilingual DTC's. It is the Company's intention to apply these percentages at the existing bilingual DTC's. It is however also understood that the Company will not affect the layoff of an existing seniority employee (i.e. employee who is employed as at date of ratification) from a DTC that has been designated as bilingual for the sole purpose of achieving the target number of bilingual employees that the Company has indicated to the Union that it requires at such bilingual DTC's.

The parties acknowledge that employees' "bilingualism" will be considered by the Company as a condition of employment where appropriate, in the course of administering all of the layoff, recall, job posting, and transfer protocols that are set out in the Collective Agreement, when an employee wishes to relocate, transfer, job post into, or exercise bumping privileges into a bilingual DTC.

It is understood that it is the Company's intention to achieve the target number of bilingual employees that it requires at designated bilingual DTC's as seniority employees employment terminates as set out in the Collective Agreement, or as seniority employees transfer or are transferred from such DTC's in accordance with the Collective Agreement.

It is understood that in the event that the Company must initiate a layoff at a bilingual DTC for any reason, in accordance with the Collective Agreement, and it becomes apparent to the Company that there will be an insufficient number of employees remaining at the DTC who are qualified and bilingual so as to allow the Company to effectively and properly operate the DTC as a bilingual DTC after employees exercise their seniority, the Company will allow a unilingual seniority employee who is about to be displaced because the employee is not bilingual, the following options:

- (a) The employee may use their seniority to displace another employee in the same classification or in a lower paid classification and/or level with less seniority at another DTC in the same seniority pool at which DTC it is not necessary for the employee to be bilingual (i.e. bumping into another non bilingual DTC in the same seniority pool, or bumping into another bilingual DTC within the seniority pool at which there is a unilingual employee in the same classification with less seniority). An employee who is subject to layoff will be entitled to exercise their seniority in order to displace an employee with the least seniority in the same job classification provided that the more senior employee is ready, willing and available to work the shifts that were being worked by the displaced employee, and has the qualifications required to perform the work, and is bilingual where such qualification is necessary as set out in Article 15.6.
- (b) The employee about to be displaced, may voluntarily take a leave of absence and have their benefits continued for a period of up to six calendar months from the commencement of the leave, until such time that there is a recall to the employee's own DTC.

- (c) The displaced employee may accept a layoff and retain seniority and recall rights under the Collective Agreement.
- (d) If the employee is about to be laid off from their own DTC because they are not bilingual, such employee may use their Company seniority within their classification and classification level to displace another employee at any other DTC that is within the bargaining unit in the Province. An employee who is subject to layoff will be entitled to exercise their seniority in order to displace an employee with the least seniority in the same job classification provided that the more senior employee is ready, willing and available to work the shifts that were being worked by the displaced employee, and has the qualifications required to perform the work, and is bilingual where such qualification is necessary as set out in Article 15.6.
- (e) The employee can accept a layoff from their own DTC and if there is a recall to the DTC from where the employee was laid off, the employee will be recalled to that DTC if a unilingual employee can be recalled. If there is a recall to any other DTC that is within the bargaining unit in the Province of Ontario at which there has previously been a layoff, the employee will be offered the opportunity to use their Company seniority to be recalled into the same classification and classification level (as opposed to being limited to recall within their own seniority pool), before another employee with less seniority in the seniority pool is recalled. An employee who is subject to layoff will be entitled to exercise their seniority in order to displace an employee with the least seniority in the same job classification provided that the more senior employee is ready, willing and available to work the shifts that were being worked by the displaced employee, and has the qualifications required to perform the work, and is bilingual where such qualification is necessary as set out in Article 15.6.

- (f) The displaced employee will be offered an opportunity to transfer to another DTC at which there is a need or vacancy for such employee's classification, and classification level.
- (g) The displaced employee will be offered an opportunity to enroll in an accredited accelerated French language educational program that is approved by the Company which must be completed during the course of the layoff, the cost of which program will be paid for by the Company and provided that the employee attends and successfully completes the program. Following the completion of the program, if the Company is satisfied that the displaced employee can effectively and properly perform their duties bilingually as required by the Company, the employee will be given the opportunity to return to their own DTC and displace another employee in the same classification and classification level with less seniority. It is understood that the Company engages a certified third party language proficiency testing organization to test an employee's proficiency in their working knowledge of the French language in the course of determining whether the employee can effectively and properly and perform their duties bilingually.
- (h) The displaced employee may elect to be terminated without any recall rights and relinquish their seniority. In the event that the employee chooses this option, the employee will be provided with either working notice of termination or, payment in lieu of notice which is equivalent to the notice prescribed by the Employment Standards Act of Ontario. In addition, the Company will pay an employee who is displaced by virtue of not being bilingual and who wishes to be terminated a severance amount which is equivalent to one (1) weeks' pay for each completed year of service to a maximum of eight (8) weeks' pay.

During the Term of this Agreement, the Company will not lay off a seniority employee who is not bilingual (“a Unilingual Employee”) and who is employed at a designated bilingual DTC where the Unilingual Employee has greater seniority than another employee who is bilingual and who has less seniority, if the Unilingual employee would be unable to transfer or exercise bumping rights under the Collective Agreement into another DTC that is within a one hundred (100) kilometer radius of the Unilingual Employee’s home DTC.

5 Re: Saturday Scheduling

The Company may require employees to regularly work on Saturdays at any of its DTC’s. It is understood that the Company will have the right to schedule hours of work on Saturdays for employees while always ensuring that it has the required complement of employees from each classification and classification level at each DTC in order to effectively operate such DTC on Saturdays.

It is agreed that employees who work at the Port Union and Etobicoke DTC’s will continue the current practice for scheduling Saturday hours of work for the term of the Collective Agreement, unless the majority of the employees at each of these two (2) DTC’s decide (by way of a vote conducted by the Union) that they wish the Saturday schedules at their respective DTC’s to be governed by the procedures set out in this Letter of Understanding, and, the Company also agrees to make the requested change. It is understood that if one of the aforementioned two (2) DTC’s is permitted to have the Saturday schedules governed by this Letter of Understanding after a vote is held as set out herein, there will be no further change to the Saturday scheduling arrangements for such DTC(s).

Any Saturday hours of work that are to be worked by employees at DTC’s other than the Port Union and Etobicoke DTC’s will be assigned by the Company based on number of employees from each classification and classification level at the DTC that are deemed necessary by the Company, based on the following:

- (a) Saturday hours of work will be assigned as determined by the Company, to employees, who volunteer from within each of

the classifications and classification levels that are required by the Company in order to effectively operate a DTC which operates on a Saturday.

- (b) If the Saturday hours of work cannot be assigned on a voluntary basis to the number of employees that are required by the Company in each of the classifications and classification levels at the affected DTC, the Saturday hours can be available to employees within the seniority pool of the affected DTC. This process shall not result in the granting of overtime in the seniority pool unless other employees at the DTC are receiving overtime. If the Saturday hours of work cannot be assigned on a voluntary basis as referenced above, the Saturday hours will be assigned to the employees in the required classifications and classification levels for the Saturday hours in the following order provided there are indeed such employees in the required classifications and classification levels who can satisfy the requirements of the Company to properly staff the affected DTC on Saturdays based on operational needs.
 - (i) Employees hired after February 1, 2013, in reverse order of seniority;
 - (ii) If the hours cannot be filled from amongst those employees in (i) above as determined by the Company, the hours will be assigned to Term employees in reverse order of seniority;
 - (iii) If the hours cannot be filled from amongst those employees in (i) and (ii) above as determined by the Company, the hours will be assigned to part-time employees in reverse order of seniority;
 - (iv) If the hours cannot be filled from amongst those employees in (i), (ii) and (iii) above as determined by the Company, the hours will be assigned to full-time employees in reverse order of seniority.

6 Re: Overtime

The Company has advised the Union that it presently has no intention of operating the DTC's on Statutory Holidays or on Sunday's during the term of this Agreement. In the event that the Company determines that it will operate a DTC on a Statutory Holiday or on Sunday's, the Company will pay double time for all hours worked on such Statutory Holidays or Sunday. It is understood that such hours worked will not be counted as hours worked for the purposes of calculating overtime entitlement for the thirty-seven and one half (37.5) hour weekly threshold as set out in the Collective Agreement.

7 Re: Probationary Employees

Probationary employees will be assessed during the probationary period as set out in Article 12.1 of the Collective Agreement. During the probationary period, probationary employees will be advised of the Company's assessment of their work performance and any areas which may require improvement.

8 Re: Vacations for Full-time Employees

For the purposes of administering this Letter of Understanding and the terms of the Collective Agreement, it is understood that a completed month of service shall be deemed to be a month in which a full-time employee has worked at least fifty percent (50%) or more of the shifts in respect of which such employee was scheduled to work.

Full-time Employees who were previously employed by the Ministry of Transportation and who opted into employment with the Company as set out in Article 13.3 will be able to apply their seniority based on their date of hire with the MTO for the purposes of calculating vacation entitlement.

9 Re: Administration of Vacation Scheduling During Peak Period

Whereas the parties have resolved the terms of employees' vacation entitlement in the Collective Agreement. And whereas during the course of collective bargaining, the parties have been involved in discussions with respect to the manner in which employees will be scheduled for vacation during the Peak Period that have been identified in the Collective Agreement;

And whereas the Company and the Union are desirous of creating a system for scheduling vacations during such Peak Period which is sensible and reasonable for both the Company and its employees while also allowing the Company the ability to properly and efficiently operate its business and each of its DTC's.

Therefore the parties to this Letter of Understanding acknowledge that the Company will schedule vacations during Peak Periods during the Term of the Collective Agreement as follows:

Employees must submit their respective requests for earned vacation time as set out in the Collective Agreement.

The Company will schedule vacation time for employees during Peak Period for not more than two (2) weeks during Peak Period while having due regard to the Company's operational requirements and its ability to efficiently, effectively and properly provide services as set out in the Collective Agreement, and as set out below. For the sole purpose of vacation scheduling, the Peak Period is June 1st to September 15th.

In the course of determining vacation schedules based on multiple timely requests from eligible full-time employees and eligible part-time employees, the Company will resolve conflicts in such employee vacation requests for vacation time off during the Peak Period at each DTC on the basis of the classification and the classification level seniority as indicated on the seniority list in respect of each DTC in the course of scheduling Peak Period vacations. The Company will consider isolated overlapping vacation requests within the DTC; the approval must be completed by the Regional Manager.

In order to facilitate the scheduling of vacations during the Peak Period the Union agrees and acknowledges that the Company will have the right to schedule hours of work for "cross trained employees", part-time employees,

and non- bargaining unit employees. In addition, the Union agrees and acknowledges that bargaining unit employees may be required to temporarily transfer to another DTC in order to fill in for employees who are on vacation during the Peak Months, as set out in the Collective Agreement.

10 Re: Establishment of Seniority Lists for the Purposes of the Collective Agreement

Whereas the parties have agreed to establish a seniority provision in Article 13 of the Collective Agreement;

And Whereas for the purposes of establishing the initial seniority list, a methodology is required for the purposes of establishing the initial seniority list which will become the basis for calculating seniority following the execution of the Collective Agreement;

And Whereas the Company commenced its operations on September 2nd, 2003;

Now therefore the Company and the Union hereby agree as follows:

1. All former Ministry of Transportation (“MTO”) employees who opted in to employment with the Company as of September 2nd, 2003 (“the Opt Ins”) will have seniority that is calculated based on their date of hire with their former employer, the Ministry of Transportation for the purposes of Article 13 of the Collective Agreement. Opt Ins were hired by the Company as full-time employees and to the extent that such employees continue to be full-time employees, they will appear on the full-time seniority list.
2. All other full-time employees of the Company who commenced employment on September 2nd, 2003 will have a seniority date of September 2nd, 2003. This group of employees shall be subject to a lottery for the purposes of establishing their respective positions on the full-time seniority list and all employees in this group shall appear on the full-time seniority list below the employees who are described in Paragraph 1 above.
3. All full-time employees who were hired after September 2nd, 2003 will have a seniority date that corresponds with the date that they commenced

their employment with the Company. In cases in which employees have the same commencement date, a lottery will be held amongst such employees for the purposes of establishing their respective positions on the full-time seniority list. Full-time employees who were hired after September 2nd, 2003 shall appear on the full-time seniority list below the employees described in Paragraph 2 above.

4. All part-time employees who were hired on or after September 2nd, 2003, but before Oct 1, 2019, will have their seniority calculated on the basis of the hours that they actually worked between September 2nd, 2003 and September 30, 2019. This calculation will be final and remain in effect indefinitely.

5. All employees hired on or after October 1, 2019 will have a seniority date that corresponds with the date that they commenced their employment with the Company.

11 Re: Mileage Rates

As of October 1, 2022, the mileage rate will be in accordance with the current Canada Revenue Agency (CRA) mileage rates and provisions, and be updated when adjusted by the CRA. For clarity, the rates defined by the CRA as of December 23, 2021 are sixty-one (61) cents per kilometer for the first five thousand (5000) kilometers, and fifty-five (55) cents per kilometer driven thereafter. It is also understood that an employee will only be entitled to the mileage allowance if they are required to drive in excess of the mileage that they are normally required to drive to, when driving to their home DTC.

12 Re: SUB Plan Due to Unavailability of MTO Resources

In the event that seniority employees who are regularly scheduled to work cannot be provided with their regularly scheduled hours of work by the Company as a direct result of an uncontrollable, or unexpected event or any other unforeseen circumstance that is beyond the control of the Company but which is related to an event that is directly caused by the Ministry of Transportation, and, the Company receives full compensation from the Ministry of Transportation under the terms of its Project Agreement with the Ministry of Transportation which makes the Company whole in every respect

as a result of being adversely affected by such event, the Company will pay an employee their regular hourly rate of pay for lost scheduled hours to the extent that the Company is compensated in this regard and the provision of such compensation is cost neutral to the Company.

13 Re: Part-time Staff

The Company acknowledges that during the term of the Collective Agreement it will not use part-time employees in order to circumvent the employment of full-time employees of the Company.

14 Re: Performance Notes and Transaction Deficiency Reports

The Company acknowledges to the Union that employee performance notes are non-disciplinary written notices and are not included in an employee's record of discipline. They are for performance appraisal purposes only. The performance notes are a record of the conversation between the supervisor and the employee. At the end of the performance appraisal period, the performance notes are discarded and do not form part of the employee's personnel record.

The Company acknowledges to the Union that the use of the Company's employee transaction deficiency report is for the improvement of an employee's performance and reduction of errors. The Performance Documents do not form part of the employee's personnel record.

15 Re: Article 17.3 Higher Rate of Pay

Notwithstanding anything that is indicated in Article 17.3 of the Collective Agreement, the Company acknowledges that it has recorded and will continue to record all time that is spent in the employee's pay period in the course of calculating the days worked for determining eligibility for receiving the higher rate of pay.

16 Re: Turtlenecks

The Company agrees to provide turtlenecks to employees as part of their uniform.

17 Re: Bilingual Employees and Administration of Note 4 in Letter of Understanding

In the event that it becomes apparent that in the course of the administration of Letter of Understanding Note 4, a more senior unilingual speaking employee in a classification is about to be laid off at a DTC before a less senior bilingual speaking employee(s) in the classification at the DTC, the Employer will communicate with the Local Union President or their designate to discuss the matter. This does not apply whenever there is only one bilingual employee in that classification at the DTC.

18 Re: Article 23 Christmas Eve and New Year's Eve

It is agreed and understood that the Company will limit the amount of staff to be scheduled to work Christmas Eve and New Year's Eve.

19 Re: Article 26.1 Medical Reports

It is agreed that if the Employer requires a doctor's note from an employee, this will be communicated to the employee at the time that the employee reports their sickness to the Employer. It is understood however, that an employee who is sick and who is on an attendance management program will be required to provide a doctor's note without having to be advised of their requirement at the time that the employee reports sickness to the Employer. Medical notes will be obtained on the employee's own time.

Aside from employees who are on an attendance management program, if the Employer does not ask the employee for a doctor's note at the time that the employee reports their sickness to the Employer, and the Employer requires the doctor's letter upon the employee's return to work, the employee will obtain this note on the Company's time.

20 Re: Classified training for staff

This LOU will expire at the end of this Agreement.

Serco will cover the cost of paid leave and MELT training for 16 (sixteen) DE4 postings over the life of the agreement. If an employee voluntarily leaves the organization or opts out of conducting commercial testing within 2 years of completing the training, the employee will be responsible for repaying the

pro-rated cost of training. When considering candidates, the company will award the positions to job posting applicants in the following order:

- Internal Driver Examiners who already hold the required licenses, in accordance with seniority.
- Internal Driver Examiners who do not hold the required licenses, in accordance with seniority. In this case the company will cover the cost of training for required licenses;
- External candidates in accordance with Article 16.

21 Re: Motorcycle Safety Course (MSC) training for staff

This LOU will expire at the end of this Agreement.

Serco will allow up to ten (10) DE's per year to take Motorcycle Safety Courses (MSC), and Serco will reimburse 50% of the cost of training on attainment of full M licence.

Attendee volunteers will be prioritized based on sites with business needs.

22 Re: Part-time Scheduling of Hours

To be implemented no later than October 1, 2024

The intent of this section of the CBA is to ensure that any reduction in part-time hours is completed on the basis of reverse seniority, thus ensuring that hours for senior part-time staff are maximized within the agreed framework. To accomplish this goal, the following principles will be applied:

Equalization of Hours will be eliminated and will be replaced with a tiered system for assignment of hours. This will be achieved through the establishment of scheduling tiers (shown below).

The new tiered system will allow for variability within the required tier, while still maintaining a degree of equalization between employees with differing seniority within the DTC. Hours will be maximized for part-time employees with higher seniority within the tier, while maintaining hours at the tier

minimum for part-time employees with less seniority. Depending on available hours, an employee may also be somewhere in the range of the tier if there are not enough hours to maximize them to the top of the tier, but there are more hours available than keeping that individual at the bottom of the tier.

Where possible, all PT staff will be scheduled within the highest scheduling tier based on operational needs. Part-time hours will be reduced within the tiers based on reverse seniority with the most senior staff remaining at the top of the band for as long as possible. Once hours for all part-time staff have been reduced to the minimum of a particular tier and hours are further reduced, the lowest seniority part-time employees will be dropped to the minimum of the next tier, with the most senior employees remaining at the maximum of the new tier in the higher band for as long as possible (subject to staff and shift availability). As hours are reduced further, the more senior staff will also drop the minimum of that same lower band until all part-time staff are again at the minimum hours of the current hour tier. If the need arises for hours to be further reduced, the process will start again with movement of part-time employees with the lowest seniority to the next lowest salary band, and part-time employees with more seniority remaining at the maximum of the new tier for as long as possible. Once all staff are in the lowest possible tier and a minimum of 20 hours of work per week cannot be guaranteed, layoffs will be actioned based on reverse seniority, with the lowest seniority staff being laid-off first.

Scheduling of part time staff will utilize thresholds to create scheduling tiers as follows:

Tier 1: 30-37.5 hours

Tier 2: 25-30 hours

Tier 3: 20-25 hours

In principle scheduling will apply to all sites, however, the scheduling process at smaller sites may be limited on the basis of the hours of operations and staffing levels of the site. When possible, the hours will be scheduled consistent with the intent of the tiered approach, so members with more seniority will have more scheduled hours than those with less seniority, but may not match the tiered hours breakdown