

**LETTER of UNDERSTANDING #**

**BETWEEN:** Coastal Community Credit Union  
**AND:** MoveUP (Canadian Office and Professional Employees, Union Local 378)  
**RE:** Remote Work Arrangements for Certified Roles within the Bargaining Unit

The Employer and the Union agree that some positions within Coastal Community Credit Union have the ability to successfully perform the duties of the role working from home. The Parties recognize Work from Home is a viable work option that permits an employee to perform all or a significant portion of their job responsibilities at a location other than the traditional offices of the Employer.

In this Letter of Understanding:

**“remote work arrangement”** (or collectively referred as to the **“Plan”**) means performing work from the employee’s home workplace.

**“flexible workplace”** means the employee’s residence located within British Columbia, Canada.

**“job posting”** is how employees apply to participate in the Plan.

The Collective Agreement applies in all respects except as specifically amended by this Letter.

**Preparation**

To be considered for the Plan the role must meet the required criteria, as determined by the Employer. The participation in this alternative work arrangement shall be limited to functions which, according to the Employer, can be carried out from home.

- a. The Employer will from time to time review all job profiles and identify additional roles, if any, to be included in the Plan. The Employer agrees to discuss any additional job profiles with the Union prior to implementation. Any significant changes, such as changing the maximum percentage of Work from Home roles, would be mutually agreed to prior to implementation.
- b. The Employer identified the appropriate job profiles for the Plan, including:
  - i. **Relationship Centre** – up to 40% of roles may work remotely.
  - ii. **Credit Recovery** – up to 100% of roles may work remotely.
  - iii. **Central Operations** – up to 10% of positions may work remotely.

**Eligibility**

All employees who meet the job requirements are eligible to apply for positions within the Plan. The Employer agrees to post vacancies specifically for the Plan. Employees must adhere to and sign the Work From Home Acknowledgement to be eligible for the Plan.

## **Selection**

- a. The Employer will award available positions per the Collective Agreement.
- b. The Employer shall select in order of qualifications, ability to do the job and seniority.
- c. The Employer shall provide written policies and procedures to all employees in the Plan.
- d. Employees selected for the Plan will comply with all Coastal Community requirements. Employees must acknowledge and adhere to all employer policies, including Privacy Protection, Confidentiality, IT Security, and Working From Home, in addition to WorkSafe BC requirements, and changes to policy as required.
- e. Employees that are new to the Plan will be assessed within ninety (90) calendar days for suitability. Should the Employee and/or the Employer decide that the Employee's participation is unsuitable, the Employee shall be returned to their former position or to one closest to their former location within their municipality.
- f. If an Employee does not follow all requirements and expectations, or does not perform successfully in the role, the arrangement will be discontinued. Should this occur, the Employee may be considered for other available positions within their municipality, for which they are qualified.
- g. Any arrangement may be cancelled at any time by the Employer by giving at least a three (3) week advance notice.
- h. Employees participating in the Plan are required to attend the Employer's office for meetings or training as required by the Employer. The Employer will make reasonable efforts to provide at least fifteen (15) days advance notice for any mandatory in-person meeting or training.
- i. At each Standing Committee meeting, the Employer will provide a list of employees and their respective job profile under this Plan to the Union.

## **Administration**

- a. The employee shall not be expected to perform work remotely while on sick leave or any approved leave of absence.
- b. In the event the employee experiences any technical disruption, flood, power outage or any other household emergency while performing work remotely, the employee shall report such disruption to their immediate manager and the employee may be required to temporarily relocate to the employee's home branch office, (or the closest unionized branch office), to continue work, provided the employee can relocate to that location before the end of their scheduled shift. In any event, the employee will be paid for their full shift, including any applicable overtime and expenses (e.g., parking, ferry, and automobile mileage).
- c. Subject to the terms of this Letter of Understanding, while working remotely, the employee retains all rights and benefits of the Collective Agreement, including WCB coverage during the employee's working hours.
- d. During a working day, there shall not be any split shifts.

### **Occupational Health & Safety**

The Employer is committed to the protection and integrity of employees and the work performed, regardless of location. Employees are expected to perform their duties in a safe and healthy environment that conforms to the Employer's security and confidentiality protocols. Upon award of a position in the Plan, and on an annual basis, the Employee must review and sign off on all relevant policies and procedures.

- a. Employees are expected to review and comply with the Employers health and safety policies and WCB regulations.
- b. The Employer has the right to inspect the employee's workplace to ensure ongoing compliance with the requirements and will give the employee a 48-hour advance notice in writing.

### **Equipment and Expenses**

Working from home is a shared responsibility as described in the Flexible Work Arrangement Policy and Work From Home Procedure –

#### **Employer Responsibilities:**

- a. The Employer will provide the tools and technology.
- b. The Employer shall provide the employee with all equipment, including but not limited to computer monitors, (or other viewing devices), printer, or laptop, cables; and peripherals (e.g. computer mice, computer keyboard). The Employer shall provide all necessary stationary.
- c. The Employer shall bear the costs of maintenance, upgrade and replacement of all corporate properties.

**Employee Responsibilities** - the Employee is responsible for the home office including:

- a. The physical working space.
- b. The cost of electrical and heating services.
- c. The cost of internet services.
- d. Additional premium cost arising from their home insurance policy when the employee participates in the Plan.

Medically supported accommodations are a joint responsibility of the Employee, the Employer and the Union and will be managed on a case by case basis.

### **Special Provisions**

The Employer shall provide the Union with no less than four (4) months' notice of intention to terminate the Plan, in part or in full.

This Letter shall remain in full force and effect as long as the parties mutually agree to its terms and conditions.

SIGNED ON BEHALF OF THE UNION



\_\_\_\_\_  
Anny Chen – Union Representative

Date: April 19, 2022

SIGNED ON BEHALF OF THE EMPLOYER



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Sheri Gauthier – Acting VP, Human Resources

Date: April 13 2022