

COLLECTIVE AGREEMENT

Between



Starlight New Westminster
(hereinafter referred to as the "Employer")

And



(Canadian Office and Professional Employees Union, Local 378)
(hereinafter referred to as the "Union")

Effective: May 1, 2025 to April 30, 2028

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PREAMBLE

BETWEEN: Gateway Casinos & Entertainment Limited (Starlight New Westminster)
(hereinafter called the "Company").

AND: MoveUP (Canadian Office and Professional Employees Union, Local 378)
(hereinafter called the "Union").

Purpose of Agreement

- (a) The purpose of this Agreement is to establish and maintain orderly collective bargaining procedures between the Employer and the Union.
- (b) The parties to this Agreement share a desire to establish, within the framework provided by the law, an effective working relationship in all areas of the Company in which members of the bargaining unit are employed.
- (c) The parties to this Agreement share a desire to maintain harmonious relations and settled conditions of employment.

ARTICLE o – SCOPE OF AGREEMENT

o.01 Date of Effect

The following provisions shall take effect and be binding upon the Employer and the Union for a period commencing **May 1, 2025** and ending **April 30, 2028**, SAVE AND EXCEPT as may be expressly required herein or as may be required from time to time by the statutes of British Columbia.

o.02 Section 50 Exclusion

The parties hereto agree to the exclusion of the operation of Section 50, subsection (2) of the Labour Relations Code of British Columbia (in accordance with Section 50 (4) thereof).

o.03 Notice to Bargain

Either party may at any time within four (4) months immediately preceding the expiry date of this Agreement, give to the other party written notice of its intention to re-open or amend this Agreement on its expiry date or on any day thereafter. The parties shall exchange particulars of desired changes to the Agreement not later than the date of the first meeting of negotiations.

o.04 Pre-Bargaining Meeting

Prior to the commencement of collective bargaining, the parties shall meet to preview matters of concern, and to develop plans and procedures to optimize the effectiveness of direct collective bargaining in bringing about an agreement.

o.05 Continuation of the Agreement

After the expiry date of this Agreement and until a revised agreement is signed, this Agreement and all its provisions shall remain in full force and effect without prejudicing the position of the revised agreement in making any matter retroactive in such revised agreement.

o.06 Strikes and Lockouts

Notwithstanding o.05 above, the Union agrees during the term of this Agreement there will be no slowdown or strike, stoppage of work or refusal to work or to continue to work. The Employer agrees that during the term of this Agreement there will be no lockout.

o.07 Agreement Scope

Letters or Memoranda of Understanding which may be agreed between the parties from time to time during the life of this Agreement shall be attached hereto when so intended by the parties and shall have full effect as part(s) of this Agreement. Such Letters or Memoranda shall contain appropriate references establishing effective dates. Where no terminating date is specified within the context, the Letter or Memoranda shall continue in effect from year to year in the same manner as the body of the Agreement or until terminated by agreement of the parties. Letters or Memoranda of Understanding shall carry the signatures of the appropriately authorized Union and Company Officers or Representatives.

o.08 Use of Plural Terms

Wherever the singular is used in this Agreement, these words shall be construed as meaning the plural where the context requires. Conversely the reverse is equally true.

o.09 Interpretation of Time Period Terminology

References to weeks, months or years shall mean calendar weeks, months, or years, unless otherwise stated in the context. References to "days" means working days unless otherwise stated in the context.

o.10 Management Rights

All management rights heretofore exercised by the Company, unless expressly limited by this Agreement, are reserved to and are vested exclusively in the Company.

Application of Rights

The Employer reserves the right to supplement and alter, as and when deemed necessary, reasonable rules and regulations to be observed by the employees. It is agreed that the rules and regulations may cover all aspects of the operation of the casino and surveillance department. It is further agreed that the Employer is entitled to make any changes which may be necessary or desirable in order to comply with the requirements of the British Columbia Lottery Corporation, or any other legislation, policies, directives, or regulations of any level of government which apply to the operation of the casino.

0.11 Notification of Company Policies and Procedures

The Employer agrees to advise the Union of all policy and procedure instructions relating to matters covered by this Agreement. The Employer will not issue any policy and procedure instructions which are contrary to the terms and conditions of this Agreement. It is recognized that all such policy and procedure instructions may be the subject of grievance pursuant to Article 3 of this Agreement

0.12 Purchasers, Lessees or Transferees

This Agreement binds any purchasers, lessees or transferees of the operations identified in this Collective Agreement and is subject to the provisions of Section 35 of the Labour Relations Code upon sale or transfer of assets. In the event of the sale of the establishment it is the obligation of the successor owner to abide by all terms and conditions of this Agreement. It is further understood: If the casino or a part of it is sold, leased, transferred or otherwise disposed of, the purchaser, lessee or transferee is bound by all proceedings under this Code before the date of the disposition and the proceedings must continue as if no change had occurred. If a Collective Agreement is in force, it continues to bind the purchaser, lessee or transferee to the same extent as if it has been signed by the purchaser, lessee or transferee as the case may be.

ARTICLE 1 - UNION SECURITY

1.01 Agreement Application

This agreement shall apply to and be binding upon all employees of the Company described in a certificate issued to the Union by the Labour Relations Board on the **13th day of September 2023**, and shall continue to apply to the said certificate as the same may be amended by the Labour Relations Board from time to time.

1.02 Application and Maintenance of Membership

The Company agrees that all employees covered by this Agreement within fifteen (15) calendar days of the signing of this Agreement, or within fifteen (15) calendar days of the date of employment with the Company, whichever event shall later occur, as a condition of continued employment with the Company shall make application to become members of the Union and if accepted, remain members of the Union.

1.03 Acquainting New Employees

The Company will inform new employees of their Union membership obligations. The Company will provide Union membership cards and dues deduction forms to new employees for their completion and signing at the time of employee documentation. The Company will forward the executed documents to the Union as soon as possible, but in any event, within fifteen (15) calendar days of the employee's date of hire. Such forms will be provided to the Company by the Union.

The Company will provide the employees with Job Steward contact information.

1.04 Assignments of Wages and Employee Information

The Company will honour written assignments of wages for Union dues, initiation fees and general membership assessments and shall remit such to the Union monthly together with the following information as to the persons from whose pay such deductions have been made:

- 1) all contact information such as telephone numbers, home address, along with any changes as they occur.
- 2) employee information such as date of hire, base hourly rate, employee status, amount of dues deducted and any changes as they occur.
- 3) all deductions made by the Company pursuant to this Article shall be submitted to the Union by the fifteenth (15th) date of the month following the date of deduction whenever possible but in no event will such remittance be later than the end of the month following the date of deduction.

1.05 Financial Obligations

Notwithstanding any provision in this Article, there shall be no financial responsibility on the part of the Company for fees, dues, or general membership assessments of an employee unless there are sufficient unpaid wages of that employee in the Company's possession except that this provision shall not absolve the Company of its financial obligations in those circumstances where it knowingly failed to withhold sufficient employees' pay to pay the monies outstanding to the Union.

1.06 No Discrimination for Union Activity

The Company and the Union agree that there shall be no discrimination or coercion exercised or practiced with respect to any employee for reason of membership or activity in the Union.

The Company shall not participate in or interfere with the administration of the Union.

1.07 Work Jurisdiction

Duties performed by employees within the bargaining unit will not be assigned to or performed by non-bargaining unit personnel. However, the parties recognize that for the practical, efficient and compliant operation of the surveillance department, there are occasions when a management employee must cover operator duties. These occasions will include but will not be limited to:

- 1) Lunch and/or coffee breaks
- 2) Comfort breaks
- 3) In cases of emergency when regular employees are not immediately available
- 4) Instruction or management training
- 5) During on site Union business
- 6) Where no on call staff are available

Such occasions shall be temporary in nature and shall not result in the displacement or exclusion of employees covered by this Agreement.

The parties further recognize that for the practical, efficient and compliant operation of the surveillance department there are duties that are shared. Such duties will continue to be shared as per current practice.

ARTICLE 2 - UNION RECOGNITION

2.01 Recognition of Union Executive Board Members, Councillors, Job Stewards and Union Representatives

The Company will recognize individuals and/or employees elected, appointed, and/or designated by the Union as its qualified Executive Board Members, Councillors, Job Stewards and Union Representatives.

The Union will notify the Company in writing as to who are the elected, appointed and/or designated Executive Board Members, Councillors, Job Stewards and Union Representatives authorized by the Union to discuss and wherever possible resolve problems arising out of the Agreement.

In the event that an alternative to the Job Steward is assigned by the Union to discuss and, wherever possible, resolve a problem arising out of the Agreement, reasonable notice will be provided in advance by the Union to the Manager, HR.

2.02 Rights of Job Stewards

The duties and responsibilities of Job Stewards shall include the following activities:

- (a) Investigation of complaints, grievances, and/or disputes including the making of presentations to management as required.
- (b) The transmission of Union bulletins and/or notices by posting or such other means as are reasonable under the circumstances.
- (c) Participation in collective bargaining, and/or arbitration proceedings when directed by the Union.
- (d) Participation in the administration of the Union as may be required for Union Executive Meetings and Job Steward Meetings.
- (e) Briefing time of up to one (1) hour prior to grievance meetings as set out in Article 3.06 of this Collective Agreement.

2.03 Paid and Unpaid Leave for Job Stewards and Union Officers

- (a) Job stewards can carry out their duties in Article 2.02(a), 2.02(b), and 2.02(e) above without loss of pay during regular business hours and it shall be considered as time worked. Time spent by Job Stewards beyond their regular hours will not be paid for by the Company. Before carrying out duties relating to 2.02(a) or 2.02(e) during regular working hours, the Job Steward will first obtain permission from the manager or her/his designate at her/his location. Such permission will not be unreasonably withheld. Job stewards may carry out their duties relating to 2.02(b) upon prior notification being given to the manager or her/his designate at her/his location. It is understood that Job Stewards will carry out their duties in a manner as to cause a minimum of interference to normal job duties and business operations.
- (b) Leave of Absence for Arbitration Hearings

Job stewards and/or affected Company employees can participate in arbitration hearings without loss of pay during regular hours and it shall be considered as time on Union Leave and the Union will reimburse the Company. The time spent beyond regular hours will not be paid for by the Company.

(c) Leave of Absence for Union or Labour Conventions

Subject to maintenance of operations, Job Stewards and/or other elected Officers of the Union who regularly work for the Company, and who are elected or appointed to attend Union or labour conventions, will be granted leave of absence without pay to attend such conventions provided reasonable notice is provided to the Company. The Union agrees that remaining employees in a work area affected by the granting of leave under this provision will cooperate with the Company to minimize the effect of leave granted to Job Stewards and/or other elected Officers under this Section.

(d) Miscellaneous Leave of Absence

Job stewards and/or other elected Officers of the Union may receive leave of absence with or without pay at the discretion of and by prior arrangement with the Surveillance Manager for other activities not specifically identified above.

(e) Job stewards and/or elected Officers of the Union who regularly work for the Company and who are assigned to joint Union-Company committees, will be paid by the Company for all time spent on such committees during regular hours.

(f) Time spent by Job Stewards and Union Officers, who are engaged in legitimate Union activities during working hours will not be referenced in their performance appraisals.

(g) With respect to leaves of absence referred to in (b), (c), (d) and (e) above, every effort will be made to provide the Surveillance Manager and/or Human Resources with not less than five (5) working days written notice, where possible.

(h) To facilitate the administration of this clause, when a leave of absence without pay is granted, the Company will continue an employee's normal hourly rate, subject to the timely reimbursement by the Union for all direct and indirect costs associated with such leave.

2.04 Union Leave & Trainee Union Representative Leave

(a) Union Leave

Employees elected or appointed to full time Union positions will be granted leave of absence without pay on request. Time spent with the Union will be considered as service with the Company and the employee will continue to accrue seniority with the Company during such period. Employees on such leave will at their option continue to participate in all Company welfare plans, provided the Union reimburses the Company on a monthly basis for the cost of such premiums. Employees on leave to work for the Union on application to the Company, will be re-employed by the Company at a job level equivalent to that which the employee left to work for the Union. The salary of the employee on re-employment will be that salary which the employee would have attained in their classification assuming they had never left the employment of the Company.

(b) Trainee Union Representatives

The Company will grant leave of absence to an employee requested by the Union to serve as a Trainee Union Representative, in accordance with the foregoing paragraph, subject to the following conditions:

- the timing of the leave will be subject to departmental operating considerations;
- the period of absence will not exceed six (6) continuous months, unless otherwise agreed by the Company;
- only one (1) such leave will be granted in a twelve (12) month period.

2.05 Communications – Union Binder

The Union will provide a Union Notice Binder to be kept in the break room for members to view and get updates on Union activities. Such binder will be updated by the Job Steward and remain the property of the Union.

2.06 Cooperation with Union Officers

The Company will cooperate with Officers, Councillors, Job Stewards, and/or Representatives of the Union in carrying out their Union responsibilities.

2.07 Union Use of Office Space

Job stewards and/or Representatives of the Union who require private office space for the purpose of performing their duties relative to 2.02(a) above, will receive such accommodation on request to the manager of the department or the Manager, HR, or her/his designate if such space is available.

2.08 New Employee Union Orientation

A new employee will be provided with a copy of the Collective Agreement and will be introduced to her/his job steward as part of her/his orientation to the department. In addition, the Company agrees that a representative of the Union will be given an opportunity to address collectively, on a once per month basis (if required), all new bargaining unit employees to a department during regular working hours, without loss of pay, for a period of up to thirty (30) minutes. The purpose of the meeting is to acquaint new employees with the benefits and duties of Union membership and employees' responsibilities and obligations to the Company and the Union. The time and location of the meeting will be subject to approval by management.

2.09 Union Insignia

A Union member shall have the right to wear or display memorabilia bearing the recognized insignia of the Union.

2.10 Bargaining Agent Recognition

The Company recognizes the Union as the sole bargaining agent, as defined by the Labour Relations Code, for all employees described in the certification issued by the Labour Relations Board on the **13th day of September, 2023**.

2.11 No Other Agreement

Neither the Company nor its representatives will require or permit any employee covered by this Agreement to make a written or oral agreement with the Company or its representatives which may conflict with the terms of this Agreement.

2.12 Right to have Job Steward Present

An employee shall have the right to have a job steward present at any discussion with management personnel which the employee believes might be the basis of disciplinary action providing that this does not result in an undue delay of proceedings. Where a manager meets with an employee with the specific intent to administer discipline, the manager shall make every effort to notify the employee in advance of that meeting in order that the employee may have a job steward present. This clause shall not apply to those discussions that are of an operational nature and do not involve disciplinary action.

Where the foregoing pertains to a job steward, an alternate local Union Representative may be present providing that this does not result in an undue delay of proceedings.

2.13 Technical Information

The Company agrees to provide the Union with available information relating to employees in the bargaining unit, as may be requested by the Union during collective bargaining, subject to such information not being harmful to the business interests of the Company.

2.14 Union and Company Communications

The Company and the Union agree that copies of all correspondence between the parties related to matters covered by the Agreement shall be sent, when requested to the Manager, HR and the President of the Union or their respective designates.

The Union will be provided with a copy of any written correspondence issued to an employee, which, expresses an opinion respecting the interpretation of this Collective Agreement as it applies to that employee.

The parties further agree that the use of e-mail and fax correspondence and regular type written correspondence shall be considered proper and acceptable means of communications for all matters contained in this Agreement including grievances.

2.15 Unit Meetings

The Company will endeavour to provide a meeting room to the Union for the purpose of the Union conducting meetings with unit employees, if such space is available.

ARTICLE 3 - GRIEVANCE PROCEDURE

3.01 Grievance Defined

"Grievance" means any difference or any dispute between the persons bound by the Agreement concerning the dismissal, discipline, or suspension of an employee; or concerning the application, interpretation, operation, or any alleged violation of this Agreement; or any other dispute including any questions as to whether the matter is arbitrable. All grievances will be resolved without stoppage of work by one of the following procedures:

3.02 Union or Company Grievance

Should either the Union or the Company consider that an action, or proposed action, is or will become a difference or dispute between the parties concerning the application, interpretation, operation or any alleged violation of this Agreement; or any questions as to whether the matter is arbitrable, then such will be considered a policy grievance and be dealt with as follows:

The grieving party, i.e. the President of the Union or the Manager, HR of the Company, or their nominee(s), shall initiate same by letter. Within seven (7) calendar days of receipt of such written notice, the principals or their nominees shall meet and attempt to resolve the grievance. Failing settlement, the matter may be referred by either party at its option to arbitration as set out in 3.05 below.

3.03 Discipline, Termination, Suspension Grievances

Grievances concerning termination or suspension of an employee may be submitted directly to Stage III of 3.04 at the option of the grieving party. Grievances concerning the discipline of an employee, other than termination or suspension, will follow all the stages of 3.04.

Should an arbitrator, Labour Relations Board, or other body find that an employee has been dismissed, suspended or otherwise disciplined for other than just and reasonable cause, or find that an employee has been unjustly dismissed, suspended or otherwise disciplined for just and reasonable cause, the arbitrator, the Labour Relations Board, or other body may substitute such other penalty and/or order reinstatement and/or order compensation to the employee as it considers just and reasonable in all the circumstances.

3.04 General Grievance Procedure

The parties to this Agreement agree that it is important to resolve complaints and grievances as quickly as possible. It is the intent that every effort will be made at each stage of the Grievance Procedure to resolve the grievance or complaint.

Stage I

Should a grievance occur, it shall be raised by the employee, or the Job Steward on behalf of the employee, with the Supervisor not later than thirty (30) calendar days from the date the employee was advised of the event leading to the grievance.

Stage II

- (a) Should a grievance be unresolved at Stage I, the Union may refer the matter to Stage II by writing to the Surveillance Manager, within fifteen (15) calendar days of being advised of the Supervisor's decision at Stage I.
- (b) Within twenty (20) calendar days of receipt of the Union's referral to Stage II, the Surveillance Manager will provide a written reply to the Union and grievor.

Stage III

A grievance may be referred by the Union to Stage III be in writing to the Manager, HR within 20 days.

Within fifteen (15) calendar days of receipt of the Union's referral to Stage III, the Manager, HR, will discuss the grievance with representatives of the Union.

Within fifteen (15) calendar days of the date of the discussion with the Union Representative(s), the Manager, HR, will submit the Company's decision to the Union in writing.

Within thirty (30) calendar days of receipt of the Company's decision at Stage III, the Union may refer the grievance to arbitration as set out in Article 3.05.

3.05 Arbitration

- (a) All grievances submitted to arbitration shall be adjudicated by a single arbitrator. Within fourteen (14) days of notice to arbitrate being served under Stage III above, or in accordance with other Articles of the Agreement, the parties will attempt to agree on an arbitrator. Should the parties fail to agree on the selection of an arbitrator during this period, either party may request the Minister of Labour to make an appointment.
- (b) The Arbitrator shall proceed as soon as practical to examine the grievance and within thirty (30) calendar days render her/his judgment and decision which shall be final and binding on the parties and upon any employee affected by it.
- (c) Each party to this Agreement will equally share the fee, expenses and disbursements of an arbitrator appointed under this Section.
- (d) The Arbitrator shall not be authorized to alter, modify or amend any part of this Agreement.
- (e) The arbitrator or expedited arbitrator, who shall act as sole arbitrator shall be mutually agreed to by the parties:

3.06 Attendance of Grievor at Grievance Meetings

The aggrieved employee may be present at any or all steps of the Grievance Procedure if the employee desires.

3.07 Extension of Time Limits

Time limits as set out in the preceding sections may be extended by mutual consent of the Company and the Union, but the same must be in writing.

3.08 Expedited Arbitration

- (a) For application of the following procedure the parties shall mutually agree upon a list of single arbitrators for the purposes of hearing and resolving any grievance(s) or group of grievances submitted under this process.
- (b) The parties shall meet every four (4) months or as often as required to review outstanding grievances which have been exhausted through the Grievance Procedure to determine by mutual agreement any grievance(s) suitable for this process, and shall set dates and locations for hearings of the grievances considered suitable for expedited arbitration.
- (c) The Arbitrator shall hear the grievance(s) and shall render a decision within five (5) working days of such hearings. Such decision will be final and binding on both parties. No written reasons for the decision shall be provided beyond that which the arbitrator deems appropriate to convey a decision.
- (d) Expedited arbitration awards shall be of no precedential value and shall not thereafter be referred to by the parties in respect of any other matter.
- (e) All settlements of expedited arbitration cases prior to hearing shall be without prejudice.
- (f) Any grievance may be removed from the expedited arbitration process by either party at any time prior to hearing and forwarded to a regular arbitration hearing.
- (g) The parties shall equally share the cost of the fees and expenses of the arbitrator and hearing rooms.
- (h) The parties will mutually agree to procedures to apply to expedited arbitration.

3.09 No Deviation from the Grievance Procedure

After a grievance has been submitted, the manager will not enter into discussion with the grievor with respect to the grievance without Union representation.

3.10 Alternate Dispute Resolution Non-Binding

Notwithstanding the other processes outlined in this Article, the parties may agree to participate in an alternate dispute resolution process. The process employs the caucus model and may be changed by mutual agreement of the parties.

ARTICLE 4 - SENIORITY

4.01 Seniority Defined

- (a) Company seniority shall be determined as length of continuous service with the Company.
- (b) Bargaining unit seniority shall be determined as the length of classification service with the surveillance department.

4.02 Probationary Employees

New employees hired under the terms of this Agreement will be credited with seniority back to the date of hire upon completion of their probationary period.

4.03 Loss of Seniority

Employees shall lose their seniority only if they:

- (a) Terminate employment with the Company.
- (b) Are discharged for just cause or terminated pursuant to proper application of this Agreement.
- (c) Are laid off for a period exceeding twelve (12) months.
- (d) An employee's gaming license is revoked by GPEB permanently.
- (e) Accept a permanent exempt position

4.04 Seniority Accrual on Seniority List

Employees laid off and placed on the recall list shall continue to accrue seniority during such period of lay-off.

4.05 Seniority Accrual While on Leave

Periods of illness or injury, vacation, trial period in a position outside the bargaining unit or approved leave of absence will not constitute a break in continuous service provided membership is maintained in the Union.

4.06 On-Call Employee Seniority

An on-call employee who accrues a minimum of five hundred (500) working hours (accumulated on a straight-time basis) shall become a seniority rated on-call employee with seniority thereafter equivalent to hours worked. Seniority rated on-call employees shall have the right to be called in before non-seniority rated on-call employees in order of their on-call seniority.

On call employees will indicate their availability for work assignments, in writing, to the Company two (2) times a year, in January and June, at least by the first day of the month. This submission will include their availability (times and dates in which they are available and minimum and maximum hour they can work in a given day) and specific dates and/or times for which they are unavailable

All on-call employees who refuse to work more than six (6) work shifts in a calendar year, which was within their availability, will be subject to a review of their employment. After five (5) years of service, it will be eight (8) work shifts in a calendar year. Provided in each case they were given at least twenty-four (24) hours advance notice of each required shift.

4.07 Seniority Lists

- (a) The Company agrees to post an updated seniority list quarterly. The Seniority List shall contain the following information:
 - (i) the employee's name
 - (ii) the employee's classification
 - (iii) the employee's department seniority
- (b) At the time of posting, a copy of the Seniority Lists shall be given to the Job Stewards and one copy to the Union staff Representative.
- (c) New employees will be added to the list at the time they attain seniority.

ARTICLE 5 - EMPLOYMENT, DISCHARGE AND TERMINATION

5.01 Letter of Appointment to New Employees

All new employees will receive a letter of appointment setting out the date of hire in the surveillance department, job title, and hourly rate.

5.02 Probationary Periods

A new employee entering service in a job covered by this Agreement shall be considered probationary for a period of six (6) months or 480 hours whichever comes sooner.

During the probationary period, an employee may be discharged if he/she is determined to be unsuitable for continued employment.

Probationary and assessment periods as described above may be extended by mutual agreement of the parties.

5.03 Discharge, Suspension Written Notification

Employees may be suspended or discharged for a serious breach of discipline or conduct without notice.

Reasons for suspension or dismissal shall be in writing and issued to the employee and the Union by the close of business on the workday following the suspension/dismissal.

5.04 Personnel Files and Performance Assessments

(a) Personnel Files

The employee, the President of the Union (or their designate) with the written authority of the employee, shall be entitled to review the employee's personnel file in the presence of the appropriate member of management. The employee or the President, as the case may be, shall give the appropriate member of management adequate notice prior to having access to such files. An employee may request and shall receive a copy of any employment record or document pertaining to them which is contained in their employment file.

In giving the Union such access, the employee agrees to hold the Company harmless with respect to the Union's stewardship of that information.

(b) Purging Personnel Files

All reprimand notices, disciplinary measures or letters of expectation will remain on the employee file for twelve (12) months from the date of notice or reprimand unless there is a re- occurrence of the same. If a repeat infraction occurs within the twelve (12) month period, the original and subsequent notices or reprimands will remain on the file for a further twelve (12) months from the date of the most recent notice or reprimand.

(c) Performance Assessments

Where a formal assessment of an employee's work performance is carried out, the employee shall be given sufficient opportunity to read and review the assessment. Provision shall be made on the assessment for the employee to sign it. The form will have two check boxes one for agreement and one for disagreement with the assessment. A copy of the assessment shall be provided to the employee after they have signed it, and such assessment shall not be changed without the knowledge of the employee.

5.05 Burden of Proof

In all cases of discipline, the initial burden of proof of just cause will rest with the Company.

5.06 Issuing Discipline

All discipline shall be in writing within fourteen (14) days of the incident or first knowledge of the incident by the Company. The Company may request of the Union a time limit extension which shall not be unreasonably denied.

ARTICLE 6 - EMPLOYEE DEFINITIONS AND BENEFITS

Except as specifically limited in this Article, or as limited elsewhere in this Agreement, all employees shall receive all of the benefits and provisions of this Agreement.

6.01 Probationary Employees

(a) Definition

All employees entering service with the surveillance department shall be considered probationary for a period of six (6) months or four hundred and eighty (480) hours whichever comes sooner.

Probationary and assessment periods as described above may be extended by mutual agreement of the Parties.

(b) Benefit Limitations

Probationary employees are not eligible for the Group Insurance Plan.

6.02 Regular Employees

(a) Definition

A regular employee is one hired to fill an ongoing position vacated by an employee or to fill a new position or additional position which is of a continuing nature.

6.03 Casual Employees

(a) Definition

A casual employee is one called upon to fill shifts that become available due to sickness, vacation, and other circumstances where regular employees are unavailable for work.

(b) Casual/On call Employee Benefits Eligibility

Casual and on call employees do not qualify for The Group Insurance Plan

ARTICLE 7 -JOB POSTINGS AND COMPETITIONS

7.01 Job Postings

- (a) When a vacancy occurs the Employer will first determine if the position needs to be replaced. If not, the vacant schedule will not be filled.
- (b) If the Employer determines that the vacant position needs to be filled it will first offer the shifts available to existing surveillance staff members, in order of seniority, who may wish to have a preferred schedule.

A schedule will then be filled in the following order:

- (c) Any laid off employees would be recalled to the schedule.
- (d) The schedule will then be offered to all existing on call employees.
- (e) If no laid-off or on-call employees accept the position it will be posted outside of the bargaining unit.
- (f) The Employer will provide copies of all job postings to the Union office as part of the normal posting distribution
- (g) The Employer shall notify all bargaining unit employees when a vacancy is posted with the deadline for applying on the posting

7.02 Job Selection

- (a) Preference in appointment to bargaining unit positions will be given to employees of the Company who are members of the bargaining unit. For the purposes of this clause, employees on the recall list are considered eligible employees.
- (b) Job selections and promotions shall be on the basis of knowledge, skills and ability to perform the vacant job (as at the time of posting). Where the knowledge, skills and ability are relatively equal, seniority will be the determining factor.

ARTICLE 8 - LAYOFF AND RECALL

8.01 Layoff and Recall

(a) Notification

If a reduction of regular employees is necessary due to a shortage of work, or for reasons beyond the control of the Company, the Company shall meet with, and advise the Union of the proposed reduction and the jobs affected as soon as possible and no reduction in staff shall occur until the following procedures are applied.

(b) Layoff by Seniority

The basic principle in applying layoff shall be layoff by bargaining unit seniority (i.e. the most junior surveillance operator shall be the first laid off, providing the retained employee can perform the job).

(c) Pre-layoff Canvass

Prior to issuing formal notice of layoff to employee(s) under Article 8, the Company will canvass all surveillance operators to determine if anyone wished to accept a voluntary layoff.

The Company will advise the Union immediately of the results of the pre-layoff canvass.

8.02 Recall Process

(a) Employees will be recalled in their job in the reverse order of their layoff.

(b) Employees shall be notified of recall by registered mail. An employee being recalled must return to work within five days of receipt of the notice, except in the case of illness or injury. The Employer shall have the right to make alternate arrangements until the recalled employee is ready to return to work.

8.03 Copies of Recall Lists and Notices to the Union

Copies of recall lists and all notices of recall shall be sent to the Union office.

8.04 Notice and Severance Pay

Any employee who is permanently laid off will receive written notice of layoff or severance pay equal to 1 week per year of service up to a maximum of 8 weeks.

ARTICLE 9 – WAGES

The grid below will be in place for the life of the collective agreement:

	Probation	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
DOR	\$22.89	\$24.93	\$25.67	\$26.83	\$27.63	\$28.48	\$29.32
2026	\$23.35	\$25.43	\$26.18	\$27.37	\$28.19	\$29.05	\$29.90
2027	\$23.82	\$25.94	\$26.70	\$27.92	\$28.75	\$29.63	\$30.50

ARTICLE 10 – HOURS OF WORK

10.01 Basic Hours of Work

(a) Shift Hours

All shifts assigned by the Employer must be ten (10) hours with three (3) consecutive days off. On call employees may be scheduled for shifts less than 10 hours.

The introduction of shifts that are less than ten (10) hours for those not on call may be done with ninety (90) days' notice to the Union.

(b) Break Times

- Total break time shall be one (1) hour and twenty (20) minutes for a ten (10) hour shift. Employees shall have a choice of either two (2) x forty (40) minute breaks, two (2) x thirty (30) minute breaks and one (1) twenty (20) minute break, these requests will not be unreasonably denied.
- Employees remain on call during breaks in the event of emergencies on site. Therefore, employees are paid their regular rate of pay for all breaks.
- Rest periods may be adjusted in length if less than ten (10) hour shifts are introduced under (a) above.
- Rest Period: Employees shall be granted an eight (8) hour break between regularly scheduled shifts. Regularly scheduled shifts shall be defined as any shift that attracts straight time pay.

10.02 Work Schedules and on-call or replacement shifts

The Parties agree that existing work schedules will be maintained and only changed in accordance with the provisions of this Agreement or by mutual agreement.

(a) Work Schedules

- 1) A work schedule shall be posted in a conspicuous place for the information of all scheduled employees four weeks in advance.
- 2) It is the Employer's responsibility to keep the work schedule up to date and to ensure that any changes are clearly noted and legible. It is the responsibility of every scheduled employee to check the posted work schedule for changes.

(b) When a work shift becomes available it will be offered to employees and filled in accordance with seniority principles as follows:

- 1) Offered to regular employees who have worked less than forty (40) hours per week in order of seniority. Any shifts not covered by regular employees will then be offered to on-call employees with less than forty (40) hours in the week.
- 2) If no employees accept the shift in 1) above, then offered as overtime to regular employees who have scheduled forty (40) hours in the week in order of seniority.
- 3) Where no employees accept the shift in 1) or 2) above, the Employer may fill the bargaining unit shift with a non-bargaining unit employee.

It is the intent of the Parties to limit the number of occasions where non-bargaining unit employees perform bargaining unit work to the absolute minimum. The Joint Labour Management committee will discuss staffing levels to ensure that this intent is reached as closely as possible.

Except in circumstances where it is not possible because of last minute notifications of absence, replacement shifts will be the same hours as originally scheduled.

10.03 Shift Premiums

All hours worked by employees from seven (7) PM until five (5) AM will be paid an additional one dollar and twenty five cents (\$1.25) per hour above the employee's normal rate of pay.

10.04 Shift Selection

- (a) Shifts will be selected based on departmental seniority within the surveillance department.
- (b) Relief Supervisors may choose one of the available relief lines presented or pick an operator line. If a Relief Supervisor selects an operator line, they will maintain their Operator seniority and have the option to keep relief supervisor status.
- (c) All job stewards shall be given a copy of the proposed schedule on the first Monday in October. The stewards will review and respond to the proposed schedule within five (5) days. Any suggestions made by the Union to the Manager and Scheduling supervisor regarding schedule changes will be reviewed and discussed. Shifts shall be posted by the first Monday in November. Shift pick shall be completed no later than the first Monday of December, or as required due to schedule change. The new schedule shall go into effect in the first week of January. The parties may agree to extend the above timelines as a result of operational needs and business changes.

Additional shift picks will be completed as needed when business changes that affect current shift picks. If the need arises to have an additional shift pick, the Employer and the union will discuss ways to minimize disruption to the workforce and business

- (d) If an employee is on medical leave the Employer will contact them for shift selection. While on medical leave their line will be available for other full time staff or other full time operators to select. Casuals will then select shifts from the left over lines.

ARTICLE 11 - OVERTIME

11.01 Overtime defined

Overtime is work in excess of eight (8) or ten (10) hours per day or forty (40) hours per week.

11.02 Overtime Pay

Employees who work overtime will be paid at time and one half for all such hours worked in addition to the regular premiums if applicable. After eleven (11) or more hours worked in a day, employees shall be paid double time.

11.03 Distributing Overtime

All work which is to be performed on an overtime basis shall first be offered on a voluntary basis, subject to the following conditions:

Where the Employer has a requirement for overtime work to be performed, the Employer shall ask as follows:

- (a) in seniority order from highest to lowest, the employees who normally perform the available work and who are scheduled to work a shift on the respective day if they want to work the overtime and those employees who accept shall thereby be scheduled in order of seniority to perform the overtime work.
- (b) in seniority order from highest to lowest, the employees who normally perform the available work and who are not scheduled to work a shift on the respective day if they want to work the overtime and those employees who accept shall thereby be scheduled in order of seniority to perform the overtime work.
- (c) If the Employer is unable to secure sufficient personnel to meet the overtime work requirements, the Employer shall have the right to schedule employees in the reverse order of seniority, from lowest to highest, who normally perform the available work and these employees shall perform the overtime work.

11.04 Time Worked on Scheduled Days off

All work performed on regular employee's first scheduled day off, shall be at one and a half (1½) times the regular rate of pay. All hours worked on an employee's second or third day off shall be at double (2) time the regular rate of pay. Such an employee may decline the additional hours without affecting their rights under this Agreement. The above shall not apply to casuals as they do not have scheduled days off.

ARTICLE 12 - ANNUAL VACATIONS

12.01 Annual Vacation and Pay Entitlements

- (a) Employees are entitled to annual vacation and annual vacation pay, according to their completed years of consecutive service, calculated from their date of hire, as follows:

Completed Years Annual Annual of Service Vacation Time Vacation Pay:

1 year but less than 5 years	2 weeks	4%
5 years but less than 10 years	3 weeks	6%
more than 10 years	4 weeks	8%

- (b) “Consecutive years” as used herein, shall be understood to mean consecutive years of service with the same establishment subject to Article 4 of this Agreement.
- (c) Annual vacation pay shall be calculated using the applicable percentage from (a) above, as a percentage of the employee’s gross earnings for the preceding year.
- (d) “Gross earnings” as used herein, shall be understood to mean the total earnings realized by an employee from the payment of wage rates for straight time, overtime, vacation pay and statutory holiday pay.

In addition, vacation carry over from one year to the next will be allowed provided the time is taken before March 31st; operational requirements must be able to be met and such carried overtime must not interfere with another employees scheduled vacation.

12.02 Vacation Scheduling Preference by Seniority

- (a) Employees shall have preference in respect to annual vacations, within their department and classification, according to the seniority list, provided they file applications before November 30th of each year for vacations to be taken the following year.
- (b) Where vacation requests are submitted after, November 30th, they will be granted on a first come, first served basis and the Employer shall respond in writing within fourteen (14) calendar days as to whether or not the request has been approved.
- (c) Once a vacation request has been approved it will not be altered except upon mutual agreement.
- (d) The vacation schedule shall be posted for all employees to see.

- (e) All vacations must be taken before December 31. If due to extenuating circumstances employees are not able to take their vacation, any balance left will be paid out on the first pay period of the following year.

ARTICLE 13 - PAID HOLIDAYS

13.01 Statutory Holidays

- (a) The following shall be considered statutory holidays:

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
BC Day
Labour Day
National Day for Truth and Reconciliation
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

- (b) In addition, any other general holiday(s) enacted by the Government of British Columbia will be recognized by the employer as a holiday with pay.

13.02 Holiday Pay

- (a) Employees who are eligible for statutory holiday pay will receive a normal day's pay for the statutory holiday, whether or not they are scheduled to work on the statutory holiday. Full time Employees will have the option to bank the paid statutory day or have it paid out. The request to bank stats instead of getting them paid out must be made on a yearly basis during shift pick. Banked days will be scheduled at a mutually agreed upon time.

Employees shall not be eligible when a statutory holiday falls during any of the following periods of absence:

- WorkSafe B.C. Injury Compensation absences
- Approved leave of absence

- (b) For the purposes of this clause, a normal days pay shall be for all hours worked, exclusive of overtime, as follows:
- 1) For an employee who worked less than fifteen (15) days of the thirty (30) days prior to the paid holiday, an amount equal to the total days worked divided by fifteen (15);
 - 2) For an employee who worked fifteen (15) or more days of the thirty (30) days prior to the paid holiday, an amount equal to a full days pay.
- (c) An employee who works on a paid holiday shall be paid one and a half (1 ½) times their normal rate for any hours worked in addition to the payment in (a) above.
- (d) Paid holidays listed in this Article will be considered as time worked for the calculation of overtime in the pay week, whether the employee works on the paid holiday or not.
- (e) When requesting days off, available banked days must be used before days off can be taken without pay.
- (f) Employees must schedule with mutual agreement of the employer, paid statutory holiday bank days within three hundred and sixty-five (365) days of the date the paid holiday was earned.

13.03 Holiday Falling on Employee's Vacation

Any holiday described in Article 13.01 which falls in an employee's vacation period shall be recognized and an additional day off without loss of pay will be granted.

ARTICLE 14 – PAID SICK LEAVE

14.01 Sick Leave Bank

Employees are entitled to the rights and responsibilities regarding illness or injury leave as established by the Employment Standards Act, as amended.

If not used, employees may carry over a maximum of two (2) sick days from one (1) year to the next. At no time shall an employee have more than seven (7) sick days in their bank at one (1) time. Unused sick days will not be paid out at any time.

14.02 Family Illness

Leave from work will be granted to attend to an ill family member and may be deducted from an employees sick leave bank.

14.03 Sick Leave Privacy Protection

The Employer will respect the privacy of employees on sick leave. Contact initiated by the employee's manager will be for essential emergency or administrative purposes. Such contact will be limited to correspondence and/or by telephone. This article does not limit the ability of the Employer to request doctor's notes when required.

In the event that the Employer requires an employee, on medical leave for three (3) or less consecutive days, to obtain medical documentation and/or to submit to an examination, any resulting charge by the doctor which is not paid by the employee's medical insurance plan will be paid by the Employer. This does not apply to employees who require medical documentation who are on the attendance management program.

ARTICLE 15 – LEAVE OF ABSENCE

15.01 Bereavement Leave

- (a) Employees will be entitled to Paid Bereavement leave of 3 days in the province and 4 days out of province with additional unpaid time not to be unreasonably denied in the event of the death of an employee's spouse, common law spouse, same sex spouse, child, parent, sibling, parent in-law, grandparent, grandparent-in-law, step sibling, sibling in-law, grandchild or any other person who was acting in loco parentis.
- (b) Employees will be entitled to unpaid bereavement leave of one (1) day for the death of an employee's aunt or uncle.

15.02 Special Leave

Special Leave provisions will be without pay and as follows: Marriage of employee, two (2) days; Moving household effect, one (1) day; and Canadian Citizenship hearings, one (1) day; provided the employee has provided two (2) weeks' notice of any requested leave.

15.03 Court Leave

When a regular employee, other than employees on leave of absence without pay, is summoned to Jury Duty, subpoenaed as a witness, or representing the Company in their official capacity, leave of absence with pay will be granted provided such court action is not occasioned by the employee's private affairs.

Where court action is occasioned by the employee's private affairs, leave of absence without pay will be granted. Time spent at court by an employee in their official capacity shall be at the appropriate rate of pay.

15.04 Maternity/Parental/Adoption Leave

The Employer will provide maternity/parental and adoption leave as per the Employment Standards Act of British Columbia, as amended.

15.05 Public Office

Leave of absence without pay will be granted employees who:

- i) run for elected office - municipal, provincial, federal.
- ii) are elected to public office.

15.06 Leave Without Pay

Subject to operational requirements, an employee who has completed two (2) years of continuous service will be allowed up to ten (10) consecutive working days leave without pay in any calendar year upon request, and an employee's request will not be unreasonably denied. Such leave will not take precedence over another employee's vacation leave.

15.07 General Leave Without Pay

Notwithstanding any provision for leave in this Agreement, an employee may be granted leave of absence without pay provided their reason for leave is satisfactory to the Company. Consideration shall be based on seniority and shall not be unreasonably denied.

15.08 Compassionate Care Leave

In the case of serious illness in the immediate family and where there is no other caregiver available, the Employer shall grant reasonable leave of absence. The Compassionate Care Leave provisions of the BC Employment Standards Act shall apply.

15.09 Domestic or Sexual Violence Leave

Where an employee or the employee's child has experienced domestic or sexual violence the Employer shall grant reasonable leave of absence. The Domestic or Sexual Violence leave provisions of the BC Employment Standards Act shall apply.

15.10 Early Out (EO)

Consideration shall be based on seniority. A Voluntary Early Out request, subject to operational staffing requirements, shall not be unreasonably denied.

ARTICLE 16 - HEALTH AND SAFETY

16.01 Joint Occupational Health, Safety and Environmental Committee

Matters pertinent to Occupational Health and Safety will be discussed and dealt with by the Joint Union Management Consultation Committee.

16.02 Statutory Health and Safety Compliance

The Company and the Union agree to cooperate fully in matters pertaining to the prevention of accidents and occupational disease and in the promotion of the health and safety of all employees.

There shall be full compliance with all applicable statutes and regulations pertaining to Occupational Health and Safety.

16.03 Unsafe Work Conditions

No employee shall be disciplined for refusing work which she/ he has reasonable cause to believe is unsafe.

ARTICLE 17 - STRIKES AND LOCKOUTS

During the life of this Agreement the Union will not authorize any strike or walkout and the Company will not cause any lockout. Under this clause it will be no violation of the Agreement for employees to refuse to cross a legal picket line of a trade Union.

ARTICLE 18 - SAVINGS CLAUSE

If any article, section, paragraph, clause, or phrase of this Agreement shall by Provincial, Federal, or other law, or by decision of any court be declared or held illegal, void, or unenforceable, the remaining portions of this Agreement shall continue to be valid and in full force and effect.

ARTICLE 19 - UNION-MANAGEMENT JOINT CONSULTATION

Starlight Casino New Westminster Surveillance Group and the Union recognize the benefits of establishing a mechanism for the ongoing discussion of concerns and problems that may arise during the term of this Agreement between the parties. The Union-Management consultation mechanism will provide a process whereby representatives from the Union and management will meet from time to time to discuss issues of concern to any parties.

The overall objective of Union-Management consultation is to provide an effective ongoing communication between Union and management so as to develop a positive climate conducive to the discussion of problems, if not their resolution.

The Labour/Management Committee will set quarterly meetings, or at the call of either Party. Meetings can be cancelled at the request of either Party. The parties shall set meeting dates for the upcoming year by December 31st of the preceding year.

ARTICLE 20 - BENEFIT ENTITLEMENT

20.01 Benefits Entitlement

- (a) Subject to hours excluded for calculation found in (c) below, in order to be eligible for benefits under the group benefit plan employees must have worked a minimum average of thirty (30) hours per week over a rolling twelve (12) week period prior to joining the plan.
- (b) To determine ongoing eligibility, the employer will conduct quarterly reviews of the hours worked versus the eligibility requirements. If an employee's weekly average hours fall below 30 for the quarter being considered, the employee will be issued a letter advising of this and of the causes. Should the employee not increase the employees work hours during the next quarter such that the three (3) month average of eligible hours do not reach the thirty (30) hour weekly minimum, the employees benefits will end.

(c) The following hours are excluded from group benefit eligibility calculations:

Absence	Description
Authorized absence	Unscheduled day off work
Requested day off	Scheduled day off without pay
No Show	Absent , no call
Dropped shift	Scheduled/offered shift not accepted
Suspension	Suspension without pay
Requested hours reduction	Work hours reduced on request of

(d) If an employee is laid off they will have their health and welfare coverage continued for a period of thirty (30) days from the date of their layoff and the premiums for such plans will continue to be paid by the Employer during that period.

20.02 Group RRSP Plan

The employer will establish a voluntary group RRSP Plan. The Employer will match contributions of employees, eligible for group benefit plan, at a rate of thirty (\$0.30) cents for every regular hour worked, up to a maximum of two thousand and eighty (2080) hours per calendar year.

20.03 Group Benefits

The employer agrees to maintain the existing benefits plans.

The Employer will provide all employees with a copy of the plan coverage booklet.

If the employer determines it wishes to change carriers of any of the benefit plans that union members are enrolled in they will ensure the plan with the new carrier provides benefits equal to or superior to those provided under the old plan.

20.04 Annual Flu Shot

Employees will be entitled to voluntarily receive an annual flu shot with the employer covering the cost of such shot.

ARTICLE 21 – GENERAL PROVISIONS

21.01 Payroll

Payroll errors over fifty dollars (\$50.00) will be paid out to the employee within three (3) business days from the day of notification of the error. Errors of less than fifty dollars (\$50.00) will be paid on the next paycheque.

Signed this 14th day of August, 2025.

Signed on behalf of the Employer

“Original Copy Signed”

Julia Simpson, Vice President, Labour Relations

“Original Copy Signed”

Lens Owens, Regional Manager of
Surveillance and Compliance

“Original Copy Signed”

Jasmine Parmar, Human Resources

“Original Copy Signed”

Deb Beitschat, Director of Employee and
Labour Relations

Signed on Behalf of the Union

“Original Copy Signed”

Phil Bergen, Union Representative

“Original Copy Signed”

Bobby Gill, Bargaining Committee

“Original Copy Signed”

Erick Yong, Bargaining Committee

“Original Copy Signed”

Lovepreet Kandola, Bargaining Committee

LETTER OF UNDERSTANDING: 1

DISCRIMINATION AND HARASSMENT

The parties are committed to providing a work environment which promotes respect and is free from all forms of harassment and is supportive of the dignity, self-esteem and productivity of every employee. Any form of harassment of, or by, employees, customers, students, contractors, suppliers or other individuals associated with the Employer while engaged in activities pertaining to the workplace will not be tolerated. To that end, the Company's "Harassment and Bullying" policy shall apply.

Definitions:

Discrimination

Discrimination involves treating any person or a group of persons in an unfair way based on a prohibited ground, including race, religious beliefs, colour, place of origin, gender, mental or physical disability, ancestry, marital status, family status, a criminal conviction that is unrelated to their employment, age, sexual orientation, gender identity or expression, or any other characteristic prohibited by legislation.

Harassment

Harassment is a form of discrimination and includes any behaviour that demeans, humiliates, or embarrasses another individual such that a reasonable person should know that the behaviour is unwelcome and inappropriate in the workplace. This includes harassment prohibited by legislation including unwelcome verbal or physical conduct based on race, religious beliefs, colour, and place of origin, gender, gender identity, gender expression, mental or physical disability, ancestry, marital status, family status, a criminal conviction that is unrelated to their employment, age, sexual orientation, or political belief.

Harassment may take the form of verbal or physical abuse, threats, derogatory remarks, inappropriate jokes, taunts, or innuendo which demean or embarrass, whether it be one event or a series of events or a course of conduct. Examples of harassment include:

- racial or ethnic slurs including racially related nicknames;
- misuse of authority towards another employee (such as unfairness in employee selection or work assignment based on a prohibited ground);
- remarks, jokes, sexual invitations, innuendo, or taunting about a person's body, age, marital status, gender, religion, accent, disability, or other prohibited ground;
- leering, staring or gestures of a sexual nature;
- display or communication of sexually explicit, pornographic, sexist, racist, or derogatory e-mails or material;

- inappropriate physical contact such as patting, pinching, or that of a sexual or assaulting nature;
- patronizing behavior, language, or terminology which reinforces stereotypes and undermines self-respect or adversely affects work performance or working conditions.

Reporting Procedure

The Company and the Union agree that any allegation of harassment should be dealt with in an expeditious manner, and they will encourage their respective representatives to do all they can to ensure that delays in dealing with such allegations are minimized. The process must be fair, consistent, and expeditious.

This procedure is not intended to preclude any other existing recourse that may be available to an employee (e.g. redress through the collective agreement, a Human Rights complaint, criminal charges, or civil litigation).

- (a) An employee who feels subject to harassment should make every effort to tell the offending party to stop such behavior, prior to proceeding with an informal or formal complaint.
- (b) If the problem is not resolved through discussion between the individuals concerned then the employee, or a Union Representative on behalf of the employee, may contact a Human Resources Advisor, who will advise the Union of the investigation. All reports of inappropriate conduct will be promptly and thoroughly investigated, and the Company will act to ensure that any improper conduct ceases immediately, and corrective action is taken to prevent a recurrence. Every effort will be made to keep complaints as confidential as possible.
- (c) In the event the problem is not resolved under (b) above, the employee, or the Union on behalf of the employee, may pursue other forms of redress.
- (d) No employee will suffer adverse employment consequences as a result of making a good faith complaint or taking part in the investigation of a complaint. An employee who knowingly alleges a false claim against another employee or individual or engages in any acts of retaliation against employees for making a report will be subject to disciplinary action, up to and including termination of employment.

LETTER OF UNDERSTANDING: 2

CONTRACTING OUT

During the term of the collective agreement, the Employer will not contract out nor transfer to another location outside of the bargaining unit, work normally performed by bargaining unit employees, unless required by the employer's gaming regulators.

In the event of contracting out or transfer required by gaming regulators, the Employer will meet with the Union to discuss possible mitigation measures, including but not limited to enhanced severance.