

MEMORANDUM OF AGREEMENT

BETWEEN:

**Service International Union, Local 2
(hereinafter referred to as the "Employer")**

PARTY OF THE FIRST PART

AND:

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

PARTY OF THE SECOND PART

By signature(s) of their duly authorized representative(s) hereinafter affixed, the Employer and the Union ("the Parties") do hereby expressly and mutually agree as follows:

1. This Memorandum of Agreement ("Memorandum") shall be deemed to include all attachments hereto affixed as Appendix "A".
2. It is agreed that the terms and conditions of the current Collective Agreement including all attachments (MOA, LOA, MOU) in force and effect between the Employer and the Union from January 1, 2022, to December 31, 2024, inclusive, shall become the successor Collective Agreement between the Parties, except as expressly provided otherwise by this Memorandum.
3. It is agreed that the terms and conditions of the attached amendments (Appendix "A") shall be included in the current successor Collective Agreement between the Parties.
4. All the terms and conditions to be included in the current successor Collective Agreement between the Parties shall be effective from January 1, 2025, to December 31 2027.
5. Upon ratification by both Parties in accordance with this Memorandum, the provisions of Appendix "A" shall come into force and effect and shall be fully retroactive, unless specifically stated otherwise.

6. It is mutually agreed that this Memorandum is subject to ratification by the respective principals of each of the Parties.
7. The Members of both the Union's Negotiating Committee and the Employer's Negotiating Committee hereby expressly agree that they will unanimously recommend acceptance of this Memorandum to their respective principals.
8. It is mutually agreed that any proposal(s), in whole or in part, of the Employer or the Union, and any related commentary of either Party, arising during shall be deemed to be both introduced and withdrawn on a "without prejudice" basis and, accordingly, shall not be introduced as evidence by either the Employer or the Union in any arbitration or any other proceeding in law.
9. In the event of any dispute between the Parties concerning the interpretation, application, operation or any alleged violation of any provision of this Memorandum including, but not limited to, all the attachments hereto affixed as Appendix "A", this Memorandum in its entirety shall be deemed to be incorporated into the then current Collective Agreement between the Parties as if set forth in full therein in writing, and shall so apply, and any such dispute shall, consequently, be subject to resolution in accordance with the grievance and arbitration procedures contained in said collective agreement.


Signed at Burnaby , B.C. this 30th day of October, 2024.

For the Union

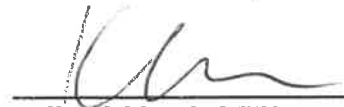


Daniel Storms, Union Representative

For the Employer



David Bridger, SEIU 2 President



Kelly Kirkland, SEIU

APPENDIX "A"




(Canadian Office and Professional Employees Union, Local 378)

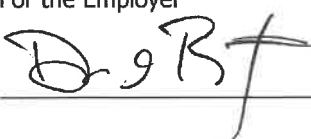
**SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)**

Union			
Number	Affected Article/MOU	Date: October 29, 2024	Time:
UP#1	HK	<i>Housekeeping</i>	

Change section to article (Article 10.10 and 22.01)
Gender neutral language where appropriate in the agreement

E&OE
Signed off this 30th day of October 2024

For the Union 

For the Employer 



(Canadian Office and Professional Employees Union, Local 378)

SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date: October 30, 2024	Time:
UP#3v2	9	NEW-- Revised per Employer comments of October 29, 2024 and revert to current language. <u>Add language confirming paid office closure during Christmas period.</u>	

9.12 Christmas/Winter Break

The Employer shall provide all employees with two (2) weeks off, inclusive of paid holidays, and without use of vacation, during the Christmas shutdown.

E&OE

Signed off this

30th

day of

October

20

24/

For the Union

For the Employer



(Canadian Office and Professional Employees Union, Local 378)

SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date: October 29, 2024	Time:
UP #4v2	11.05	<p><i>Extended Health</i></p> <p>Revised per Employer comments of October 29, 2024</p> <p>It is understood that the Direct Pay Card is agreed to by the Employer so long as the card is not onerously expensive.</p> <p>The PBC preventative vaccines shall be the list agreed to in the MTUG collective agreement. The Union agrees to provide to the list of preventative vaccines.</p>	

11.05

- a) Extended Health Benefit Plan: The Pacific Blue Cross Extended Health Benefit Plan shall be made available to all employees. This plan shall include an eyeglass option of six hundred dollars ~~(\$600.00~~ every twenty-four (24) months. Complete EHB coverage details are contained in the most recent PBC booklet or website. Premium costs shall be fully paid by the Employer. Employees shall be provided with a Direct Pay Card for extended health benefits.

The Parties agree that this plan shall be a Lowest Cost Alternative (LCA) plan. The LCA plan, in conjunction with the provincial government's Fair PharmaCare program will continue to provide the same level of benefit as the previous extended health and dental plans, including, where required, brand name medicine. The LCA plan includes a cap of ten dollars (\$10.00) dispensing fee for any prescriptions, and a manufacturer's mark up limit of eight percent (8%). Enrolment in the BC Fair PharmaCare program is mandatory for coverage.

All extended health services are subject to the twenty-five dollar (\$25.00) annual deductible, the eighty percent (80%) coverage until the cost of services reaches one thousand dollars (\$1,000.00) and then one hundred percent (100%) of coverage thereafter.

For paramedicals, the plan will provide the following amounts per calendar year:

- acupuncturist \$100 [existing]
- chiropractor \$200 [existing]
- massage practitioner no calendar year limit [existing]
- naturopath \$200 [existing]
- physiotherapist no calendar year limit [existing]
- podiatrist \$200 [existing]
- psychologist, clinical counsellor social worker and online cognitive behavioural therapy combined ~~\$500~~ 1000 [existing] RB
- all preventative vaccines

Other coverages and limitations are outlined in the Pacific Blue Cross benefit pamphlet. ~~(Eyeglass/Contacts coverage to increase to \$600/24 months..)~~

E&OE
Signed off this

30th

day of

October

20

24

For the Union

For the Employer



(Canadian Office and Professional Employees Union, Local 378)

SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date: October 30, 2024	Time:
UP#5	22	<i>Duration</i> 3 Year Term	

ARTICLE 22 – TERM

22.01

- a) This Agreement will be in full force and effect on and after the 1st day of January, 2025, to and including the 31st day of December, 2027. ~~1st day of January, 2022, to and including the 31st day of December, 2024.~~

Either party may at any time within four (4) months immediately preceding the expiry date of this Agreement, by written notice, require the other party to commence collective bargaining.

If a notice is not given by either party before the expiry of the Agreement, both parties are deemed to have given notice under this section.

- b) 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.

22.02 It is mutually agreed by the Parties specifically to exclude from this Agreement the operation of Section 50(2) and (3) of the Labour Code of British Columbia Act.

E&OE

Signed off this

30th

day of

October

20

24

For the Union

For the Employer



(Canadian Office and Professional Employees Union, Local 378)

SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)

Union			
Number	Affected Article/MOU	Date: October 30, 2024	Time: 11:30am
UP#6v3	Appendix A	Total Monetary Wage and Term New Proposal on Cell Phone Subsidy Revised per discussions on October 30, 2024.	

APPENDIX "A"
CATEGORIES, CLASSIFICATIONS AND SALARIES

Effective January 1, 2025, 3.00% increase to all categories plus **COLA if applicable.
Effective January 1, 2026, 3.00% increase to all categories plus **COLA if applicable.
Effective January 1, 2027, 4.00% increase to all categories plus **COLA if applicable

**COLA Adjustment to be calculated based on average CPI for previous calendar year. COLA will be calculated per Statistics Canada Consumer Price Index for Vancouver and will be paid as a lump sum in January.

The COLA adjustment shall be capped at 7% maximum increase for Year 3 of the agreement and will be paid as a lump sum.

12.10 First Aid Certificates

In order to provide employees injured at work with quick and effective first aid treatment, the Employer will encourage designated employees to qualify for First Aid Certificates and will provide a pay allowance to such employees on hours worked for holding valid Certificates as per below.

Level 1 or higher ~~\$25.00~~ \$50.00 monthly ~~\$11.50~~ \$23.00 biweekly

12.11 Cell Phone Subsidy

The Employer agrees to subsidize the cost of a personal cell phone of up to a maximum of \$65 per month if agreed upon by the Office Manager. This will only be applicable to those in Category 2 classification.

E&OE
Signed off this

Joan

day of

October

20

24

For the Union

[Signature]

For the Employer

[Signature]



SEIU 2
PROPOSALS 2024
Union Proposals (UP Item)

(Canadian Office and Professional Employees Union, Local 378)

Union			
Number	Affected Article/MOU	Date: October 30, 2024	Time:
UP#7	Appendix B	Delete Category 1 and 2 Replace Category 3 and Category 4 Job Descriptions as attached	

E&OE

Signed off this

30th

day of

October

20

24

For the Union

For the Employer

Replaces Cat 3

Casual - pay @ rate 2023

CATEGORY # – Executive Assistant

Employees in this category perform at an advanced level in the use of office applications. Employees work independently, referring unusual problems/concerns to supervisors. May be required to act as a Confidential Assistant to one (1) or more persons.

This position reports into the Office Manager (head office) but will mostly take direction from Business Agents, Legal Counsel and occasionally from Organizers at all offices across British Columbia.

BASIC PURPOSE

- Provides a variety of high level administrative, general clerical, and basic technical office systems support functions.

DUTIES AND RESPONSIBILITIES

1. Operates a personal computer (PC) to input, update, edit or analyze research information; prepares from draft a variety of reports, submissions, grievances, contract proposals, MOA's, Collective Agreements, media releases etc., for signature as appropriate. May perform advanced computer related functions to create and design elementary databases to process a variety of forms, communications, reports, statistics, and statements. This can include indexing, macros and mail merge, spreadsheets and tables and creates queries to extrapolate/manipulate data; also graphics, basic desktop publishing and clipart methods for in-house or external printing.
2. (this to be removed when Global Benefits Liaison is implemented) Provides information, direction, support and answers enquiries on benefit and/or pension plan transactions; investigates complex claims and recommends settlement payments.
4. Upon consultation with the Office Manager, maintains efficient use of software, hardware and other office equipment; maintains e-mail and voice mail systems; performs minor maintenance on office equipment; obtains quotes and makes recommendations on the purchase of new office equipment and arranges for training and provides technical assistance to others once new equipment is purchased.
5. Ensures adequate stock of office stationary and supplies including maintaining inventory of same.
6. Assists in the planning of events, general meetings, conferences, annual banquets; this may include arranging for meals, reserving meeting rooms, arranging for travel and accommodation which may include negotiating rates.

pls TD3
Oct 30/24

EQUIPMENT USED

- Computerized photocopier, postage machine, binding machine, desktop or laptop computer, fax, phone, scanner, printer, shredder, calculator, etc.

QUALIFICATIONS

- 5 + years Executive Assistance working in a faced paced environment
- Tech savvy – familiar with Microsoft, CRM and accounting software

ASSETS:

- Union experience
- Languages

per TB
Oct 20/24

replaces Cat 4

- paid cat 4.

CATEGORY 2 - Executive Assistant / Legal Assistant

Employees in this category perform at an advanced level in the use of office applications. Employees work independently, referring unusual problems/concerns to supervisors. May be required to act as a Confidential Assistant to one (1) or more persons.

This position reports into the Office Manager (head office) but will mostly take direction from Business Agents, Legal Counsel and occasionally from Organizers at all offices across British Columbia.

BASIC PURPOSE

- Provides a variety of high level administrative, general clerical, and basic technical office systems support functions.

DUTIES AND RESPONSIBILITIES

1. Operates a personal computer (PC) to input, update, edit or analyze research information; prepares from draft a variety of reports, submissions, grievances, contract proposals, MOA's, Collective Agreements, media releases etc., for signature as appropriate. May perform advanced computer related functions to create and design elementary databases to process a variety of forms, communications, reports, statistics, and statements. This can include indexing, macros and mail merge, spreadsheets and tables and creates queries to extrapolate/manipulate data; also graphics, basic desktop publishing and clipart methods for in-house or external printing.
2. (this to be removed when Global Benefits Liaison is implemented) Provides information, direction, support and answers enquiries on benefit and/or pension plan transactions; investigates complex claims and recommends settlement payments.
4. Upon consultation with the Office Manager, maintains efficient use of software, hardware and other office equipment; maintains e-mail and voice mail systems; performs minor maintenance on office equipment; obtains quotes and makes recommendations on the purchase of new office equipment and arranges for training and provides technical assistance to others once new equipment is purchased.
5. Ensures adequate stock of office stationary and supplies including maintaining inventory of same.
6. Assists in the planning of events, general meetings, conferences, annual banquets; this may include arranging for meals, reserving meeting rooms, arranging for travel and accommodation which may include negotiating rates.
7. For the legal team, performs searches using Quicklaw or equivalent in locating economic, statistical or analytical reports; documentation for arbitrations, briefs, handouts etc. as directed by offices/business agents/legal counsel.

pls BS
Oct 30/2024/

EQUIPMENT USED

- Computerized photocopier, postage machine, binding machine, desktop or laptop computer, fax, phone, scanner, printer, shredder, calculator, etc.

QUALIFICATIONS

- 5 + years Executive Assistance and/or Legal Assistant working in a faced paced environment
- Paralegal or legal secretary certification (or working towards)
- Tech savvy – familiar with Microsoft, CRM and accounting software

ASSETS:

- Union experience
- Law office experience
- Languages

October 20, 2014
JLS

Effective January 1, 2024			3.00% + COLA**
	START	6 MTH	12 MTH
CATEGORY 1:			
Weekly	\$ 1201.47	\$ 1221.35	\$ 1224.08
Hourly	\$ 36.98	\$ 37.57	\$ 38.03
Casual/Temporary	\$ 38.03		
CATEGORY 2:			
Weekly	\$ 1207.50	\$ 1272.75	\$ 1292.27
Hourly	\$ 38.52	\$ 39.17	\$ 39.77
Casual/Temporary	\$ 39.77		
CATEGORY 3:			
Weekly	\$ 1303.01	\$ 1363.05	\$ 1383.94
Hourly	\$ 40.10	\$ 40.73	\$ 41.35
Casual/Temporary	\$ 41.35		
CATEGORY 4:			
Weekly	\$ 1,394.63	\$ 1,394.63	\$ 1,394.63
Hourly	\$ 42.90	\$ 42.90	\$ 42.90
Casual/Temporary	\$ 42.90		
** COLA will be calculated per Statistics Canada Consumer Price Index for Vancouver – any percentage higher than 3.00% will be paid as a lump sum in January 2024.			

October 30
2024/
JLS TB

APPENDIX "B" - JOB DESCRIPTIONS

CATEGORY 1 - Office Assistant

Employees in this category are typically hired as casual employees to provide assistance from time to time for a specified purpose as outlined below. They work under direct supervision.
Superseded Job Titles may include: Clerk, Data Entry Clerk I

BASIC PURPOSE

- To assist with basic clerical support functions on an as and when needed basis.

DUTIES AND RESPONSIBILITIES

1. Performs a variety of basic clerical and support functions including answering telephones, stuffing envelopes, assisting with mail-outs, filing, and data entry as needed.

Note: employees in this category are expected to perform data entry functions and may use spreadsheets for the data entry. They are not expected to perform word processing.

EQUIPMENT USED

- Photocopier, postage machine, folder, collator, fax, PC (for data entry), switchboard.

QUALIFICATIONS

- Grade 10 or six (6) months office experience.

ges
October 30
2024
B3

CATEGORY 2 - Administrative Assistant 1

Employees in this category perform a variety of office functions with or without supervision. Employees may perform duties ranging from a basic to intermediate level in the use of office applications.

Superseded Job Titles may include: Clerk Stenographer, Data Entry Clerk II, Word Processing Operator I and II, Secretary, Assistant Bookkeeper, Data Control Clerk, Pension/Health and Welfare Benefits Agents I, Dispatcher.

BASIC PURPOSE

- To provide intermediate clerical and/or administrative support to the office.

DUTIES AND RESPONSIBILITIES

1. Lays out and types from rough draft or verbal instructions a variety of material including correspondence, reports, minutes of meetings and forms.
2. Performs various clerical duties including data entry, takes dictation, transcribes and operates typewriter/word processing machines.
3. Performs a variety of accounting functions including utilizing basic and intermediate office applications to produce statistical, mathematical or financial applications; basic bookkeeping, prepares invoices, receives dues and incoming cash, and maintains membership records.
4. Maintains hour bank and contribution records for benefits and pension plans; calculates and enters pension benefits; receives, validates, batches and enters employer remittance reports into computer; responds to member and employer inquiries.
5. Provides job information to employers and union members regarding job vacancies, available candidates, and wage rates. Receives requests from employers, dispatches members to job sites, ensures member is in good standing, and maintains dispatch records.

EQUIPMENT USED

- Photocopier, postage machine, fax, personal or network computer, switchboard, scanner, printer, dictaphone, shredder, adding machine/calculator, typewriter.

QUALIFICATIONS

- Grade 12 or equivalent and dependent on the position and the needs of the office.
- 6-12 months office experience and completion of a recognized secretarial program or successful completion of basic bookkeeping, or office systems, or word processing or formal data control training and one year experience related to any of the programs noted above.

ps
October 30
2021 

CATEGORY 3 - Administrative Assistant 2

Employees in this category perform at an advanced level in the use of office applications. Employees work independently, referring unusual problems/concerns to supervisor. May be required to act as a Confidential Secretary to one (1) or more persons.

Superseded Job Titles may include: Computer Operator 1, Confidential Secretary, Office Administrator, Office Assistant, Bookkeeper, Research Assistant, Pension/Health and Welfare Benefits Agent II.

BASIC PURPOSE

- Provides a variety of high level administrative, general clerical, accounting/bookkeeping, and basic technical office systems support functions.

DUTIES AND RESPONSIBILITIES

1. Operates a personal computer (PC) to input, update, edit or analyze research information; prepares from draft a variety of reports, submissions, grievances, contract proposals, MOA's, Collective Agreements, media releases etc., for signature as appropriate. May perform advanced computer related functions to create and design elementary databases to process a variety of forms, communications, reports, statistics, and statements. This can include indexing, macros and mail merge, spreadsheets and tables and creates queries to extrapolate/manipulate data, also graphics, basic desktop publishing and clipart methods for in-house or external printing.
2. Produces financial information reports on membership dues, accounts payables/receivables, performs bookkeeping functions, monthly reconciliations, year end financial statements; prepares accounting statements and performs electronic banking. Monitors interest rates/investment income with bank and arranges for term deposits as directed.
3. Provides information, direction, support and answers enquiries on benefit and/or pension plan transactions; investigates complex claims and recommends settlement payments.
4. Maintains efficient use of software, hardware and other office equipment; maintains e-mail and voice mail systems; performs minor maintenance on office equipment; obtains quotes and makes recommendations on the purchase of new office equipment and arranges for training and provides technical assistance to others once new equipment is purchased. May be responsible for maintenance of website.
5. Ensures adequate stock of office stationary and supplies including maintaining inventory of same.
6. Assists in the planning of events, general meetings, conferences, annual banquets; this may include arranging for meals, reserving meeting rooms, arranging for travel and accommodation which may include negotiating rates.
7. Performs searches using Quicklaw or equivalent in locating economic, statistical or analytical reports; documentation for arbitrations, briefs, handouts etc. as directed by offices/business agents.

October 30, 2024
[Signature]

EQUIPMENT USED

- Computerized photocopier, postage machine, personal or network computer, fax, phone, scanner, printer, dictaphone, shredder, adding machine/calculator, typewriter.

QUALIFICATIONS

- Grade 12 or equivalent and three (3) years related experience or, depending on the position:
- successful completion of a recognized secretarial program and two (2) years related experience.
- successful completion of bookkeeping courses and two (2) years related experience.
- successful completion of office systems program and two (2) years related experience.
- successful completion of word processing courses and two (2) years related experience.
- successful completion of a certificate in computer systems plus two (2) years related experience.
- successful completion of related post secondary or trade union courses and two (2) years related experience.

Oct 30
2024
[Signature] [Initials]

CATEGORY 4 – Office Administrator

Employees in this category work independently and may be responsible for the smooth operation of the office.

Superseded Job Titles may include: Computer Operator, Desktop Publisher, Print Production Artist, General Assistant, Supervisor, Office Manager, Apprentice Plan Administrator.

BASIC PURPOSE

- To provide expert level administrative and/or supervisory work. This position may be responsible for the administration of the day to day workload and the work schedule of the office staff and may be responsible for the office staff.

DUTIES AND RESPONSIBILITIES

1. Provides input into decisions regarding staffing. May be involved in decisions regarding supervision, training, hiring, layoffs of employees; responsible for the allocation of work; organizing the office workflow and sets priorities of the workload.
2. May be required to provide an advanced level of administrative or technical support to any of the following: coordinating apprenticeship and journey person upgrading courses; responding to inquiries regarding apprenticeship programs and application processes; liaises with contractors and training coordinator to track progress; preparing and maintaining database to track work experience and technical training; informing employers/union/health and welfare plans of apprentice wage increases and other changes; and preparing reports for elected officials.
3. Assists Secretary-Treasurer with forecasting, budgeting and preparation of reports for officers. Independently monitors the budget and reconciles variances; maintains all financial records and liaises with auditors/trustees.
4. Calculates pension benefits using Family Relations Act and Pension Benefits Standard Act. Reviews court orders and separation agreements; calculates proportionate shares, provides actuary with information regarding retirement options; corresponds with members and former spouses; upon termination, retirement or death, reviews members' pension data and refers to pension assistant for processing; may provide assistance to the payment clerk in setting up new retirees, produces cheques for transfer of pension monies; may assist pension assistant in checking calculation worksheets processing calculations.
5. Provides technical or programming support to computer system or network. Plans, organizes, controls computer operations and liaises with other departments and analysts to determine needs and upgrades.
6. Uses typographic and layout skills and a variety of graphics software (such as Adobe, Photoshop, Coreldraw) to prepare digital camera-ready art for print reproduction.
7. Performs research using Quicklaw or equivalent in locating economic, statistical or analytical reports; documentation for arbitrations, briefs, handouts etc. as directed by officers/business agents.

October 30 / 2021

pl

EQUIPMENT USED

- Computerized photocopier, postage machine, personal or network computer, fax, phone, scanner, printer, dictaphone, shredder, adding machine/calculator, typewriter.

QUALIFICATIONS

Grade 12 or equivalent and four (4) years related experience or, depending on the position:

- successful completion of a diploma program in computer systems and one (1) year related experience.
- successful completion of desktop publishing courses and two (2) years related experience.
- successful completion of recognized accounting courses and two (2) years related experience.

Oct 30, 2024
[Signature] [Signature]