

Letter of Understanding
Between
FortisBC Energy Inc. and FortisBC Inc.
(Customer Service Centres)
And

MoveUP (Canadian Office and Professional Employees Union, Local 378)

Pilot Project - Working from Alternative Headquarters for Personal Reasons

Whereas the Parties agree that it is desirable to provide employees with the flexibility to work temporarily from other Company headquarters where MoveUP CSC employees are based to maximize their ability to attend work when traveling for personal reasons, the Company shall initiate a pilot program under the following terms:

To Apply

Employees must email their manager in advance of their proposed travel date(s) with the following details:

- Which alternative MoveUP CSC headquarters they want to work at
- Dates they want to work from the alternative headquarters
- Confirmation they have read and will abide by the Approval Conditions.

Employees should provide as much notice as possible given the Company may not be able to operationally support short notice requests.

Employees must inform their manager as soon as possible if their plans to work from an alternative headquarters change.

Approval Conditions

Employees can request to work from an alternative FortisBC Customer Service office for up to ten (10) working days, either consecutively or non-consecutively, per calendar year.

Requests are subject to management approval but will not be unreasonably denied.

The following eligibility conditions shall apply:

1. Approval shall be subject to operational capacity (business needs and facilities considerations) and will be granted on a first-come-first-served basis.
2. Conditions of employment, including but not limited to work schedule, official headquarters, job responsibilities, and performance standards will not change.
3. Employees must have satisfactory performance.
4. The employee's scheduled shifts must be within the hours of operation of the alternative headquarters on the dates they request to work there.
5. The Company will not pay any expenses incurred by the employee.
6. Employees shall not travel on Company time.
7. Technology requirements will be reviewed prior to approval. The Company will not provide equipment beyond what is standard at Customer Service workstations. Employees shall bring their headset from their own headquarters and may be required to bring their form factor.
8. Employees shall handle FortisBC equipment with care and professionalism in accordance with Company policies.
9. Employees working from an alternative headquarters must attend the office each day, regardless of participating in the Alternate Work Location (AWL) program.

Either Party may terminate this program with two (2) weeks' written notice.

Unless the Parties agree otherwise, this pilot program will end on March 31, 2027.

For the Union



Date: August 26, 2026

For the Company



Date: September 9, 2026