

INTERIM AGREEMENT

BETWEEN:

CUPE Local 1816

(the "Union")

AND:

Pacific Blue Cross

(the "Employer")

WHEREAS the Employer responded to the COVID-19 pandemic leading up to March 16, 2020 where the Employer formally advised Employees to work, record time and absence, and remain at home to ensure the health and safety of all Employees;

AND WHEREAS the Employer and the Union agreed on a temporary basis to allow Employees to work, record time, and remain at home despite Article 15.05 in the Collective Agreement stating, "It is understood and agreed by all parties concerned that no work shall be taken home by an Employee; therefore, It also applies that no Employee shall record time for any work taken home";

AND WHEREAS the parties recognize that we are now transitioning from the pandemic period, where there were restrictions on building capacity, into a more permanent flexible work model, where requirements to be eligible to work remotely will be put in place.

AND WHEREAS the parties recognize an Interim agreement is required to resolve Article 15.05 until the end of the current collective agreement.

NOW THEREFORE, in consideration of the terms and conditions outlined herein, the receipt and sufficiency of which is acknowledged, the Parties agree as follows:

1. Position/Role Eligibility

There will be two workstyles as follows:

- a) **In Office (IO)** – roles that are required to work in the office due to manual processes, or equipment in the office that must be used, or supporting staff that are in the office.

Roles that are required to be IO are the following:

- Office Services (ex. opening and sorting mail, scanning, mail deliveries and pick up, outgoing mail and print shop).
- Clerical staff in various departments, where paper-based processes still require filing, photocopying, etc.
- Help Desk agents, who are required to support onsite staff with respect to technology
- Finance staff, who are required to support onsite processes
- DA Townley staff, who are required to support onsite processes
- Other roles as determined by each department when there is a requirement in consultation with the Union.

- b) **Flexible Hybrid (FH)** – roles that are able to be performed remotely but will require the Employee to be in the office at some frequency. The phased in approach will occur in 2022 subject to BC Provincial Health Orders (PHO). The Employer will share with the Union the

timing of the phases and the departments in each phase, prior to that being shared with the Employees.

2. Employee Eligibility

For the FH work model, there will be eligibility requirements to continue to work remotely. An Employee is eligible for an FH arrangement provided the Employee meets the following minimum criteria. If an Employee is not able to meet the criteria, they will need to switch to the IO model:

a) Technical Requirements:

- A reliable, stable and secure internet service provider, and service that provides a high-speed internet connection (with a minimum of 100Mbps for a dedicated line and a minimum of 300 Mbps for a shared line) with a reliable customer service support department. If wifi is not stable, then a plug-in internet connection may be required.
- Access to a stable phone connection A computer running supported versions of Apple Mac Operating System (OS), Windows OS, or Chrome OS
- VPN access with multi-factor authentication on an Employee's smartphone or tablet running supported versions of IOS or Android OS. If an Employee is not able to support multi-factor authentication while working remotely, they will need to switch to an IO model where there will be multi-factor authentication options available that don't require the use of a personal device.

b) Home Workstation Requirements:

The designated FH work area should:

- Meet WorkSafeBC's Guidelines on how to set up your workspace:
<https://www.worksafebc.com/en/resources/health-safety/information-sheets/setting-up-home-workspace?lang=en>,
- Have adequate noise control to ensure clear telephone and video conference calls to colleagues and members,
- Have adequate privacy control including, where appropriate, locking doors and windows to ensure that family or household members do not have access to confidential PBC materials, or overhear private conversations,
- Be free from distractions and interruptions that might affect workplace performance,
- Be free from hazards,
- Not be in areas where people gather (e.g. Coffee shops).

c) Ensuring Employee Success:

If an Employee working under a FH arrangement is unable to meet the requirements of their job, the Manager and employee will work together to remove the barriers for success in accordance with LOU #5 of the current CUPE 1816 Collective Agreement.

d) Geographic Location Requirements:

The Employee must live within BC within a daily commute to the office in order to be IO on their defined schedule. If an Employee is required to come to the office for times outside of their defined schedule, it will be at the Employee's expense and on the Employee's own time. The Employer will provide 24 hours' notice for a full unscheduled day for working in the office.

- If an Employee is required to come to the office for times outside of their defined schedule and 24 hours notice has not been provided, it will be at the Employer's expense and on company time.

3. Planned Outages

The Employee must provide evidence of the planned outage (ex. email from BC Hydro, email from internet provider, etc.) and advise their Manager as soon as they know details, such as date, time, duration.

An Employee may:

- WFO for that day. If an employee is required to WFO, that will be counted towards the required number of days IO according to the employee's schedule. Such Employees must follow all building protocols as stated in the WFO/WFH Policy.
- Go to an alternative WFH location, to be approved by their Manager and HR. The Manager and/or HR may request photos of the other location to confirm that it is safe and secure.
- Arrange shift to work around the outage, if possible. If work will be performed outside of the 6 am to 6 pm core hours, then such arrangement must be agreed upon between the Employer and the Union.
- Access banks or payloss to take the day off. Management will make an exception to the minimum coverage requirements.

4. Unplanned Outages on FH Days

The Employee should follow the below protocol for unplanned outages (i.e., power, Internet, evacuation, equipment failure, etc.).

- The Employee will immediately advise their Manager of the outage and estimated time, if known, by providing proof from the provider,
- The Employee will continue to monitor the estimated outage time, so they can get back to work as quickly as possible once the outage has been resolved,
- If possible, the Employee will take a break during this time so that when the outage is resolved they can get back to work,
- If the power is out when it is time to clock out, the Employee will note the time and contact their timekeeper to clock them out.
- Where an outage extends beyond same day, the process identified under 3. Planned Outages above will be followed.

5. Family Responsibility Leave (FRL) - Child Care/Family Care

FH while working at home, is not a substitute for childcare or care for other family members. No family care should be performed during work hours. When these situations arise, the Employee should use an FRL if allowed under the FRL provision. Any need for acute care for a temporary period must be discussed with the Employee's Manager. If an Employee is facing challenges with managing family responsibilities and maintaining FH arrangement, then they should speak with their Manager about potential solutions.

6. Hours of Work

Clause 15.02 Standard Flexible Hours will be waived for all non-scheduled positions at PBC to enable staff to work from 6:00am-1:30pm. This change only applies for non-scheduled roles. Should you wish to take advantage of this earlier start time, please email your request to your manager who will

review with HR. Staff are expected to make an effort to adjust their schedule to accommodate meetings or required training.

7. Privacy and Security

Employees on an FH arrangement must ensure the same level of security for all PBC network and data access and comply with all PBC policies as it relates to privacy, security and confidentiality.

8. Ergonomics

HR will coordinate and conduct an ergonomic evaluation through an assessment and pictures on each Employee's FH workspace to ensure that it meets ergonomic requirements. An Employer/designate visit to the Employee's FH work site may be required if the details provided are not sufficient to ensure worker safety. In order to work FH, an Employee must meet the minimum ergonomic requirements indicated under the Part 2 - *Employee Eligibility, Home Workspace Requirements* above. When an employee begins their FH schedule, they must return all PBC furniture including chairs, ergonomic keyboards, ergonomic mouse, and footstools to the office. If the employee requires this equipment at home to support an ergonomic home workstation, they will need to purchase those items. It is both the responsibility of the Employee and the Employer to ensure a safe work environment.

If an Employee faces challenges in meeting the minimum ergonomic requirements and requests assistance, HR will coordinate and conduct an ergonomic evaluation through an assessment and pictures on each Employee's FH space to ensure that it meets ergonomic requirements. If an Employee is unable to comply, then the Employee will be required to switch to an IO arrangement.

9. Tax Benefits

Working from home arrangements may have tax benefits for the Employee. Further information is available on the Canadian Revenue Agency website. <https://www.canada.ca/en/revenue-agency.html>. If an Employee requires a T2200 for the previous tax year, then they can request that from HR when preparing their tax return.

10. PBC Technology Equipment for Staff

In the FH arrangement, PBC will provide technology equipment to all employees for WFH and IO use. FH employees that have been provided with PBC equipment for use at home will keep the equipment they have. FH employees currently using their own equipment at home will be provided with PBC equipment in the coming months. If an active Employee needs to drop off or pick up equipment this will be done on the Employer's time.

Below is a schedule of what equipment the Employee is responsible for when FH or IO.

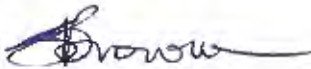
Equipment	Flexible Hybrid	In Office
Desk	Employee	PBC
Chair (Staff are eligible to purchase PBC office equipment through PBC's office equipment provider)	Employee	PBC
Internet	Employee	PBC
Office Supplies	Employee	PBC

Computer	PBC	PBC
Monitor	PBC	PBC
Software	PBC	PBC
IT Accessories (ex. Standard mouse, keyboard, cable cords)	PBC	PBC
IT Accessories Non-Standard (ex. MAC/Apple products, special keyboard, ergonomic mouse)	Employee (PBC will provide if required for medical accommodation)	Employee (PBC will provide if required for medical accommodation)
Headsets (if role requires a headset)	PBC	PBC
Web Camera (Optional)	Employee (Tip: Use cellphone to join Zoom meetings)	Employee (IO meetings will be held in meeting rooms with technology, when available.)

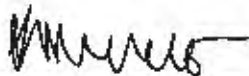
11. The current Collective Agreement expires on July 31, 2022. This agreement is without prejudice and will expire when a new Collective Agreement has been ratified.

Signed February 9, 2022

For the Employer:

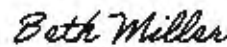


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