

ARTICLE 29 COMMITTEE MEETING – MINUTES

October 11th, 2017 1:00 pm – 4:00 pm @ BCLDB

BCGEU Kimberlee MacGregor, Aaron Donovan, Debra Yearley, Keith Stone, Mark Guolo, Sarah Fawns

LDB Jennifer Nuttall, Ken McDonnell, Michael Procopio, Tony Main, Jonathan Castaneto, Jeff Ring

1. Standing Agenda Items

a) Corporate Update (Retail) - Mike Procopio

- Overall sales increased
- Retail operation expense up
- Head Office Expenses up
- Contribution down
- Approximately a dozen stores currently not generating profit
- Store Manager conference – new printers pending
- Cardero store closed – 75% sales retained in downtown area
- Staff moved to other downtown stores, aux ee's stayed in recall area
- Currently moratorium on private liquor stores, hard cap on govt. liquor stores

Action	Who	Time Frame

b) Corporate Update (Wholesale) Ken McDonnell, Jeff Ring

- Summer busy, up 7.4% total cases ordered by customers
- Straining infrastructure
- Shipped out 4.8 % higher over summer
- Down overall from last year due to capacity
- Anticipating similar for holiday season
- Fiscal calendar adjusted to accommodate
- 909 mil overall sales dollars year to date, up 2.4% gross

Action	Who	Time Frame

c) Corporate Update (Distribution) Ken McDonnell

- Oracle upgrade launched – some issues, some customers affected
- IT has pushed through tickets, better shape now but still issues to be resolved (Vendors, finance)
- Increase congestion this summer in both DC's

- Corp Delta wont allow occupancy during construction, cannot store overstock there
- Issues with ESO – “Ghost Orders” – orders misplaced, receiving product not ordered (due to cut over, Oracle not on)
- Summer Hiring – Never reached numbers, gave up in July, relied on overtime
- Working on Holiday seasonal hiring now
- Currently looking at new system that will replace Radio Beacon at new DC (TechSys)

Action	Who	Time Frame

d) Corporate Update (Head Office) – Jennifer Nuttall

- WES survey still open, closes Oct 20
- PECSF fundraiser successful
- Director OD&Change filled – Corey Olson

Action	Who	Time Frame

e) Vacancies and Temporary Assignments – Kimberlee M

- Temp assignments being used rather than aux empl. being utilized

Action	Who	Time Frame

f) Contractors

- List of contractors provided – management deemed sufficient, Debra Yearley – looking for more specific list

Action	Who	Time Frame
Contractors vs bargaining unit roles – take off line	Jennifer Nuttall, Debra Yearley, Kimberlee MacGregor	

g) Workload – Kimberlee M

- Stores are short staffed, burnout is occurring

- Mike P. – not seeing this in reality, are issues due to change management, will things get better with new normal
- Safety issues due to lack of warehouse space/renovations/addition of coolers – e.g. Yaletown. 39th & Cambie, James Bay, Dollarton

Action	Who	Time Frame
Follow up on construction issues at Dollarton	Tony Main	

h) New Distribution Centre (new!) Ken M.

- On track, under construction
- Mobile equipment selected
- Company for Bottle pick module selected
- Company for Wracking selected
- Company for automated battery change selected
- Machine mounted scanners, wrist screens. Possible wrist/hand scanners till voice pick available (will be piloted after opening)
- Target is still Feb 28, 2018
- VDC to continue operation till new DC filled with product
- Translink has been approached, not willing, at this time, to adjust bus schedules
- KDC to convert to new system after new DC complete

Action	Who	Time Frame

2. Old Business/ Outstanding from Previous Meeting

a) Distribution Centre Supervisor Meeting & Productivity - Ken M

- Training, hiring practices changes, improved quality
- Online application issues corrected
- Keith – Retention issues, too many other options available, employees declining out, disciplinary issues – training vs early dismissal
- Productivity ~~has not been discussed~~, focus is on staffing, retention, new building

Action	Who	Time Frame
Provide specific employee incidents	Keith Stone	

b) Uniforms - Mike P

- 4 companies put in bids for new uniforms, now 3 (union providers)
- Meeting pending to review options

Action	Who	Time Frame

c) Paid Holiday Process - Kimberlee M

- Letter sent out in March
- Managers bypassing employees, aux ee's working
- Don't have to offer time if costs business
- More communication required at stores
- Looking for communications to be created together between business and union
- Inconsistencies leading to grievances
- Jennifer N. – Looking for specific instances to refer to for discussion, feedback from Regional Managers
- Aaron D. – suggests memos going out be vetted by union for potentially contentious issues

Action	Who	Time Frame

d) Branch Wide Relief Eligibility List/ CA05 11.1

Action	Who	Time Frame
List to be forwarded to Kimberlee M	Jonathan C	End of this week

e) Staffing at the End of Shifts – Kimberlee M.

- Discussion re changing start times so employees aren't working/closing alone
- Regionals need to know what specific stores this is happening in so they can address issue

Action	Who	Time Frame
Provide specific store examples to regionals	Kimberlee M	End of this week

f) Article 20.8 Educational Leave Request

Action	Who	Time Frame
RESOLVED		

g) Over Short Warehouse Procedures – Tony M

- Store to accept risk on shorted product if don't have time to review
- Document published for wholesale companies

Action	Who	Time Frame

h. Conversions – Stores and Seasonals – all

- Jonathan C. - 73 employees converted from aux to regular since January
- Kimberlee M. – more required, some stores not getting full compliment (e.g. Kings Cross, Scottsdale), numbers of regulars have dropped despite increased workload
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Action	Who	Time Frame

i) Lateral Transfer Policy for Finance – Jennifer N

- TBC (Jennifer M., Erin Moore)

Action	Who	Time Frame
Update next meeting	Jennifer Nuttall	

j) Languages Spoken in the Workplace

- No official policy in place
- Each specific circumstance can be addressed

3. New Business

a) Overview of the Business Tony M

- First six periods, up in sales and units
- Highlight stores, Park Royal relocation, up 20%, Harbour Centre, SOLO
- Challenges: Arbutus, Pemberton

Action	Who	Time Frame

b) Update Regarding Retail Vision and Goals

- Next Meeting

Action	Who	Time Frame

c) Enhance Rollout

- EHANCE – as of today, finished 176 stores, 20 to go
- Total 600 people trained at head office in addition to in store training
 - Benefits stores not doing orders, opening and closing easier, improved inventory flow
 - System developing over time, continuous improvements
- Challenges, technical issues, system development
- Kimberlee M – concerns re not “hospitality friendly”

Action	Who	Time Frame

d) Refrigeration Update Mike - P

- List provided to Kimberlee M
- Kimberlee M – looking for change in sales numbers with addition of refrigeration

Action	Who	Time Frame

e) Loss Prevention detention JAI Keith

- Shoplifters being detained in warehouse, what is protocol for workers in vicinity (e.g. Harbour Centre).

Action	Who	Time Frame
Discussion with Brendan Alexander	Mike Procopio	

f) Change Champions in Retail and Warehouse Kimberlee M

- Question, what is this?
- Tony M – one or two people who help support change initiatives in stores
- What is their role, do they work from home or in store?
 - Not from home, could be at different stores, conference calls etc.
 - Designated by region
- Staff concerned that one particular employee is not in the store

Action	Who	Time Frame
Follow up on specific employee/store	Tony Main	

g) Inconsistent Discipline – Kimberlee M

- People getting terminated for taking promo items. One particular employee took a whole box (as reported by local chair in the area after store visit). What is protocol?
- Across the board consistency required.
- How often are regionals visiting certain stores?

Action	Who	Time Frame
Follow up with Allan Haller	Tony Main	

h) WES Committee and Survey Keith S

- Amalgamation of job descriptions for warehouse workers one and two
- Looking towards warehouse trade style certification
- Warehouse workers may not have time to fill out in 20 min (on paper)

Action	Who	Time Frame

i) Staff Meetings in the Warehouse Keith S

- Supposed to be monthly, no minutes available to prove meeting took place

Action	Who	Time Frame

j) Hiring Process – including retention and paneling

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Action	Who	Time Frame

K) Change to Great West Life Issues – Kimberlee M

- Changes to benefits since changeover, were not supposed to be any changes to coverage
- Difficulties getting signed up
- Will possibly lead to early bargaining

Action	Who	Time Frame

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Next meeting: *Proposed week of Nov 27 – Dec 1*

Location: *BCGEU*

Warehouse sub-committee meeting dates:

AD/sg
MoveUP