

UCCE News & Views

July- August 2023

PERSONAL FINES

AGLC has strict regulations and they monitor retailers. They are sending out Mystery Shoppers to ensure that retailers are in compliance with their rules and regulations. Recently there have been numerous fines being personally imposed on members especially at the Gas Bar locations. This is very distressing.

Always check customers' government issued ID carefully when selling lottery, tobacco, liquor, and cannabis. Selling these products to minors is against the law. Take the time needed when verifying customers' ID. Do not be concerned about offending customers by requesting ID or for taking time to analyze it properly. Do not be rushed, stressed, or pushed to hurry up regardless of how long your line up is. You are the one who will personally pay the price if a mistake is made. Take care to protect yourself!

AGLC or AHS fines assessed to the employee have been a minimum of \$300.00. At \$15 an hour, a personal fine plus a suspension from work is a considerable hardship for hardworking members.



STAFF SHOPPING POLICY

We receive questions about when and how staff can make purchases at CALGARY COOP.

Policy states: Purchases are only permitted while off duty or on a break.

Policy States: Purchases that are not for immediate consumption, must be rung in and paid for at a register and must immediately be removed from the store as if the employee is a member of the general public.

What if my purchase is a fresh product that requires refrigeration and have over 2 hours left on my shift? In summer it is too hot in my vehicle and winter it will freeze.

If your purchase requires refrigeration, then it is not practical to make the purchase without risking spoilage in your vehicle (if you even have a vehicle). Unlike in the past, when you can no longer make a purchase, tag it and have it stored appropriately to the end of your shift. If you do not have the vehicle to put your purchase in, your only option is to wait until the end of your shift if the store is still open.

What if I work until closing? What are my options?

If you work until close, it is difficult if not impossible to purchase any

this issue

PERSONAL FINES
STAFF SHOPPING POLICY
ARE YOU BEING SCHEDULED AND PAID CORRECTLY?
BEING TOLD TO WORK WITH URGENCY?
DID YOU KNOW?

perishable items not for immediate consumption as you can only do that on a break and then would be required to remove them from the store immediately. You may need to consider stopping and making such purchases after your shift on your way home.

Can I ask a Manager or Supervisor to hold a product for me until my break? I see a few items on 50% off and am sure they will be gone by the time I get a break.

Policy states: Merchandise shall not be held in the store at check stands, coolers, backrooms, or offices for purchase at the end of a shift or a later time.

No, you cannot ask for anything to be held. You cannot take advantage of a sale item if you are not on a break and cannot leave the store with the product immediately.

Policy also states the following:

No special privileges.

All employee purchases must be made as if the employee is a member of the general public.

When pricing errors are identified, employees are expected to notify the management for correction and are not allowed to purchase.

CONTINUATION OF Personal Fines...

For selling lottery tickets, make sure that you are following the proper procedure. Do not hesitate to get support by calling your Supervisor or Manager if the customer failed or does not want to provide their ID.

Did you know...?

😊 Work record entries are considered coaching or training and is not a form of discipline. However, if you do not agree with a work record entry that you have received, you have the right to include your comment in the work record as well to provide your facts and understanding on the subject matter being addressed. *Remember to keep your comment professional.* If your work record entry is blatantly false, you can call us at the Union Office to have this addressed.

😊 On August 1st every year, employees who are on benefits and are employed continuously for three (3) years are eligible to receive five hundred dollars (\$500) Health Spending Account. Any unused HSA will roll over for one year and the maximum amount of credits an Employee can have will not exceed one thousand dollars.



CONTINUATION OF Staff Shopping Policy...

Unfortunately, as an employee you will receive no special privileges and you are to be considered a member of the general public except in the case of pricing errors and you are considered an employee and not allowed to purchase.

Policy states: Employees shopping at Calgary COOP is encouraged and appreciated.

However, please beware of the rules and policies that could affect your employment. You could be suspended pending possible termination for violations of this policy.

If you are unsure if you qualify as an employee to make a purchase according to the conditions in the **Staff Purchase Policy** that will not result in discipline, then err on the side of caution and avoid making the purchase.

ARE YOU BEING SCHEDULED AND PAID CORRECTLY?

Are you being asked to complete online courses at home or being scheduled for two (2) hours or less to come in for a meeting or to do a course? **Courses should be done at work and not on your personal time.**

Make sure you are being paid for what you are entitled to be paid for.

[The Collective Agreement states:](#)

8.08 All staff meetings or training periods, where attendance is mandatory, shall be considered as time worked. Pay shall be given for time actually in attendance subject to a minimum of two (2) hours if not part of a regular shift. A thirty (30) minute travel time allowance shall be given to Employees who had to travel to and from such meeting when they are not scheduled to work.

8.10 Employees shall not be required to review materials pertinent to their job duties on unpaid time. Employees will not be required to review or sign off on this material while performing their duties.

8.11 Working off the clock is an unacceptable activity. Employees or Managers involved in this type of activity shall be reported to the Union Executive and Labour Relation and/or Managing Director. After discussion with the Union Executive, the Employer shall determine corrective action, up to and including progressive discipline against the offending Employees and reported to the Union Executive.

9.19 All Employees shall be scheduled for a shift of no less than **four (4) hours.**

If you have questions, please call the Union Office and we can help ensure you are being paid for all entitlements.

BEING TOLD TO WORK WITH URGENCY?

Employees can only physically function and do a reasonable amount of work throughout their shift. Many things can happen due to rushing in the workplace. You can jeopardize your safety and get hurt and/or you can make mistakes that can result in performance issues. These issues have resulted in discipline including suspensions for employees, all due to the fact they are rushing to lessen wait times for others. This not only leads to compromising their own performance, but their personal finances as well if suspended.

We understand that these are very difficult and frustrating times and we can only remind the employees that you are only getting paid for one person's salary. Take care that you are not burning yourself out. Employees have been pressured by their Managers to "work with urgency" or "to hustle". If you feel pushed to work unsafely, please call the Union Office.



Happy Stampede!

