

**BC Employment Standards Branch**  
**Complaints Received Involving "Waves Coffee" Franchises**  
**January 1, 2011 through November 30, 2013**

Employer Legal Name	Employer Operating Name	Employer Location	Date Complaint Received in Branch	Resolution	Contraventions Found	Penalties Issued
Waves Coffee Inc	n/a	715 Columbia St., New Westminster	Nov 4, 2013	Withdrawn*	n/a	n/a
AA&M Coffee Ltd	Waves Coffee House	93 Lonsdale Ave., North Vancouver	Jul 22, 2013	Voluntary resolution**	n/a	n/a
0919534 BC Ltd	Waves Coffee House	2599 Main St., Vancouver	Jan 23, 2012	Voluntary resolution**	n/a	n/a
SKR Systems Inc	Waves Coffee	51 Birchwood Cresc., Port Moody	Mar 6, 2012	Withdrawn*	n/a	n/a
SKR Systems Inc	Waves Coffee	51 Birchwood Cresc., Port Moody	Mar 30, 2012	Voluntary resolution**	n/a	n/a
SKR Systems Inc	Waves Coffee	51 Birchwood Cresc., Port Moody	May 8, 2012	Voluntary resolution**	n/a	n/a
SKR Systems Inc	Waves Coffee	51 Birchwood Cresc., Port Moody	May 18, 2012	Withdrawn*	n/a	n/a
Urban Coast Investing Inc.	Waves Coffee	305 Main St., Vancouver	Aug 1, 2012	Voluntary resolution**	n/a	n/a
0981161 BC Ltd	Waves Coffee House	305 Main St., Vancouver	Oct 10, 2013	Not yet resolved	n/a	n/a

\*Reasons for the withdrawal of complaints include the following: because they were filed after the time limit prescribed in the Employment Standards Act; because the complaint was about something not covered by the Employment Standards Act; because the allegations were unfounded.

\*\*When a complaint is resolved through voluntary resolution between the two parties, with the assistance of Branch staff, the resolution is "without prejudice", meaning there is no finding of fault, of wrongdoing or of contravention of the Employment Standards Act and, thereby, no penalties issued.