

## Rioux, Luke MUNI:EX

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**From:** Precarious Work Strategy LBR:EX  
**Sent:** November 3, 2022 1:53 PM  
**To:** Shelly Hallman  
**Subject:** FW: Meeting Request - Consultation on Employment Standards for App-Based Ride-Hail and Delivery Workers

Good afternoon,  
Can you please provide Kim Novak's email address for the meeting invitation.  
Thank you so much and we look forward to this discussion.

---

**From:** Patrick Johnson <[PJohnson@ufcw1518.com](mailto:PJohnson@ufcw1518.com)>  
**Sent:** November 1, 2022 11:05  
**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>  
**Cc:** Tanner, Michael A LBR:EX <[Michael.Tanner@gov.bc.ca](mailto:Michael.Tanner@gov.bc.ca)>; Krayenhoff, Luke LBR:EX <[Luke.Krayenhoff@gov.bc.ca](mailto:Luke.Krayenhoff@gov.bc.ca)>; Shelly Hallman <[SHallman@ufcw1518.com](mailto:SHallman@ufcw1518.com)>  
**Subject:** RE: Meeting Request - Consultation on Employment Standards for App-Based Ride-Hail and Delivery Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hello Luke,

Thanks for the invitation.

Myself and Kim Novak are available at 11:30, 1:30, 2. If none of those time work please let me know.

Patrick

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Patrick Johnson  
Secretary-Treasurer



P 604.526.1518 EX 4889 C 604.786.5905  
F 604.540.1520 TOLL FREE 1.800.661.3708

350 Columbia St. New Westminster, BC V3L 1A6  
[ufcw1518.com](http://ufcw1518.com)

This email and any files transmitted with it are confidential and intended solely for the person(s) to whom they are addressed. If you have received this email in error please notify the sender immediately and delete this email from your system.

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**From:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>  
**Sent:** Tuesday, November 1, 2022 10:39 AM  
**To:** Patrick Johnson <[PJohnson@ufcw1518.com](mailto:PJohnson@ufcw1518.com)>  
**Cc:** Tanner, Michael A LBR:EX <[Michael.Tanner@gov.bc.ca](mailto:Michael.Tanner@gov.bc.ca)>; Krayenhoff, Luke LBR:EX <[Luke.Krayenhoff@gov.bc.ca](mailto:Luke.Krayenhoff@gov.bc.ca)>; Shelly Hallman <[SHallman@ufcw1518.com](mailto:SHallman@ufcw1518.com)>  
**Subject:** Meeting Request - Consultation on Employment Standards for App-Based Ride-Hail and Delivery Workers

Hello,

We're writing to follow up on our invitation for a conversation with the Parliamentary Secretary about the development of employment standards for app-based ride hailing and courier services in British Columbia.

We've had some good initial conversations with platform companies and labour advocates, and are hoping to get your insights and perspectives.

The Parliamentary Secretary will be conducting his next round of conversations on Friday, November 4<sup>th</sup>.

He is generally available between 9AM and 5PM, with an exception to 10am, 11am and 1pm. If there is a time slot when representatives from UFCW 1518 would be available for a 30-minute conversation, please reply with 3 options that could work for you and we'll reply with an invitation to connect on Microsoft Teams.

Regards,

Luke Krayenhoff  
Senior Policy Advisor, Ministry of Labour

Rioux, Luke MUNI:EX

**From:** Precarious Work Strategy LBR:EX  
**Sent:** October 27, 2022 3:10 PM  
**To:** Laura Miller  
**Subject:** RE: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

Good afternoon!  
You will be receiving the invite any minute now.  
Thank you for your time!

**From:** Laura Miller <laura.miller@uber.com>  
**Sent:** October 27, 2022 2:59 PM  
**To:** Precarious Work Strategy LBR:EX <Precariousworkstrategy@gov.bc.ca>  
**Cc:** Yanique Williams <yanique@uber.com>  
**Subject:** Fwd: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hello -

I understand we've confirmed 9 am PT tomorrow (Friday, October 28th) but have yet to see a calendar invite come through. Would you kindly advise?

**Laura Miller**  
Head of Public Policy & Communications, Canada  
647-203-6141 | [laura.miller@uber.com](mailto:laura.miller@uber.com)



----- Forwarded message -----  
**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>  
**Date:** Thu, Oct 20, 2022 at 6:29 PM  
**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers  
**To:** Precarious Work Strategy LBR:EX <Hell>

Thank you. We'll take the 11:15am time slot.

On Thu, Oct 20, 2022 at 6:25 PM Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)> wrote:

Hi there!

Unfortunately that time slot has now been taking.

Below are the current timeslots available.

Thank you for your interest in this meeting!

October 21, 2022 - Times Available	Top Three Choices	Contact Information
11:15 – 11:45 AM		
2:45 – 3:15 PM		
3:30 – 4:00 PM		
4:15 – 4:45 PM		

**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>  
**Sent:** October 20, 2022 15:20  
**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>  
**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

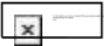
**Hello Parliamentary Secretary Adam Walker,**  
We are available to meet at 9am or 9:45am Pacific Time,

Looking forward to connecting with you.

Best,

**Yanique**  
--  
**Yanique Williams (she/her/elle)**

Public Policy Manager, Canada



On Thu, Oct 20, 2022 at 3:37 PM Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)> wrote:

Good afternoon,

Thank you for your interest in meeting. The next available times to meet with Parliamentary Secretary Walker is on Friday October 28. Please reply to this email, confirming your interest in meeting on that date and indicate your top three choices by order of preference. We will make every effort to accommodate your first choice. The meetings are being scheduled for 30 minutes as an initial meeting and there will be opportunities for further input and engagement.

October 28, 2022 - Times Available (Pacific Time)	Top Three Choices
9:00 – 9:30 AM	
9:45 – 10:15 AM	
10:30 – 11:00 AM	
1:15 – 1:45 PM	
2:00 – 2:30 PM	
2:45 – 3:15 PM	
3:30 – 4:00 PM	
4:15 – 4:45 PM	

Thank you again for contacting us.

**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>  
**Sent:** October 20, 2022 11:31

**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>

**Cc:** Tanner, Michael A LBR:EX <[Michael.Tanner@gov.bc.ca](mailto:Michael.Tanner@gov.bc.ca)>; Krayenhoff, Luke LBR:EX <[Luke.Krayenhoff@gov.bc.ca](mailto:Luke.Krayenhoff@gov.bc.ca)>

**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

**Hello Parliamentary Secretary Adam Walker,**

Thank you for extending Uber this invitation to participate in the government's consultation on Employment Standards for App-based Workers.

We'd like to request an opportunity to meet with you next week, ideally on Monday or Tuesday at a time of your choosing.

As we've mentioned in our previous briefing, we have been working alongside UFCW Canada for quite some time to advocate for a package of government reforms that, if enacted, would significantly improve the quality of app-based work by introducing new benefits while also protecting worker flexibility across the rideshare and delivery industry.

This is a very complex and nuanced industry. When we entered into discussions with UFCW Canada, we had an 8 week information sharing process so that they could familiarize themselves with the rideshare and delivery space and how drivers and delivery people engage with the Uber platform. To that end, we hope that next week's meeting could be extended to 60 minutes and that it will be the first in a series of conversations and roundtables.

We look forward to participating in this process so we can work towards a package of reforms that help give app-based workers what they need to thrive in the new economy while maintaining the flexibility they value.

Best,

**Yanique**

--

**Yanique Williams (she/her/elle)**

Public Policy Manager, Canada



On Wed, Oct 19, 2022 at 1:58 PM Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)> wrote:

Good morning,

I am writing to invite your company to an online meeting with myself and staff from the Ministry of Labour to discuss the BC government's work on employment standards proposals for precarious and gig economy workers.

Our government has enacted a number of initiatives to improve the economic security and working conditions of British Columbians.

As part of my mandate letter commitment to review employment standards, I am now engaging with people and companies involved in the app-based ride-hail and food delivery industry to get a better understanding of the benefits and challenges to workers doing this work.

I am hoping to schedule a conversation with you to learn more about:

- The compensation, benefits and protections in place for people who find work through your app
- Your best ideas for minimum employment standards that could support these workers while also supporting your company’s effective operations in British Columbia
- Other issues government should consider as it considers appropriate employment standards for these workers.

I recognize these are complex questions and want to ensure I understand your perspective. As a starting point, I would like to schedule a 30-minute online meeting with relevant representatives from your company on Friday, October 21, 2022. I recognize that this is very short notice, but this is an opportunity to begin a discussion on this issue.

The times available to meet on October 21<sup>st</sup> are identified in the table below. Please reply to this email by end of day Thursday, October 20<sup>th</sup>, confirming your interest in meeting and indicate your top three choices by order of preference. We will make every effort to accommodate your first choice.

October 21, 2022 - Times Available	Top Three Choices
9:00 – 9:30 AM	
9:45 – 10:15 AM	
10:30 – 11:00 AM	
11:15 – 11:45 AM	
12:30 – 1:00 PM	
1:15 – 1:45 PM	
2:00 – 2:30 PM	
2:45 – 3:15 PM	
3:30 – 4:00 PM	
4:15 – 4:45 PM	

My team will follow up with a confirmation and invitation with Microsoft Teams once we receive your reply. If a time cannot be arranged for this Friday, we can look at alternate dates.

I look forward to starting our engagement with you on this important topic.

Best regards,

Adam Walker

Parliamentary Secretary for the New Economy

**Rioux, Luke MUNI:EX**

**From:** Precarious Work Strategy LBR:EX  
**Sent:** October 27, 2022 9:55 AM  
**To:** Yanique Williams  
**Subject:** RE: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

Good morning,  
Thank you for your quick reply on the best times that work for you on Friday October 28<sup>th</sup> to engage in the consultation with Parliamentary Secretary Adam Walker on employment standards for App-based workers.  
  
An invitation will be sent shortly.

**From:** Yanique Williams <yanique@uber.com>  
**Sent:** October 26, 2022 14:36  
**To:** Precarious Work Strategy LBR:EX <Precariousworkstrategy@gov.bc.ca>  
**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

**Hi There,**  
We are looking forward to the opportunity to engage on this important topic this Friday at 9am PT. We will also be joined by representatives from UFCW Canada.

Participants will include:

- Mark Hennessy, Special Assistant to the National President, UFCW Canada - [mark.hennessy@ufcw.ca](mailto:mark.hennessy@ufcw.ca)
- Pablo Godoy, Regional Director Western Provinces, UFCW Canada - [pablo.godoy@ufcw.ca](mailto:pablo.godoy@ufcw.ca)
- Laura Miller, Head of Public Policy & Communications, Uber Canada - [laura.miller@uber.com](mailto:laura.miller@uber.com)
- Yanique Williams, Public Policy Manager, Uber Canada - [yanique@uber.com](mailto:yanique@uber.com)

*Note: there is a small chance that I may not be able to attend and in that case my colleague Jake Brockman, Public Policy Manager, Uber Canada - [jake.brockman@uber.com](mailto:jake.brockman@uber.com) will join in my place.*

Please do share the calendar invite once you're able.

Best,

**Yanique**

--  
**Yanique Williams (she/her/elle)**  
Public Policy Manager, Canada



On Tue, Oct 25, 2022 at 3:10 PM Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)> wrote:

Great, thank you!

--  
**Yanique Williams (she/her/elle)**  
Public Policy Manager, Canada



On Tue, Oct 25, 2022 at 2:02 PM Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)> wrote:

Good morning!

You should receive your meeting invite in the next few days, I can guarantee your 9am spot on Friday Oct 28<sup>th</sup> is reserved for Ubereats 😊

Thank you!

---

**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>

**Sent:** October 25, 2022 10:38

**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>

**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

**Hi There,**

I haven't yet received the calendar invite for Friday's upcoming meeting at 9am PT.

I'm also currently working on getting the representatives that will be present on the call. I'll share this with you as soon as it is confirmed.

Let me know when I should expect to be in receipt.

Best,

**Yanique**

--

**Yanique Williams (she/her/elle)**

Public Policy Manager, Canada



On Thu, Oct 20, 2022 at 9:41 PM Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)> wrote:

Great, thank you very much.

I will follow up with you early next week on meeting participants.

Best,

Yanique



On Thu, Oct 20, 2022 at 6:39 PM Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)> wrote:

Good afternoon,

We are going to bounce you back to your original requested time of **9am-9:45am October 28<sup>th</sup>**.

You will see my previous email in regards to letting us know of any other attendee’s that will be participating in this meeting and to include their emails.

Thank you so much for your participation.

**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>  
**Sent:** October 20, 2022 15:20  
**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>  
**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

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Looking forward to connecting with you.

Best,

**Yanique**  
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**Yanique Williams (she/her/elle)**

Public Policy Manager, Canada



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4:15 – 4:45 PM	

Thank you again for contacting us.

**From:** Yanique Williams <[yanique@uber.com](mailto:yanique@uber.com)>  
**Sent:** October 20, 2022 11:31  
**To:** Precarious Work Strategy LBR:EX <[Precariousworkstrategy@gov.bc.ca](mailto:Precariousworkstrategy@gov.bc.ca)>  
**Cc:** Tanner, Michael A LBR:EX <[Michael.Tanner@gov.bc.ca](mailto:Michael.Tanner@gov.bc.ca)>; Krayenhoff, Luke LBR:EX <[Luke.Krayenhoff@gov.bc.ca](mailto:Luke.Krayenhoff@gov.bc.ca)>  
**Subject:** Re: Meeting Request for October 21st: Consultation on Employment Standards for App-based Workers

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

**Hello Parliamentary Secretary Adam Walker,**

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This is a very complex and nuanced industry. When we entered into discussions with UFCW Canada, we had an 8 week information sharing process so that they could familiarize themselves with the rideshare and delivery space and how drivers and delivery people engage with the Uber platform. To that end, we hope that next week's meeting could be extended to 60 minutes and that it will be the first in a series of conversations and roundtables.

We look forward to participating in this process so we can work towards a package of reforms that help give app-based workers what they need to thrive in the new economy while maintaining the flexibility they value.

Best,

**Yanique**

--

**Yanique Williams (she/her/elle)**

Public Policy Manager, Canada



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As part of my mandate letter commitment to review employment standards, I am now engaging with people and companies involved in the app-based ride-hail and food delivery industry to get a better understanding of the benefits and challenges to workers doing this work.

I am hoping to schedule a conversation with you to learn more about:

- The compensation, benefits and protections in place for people who find work through your app
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2:45 – 3:15 PM	
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My team will follow up with a confirmation and invitation with Microsoft Teams once we receive your reply. If a time cannot be arranged for this Friday, we can look at alternate dates.

I look forward to starting our engagement with you on this important topic.

Best regards,

Adam Walker

Parliamentary Secretary for the New Economy

## Rioux, Luke MUNI:EX

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**From:** Mark Hennessy <mark.hennessy@ufcw.ca>  
**Sent:** February 9, 2022 10:50 AM  
**To:** Minister, LBR LBR:EX  
**Cc:** Renneberg, Tim LBR:EX; Walker.MLA, Adam LASS:EX; Hughes, Trevor LBR:EX; Meggs, Geoff PREM:EX; Hockin, Amber PREM:EX; Yanique Williams; Jake Brockman  
**Subject:** 63033 incoming - UFCW Canada and Uber Canada

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hello Minister Bains,

Please find attached a letter from Paul Meinema, UFCW Canada and Laura Miller, Uber Canada, in follow up to our announcement made only a couple of weeks ago. We plan to follow up with further details on our proposed package of protections as they relate to the legislative process which we will share once finalized.

In the meantime, please feel free to contact me should you have any questions, require more information or wish to meet.

Thank you,

**Mark Hennessy**

*Special Assistant to the National President  
Adjoint spécial au président national*

UFCW Canada | United Food and Commercial Workers Union  
TUAC Canada | Syndicat des Travailleurs et travailleuses unis de l'alimentation et du commerce

Tel / Tél. : 416-679-3411  
Mobile / Cell. : 613-853-4137  
E-mail / Courriel : mark.hennessy@ufcw.ca  
Pronouns / Pronoms : he, him / il, lui

[www.ufcw.ca](http://www.ufcw.ca) | [www.tuac.ca](http://www.tuac.ca)

February 9, 2022

Hon. Harry Bains  
PO Box 9064, Stn Prov Govt  
Victoria, BC, V8W 9E2  
[LBR.Minister@gov.bc.ca](mailto:LBR.Minister@gov.bc.ca)

*Delivered by Email*

Dear Minister Bains,

On January 27, 2022, UFCW Canada and Uber Canada announced a historic agreement that provides over 100,000 drivers and delivery people on the Uber platform with strong representation. As part of that agreement, we have also agreed to propose a package of government reforms that, if enacted, would significantly improve the quality of app-based work by introducing new benefits while also protecting worker flexibility across the rideshare and delivery industry.

This package of government reforms is driven by what both organizations have heard from drivers and delivery people over the past few years. As the largest private sector union in Canada, UFCW Canada has been listening and collecting feedback while actively organizing drivers and delivery people in British Columbia. Uber Canada, as a leading rideshare and delivery company, has conducted multiple independent research studies and internal roundtables with an extensive sample of drivers and delivery people.

Based on what we heard, UFCW Canada and Uber Canada worked together to develop the following package for Legislative Standards for App-Based Workers:

- **Earning Standard** - App-Based Workers would receive at least 120% of minimum wage during Engaged Time.
- **Benefits Fund** - App-Based Workers who complete at least an average of 20 hours of Engaged Time per week over a given quarter would be entitled to a benefits fund that follows them across their work on multiple platforms. App-based workers who spend more time on platforms should be entitled to more benefits, so the benefits fund scales with time spent on platforms.
- **Notice of Termination** - App-Based Workers would be entitled to notice of termination or pay in lieu.
- **Health and Safety Protections** - App-Based Workers would be entitled to occupational accident coverage that covers injuries sustained during Engaged Time.
- **Representation Rights** - App-Based Workers should be able to access rights including access to joining a union and collective bargaining.

As a first step, this package of legislated protections would immediately and positively impact thousands of app-based workers in British Columbia.

We'll be sharing this package of government reforms with provincial governments across the country this week. Thank you very much for your consideration and we look forward to hearing from you on this and answering any questions you may have.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Paul Meinema".

**Paul Meinema**  
National President  
UFCW Canada

A handwritten signature in black ink, appearing to read "Laura Miller".

**Laura Miller**  
Head of Public Policy and Communications  
Uber Canada

cc:

Amber Hockin, Deputy Chief of Staff, Office of the Premier

Trevor Hughes, Deputy Minister of Labour

Geoff Meggs, Chief of Staff, Office of the Premier

Tim Renneberg, Senior Ministerial Advisor, Office of the Minister of Labour

Adam Walker MLA, Parliamentary Secretary for the New Economy

**Rioux, Luke MUNI:EX**

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**From:** Mark Hennessy <mark.hennessy@ufcw.ca>  
**Sent:** February 22, 2022 1:41 PM  
**To:** Minister, LBR LBR:EX  
**Cc:** Hold - 220704 - Duncan, Kate LBR:EX; Moraes, Josh AG:EX; Renneberg, Tim LBR:EX; Yanique Williams; Jake Brockman  
**Subject:** 63100 incoming - Meeting Request: UFCW Canada and Uber Canada - Polling data

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hello,

In addition to our letter sent to you on February 9<sup>th</sup>, we would like to share the attached polling information compiled by Uber Canada with drivers and delivery persons across Canada.

Would it be possible to set up a meeting with Minister Bains to discuss both the attached poll and our package of legislative proposals? We are willing to travel to meet in person, both Uber and Paul Meinema, National President, have the following dates available:

March 1<sup>st</sup> – anytime  
March 2<sup>nd</sup> – morning only  
April 6<sup>th</sup> and 7<sup>th</sup> – anytime

Anything you can do would be greatly appreciated.

Thank you,

**Mark Hennessy**  
*Special Assistant to the National President*  
*Adjoint spécial au président national*

UFCW Canada | United Food and Commercial Workers Union  
TUAC Canada | Syndicat des Travailleurs et travailleuses unis de l'alimentation et du commerce

Tel / Tél. : 416-679-3411  
Mobile / Cell. : 613-853-4137  
E-mail / Courriel : mark.hennessy@ufcw.ca  
Pronouns / Pronoms : he, him / il, lui

[www.ufcw.ca](http://www.ufcw.ca) | [www.tuac.ca](http://www.tuac.ca)

TO: Uber Canada

FROM: Craig Worden, Mubashera Kothawala

DATE: February 16, 2022

RE: **Key findings of survey among drivers and delivery people on the Uber Canada platform about the recently-announced UFCW Canada Agreement**

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## METHODOLOGY IN BRIEF

*The following memorandum provides a summary of the key findings of an online survey conducted by Pollara Strategic Insights, on behalf of Uber Canada, amongst a randomly selected, representative sample of N=1,000 rideshare drivers and delivery people on the Uber platform from February 2-9, 2022. Survey results amongst the total sample carry a margin of error of  $\pm 3.1\%$ , 19 times out of 20. Sub-samples carry higher margins of error, such as BC drivers and delivery people ( $n=197$ ;  $\pm 7.0\%$ ) and Ontario drivers and delivery people ( $n=537$ ;  $\pm 4.2\%$ ) Full methodological details can be found at the end of this memorandum.*

## KEY FINDINGS

- There is **very high and intense support amongst drivers and delivery people for the new agreement between Uber Canada and UFCW Canada.**
  - After reading a description of the agreement, 85% of all drivers and delivery people expressed support for it. Only 6% were opposed. Notably, 87% of drivers and delivery people in BC and Ontario were supportive.
- **Drivers and delivery people also provide resounding support to their provincial government enacting the slate of industry reforms for app-based workers** that are laid out in Uber Canada-UFCW Canada agreement.
  - After reading the list of the reforms, 89% of drivers and delivery people expressed support and only 4% were opposed. Nine-in-ten drivers and delivery people in BC (91%) and Ontario (90%) were supportive.
  - Testing support for each of the reforms individually revealed high, strong support for provincial governments enacting the package of reform, with each element garnering between 86% to 91% support.
- These high levels of support for the Uber Canada-UFCW Canada agreement and their industry reform proposals are not surprising given that **the goals of the agreement and reforms appear to align very strongly with driver and delivery people's values and preferences.**

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- Notably, about nine-in-ten drivers and delivery people indicate that flexibility and control of their schedule (91%) and being their own boss (85%) are extremely or very important to them. And, about nine-in-ten drivers and delivery people agree that their driving/delivering work provides them with the scheduling flexibility they cannot get from a traditional job (95%), that it is work they would not be able to do without the scheduling flexibility (89%), and that it is important that any changes to app-based driving and delivering should protect the flexibility of drivers' schedules (95%).

## DETAILED FINDINGS

### Awareness and Support for the Uber Canada – UFCW Canada Agreement

- Although the survey was launched within a week of the announcement of the Uber Canada – UFCW Canada agreement, **69% of drivers and delivery people indicate awareness** of it. At the time of the survey fielding, **familiarity with the agreement was moderate**, as only 18% indicated they were very familiar with it, 17% were moderately familiar, and 34% were aware but knew little-to-no details.
- **Among the 69% indicating awareness of the agreement, 60% indicated support** for it – without being given additional information about the agreement. Support was somewhat higher in BC (69%) and Ontario (61%). **Only 9% of aware drivers and delivery people were opposed**, and 31% were unsure – likely due to relatively low familiarity so soon after the announcement.
- Upon reading the description of the agreement below, **85% of all drivers and delivery people expressed support** for it, while only 6% were opposed to it. Notably, 87% of drivers in BC and Ontario were supportive.

Uber Canada and UFCW Canada announced a new agreement that ensures drivers and delivery people who work with Uber will **maintain the same control and flexibility** that they have now, while gaining new benefits and protections, including:

1. A commitment from **Uber Canada and UFCW Canada to call on provincial governments to enact industry-wide reforms for app-based workers that protect flexibility and require companies to provide new benefits to workers**. Examples of potential benefits include a minimum earnings guarantee that is higher than minimum wage, a flexible benefits fund, occupational accident coverage, and notice before termination or termination pay.
2. If requested by drivers and couriers on the Uber platform, UFCW will provide them with representation free of charge when they are facing account deactivations and other disputes with Uber. And, UFCW Canada and Uber Canada have committed to meeting regularly to **discuss and improve health, safety, and other related issues**.

- Support is high across all key segments of drivers and delivery people on the Uber platform, including rideshare drivers (81%), delivery people (86%), and those who are both rideshare drivers and delivery people (86%); those who work full-time (87%), part-time (84%) or

occasionally (86%) as drivers or delivery people; the 18-29 (89%), 30-44 (85%), and 45+ age brackets (81%); women (89%) and men (85%); racialized/visible minority (88%) and white/Caucasian (83%) drivers and delivery people, and no fewer than 80% of drivers and delivery people in any province/region.

## Support for Government Action on Industry Reforms

- Upon reading the industry-wide reforms proposed in the Uber Canada-UFCW Canada agreement below, **89% of drivers and delivery people expressed support for their provincial government enacting the slate of reforms**. Only 4% of drivers and delivery people were opposed. Nine-in-ten drivers in BC (91%) and Ontario (90%) were supportive.

And, overall, how much do you support or oppose your provincial government enacting industry-wide reforms for app-based workers that maintains drivers' independent contractor status with the same control and flexibility that they have now, and provides them with new benefits and protections?

The industry-wide reforms would require app-based companies to provide workers with some benefits, which could include things like:

- **Protecting flexibility for** drivers in deciding if, when, and where they want to work
- **A minimum earnings guarantee of 120% of minimum wage**, with no maximum on what drivers can earn
- **A company paid flexible benefits fund** for drivers and delivery people who work a minimum amount where the driver gets to pick what benefit(s) to use their funds for
- **Occupational accident coverage** that covers injury on the job
- **Notice before termination or termination pay** for non-safety-related account deactivations
- **Worker access rights**, including organizing and collective bargaining rights if existing thresholds of support are met

- Testing support for each of the reforms individually revealed **high, strong support for provincial governments enacting the package of reform**, with each element garnering between 86% to 91% support from drivers and delivery people. Support in BC (87% to 93%) and Ontario (87% to 92%) was slightly stronger than the national results.
  - **Occupational accident coverage** (91% support) and **protecting the flexibility for drivers and delivery people** choosing when, where and how they work (91% support) garner the highest levels of support, followed closely by the **minimum earnings guarantee** of 120% minimum wage, with no maximum on earnings (90% support).
    - In BC, these three reforms were supported by 93%, 90%, and 91% of drivers and delivery people, respectively. In Ontario, they were supported by 92%, 92%, and 91% of drivers and delivery people, respectively.

- The **flexible benefits fund** (89% support) and **termination notice/pay** provisions (89% support) were supported by just shy of nine-in-ten drivers and delivery people. And, 86% supported **worker access rights**.
  - In BC, these three reforms were supported by 89%, 87%, and 89% of drivers and delivery people, respectively. In Ontario, they were supported by 90%, 89%, and 87% of drivers and delivery people, respectively.
- Notably, almost nine-in-ten drivers and delivery people agree that the proposed reforms are ***"a better alternative than forcing drivers to be employees with no schedule flexibility"*** (88%) and ***"a better alternative than letting them be independent contractors with no benefits or protections"*** (86%).
- Almost nine-in-ten drivers and delivery people also agree that the proposed reforms are ***"a good compromise for drivers"*** (89%), and that ***"these reforms should be enacted by the government"*** (87%). Finally, almost all drivers and delivery people (95%) feel that ***"when considering changes to employment laws dealing with app-based rideshare or delivery drivers, the government should also respect and honour the wishes of drivers"***.

#### Drivers and Delivery People's values, preferences, and views on app-based driving work

- Nine-in-ten drivers and delivery people across Canada (91%) indicate that ***"flexibility and control over my schedule, in terms of when and where I work"*** is extremely or very important to them in terms of their work with Uber. This is also true of BC (89%) and Ontario (90%) drivers and delivery people.
- Another nine-in-ten drivers and delivery people also indicate it is extremely or very important to them that their work with Uber ***"allows me to schedule - or turn off - work so that I can take care of family, health, education, and/or other work responsibilities"***. This is also true of BC (88%) and Ontario (92%) drivers and delivery people.
  - The importance of flexibility is driven by drivers and people's circumstances, as just a quarter (26%) describe themselves as a full-time driver or deliver person, whereas three-quarters (74%) describe their driving/delivering as part-time (49%) or occasional (25%).
- An overwhelming majority (85%) of drivers and delivery people also say it is extremely or very important to them that their work with Uber ***"allows me to be my own boss"***. This is also true of BC (79%) and Ontario (86%) drivers and delivery people.
- These values, preferences, and needs align with the nature of drivers and delivery people's work on the Uber platform as well as the objectives of the new Uber Canada – UFCW Canada agreement, as nine-in-ten drivers and delivery people agree that their driving/delivering work provides them with the ***"flexibility to choose when, where, and how I work, which I can't get from a traditional job"*** (95%), and that it is work that they ***"wouldn't be able to do anymore if it didn't offer a flexible schedule"*** (89%).

## **FULL METHODOLOGICAL DETAILS**

*This memorandum provides a summary of the key findings of an online survey conducted by Pollara Strategic Insights, on behalf of Uber Canada, amongst a randomly selected, representative sample of N=1,000 rideshare drivers and delivery people (app-based workers) on the Uber platform from February 2-9, 2022.*

- Specifically, from Uber's database, Pollara invited drivers who had driven or delivered with Uber in the past 3 months. An email invitation was issued by Pollara to drivers and delivery people, which contained a secure, unique, single-use link to the survey hosted on Pollara's secure survey platform servers. The invitation stressed the confidentiality and anonymity of the respondent's answers and that Pollara was an independent research firm.*

*In order to ensure the reliability and representativeness of the sample, the final dataset was weighted using standard statistical techniques in order to match the actual demographics and driving patterns of drivers and delivery people on the Uber platform within the past 3 months.*

- Specifically, the data is statistically weighted according to the following characteristics of the past 3-month driver and delivery person population: gender identity, age, province, driving type (rideshare drivers only, delivery people only, and those who fall into both categories), number of months since the first trip, number of weeks since the last trip, number of trips in the past 90 days, and number of lifetime trips completed.*

*Survey results amongst the total sample carry a margin of error of  $\pm 3.1\%$ , 19 times out of 20. Sub-samples carry higher margins of error, such as BC drivers and delivery people ( $n=197$ ;  $\pm 7.0\%$ ) and Ontario drivers and delivery people ( $n=537$ ;  $\pm 4.2\%$ ).*

## Rioux, Luke MUNI:EX

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**From:** Mark Hennessy <mark.hennessy@ufcw.ca>  
**Sent:** April 20, 2022 9:17 AM  
**To:** Minister, LBR LBR:EX  
**Cc:** Moraes, Josh AG:EX; Yanique Williams  
**Subject:** 63344 incoming - Meeting Request: UFCW Canada and Uber Canada

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hello Minister Bains,

Thank you again for meeting with us in early March. We will be in Victoria and wanted to see if you or staff would like to meet with us in person as a follow up to our initial meeting. We would like to hear from you on any updates to your work regarding app-based workers in British Columbia and we can share the experience we had with the Ontario government as they brought in legislation addressing this sector.

There will be 4 of us, 2 from UFCW Canada and 2 from Uber, in town May 16-19 available to meet and discuss this issue further. Please let me know if you have some time available on those dates.

Anything you can do would be greatly appreciated.

Thank you,

**Mark Hennessy**  
*Special Assistant to the National President*  
*Adjoint spécial au président national*

UFCW Canada | United Food and Commercial Workers Union  
TUAC Canada | Syndicat des Travailleurs et travailleuses unis de l'alimentation et du commerce

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**From:** Hughes, Trevor LBR:EX  
**Sent:** January 27, 2022 1:05 PM  
**To:** Bains, Harry LBR:EX; Renneberg, Tim LBR:EX  
**Cc:** Moraes, Josh AG:EX; Sangha, Jasmeet LBR:EX; Hourston, Sveah LBR:EX; Spencer, Brad GCPE:EX; Brown, Evan LWRS:EX; Walker, Adam LBR:EX; Ayers, Jake LBR:EX  
**Subject:** Comment on UBER/UFCW agreement

Minister, as promised, here are some bullets outlining and analyzing the deal announced by UBER and UFCW today.  
T.

### **Background**

- This morning, Uber Canada and the UFCW (Canada) announced an agreement to work together to advance the interests of the Uber workers, specifically, and app based gig workers more broadly. With respect to Uber workers, the agreement facilitates direct representation and advocacy from the UFCW on behalf of workers who seek assistance with Uber Canada's recently updated dispute resolution model (e.g., dealing with drivers who have been terminated from the App). As part of the agreement, it appears the UFCW is granted special access to UBER's platform so as to give the union an ability to communicate more directly with drivers.
- Drivers who seek assistance from the UFCW are not required to join the union and the representation will be free of charge (it appears costs will be covered jointly by UFCW and UBER). In addition, the ministry understands there is a commitment for regular formal engagement between UFCW and Uber, where driver issues and concerns will be brought forward by the UFCW.
- Finally, UBER and UFCW have announced they will be jointly advocating for governments in all Canadian jurisdictions to develop standards and requirements specific to the app-based gig economy (i.e., not just for Uber). Areas include – a pay standard, access to "worker rights" and collective bargaining, as well as a gig worker benefit fund.
- The UFCW website announcement can be viewed here: <https://uber.ufcw.ca/en/media-resources>

### **Considerations**

- It is important to note that this agreement is not a voluntary recognition agreement under any Labour Relations Code and it is not "unionization" of UBER. It does represent an alternative role for unions and union representation in the new economy.
- It is unclear whether the UFCW locals will continue to pursue certification under provincial labour codes, and/or if such certifications were successful how they would interact with this national agreement.
- The details on what legislation/regulations will be proposed by UFCW and Uber remain to be seen – including how such proposals would interact with the existing position (e.g., from UFCW local 1518) that app-based workers are already legally entitled to the existing entitlements available to employees under provincial labour laws.
- The Ministry does understand that the UFCW and Uber envision a *national* pooled benefit fund that would allow contributions to remain as workers moved across or between multiple app based platforms.

### **Conclusions**

- While there is some uncertainty about the details of the announced agreement – including how it will be put into practice, it is a notable development as Uber and UFCW represent the most prominent business and union involved in Canada's growing gig economy.
- As further details emerge, there may be some overlap/intersection with the mandate priorities of PS Walker and Minister Bains with respect to the precarious work strategy and the gig economy (for example, the emergence of conversation on a *national* benefit fund).