



Canada Emergency Wage Subsidy (CEWS) Call Back FAQ

Why is Compass calling associates back?

As you know, we made the extremely difficult decision to place some of our associates on temporary leave last month. This was not a decision we took lightly – but was necessary in light of the severe economic impact on our business as a result of the COVID-19 pandemic. We made a commitment that we would do everything we could to bring our associates back and we take that commitment seriously.

Our team has been closely monitoring and analyzing announcements by the federal government around possible wage subsidies for businesses impacted by COVID-19 under a program known as the Canada Emergency Wage Subsidy (CEWS).

Based on our findings, we want to take advantage of this government plan as we believe it will be financially beneficial to many of our associates to be called back to Compass under the CEWS instead of being on temporary lay-off. As such, we are calling all of our **salaried** associates back, under the provisions of the CEWS.

What is the Canada Emergency Wage Subsidy (CEWS)?

The Canada Emergency Wage Subsidy (CEWS) is a Government of Canada program established to support Canadian businesses impacted by the severe economic consequences of the COVID-19 pandemic. This program provides associates with 75% of their pre-COVID-19 salary, up to a **maximum benefit of \$847** per week.

Who does this apply to?

All salaried associates on temporary leave will be called back under this subsidy or **have the option** to remain on temporary leave. **MAP 4 salaried associates who choose to participate will remain inactive as many of their units are closed. MAP 5 associates who choose to participate will work up to 3 days per week, as determined in discussion with their managers.**

Will my salary under the Canada Emergency Wage Subsidy include reductions due to tax or health benefits?

Yes. To be clear – both the Canada Emergency Response Benefit (CERB - eligible on temporary layoff) and Canada Emergency Wage Subsidy (CEWS - eligible for returning associates) are taxable benefits. Under the CERB taxes are owed after the fact (when taxes are due) so you will not see these deductions on temporary layoff. On CEWS, your pay will be taxed at source to include EI, CPP etc. so you will see a deduction in your pay. Under CEWS, you will also see a reduction in pay to account for missed group health benefit premiums while on layoff over your first two full pay periods.

Why are we not calling back our hourly associates under CEWS?

Based on our findings, we believe it will be financially beneficial to many of our salaried associates to be called back to Compass under the CEWS instead of being on temporary lay-off. For our hourly associates, in the majority of cases, CEWS will not prove financially beneficial to them when compared to the federal benefits provided on temporary layoff.

Who will pay my salary? Do I have to submit anything to the Government of Canada?

If you elect to be called back, you will be paid by Compass Group Canada, up to a maximum of \$847/week, dependent on your pre-layoff salary. This benefit is in place until June 6th, 2020. Compass Group Canada is calling you back under the Canada Employment Wage Subsidy program and will handle the associated paperwork. If you previously applied for a Federal benefit such as CERB/EI, while on temporary layoff, you will be required to notify that you are moving to a new benefit (as an individual cannot receive both).

How long is the CEWS in effect?

This benefit is in place until June 6th, 2020.

Is this the same thing as a recall?

Not exactly. It is important for you to be aware that this *Call-Back Notice* differs from a recall. Compass is calling associates back under the provisions of CEWS, however, you do have an option to choose not to be called back and remain on lay-off. During

this call-back, the Canada Emergency Wage Subsidy (CEWS) provides associates with 75% of their pre-layoff salary, up to a maximum benefit of \$847.

In addition to helping alleviate some of the financial burden for our associates on temporary lay-off by calling them back, we know some associates may also be able to support our business with work as we navigate the complexities of COVID-19.

As such, under the provisions of the CEWS, associates being called back will be required to work up to a maximum of three (3) business days per week, where work is available. This work may differ from what you were doing prior to the COVID-19 situation. Your manager will work with you to determine flexible work arrangements.

Do I have to be called-back or can I stay on temporary layoff?

Compass is calling back all salaried associates who are currently on temporary layoff due to COVID-19 under the provisions of CEWS to help alleviate some of the financial burden for our associates - however, you have the option to choose to remain on lay-off. In making your decision, it is understood and agreed that you can retain the services of an external legal or financial advisor at your own expense.

If you take no action by Monday April 27, 2020, it will be assumed you accept being called back under the CEWS. Should you decide not to return from lay-off, you are asked to sign back the letter you received, accordingly. If you choose to remain on lay-off, we will support your decision and in these instances, please note that your *Notice of Temporary Lay-off* letter remains in effect.

We believe that having our team back and connected to the workplace at this time, in any way, will help us collectively be stronger in the future.

What if I decide to stay on leave? Will I lose my job?

If you choose to remain on lay-off, we will support your decision and in these instances, please note that your *Notice of Temporary Lay-off* letter remains in effect.

What if I change my mind and decide I want to come back in a few weeks?

In order for your role to be eligible for the CEWS, we require classifying you as called-back by April 24, 2020. This is why we will assume you have accepted being called-back by Monday April 27th if no action has been taken. Should you want to return at another time, you can advise the HRSC and they will keep you on a list should we be able to add more associates to the CEWS Plan at a later date.

If I decide to be called back, how much will I be paid?

We understand this is an important aspect when deciding if you will return. All salary information has been made available to your manager. Please reach out to discuss the specifics of the call back salary with your manager as soon as possible.

Why am I only being paid 75% of my salary and to a maximum?

Compass Group Canada continues to be significantly impacted by the severe economic consequences of the COVID-19 pandemic. A large portion of our business has seen units closed and revenue has declined significantly. We are calling associates back under the Government of Canada's Employee Wage Subsidy (CEWS) as we believe it will be financially beneficial to many of our associates instead of being on temporary lay-off.

Will Compass be topping up the 25%?

No. Compass Group Canada continues to be significantly impacted by the severe economic consequences of the COVID-19 pandemic. A large portion of our business has seen units closed and revenue has declined significantly. We are calling associates back under the Government of Canada's Employee Wage Subsidy (CEWS) as we believe it will be financially beneficial to many of our associates instead of being on temporary lay-off but are **unable to top up salaries**.

Is this new salary permanent?

No. This pandemic is evolving daily and though it's hard to know when the business will begin to improve, our commitment is to keep you apprised of our plans and notify all of you when these temporary changes are no longer needed.

Will this new coverage under CEWS last until the pandemic is resolved?

So far, the Federal Government has committed to the CEWS until June 6th 2020. We have not been informed of any decision to provide subsidies beyond that date but continue to monitor Federal announcements closely. In the unfortunate event the pandemic continues and Compass Group is unable to formally recall associates to their pre-COVID roles and salaries, we will evaluate our options at that time. Our commitment is to keep you apprised of our plans and notify all of you when these temporary changes are no longer needed.

I work at a CGC regional office; do I have to go in?

No. Our offices are closed to support physical distancing measures in an effort to reduce transmission of the COVID-19 virus. They do however remain open should you need to go to the office to pick something up etc. Your fobs/access keys will be reinstated.

How many hours / days will I be expected to work at this new salary? And what will I work on if my role is currently on hold due to the pandemic?

Under the provisions of this subsidy, associates will only be able to work up to 3 business days and are not permitted to work more than this. It is important to note that some associates may not have work upon returning and will continue to qualify under the CEWS. Compass is calling back associates to support them first and foremost – any work opportunities they can support will be as identified and agreed upon with their manager.

If I work less than 5 days a week on CEWS, am I still considered full-time?

You will still be considered a full-time associate with respect to Group Health benefit eligibility. Your employment status will be represented in the system as it was prior to your pre lay-off status.

What if I want to work more than 3 days a week?

Associates will **only** be able to work up to 3 business days and are **not permitted** to work more than this.

What if I have accepted another job offer outside of Compass, and I don't want to return?

Although we are sad to see our great associates go, we understand that sometimes new opportunities arise. We wish you success in your new position. Please reach out to your leader to discuss the terms of your resignation.

What if I am working temporarily outside of Compass and wish to return after the COVID19 situation?

In this instance, please speak with your Manager.

Will my RRSP deductions with company match begin again (if applicable)? Can I change my contribution amount?

RRSP deductions will continue on your reduced salary amount (you are able to opt out of RRSP upon your return should you wish to).

Does this change my benefits program?

Your benefits will resume to the same coverage as your pre-layoff benefits.

What if I am receiving both EI and CERB benefits at the moment?

We understand this is an administrative error and will be corrected. According to the Government of Canada, you cannot receive both EI and CERB benefits; more information available [here](#).