

# Key Points of New Tentative Agreement

## August 5, 2010

This document provides a summary of the key points in the new tentative agreement. Please review before voting. For more detail and a complete package of the changes to the current collective agreement, please refer to either of the following websites:

[www.cepacc.ca](http://www.cepacc.ca)  
[www.ceplocal401.ca](http://www.ceplocal401.ca)  
[www.ceplocal506.ca](http://www.ceplocal506.ca)  
[www.cep2289.ca](http://www.cep2289.ca)  
[www.ceplocal410.com](http://www.ceplocal410.com)

1. **Term:** Subject to ratification, the new tentative agreement will amend the current collective agreement to its expiry on December 31, 2011 and will then be automatically renewed starting January 1, 2012 to December 31, 2014.
2. **Wages:**
  - There will be a wage freeze for the years 2012, 2013 & 2014.
  - The January 1, 2011 increase of 1.75% will remain as per the current collective agreement. (This is a change from the previous tentative agreement which deferred the implementation of this increase to July 1, 2011.)
3. **146 Days of Strike Time:** This stays as it is today in the current collective agreement. Members who retire on or before Dec 31, 2011 will receive the 146 days for pension calculation.
4. **OPEB's (Other Post Employments Benefits):** Members who retire by the end of 2014, will be guaranteed their current OPEB entitlement. This includes the grandfathered and up to \$1000 calculation benefit.
5. **Security:**
  - There is a guarantee that there will be no consolidation of work that would force an employee to choose between relocation to a new community to keep their job or to leave the company. This includes the announced plans with respect to Regional Services, CSO and E&ITS.
  - There is also a separate letter to the union stating that for the life of the collective agreement, the five (5) existing Contact Centres will stay open during the life of the collective agreement.
6. **Reduction of Contractors:** There is a commitment to reduce the # of contractors in 10 major centres in the CST classification by 50% over the next 3 years. This will be accomplished by...
  - The implementation of a CST Labour Pool whose wages and working conditions differ from those of regular and part-time employees.
  - A Project Term Workforce can be created in order to complete project work which will last for a relatively short, definable period.
  - The company will not increase the ratio of contractors (Full Time Equivalent's – FTE's) to employees doing CST, BST, NT or CT repair work outside of the Ten Cities.
7. **Combination/Community Technicians:** Karen Sheriff's announcement included "evaluating workloads and transferring technicians based on workload demand." That means that if a rural technician does not currently have a full workload, that technician could be permanently transferred to an area where they will have a full workload. They will be backfilled by a contractor. Designating combination/community technicians in rural/remote areas will help to ensure that technicians stay working in their communities. It will help to reduce the need for transfers to more urban areas due to lack of work.

- 8. Remote Call Monitoring (RCM):** This is new to contact centres and will apply to Front-line BSR's, CSR's, Helpdesk Reps, Operators and Telesales Reps. There will be an introductory period of 24 months where RCM will be used only for coaching purposes. There will be a maximum of 10 calls / month / representative, which will be scored by the Quality Assurance Reps. There will be 2 joint union/management committees struck to deal with RCM program issues. The committees will develop scoring criteria, sampling criteria, feedback criteria and any other details as required.
- 9. Sales Incentive Program:** This program applies to CSR's in the Consumer Inbound Queue, BSR's in the PBQ and Telesales Reps. Participation in the program is voluntary. It provides an annual financial payment to participants who meet certain sales criteria provided the company achieves certain revenue criteria.
- 10. All Other Rights in the Current Collective Agreement:** Remain in tact until the end of 2014. That means everything in Article 12 (bumping, layoff language etc), Pensions, SDB etc.