

Questions and Answers

- 1. If a tech exceeds over 48 hours after 6 hours of work, how will the last 2 hours be coded by workforce. What will the manager advise their tech to code it?**

Manager will inform WFM to code it as SNA.

- 2. What will the roll out to the technicians look like and how will they be scheduled?**

Work Force Management will organize the meetings with the Field. Operations Managers can also request the meeting themselves through the Manager Portal.

- 3. Does MSP count?**

Yes, it does count in the working hours when looking at the overtime in a week – any paid codes are included.

- 4. Does MSU count?**

No, it does not count in working hours when looking at overtime in a week

- 5. Is Control Centre aware of these changes coming?**

Yes, they are aware of the changes.

- 6. If a part-time technician has volunteered to work overtime, is there a possibility that their Saturday shift will be “bumped” for an RFT tech?**

Yes, it can happen if they get volunteers.

- 7. If the part-time technician’s Saturday shift is bumped due to a Full-Time technician volunteering to work the shift, how will the technician be notified? What happens if they do not receive the notification and show up on the “bumped” Saturday?**

Notifications will be sent via text in SMS on Friday evenings. If the technician is on his DOR, they are required to check their phone to ensure that they are still required to come in on his scheduled Saturday shift. If the employee does not receive the notification and shows up for the shift, he is to be notified that the day was changed to a DOR as per the text sent the day before, and they can go home. No compensation is required in this instance as it is his scheduled shift that was changed to a DOR.

- 8. If a technician has worked 40 hours from Monday to Friday, and on Saturday he scheduled for 8 hours; but he has incurred an additional 4 hours of incidental in the week, what is he required to work on Saturday and what should he be compensated?**

The technician is required to inform his manager if he wants to stay past 48 and work, if not, he is to advise his manager that he is going home after he has completed his 4 hours of the Saturday shift. He will be compensated only for the hours worked.

9. Will management continue to provide a letter to technician with the Union present when they are approaching over 48 hours as we did in the past?

Yes - The Company will send an email to the manager when the technician is approaching the 1248-hour mark. If/When, the technician goes over the 1248-hour mark, the letter will be sent to the manager to provide to the technician in a meeting with the union present.

10. What does the 1248 hours in the average period consist of?

Please notify your technicians that the 1248 is made up of 48 hours x 26 weeks. This is due to the fact that it is possible for a technician to get paid >208 OT hours in a given averaging period, but still not be in breach of the agreement due to the fact that TGP is counted. The simple formula above will reduce confusion.

11. If technician is scheduled DOR, followed by NGR and on DD-1 (Techs DOR), the technician's NGR is changed to a scheduled shift, what is the technician's obligation toward that shift?

If the technician has a fixed DOR, they are expected to look at their phone and show up for the scheduled shift, if not then they are not expected to come in.

Fixed Dor=technician has requested this day

Dor=this has been chosen by the company

12. How much time will be allotted when paging out for overtime from workforce?

Agreement states 3:15pm however WFM will still honour the 5:30pm timeline to ensure we maximize all volunteers

13. If a technician is on DOR Friday, he has no obligation to look at his phone. How does he know we are offering overtime for the Saturday?

If he wants to work overtime then he needs to check his phone to confirm that he wants to volunteer for the shift.

14. If the technician ends up working incidental overtime during the week, would the Saturday shift be reduced (to a minimum of 4 hours)?

Yes, the Saturday will become a 4 hours shift and the technician must advise his manager that the shift needs to be reduced. Please advise your manager immediately.

1) If the technician calls in sick on the weekend, do we adjust their schedule or leave it status quo?

If an RFT calls in sick on a Saturday schedule shift and he has OT that week tech will still be coded MSP, only on an assigned shift will we revert code back to DOR.

15. How are the 720 prorated hours calculated?

15 weeks x 48 hrs/wk = 720

16. What is the definition of Incidental Overtime?

Before app comes: any forced OT- Company is adding extra hours and consent is there

Incidental-forced- continuing past shift or working through lunch to finish a job and they consented to do it.

17. How do we handle when a tech has to drive to the work centre after a job he is stuck on- what OT is that considered?

It is considered Incidental (forced).

18. Will the PCU be removed for those techs receiving compensation?

Yes, this is part of the settlement.

19. Does TGP count toward 1248 OT hours?

TGP does not count towards 1248 but HMP\MSP do

20. Can we still assign part time technicians 4 hours shifts?

No

21. How many hours can a part-time technician be scheduled and/or work in the GTA or rural areas and what are considered the rural areas?

There is no difference between the GTA and rural, same rules apply as per collective agreement across the Company.

22. If a full-time or part-time, technician has 40 hours of TGP - Can we assign him 8 hours of OT?

Yes and he/she is expected to work his shift

23. What is the difference between voluntary hours and assigned hours?

Voluntary: technician says I will stay and I want to stay (must still work scheduled Saturday)

Assigned: When the Company advises the technician that they need to work (up to 8 hours/week as per CLC)

24. How is a full-time or part-time technician notified they are no longer working their Saturday shift?

The technician will get a page if the shift is removed on DD-1.