

SC/Staff	City	
EFF.	96	04/01
TERM.	98	03/31
No. OF EMPLOYEES	70	
NOMBRE D'EMPLOYES	70	

AGREEMENT

BETWEEN

THE CORPORATION OF THE CITY OF THUNDER BAY

AND

LOCAL UNION 339

THE INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

(OFFICE UNIT)

FROM: APRIL 1, 1996

TO: MARCH 31, 1998

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THIS AGREEMENT made and entered into this day of 1997.

BETWEEN:

THE CORPORATION OF THE OF BAY

referred to as the "Corporation"

OF THE FIRST PART

AND

LOCAL UNION NO. 339, INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS (OFFICE UNIT)

hereinafter referred to as the "Union"

OF THE SECOND PART

Article I - Recognition

1.01 The Corporation recognizes Local Union 339, IBEW as the sole and exclusive bargaining agent of employees in the Office Unit of the Corporation occupying positions set forth in Schedule "A" of this Agreement ~~or~~ as they may be amended ~~or~~ added to in accordance with Article XXXI.

Article II - Membership

2.01 The parties hereto agree that all employees in the Office Unit of the Corporation occupying the positions set forth in Schedule "A" attached hereto, and forming part of this Agreement shall be and remain members of the Union in good standing and all new employees shall become members of Local 339, International Brotherhood of Electrical Workers within thirty (30) calendar days from the date of their employment.

Article II - Membership - Continued

- 2.02 Notwithstanding anything contained in Article II - Memberships, Clause 2.01 ; the Corporation shall not be required to discharge any employee to whom membership in the Union has been denied or terminated except as provided in Section 95, Subsection (e) of the Canada Labour Code, R.S.C. 1970, and any amendments thereto.

Article III - Union Check-Off

- 3.01 The Corporation agrees to deduct Union dues from the pay of all employees covered by this Agreement with more than one (1) month of continuous employment and remit same monthly to the Financial Secretary of the Union except as provided in Section 70, Subsection (2) of the Canada Labour Code, R.S.C. 1970 and any amendments thereto.

Article IV - Non-Discrimination

- 4.01 The Corporation and Union agree that there **will** be no intimidation, discrimination, interference, restraint or coercion exercised **or practiced** by either of them or by any of their representatives or members because of an employee's membership in the Union or because of her activity in the Union.
- 4.02 It is agreed that the Union and the employees will not engage in Union activities during working hours or hold meetings at any ~~time~~ on the premises of the Corporation without the permission of the Department Head or his designate.
- 4.03 The Corporation agrees to give Business Agents of **Local 339, I.B.E.W.** access to the premises of the Telephone Department for the purpose of attending grievance meetings or otherwise assisting in the administration of this agreement and **for** the purpose of posting **notices** on bulletin boards allocated to the union, provided prior **arrangements** are made with the

Article IV - Non-Discrimination- Continued

Administration of the Department. Such Business Agents shall have access to the premises only with the approval of the Administration, which will not be unreasonably withheld.

Article V - Management Rights

5.01 The Union recognizes and acknowledges that the management of the operation and direction of the working force are fixed exclusively in the Corporation and, without restricting the generality of the foregoing, the Union acknowledges that it is the exclusive function of the Corporation to:

- (a) maintain order and efficiency;
- (b) hire, promote, demote, classify, transfer, suspend and rehire employees, and to discipline or discharge any employee for cause provided that a claim by an employee who has acquired seniority that she has been discharged or disciplined without cause may be the subject of a grievance and dealt with as hereinafter provided;
- (c) make, enforce and alter, from time to time, rules and regulations to be observed by the employees:
- (d) determine the nature and kind of business conducted by the Corporation, the kinds and locations of stations, equipment and materials to be used, the control of materials and parts, the methods and techniques of work, the content of jobs, the schedules of work, the number of employees to be employed, the extension, limitations, curtailment or cessation of operations or any part thereof, and to determine and exercise all other functions and prerogatives which shall remain solely with the Corporation except as specifically limited by the express provisions of this Agreement.

Article V - Management Rights - Continued

5.02 It is agreed and understood that these rights shall not be exercised in a manner inconsistent with the provisions of this Agreement.

Temporary Positions

6.01 Temporary Employees:

- (a) Temporary employees are employees hired during peak work periods when additional staff is required ~~or~~ to ~~replace~~ full-time employees ~~who~~ are absent due to Sick Leave, Workers' Compensation, Pregnancy and/or Parental Leave, or other approved leaves of absence.
- (b) Temporary positions of six (6) months or ~~less~~ will be filled ~~by~~ appointment at Management's discretion.

Temporary positions which are ~~known~~ to exceed ~~six~~ (6) months will be posted as per Article XV, Clause 15.01, and filled as per ~~Article XV~~, Clause 15.02, effective ~~from~~ the first day ~~of~~ such vacancy.

Should the successful applicant be a full-time employee, seniority and benefits will continue to ~~accrue~~ in the normal manner, and upon completion of the temporary assignment, the full-time employee shall be returned to her previous position. (Note: the full-time employee's previous position ~~will~~ be filled with a temporary ~~employee~~ by appointment at the discretion ~~of~~ management.)

A ~~written~~ statement of purpose ~~and~~ duration of all temporary positions ~~will~~ be forwarded to the Union office.

- (c) Should the ~~temporary~~ position not be filled by a full-time employee, management may ~~fill~~ the position at its discretion ~~With~~ a Temporary employee.

Article VI - Employee Categories - Continued

Temporary employees shall not accumulate seniority or vacation credits. After one hundred and thirty (130) accumulated work days of employment, a temporary employee shall be entitled to Extended Health Care, Vision Care, and Dental Care. Vacation Pay shall be paid as per the Canada Labour Code.

(d) Temporary employees bidding into full-time positions within the same classification they are currently working in shall, upon completion of the probationary period, have a seniority date and service date established from the last date of temporary hire, but not more than twelve (12) months prior to the date they were placed into the regular full-time position. In all other appointments, seniority and service will be effective from the date of regular full-time employment.

(e) Temporary Employees shall only be allowed to bid on open postings.

6.02 Student: Student employees are persons hired during the period April 15th to September 30th and who were students at a school, college, university or other educational Institution prior to becoming employed by the Corporation and who are intending to return to school at the end of the vacation period. Student employees shall not accumulate seniority or sick leave credits. Students hired during the school vacation period will be terminated from the employ of the Corporation no later than September 30th. Student employees will not have access to the grievance procedure.

Students shall not be entitled to any Health and Pension benefits as per Articles XXIII and XXIV and Sick Leave benefits as per Article XII. Vacation Pay shall be paid as per the Canada Labour Code.

6.03 Probationary: Probationary employees are persons hired on trial as per Clause 7.01 to determine their suitability for continuing employment in full-time positions. Probationary employees shall not accumulate seniority while serving the

Article VI - Employee Categories - Continued

probationary period, However, upon successful completion of the probationary period, the employee will be retroactively credited with the seniority accrued during the probationary period.

6.04 Full-Time Employee: Full-time employees are persons who have satisfactorily served a probationary period and who are normally employed in permanent full-time positions of a continuing nature.

6.05 Student Trainee: "Student Trainee" shall mean any person placed in a Department in conjunction with the curriculum of a recognized educational institution and shall be enrolled in a co-op education program in which the standard summer vacation period is not used.

"Student Trainees" because they are enrolled in a co-op educational program may be hired for periods outside the traditional vacation period,

"Student Trainees" shall have the right to bid on "Open Postings," only.

There shall be no more than five (5) "Student Trainees" used at one time and no more than one (1) per section, in the Thunder Bay Telephone Department, in any one (1) calendar year.

A person hired in the classification of "Student Trainee" shall be under the direct supervision of an employee at the top step of the Section.

No "Student Trainee" classification shall be assigned to a section that has regular full-time employees laid-off. There shall be no regular full-time employees laid-off while "students" are employed in that section.

Student Trainee employees shall not accumulate seniority or vacation credits. Student Trainee employees shall not be entitled to any Health and Pension benefits as per Articles XXIII and XXIV and Sick Leave benefits as per Article XII. Vacation Pay shall be paid as per the Canada Labour Code.

Article VII - Probationary Period

7.01 All employees of the Corporation shall be ~~on~~ probation for a period of nine (9) months. A temporary employee who gains probationary status within the classification she was temporary in, shall have her probationary period shortened by the length of consecutive service as a temporary employee immediately prior to the full-time appointment.

After satisfactory completion of the probationary period and appointment to a full-time position of a continuing nature, seniority shall be effective from the original date of full-time employment. However, temporary employees being placed into full-time positions in the same classification shall, upon completion of the probationary period, have the seniority and service date established from their original date of temporary employment, but not more than twelve (12) months prior to the date they were placed into a full-time position.

It is agreed that during the first six (6) months of employment an employee may be discharged without recourse to the grievance procedure.

Article VIII - Hours of work

8.01 All office staff (excluding the Mobility Service Advisors and Customer Service Staff assigned to the Telephone Place) will work seven (7) consecutive hours between the hours of 8:00 am. and 5:00 p.m., Monday through Friday, exclusive of a one (1) hour lunch break.

8.02 Telephone Place

- (a) The work week will be Monday through Saturday. The hours of work for the Customer Service Staff assigned to the Telephone Place shall be seven (7) consecutive hours per day between the hours of 8:30 a.m. to 5:30 p.m. Monday through Friday exclusive of a one (1) hour unpaid meal break.

Article VIII - Hours of Work - Continued

- (b) The hours of work on Saturday shall be seven (7) consecutive hours between 9:00 a.m. and 5:00 p.m. exclusive of a one (1) hour unpaid meal break. The work schedule will be in accordance with the following four (4) week cycle of days worked:

Monday	-	Saturday
Tuesday	-	Saturday
Tuesday	-	Friday
Monday	-	Friday

- (c) The hours of work will average thirty-five (35) hours per week, for pay purposes. The work schedule will be posted two (2) weeks in advance for Lithium and the Telephone Place.
- (d) ~~Should~~ a change in work location be required during a tour of duty ~~or short~~ term transfer, the Corporation shall absorb time involved in transportation thereby allowing the employee a full meal period.
- (e) ~~All~~ Customer Service employees upon request may be allowed changes of hours during any tour of duty if they are agreed to by the two (2) Customer Service employees concerned, and subject to approval ~~of~~ the employee's supervisor.
- (f) An employee shall ~~not~~ be scheduled to work more than two (2) Saturdays within a ten (10) week period, unless otherwise agreed to between the employee and her supervisor.
- (g) Saturday tours of duty at the Telephone Place shall include a minimum of three (3) Customer Service Representatives, the senior ~~qualified~~ ~~of~~ which will receive the in-charge rate. Temporary employees, when trained or available, will be used wherever possible.

Article VIII - Hours of Work - Continued

- (h) Should an additional Customer Service Representative position be required in either location, which does not increase the combined customer service complement it will be filled by the Customer Service Representative with the most seniority (Clause 15.03) who responds to a posted memo or by the reverse senior Customer Service Representative or temporary employee (at Management's discretion) where there is no response to the memo.
- (i) Any posting for Customer Service Representative will include the work location.

8.03 The hours of work for the Mobility Service Advisors shall be seven (7) consecutive hours per day between the hours of 8:00 a.m. and 5:00 p.m. Monday through Saturday exclusive of one (1) hour unpaid meal break.

The hours of work will average thirty-five (35) hours per week, for pay purposes.

The Saturday tour of duty shall be rotated amongst all qualified Mobility Service Advisors.

8.04 The Corporation will establish a one (1) hour unpaid meal break which will commence no earlier than 2.5 hours after the start of a shift, and no later than five (5) hours after the start of a shift.

If an employee is unable to commence her break at the specified time due to service requirements, her break will commence at completion of service and will be extended accordingly so that the one (1) hour period is provided.

If the Corporation requires that an employee must forego any portion of the one (1) hour break, the employee shall be paid at the rate of double time (2x) for break time not taken.

Article IX - Overtime and Emergency Work

- 9.01 All overtime shall be paid for at the rate of double time (2x).
- 9.02 Any employee called out after her regular working hours shall be paid a minimum of two (2) hours at the prevailing rate applicable at the time of call-out.
- 9.03 ~~Effective~~ January 1, 1991, a meal allowance to a maximum of eight dollars (\$8.00) (receipt required), will be allowed when an employee is required to work in excess of ~~two~~ (2) hours beyond their normal shift and every five (5) hours thereafter.
- (a) if meal is eaten at work station, twenty (20) paid minutes will be allowed;
 - (b) if meal is eaten away from work station, all lost time, **including** transportation, will be absorbed by the employee;
Reimbursement for meals will be within five (5) work days excluding Saturdays, Sundays and Paid Holidays;
 - (c) If a meal break cannot be provided, premium pay will be paid for such time worked, for at least one-half (1/2) hour.
- 9.04 (a) Overtime shall commence upon direct or Indirect instruction of supervisor.
- (b) All overtime shall be ~~distributed~~ **equally** among all available qualified employees within the section prior to overtime being offered to temporary employees. A refusal or unavailability to work overtime will be equivalent to ~~overtime~~ work for distribution purposes.
- 9.05 Banking of Overtime: The Corporation agrees to the banking of overtime under the following conditions:

Article IX - Overtime and Emergency Work - Continued

- (1) Employees requesting time off in lieu of payment for overtime worked may have such time off only with approval of their supervisor.
- (2) Time off will be based on the applicable premium rates.
- (3) A maximum of five (5) working days shall be accumulated per year (i.e. one (1) year refers to May 1st to April 30th).
- (4) The employee signifies their intent to bank immediately upon completion of working time.
- (5) Banked time will only be used to extend vacations where management is in agreement.
- (6) Time off will be taken in a minimum of one (1) hour blocks.
- (7) Any banked time left on April 30th each year will be paid out based on the applicable rates on April 30th or paid out upon written request within fifteen (15) working days. Banked time shall be used prior to any leave with no pay.

Article X - Paid Holidays

10.01 The following twelve (12) paid holidays and any other Federally or Provincially proclaimed holiday, regardless of when they fall, will be granted with pay to all full time and temporary employees who have completed thirty (30) calendar days of continuous service:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Civic Holiday	

In addition, the working day immediately prior to Christmas Day or New Year's Day will be granted as a paid holiday. Approximately fifty (50) percent of the employees will receive the working day prior to Christmas

Article X - Paid Holidays - Continued

Day as the holiday, and the balance will receive the working day prior to New Year's Day as the holiday.

10.02 Payment for such holidays shall be based on the employee's regular hourly rate multiplied by the number of hours she would normally have worked on such a day. When any of the above-named paid holidays fall on a Saturday or Sunday and are not proclaimed as being observed on some other day, the following Monday and/or Tuesday shall be deemed to be holidays for the purpose of this Agreement. Pay for work performed on a Paid holiday shall be paid at the rate of double time (2x).

10.03 In order to be entitled to payment for a Paid Holiday, an employee must have worked the full working day immediately preceding the holiday and the full working day immediately following the holiday, unless she is on authorized paid or unpaid leave. Except if an employee is absent on sick leave covered by the STD/LTD insured plan, they shall be deemed to have been paid for the holiday,

10.04 (1) The following conditions will determine whether or not student trainee and/or students are entitled to paid holidays.

(2) The twelve (12) paid holidays are:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Civic Holiday	
Christmas Eve or New Years Eve	

(3) In order to be entitled to payment for a paid holiday, an employee must have:

Article X - Paid Holidays - Continued

1. worked at least fifteen days in the preceding thirty calendar days ~~prior~~ to the holiday; and
 2. where applicable, reported for work on the holiday if the employee was called in on the holiday; and
 3. was ~~otherwise~~ -entitled to holiday pay as per the Canada Labour Code.
- (4) An ~~employee~~ not entitled to holiday pay pursuant to Subsection (3) above, whose terms and conditions of employment with respect to hours of work are such that the employee is unable to establish entitlement to wages on at least fifteen days during the thirty calendar days ~~immediately preceding~~ a paid holiday, is entitled to be paid 1/20th of the wages she has earned during the thirty calendar days immediately preceding that paid holiday (in accordance with the Canada Labour Code).

Article XI - Vacations with Pay

11.01 Employees with one (1) year or more of continuous ~~service~~ will be entitled to receive two (2) weeks vacation with pay. Employees with three (3) years or more of continuous service will be entitled to receive three (3) weeks vacation with pay. Employees with eight (8) years or more of continuous service will be entitled to receive four (4) weeks vacation with pay, Employees with sixteen (16) years or more of continuous service will be entitled to receive ~~five~~ (5) weeks vacation with pay plus one (1) day for each year of continuous service beyond sixteen (16) years of continuous service to a maximum of ten (10) additional ~~days~~ vacation.

11.02 Wherever ~~possible~~, employees will be granted vacations during the period May 1st to October 15th and the number of weeks vacation to be taken at any one ~~time~~ shall be determined by Management in consultation with the employees. An employee eligible for more than two (2) weeks vacation may arrange to take the vacation all at one time during the period

Article XI - Vacations with Pay - Continued

October 15th to April 30th providing that the granting of such vacation does not unreasonably interfere with the efficient operation of the Department. Vacation choices between December 1st and January 31st in any vacation year shall be requested no later than November 1st.

Each year, Vacation Schedules will be posted by the first working day in February and employees shall indicate their preference of vacations by May 1st. The completed schedule shall be posted by May 31st.

However, an employee may forego scheduling requirements as described above for up to a maximum of five (5) vacation days. These days will be taken at a time agreed upon between the employee and her supervisor.

- 11.03 If an employee is granted her annual vacation during the period December 1st and April 30th, she will be granted one (1) extra week of vacation with pay provided that she takes all of her allotted vacation inclusive of the extra weeks vacation all at one time. The annual vacation list is to be posted on February 1st and selection is to be made according to seniority.

It is also agreed that employees eligible for their first annual vacation after one (1) year of continuous service will not be entitled to the additional one (1) week provision set forth in this Article.

- 11.04 Where a paid holiday falls within the vacation period, employees shall be granted another day off at a time agreed upon with Management.

- 11.05 For vacation purposes, a week's pay shall be based on the employee's rate for her regular occupation times the number of hours per week scheduled for that occupation.

Temporary employees who receive four percent (4%) vacation pay each payday may be eligible for vacation time off if their employment exceeds

Article XI - Vacations with Pay - Continued

one (1) year, but vacation pay for such time off will be pro-rated to the extent that four percent (4%) vacation pay has already been paid.

11.06 An employee whose employment is terminated prior to her having completed one (1) year of continuous service, shall receive four (4) percent of her earnings. An employee whose employment is terminated after she has completed one (1) year of continuous service and who has not had her vacation shall receive a percentage of her normal earnings for the period worked in lieu of such vacation as follows e. g.:

4% if she is eligible for 2 weeks vacation;

6% if she is eligible for 3 weeks vacation;

8% if she is eligible for 4 weeks vacation;

11.07 No employee, who is eligible for vacations with pay, shall be requested or required to forfeit her vacation with pay and be paid for same except in case of system emergency.

11.08 If an employee qualifies for approved leave with pay during her period of vacation, there shall be no loss of vacation credits for such absence. The days of vacation credits so displaced shall either be added to the vacation period or reinstated for use at a later date, subject to management's discretion. Deferral of leave limited to approved Sick Leave or Bereavement Leave.

Article XII - Sick Leave with Pay

12.01 The Corporation will provide a Sick Leave Plan for eligible regular full-time employees within the scope of this Agreement. A broad outline of the Plan can be found in the Corporation's Booklet - Disability Income Program (STD/LTD).

Article XII - Sick Leave with Pay - Continued

The Plan will provide STD benefits of seventy percent (70%) taxable of gross straight time pre-disability pay from the first day of accident or hospitalization and the third day of illness for up to fifteen (15) weeks and for LTD pay thereafter in the amount of seventy-five percent (75%) taxable of an employee's normal gross straight time pre-disability pay inclusive of any Workers' Compensation pay and Canada Pension Plan disability benefit (exclusive of dependent benefits) until the sooner of recovery or until the employee is entitled to retire.

Employees may use their accumulated sick leave credits to provide benefits for the first and second day of illness where the insured plan does not pay benefits. Employees who have vested their sick leave credits prior to the implementation of the sick leave plan will keep their vested rights. No further days will accumulate under the previous sick leave plan upon implementation of the insured sick leave plan.

The Corporation will grant two (2) non-cumulative casual sick days for all employees every four (4) months (January- April, May - August, September - December).

In the event of a delay in payment from the carrier, the employer shall provide an advance of the approved amount due, on the pay day that the delay occurs.

12.02 An employee, leaving after five (5) years or more of continuous service, or her estate, shall be eligible for 50% of unused sick pay credits, or six (6) months pay, whichever is the less, in cash, payable on termination, retirement, death, or the sale of the Telephone System.

12.03 Every employee claiming sick pay under the terms of Clause 13.01 for a period of five (5) days or less may be required, at the discretion of Management, to furnish either a statutory declaration proving that her absence during such period resulted from incapacity due to personal

Article XII - Sick Leave with Pay - Continued

illness, ~~or~~ a certificate signed by a duly qualified medical practitioner or qualified dentist certifying that during such period such employee was unable to perform her duties due to personal illness or dental surgery. Every employee claiming sick pay as aforesaid for a period of more than five (5) days shall produce a certificate signed by a duly qualified medical practitioner certifying that during such period such employee was unable to perform her duties due to personal illness. Any employee who fails to comply with any of the conditions in this paragraph set forth or who attempts wrongfully to obtain sick pay benefits shall be liable to immediate suspension, but any employee so suspended shall have the right to file a grievance as provided in this Agreement.

12.04 When requested by the Department Head, an employee who has been absent on **sick** leave for ten (10) working days must submit a letter from a medical doctor estimating the length of time she will be absent due to illness.

12.05 Every employee who is **sick** and unable to report for duty shall, whenever possible, ~~advise their~~ Supervisor or designate prior to the time they would normally report for duty, in order to permit staff arrangements.

12.06 **Pre-Retirement Leave**

An employee may use her sick leave credits accumulated ~~prior~~ to December 31, 1982, along with her vacation and **Paid Holiday Credits**, to leave work immediately prior to her normal retirement age of ~~sixty-five~~ (65) years or prior to the point of an unreduced ~~early~~ retirement under the most current OMERS qualifying provision to the extent that such credit or any portion thereof will bring her to age ~~sixty-five~~ (65) ~~or~~ the point of an unreduced early retirement under the most current OMERS qualifying ~~service~~ provision. Employees choosing this option will continue to receive benefits of this agreement but will not be eligible to return to work.

Article XII - Sick Leave with Pay - Continued

An employee who retires after April 25, 1988, and as per the conditions outlined in Article XII, Clause 12.06, will receive Semi-Private and EHC benefits, premiums one hundred percent (100%) paid, from the date of retirement until the date Ontario legislation provides prescription coverage to age 65.

Article XIII - Payment of Wages

13.01 Employees shall be paid every second Friday. If, however, the normal pay day should fall on a legal holiday, payment shall be made on the previous work day.

Article XIV - Prevention of Accidents

14.01 For safety reasons, English must be understood and spoken at all times on the job.

14.02 First Aid Kits shall be made available when and where deemed necessary.

14.03 Adequate time shall be allowed each month for the practice of First Aid and Resuscitation methods, also discussion on safety methods and any unsafe conditions that may arise. The time and duration of each practice shall be arranged by the Division Manager so as to fit in with the work program. All minutes arising from the Health and Safety Committees shall be sent to the Union.

Article XV - Promotion and Seniority

15.01 Where a permanent vacancy occurs, such vacancy or job will be bulletined for a period of one (1) week within the Telephone Department. When a bulletin is posted, a copy shall be sent to the Local Union, together with the successful applicant's name, when appointment has been made. Internal bulletins shall be come invalid if not filed within thirty (30) days from

Article XV - Promotion and Seniority - Continued

the closing date. Whenever there are changes or amendments to qualifications or major job tasks as outlined on existing job position descriptions, the Union will be notified of the change. The Union shall have ten (10) working days in which to submit to the General Manager, in writing, any comments to the proposed changes. Employees who are members of Local Union 339, IBEW (Office Unit) will be given preference on Craft Unit positions over applicants from outside either bargaining unit, provided the applicant Office Unit member meets all the competitive criteria as outlined in Clause 19.02 of the Craft Agreement.

15.02 When filling vacancies or making promotions, selections will be based on a balanced assessment (which may include but is not limited to testing, reference checks and interviews], encompassing an employee's skill, competency, efficiency, reliability (attendance), experience, knowledge, and education. Where these factors are relatively equal, seniority shall govern.

15.03 Seniority shall accumulate in the following circumstances only:

- (a) when off the payroll due to layoff, sickness or accident, in which case seniority will continue to accumulate for a period of time equal to six (6) months or the length of the employee's seniority whichever is shorter;
- (b) when off the payroll due to personal leave of absence, then seniority will continue to accumulate for the first calendar month of such leave;
- (c) when absent on vacation or a paid holiday or on Workers' Compensation;
- (d) when actually at work for the Corporation within the IBEW Office bargaining unit with no break in membership.

15.04 Seniority shall terminate and an employee shall cease to be employed by the Corporation when she:

- (a) voluntarily quits her employment with the Corporation;

Article XV - Promotion and Seniority - Continued

- (b) is discharged and is not reinstated through the grievance procedure or arbitration;
- (c) is off the **payroll** for a continuous period of twelve (12) months due to layoff;
- (d) fails to report for work within five (5) working days after being notified by the Corporation following layoff unless a reason acceptable to the Corporation is given;
- (e) fails to return to work upon the termination of ~~an~~ authorized leave of absence unless a reason acceptable to the Corporation is given; and,
- (f) accepts gainful employment while on leave of absence without first obtaining the consent of the Corporation in writing.

15.05 During the first twenty (20) working days of the probationary period, employees appointed to positions under Article XV, Clause 15.02 may return, or be returned, to her previous position and salary rate without loss of seniority or benefits. It is further agreed that employees shall only exercise this privilege once in any twelve (12) month period.

15.06 In the event that an employee covered by this Agreement should be transferred or promoted to a temporary Non-union position which is beyond the scope of this Agreement, and is later placed in a position within the scope of this Agreement, she shall retain the seniority previously acquired.

Article XVI - Layoff and Recalls

16.01 a) Where a condition arises which reduces the workload to the extent that a staff or work reduction is required, the Telephone Department shall discuss with the Union as to how a reduction may be effected.

The following options will be considered:

- 1) work sharing; or,

Article XVI - Layoff and Recalls - Continued

- 2) layoff; or a,
- 3) combination of the above.

In the event an agreement cannot be reached within twenty (20) days after the issue has been submitted to the Union, the Telephone Department may proceed on a plan of layoff.

At any point during implementation of the plan as described above, discussions relating to same may be resumed at the request of either party.

- b) In the event of a **layoff**, employees shall be laid off in reverse order of seniority within their classification. However, the Telephone Department shall place an employee about to be laid off, laterally or downward, into a classification where the employee facing layoff is fully qualified in relation to the posted requirements and has demonstrated proficiency in similar tasks, and where there are junior employees. The junior employee(s) will then be laid off.
- c) Recall will be done in reverse order of layoff within the classification.
- d) It is understood that in the event of a work sharing arrangement, the employee will contribute proportionately to health care plan premiums on the basis of lost hours worked in relation to the standard number of hours worked.

Article XVII - Procedure

17.01 No grievance shall be considered where the circumstances giving rise to it occurred or originated more than five (5) full working days before the filing of the grievance.

Grievances properly arising under this agreement shall be adjusted and settled as follows:

Article XVII - Grievance Procedure - Continued

Step No. 1

The aggrieved employee shall present her grievance orally or in writing to her Supervisor. She shall have the assistance of a representative of the Union. At the request of either party, the Manager - Human Resources or his designate shall assist at any proceedings of the grievance at this step. The Supervisor shall give his decision within five (5) working days following the hearing of the grievance to him. If the Supervisor's decision is not satisfactory to the employee concerned, then the grievance may be presented as follows.

Step No. 2

Within five (5) working days after the decision is given at Step No. 1, the aggrieved employee may, with a representative of the Union, present the grievance which shall be reduced in writing to the Division Manager, who shall consider it in the presence of the persons presenting same and the Supervisor, and render his decision in writing within five (5) working days following the hearing of the grievance to him. At the request of either party, the Manager - Human Resources or his designate shall assist at any proceedings of the grievance at this step. If a settlement satisfactory to the employee concerned is not reached, then the grievance may be presented as follows.

Step No. 3

Within five (5) working days after the decision is given under Step No. 2, the aggrieved employee may, with a representative of the Union, present the grievance which shall be reduced in writing to the General Manager, who shall consider it in the presence of persons presenting same, and the Supervisor and/or Division Manager, and render her decision in writing within seven (7) working days following the hearing of the grievance to her. At the request of either party, the Manager - Human Resources or his designate shall assist at any proceedings of the grievance at this step. If a

Article XVII - Grievance Procedure - Continued

settlement satisfactory to the employee concerned is not reached, then the grievance may be presented as follows.

Step No. 4

Within five (5) working days after the decision is given at Step No. 3, the aggrieved employee, accompanied by the representative of the Union, shall meet as promptly as possible with the City Manager and such persons as Management may desire, to consider the grievance. The City Manager will render his decision in writing within ten (10) working days following such meeting.

17.02 If final settlement of the grievance is not reached at Step No. 4, and if the grievance is one which concerns the interpretation or alleged violation of the Agreement, then the grievance may be referred in writing by either party to Arbitration as provided in Article XVIII below at any time within fifteen (15) calendar days after the decision is given under Step No. 4. If no such written request for Arbitration is received within the time limits, then it shall be deemed to have been abandoned.

17.03 A Union policy grievance, which is defined as an alleged violation of this Agreement concerning all or a substantial number of the employees in the bargaining unit, in regard to which an individual employee could not grieve, may be lodged by the Union in writing with the General Manager at Step No. 3 of the grievance procedure at any time within five (5) full working days after the circumstances giving rise to such grievance occurred or originated, and if it is not satisfactorily settled it may be processed to Step No. 4, and to arbitration in the same manner and to the same extent as the grievance of an employee.

17.04 The time limits fixed in the grievance procedure may be extended with the consent of the parties of this Agreement.

Article XVII - Grievance Procedure - Continued

17.05 Union officers or stewards ~~will~~ be allowed to process grievances on Corporation ~~time~~ with no loss of pay to the extent outlined in Article XVII, Clause 17.01.

Article XVIII - Arbitration

18.01 Both parties to this Agreement agree that any dispute or grievance concerning the interpretation or ~~alleged~~ violation of this Agreement, which has been properly carried through all the steps of the grievance procedure outlined in Article XVII above, and which has not ~~been~~ settled, ~~will~~ upon the written request of either of the parties hereto, be referred to a Board of Arbitration or Single Arbitrator.

18.02 The Board of Arbitration ~~will~~ be composed of one (1) ~~person~~ appointed by the Corporation, one (1) person appointed by the Union and a third person to act as Chairman chosen by ~~the~~ other two (2) members of the Board. Within three (3) working ~~days~~ of the request by either party for a Board, each party shall ~~notify~~ the other in writing of the name ~~of~~ its appointee.

18.03 Should the person chosen by the Corporation to act ~~on the~~ Board, and the person chosen by the Union, fail to agree on a third person within seven (7) days of the notification mentioned in 18.02 above, the Federal Minister of ~~Labour~~ will be asked to nominate a person to act as Chairman.

18.04 A Single Arbitrator will be chosen in accordance with The Canada Labour Code.

18.05 The ~~decision~~ of a Single Arbitrator ~~or~~ Board of Arbitration, ~~or~~ a majority thereof, ~~constituted~~ in the above manner shall be binding on both parties.

18.06 The Single Arbitrator or Board of Arbitration shall not have any power to alter or change any of the ~~provisions~~ of this Agreement or to substitute any

Article XVIII - Arbitration - Continued

new provisions for any existing provisions, nor to give any decision inconsistent with the terms and provisions of this Agreement.

- 18.07 Each of the parties to this Agreement will bear the expenses of the Arbitrator appointed by it; and the parties will jointly bear the expenses, if any, of the Chairman, or Single Arbitrator.

Article XIX - Suspension or Dismissal

- 19.01 A claim by an employee who has completed the probationary period that she has been discharged or disciplined without cause shall be treated as a grievance if a written statement of such grievance is lodged with the General Manager within three (3) full working days after the employee has been discharged or disciplined. Such special grievance may be settled by:

- (a) confirming Management's action in dismissing the employee; or
- (b) reinstating the employee with full compensation for time lost or
- (c) any other arrangement which is just and equitable in the opinion of the conferring parties or Single Arbitrator.

Employees will be entitled to have a Shop Steward in attendance when being advised of disciplinary action or dismissal. The Corporation agrees to inform the employee involved of this right.

- 19.02 An employee shall have access to her personnel file and shall have the right to respond in writing to any document contained therein. Such reply shall form part of the permanent record.

- 19.03 Disciplinary action is defined, but not limited to:

- (a) a recorded "Verbal" warning which is notated as such and has been brought to the attention of the employee; or,
- (b) a recorded "written" warning which is notated as such and has been brought to the attention of the employee; or,

Article XIX - Suspension or Dismissal - Continued

- (c) a suspension; or,
- (d) a discharge for cause.

Article XX - Management Grievances

20.01 Any grievance instituted by Management may be referred in writing to the Union within five (5) full working days of the occurrence of the circumstances giving rise to the grievance and the Union steward with the Union representatives shall meet within five (5) working days thereafter with Management to consider the grievance. If final settlement of the grievance is not completed within five (5) working days of such meeting, the grievance may be referred by either party, to Arbitration as provided in Article XVIII at any time within fifteen (15) calendar days thereafter but not later.

Article XXI - Strikes and Lockouts

- 21.01 No strikes, stoppage of work or lockouts shall occur during the life of this Agreement.
- 21.02 "Strike" includes a cessation of work, a refusal to work or to continue to work by employees in combination or in concert or in accordance with a common understanding, or a slow-down or other concerted activity on the part of employees designated to restrict or limit output.
- 21.03 "Lockout" includes the closing of a place of employment, a suspension of work by an employer or a refusal by an employer to continue to employ a number of the employees, done to compel the employees, or to aid another employer to compel the employees, to agree to terms or conditions of employment.

Article XXII - Leave of Absence, Bereavement Leave and Jury & Witness Duty

22.01 Written requests for a personal leave of absence without pay will be considered on an individual basis by the General Manager or his Designate. Such requests are to be given as far in advance as possible and a written reply will be given within thirty (30) working days: except in cases of emergency in which case a reply will be given as soon as possible.

22.02 Employees will be allowed three (3) consecutive full working days off with pay immediately following the death of an employee's:

- e Mother
- Father
- Wife (including common-law)
- Husband (including common-law)
- Spouse of an employee's Father or Mother (including common-law Spouse)
- a A common-law Spouse's Father or Mother
- Children
- e Brother
- Sister
- Mother-In-Law
- Father-In-Law
- Spouse of an employee's Father-In-law or Mother-in-law (including common-law Spouse)
- Grandparents
- Grandchildren
- e Brather-In-Law
- Sister-In-Law
- and any relative of the employee who resides permanently in the employee's household or with whom the employee permanently resides.

An additional two (2) working days leave with pay commencing immediately following the bereavement leave will be allowed as travelling time when the employee attends a funeral service which takes place outside of the District of Thunder Bay.

22.03 When an employee is called upon to act as a Pallbearer or is required to perform an official function, she shall be granted twice in each year at her discretion, up to one (1) day's leave from duty without loss of pay on the

Article XXII - Leave of Absence, Bereavement Leave and Jury & Witness Duty -
Continued

day of the funeral. If the funeral is not on a regularly scheduled day of work for the employee, the employee will not be paid for the funeral leave.

22.04 Employees who are called to serve as jurors or are subpoenaed as witnesses in legal proceedings:

- (a) shall be granted leave of absence for such purpose, provided that on completion of their jury or witness service such employees shall present to their General Manager a satisfactory certificate showing the period of such service.
- (b) shall be paid their full salary or wage for the period of such jury or witness service; provided that they shall pay over to the Treasurer of the Corporation of the City of Thunder Bay the full amount of compensation received for such service and obtain an official receipt therefore, it being understood that the full amount does not include monies received on days other than the regularly scheduled work day with the Corporation or any monies received for meal allowance or travelling allowances.
- (c) upon being released from jury or witness service in the forenoon of any day, immediately telephone their Department for instructions respecting their return to work and shall, upon receiving such instructions, comply with the same.

22.05 The Corporation may grant a leave of absence without pay, or loss of seniority to any employee who is elected for a full-time position with the Union. The leave may be for a one (1) year period and be renewed each year on request, during her term of office.

Seniority shall accumulate for any employee granted a leave of absence for a period of one (1) elected term or three (3) years.

22.06 Requests in writing by the Union that an employee may be granted a leave of absence with pay, and with maintenance and accumulation of seniority rights, for the purpose of representing the Union at a conference or convention, may be granted by the Corporation provided that such leave with pay shall not interfere with the efficient operation of the Department in

Article XXII - Leave of Absence, Bereavement Leave and Jury & Witness Duty -
Continued

which the employee works. The Corporation will bill the Union for this time plus benefits.

Article XXIII - Health and Pension Plans

23.01 The Corporation agrees to contribute to 100% of the billed premiums covering the benefits under the Semi-private ward accommodation, Blue Cross Extended Health Care Benefits on the basis of 10 - 20 deductible, or equivalent, for all employees on the payroll with six (6) continuous months of service who are eligible to enroll under the regulation of the aforesaid plans.

23.02 The Corporation agrees to contribute to 100% of the billed premiums covering the benefits under Blue Cross Dental Plan No. 9, or equivalent, for all employees on the payroll with six (6) continuous months of service.

The Corporation will provide the previous year's O.D.A. schedule for members of the Union in the Dental Plan.

23.03 in lieu of the Unemployment Insurance Premium rebate for sick leave plan provisions, the Corporation will contribute to 100% of the billed premium for, or cover the cost of, eyeglasses (including frames and/or lenses, repairs, and contact lenses) up to a total amount of one hundred and twenty dollars (\$120.00) per person, (employee, spouse, and dependent children) in any period of twenty-four (24) consecutive months when provided on the written prescription of a medical doctor or optometrist, but not the cost of the eye examination. Sunglasses or eyeglasses for cosmetic purposes are not included. New employees will be eligible following six (6) calendar months of employment

Article XXIII - Health and Pension Plans - Continued

23.04 Every full-time or probationary employee, as a condition of employment, shall join the Ontario Municipal Employees Retirement System.

All others who meet the eligibility criteria as outlined in the Pension Benefits Act (PBA) will be given the option to join.

The Corporation agrees to provide a Supplementary Pension, Type 1, payable in full at sixty-five (65) years of age, through the Ontario Municipal Employees Retirement System and inclusive of previous pension plans to equal to two (2%) percent of the employee's highest average sixty (60) consecutive months' earnings multiplied by her years of credited service at retirement (to a maximum of thirty-five (35) years of service) less the OMERS Integration Factor when a member is eligible for a pension under the Canada Pension Plan.

23.05 All employees, as a condition of employment, shall participate in the above plans and in Article XXIV, and will be subject to the following conditions:

- (a) the provisions of these plans shall not apply to an employee when he resigns, is laid off, discharged or is on an extended leave of absence.

Article XXIV - Group Life Insurance

24.01 The Corporation agrees to contribute to one hundred (100) percent of the billed premiums covering Group Life Insurance for all regular employees on the payroll who are eligible to enroll for such coverage.

Article XXV - Employees on Compensation

25.01 In the case of Workers' Compensation claims, the Corporation will pay the amount awarded less any lawful deductions.

Article XXV - Employees on Compensation - Continued

Employees may ~~use~~ previously accumulated sick leave credits to make up the difference between the amount awarded and normal net pay.

Sick leave credits will be used in increments of a one-half (1/2) hour, up to a maximum of ~~two~~ (2) hours per day; however, under no circumstances will the combined use of sick leave credits and the amount awarded exceed normal net pay.

Article XXVI - Progression Routine

26.01 As a regular practice employees shall automatically progress from minimum to maximum, as indicated in the respective wage schedules. However, in the event that an employee fails to make competent progress, her advancement may be withheld for a period of ~~six~~ (6) months. When progression is withheld, Management shall notify the employee and give the reason for withholding routine progression, and at the next ~~semi-annual~~ routine progression date, her progress and general performance shall be reviewed. If her progress and general performance are then found to be competent, she shall be granted routine progression: if her progress and general ~~performance~~ are not found to be competent, she shall either be transferred ~~or~~ dismissed. If at the time of the review just mentioned, her ~~progress~~ and general performance were found to be competent, and ~~if six~~ (6) months after the review her performance has continued to be competent, the employee may be granted the next step in progression thus re-establishing her original progression status.

26.02 Employees may have a Shop Steward in attendance when under going a formal performance evaluation by their ~~Supervisor~~ ~~or~~ designate. The Corporation agrees to inform the employee ~~Involved~~ of this right.

Article XXVII - Maternity Leave

27.01 Maternity and Parental Leave shall be granted as per Division VII of the Canada Labour Code, R.S.C. 1970 and any amendments thereto.

Article XXVIII - Job Security

28.01 Whenever it becomes necessary for the Corporation to contract out work regularly performed by the employees covered by this Agreement, such contracting out shall not result in the layoff of regular employees covered by this Agreement.

Article XXIX - Automation i ii Change

29.01 Wherever possible the Corporation shall give six (6) months advance notice In order to discuss any decision to introduce changes in plant, equipment or work methods, which may have an adverse effect on present manpower requirements. Permanent employees who may be displaced from their job by virtue of automation or technological change, will be given the opportunity to fill other vacancies according to the provisions as set forth in Article XVI relative to seniority and qualifications.

29.02 The Telephone Department will undertake to retrain, at regular rates of pay, an employee who has been displaced because of automation or technological change. The degree of retraining will be governed by the capability of the employee to be retrained and the availability of a suitable position within the Telephone Department,

29.03 An employee required to travel outside the City of Thunder Bay, on behalf of the City of Thunder Bay, will be paid travel time on a straight time basis equal to the time required for airline and ground transportation to the destination and return.

Article XXIX - Automation and Technological Change - Continued

The Corporation shall:

- (1) provide suitable ground transportation between the training centre and the place of accommodation;
- (2) pay transportation costs for a trip home every three (3) weeks;
- (3) pay for three (3) long distance telephone calls of ten (10) minutes duration each week.

Article XXX - Classification and Wage Progression Schedule

30.01 Schedule "A" is hereby made part of this Agreement.

30.02 When a new position is created within the bargaining unit, such position will be discussed between the parties to determine the wage rate.

30.03 Any employee required by Management to assume duties of another employee of a higher classification, shall be paid the rate applicable to the classification beginning immediately.

30.04 On inter-sectional transfers, upwards or lateral, the employee will retain her current rate until evaluation indicates progression. The first evaluation will be carried out at three (3) months. if warranted, salary progression will be to the next higher rate in the new classification.

On downward transfers, employees will retain their current step. Where applicable, employees shall remain at this until evaluation indicates progression to the next step. Evaluations will be carried out as above.

30.05 An employee appointed by management as an instructor to teach formal training courses shall be paid at the rate of 107% of the top rate in their classification while teaching such courses.

Article XXXI - Plural or Feminine Terms May Apply


31.01 Wherever the singular or feminine is used in this Agreement, it shall be considered as if the plural or masculine has been used where the context of the party or parties hereto so require. This provision will also apply to any position titles set forth under the "Classification and Salary Ranges Schedules" forming part of this Agreement.

Article XXXII - Negotiating Committee

32.01 (a) A Negotiating Committee shall be established and shall consist of not more than four (4) employees and the Union Business Manager as appointees of the Union. The Corporation shall pay for all regular wages and benefits of the Union Negotiating Committee Incurred while in the process of negotiating a collective agreement.

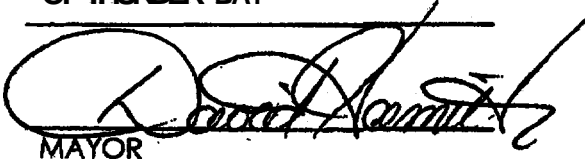
(b) The Union shall, by written notice, keep Management informed of the members of the Negotiating Committee and any changes thereto, as they occur.

Article XXXIII - Termination

 33.01 This Agreement shall remain in force for a period of two (2) years from April 1, 1996 to March 31, 1998 inclusive, and shall continue in force from year to year thereafter unless in any year not more than ninety (90) days and not less than sixty (60) days, before the date of its termination, either party shall furnish the other with notice of termination of, or proposed revision of this Agreement.

IN WITNESS WHEREOF the party of the first part and the party of the second part cause their Proper Officers to affix their signatures this 27th day of October 1997.

THE CORPORATION OF THE CITY
OF THUNDER BAY



MAYOR

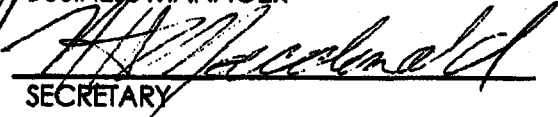


DEPUTY CLERK

LOCAL UNION 339, THE
INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS' (OFFICE UNIT)



BUSINESS MANAGER



SECRETARY

LETTER OF UNDERSTANDING

BETWEEN

THE CORPORATION OF THE CITY OF THUNDER BAY

(hereinafter referred to as the "Corporation")

AND :

LOCAL UNION 339, I.B.E.W. (Office)

(hereinafter referred to as the "Union")

RE: SCOPED EMPLOYEES

As per the Memorandum of Agreement dated April 22, 1996, the following group of employees will be governed by the provisions of the IBEW Office collective agreement upon signing of the new collective agreement:

Mobility Service Advisor

The following employee will have full-time IBEW Office Agreement seniority date and vacation start date as follows:

<u>Employee's Name</u>	<u>Seniority Date</u>	<u>Vacation Date</u>
Monique Boulianne	September 19, 1994	January 14, 1991

The above-noted employee for the life of the agreement shall have her annualized salary and hourly rate of pay based on a thirty-five (35) hour work week.

Without prejudice, newly hired employees in these classifications will be paid the rates of pay established between Local 339, IBEW, and the Employer. Where agreement between the parties is not attainable, either party may request that the matter be processed through the grievance procedure at Step No. 3. Failing resolution at that step, the matter may be referred to arbitration within thirty (30) working days after the response at Step No. 3. The Arbitration Board has the right to determine the appropriate wage rate considering internal and external equity notwithstanding Clause 18.06.

SIGNED IN THUNDER BAY, ONTARIO THIS _____ DAY OF _____, 1997.

FOR THE CORPORATION
Rick Maki

FOR THE UNION

[Handwritten Signature]
[Handwritten Signature]

LETTER OF UNDERSTANDING

BETWEEN:

THE CORPORATION OF THE CITY OF THUNDER BAY

(hereinafter referred to as the "Corporation")

AND:

LOCAL UNION 339, I.B.E.W. (Office)

(hereinafter referred to as the "Union")

RE: ADRIANA D'ANGELO

It is agreed that the hours of work for Adriana D'Angelo will be seven (7) consecutive hours per day between the hours of 8:30 a.m. and 5:30 p.m. to a maximum of five (5) days per week.

SIGNED IN THUNDER BAY, ONTARIO THIS 27th DAY OF October, 1997.

FOR THE CORPORATION

Rick Maki

FOR THE UNION

J. Fishman
A. McDonald

LETTER OF UNDERSTANDING

BETWEEN:

THE CORPORATION ; ERB
(hereinafter referred to as the ' ')

AND:

LOCAL UNION 339, I.B.E.W. (Office)
(hereinafter referred to as the "Union")

RE: PATTI SHUBALY

It is agreed that for the purposes of the collective agreement, Patti Shubaly shall be classified as a Temporary employee. Notwithstanding Clause 6.01 regarding Temporary employees, she will be governed by the provisions of Article XII for Sick Leave and Article XV for Promotional opportunities.

The employee will be allowed to progress to the next step above her current hourly rate in accordance with Clauses 26.01 and 30.04.

The above-noted employee shall have her annualized salary and hourly rate based on a thirty-five (35) hour work week.

SIGNED IN THUNDER BAY, ONTARIO THIS 27TH DAY OF October, 1997.

FOR THE CORPORATION

Rick Maki

FOR THE UNION

[Signature]
[Signature]

LETTER OF UNDERSTANDING

BETWEEN:

THE CORPORATION OF THE CITY OF THUNDER BAY

(hereinafter referred to as the "Corporation")

AND:

LOCAL UNION 339 I.B.E.W. (Office)

(hereinafter referred to as the "Union")

RE: LAY-OFFS

The Telephone Department will not lay-off any full-time employees from the signing of this letter until March 31, 1998.

SIGNED IN THUNDER BAY, ONTARIO THIS 27th DAY OF October, 1997.

FOR THE CORPORATION

Rick Makin

FOR THE UNION

Heidman
H. G. Gaudin

SCHEDULE "A"

1996 - 1998

CLASSIFICATIONS AND SALARY RANGES

April 1, 1996

Classification		Annual	Bi-Weekly	Hourly
Network Administration Clerk,	Step 1	\$26,215.80	\$1,008.30	\$14.4043
	step 2	\$29,059.42	\$1,117.67	\$15.9667
Network Services Clerk,	Step 3	\$32,286.80	\$1,241.80	\$17.7400
Outside Plant Engineering Clerk 2,				
Student				\$12.2437
Accounting Clerk	step 1	\$27,357.46	\$1,052.21	\$15.0315
	Step 2	\$30,402.84	\$1,169.34	\$16.7048
	step 3	\$33,786.74	\$1,299.49	\$18.5642
Student				\$12.7768
Customer Service Representative,	step 1	\$27,929.46	\$1,074.21	\$15.3459
Business Sales Service Representative,	Step 2	\$31,033.08	\$1,193.58	\$17.0512
	step 3	\$34,480.68	\$1,326.18	\$18.9454
Student				\$13.0440

Customer Service Representative In-Charge (4% above Customer Service Representative rate of applicable Classification)

Senior Customer Service Representative (7% above Customer Service Representative rate of applicable Classification)

Senior Network Services Clerk (7% above Network Services Clerk rate of applicable Classification)

Student (85% of Step 1 of applicable classification)

SCHEDULE "A"

1996 - 1998

CLASSIFICATIONS AND SALARY RANGES

April 1, 1997

Classification		Annual	Bi-Weekly	Hourly
Network Administration Clerk,	Step 1	\$26,215.80	\$1,008.30	\$14.4043
	Step 2	\$29,059.42	\$1,117.67	\$15.9667
Network Services Clerk, Outside Plant Engineering Clerk 2	Step 3	\$32,286.80	\$1,241.80	\$17.7400
Student				\$12.2437
Accounting Clerk	step 1	\$27,357.46	\$1,052.21	\$15.0315
	Step 2	\$30,402.84	\$1,169.34	\$16.7048
	step 3	\$33,786.74	\$1,299.49	\$18.5642
Student				\$12.7768
Customer Service Representative,	Step 1	\$27,929.46	\$1,074.21	\$15.3459
	Step 2	\$31,033.08	\$1,193.58	\$17.0512
Business Sales Service Representative,	Step 3	\$34,480.68	\$1,326.18	\$18.9454
* Mobility Service Advisor				
student				\$13.0440

Customer Service Representative In-Charge (4% above Customer Service Representative rate or applicable Classification)

Senior Customer Service Representative (7% above Customer Service Representative rate or applicable Classification)

Senior Network Services Clerk (7% above Network Services Clerk rate or applicable Classification)

Student (85% of Step 1 of applicable classification)

*** as per Memorandum of Agreement dated April 22, 1996.**