

### 3-Month Trial Protocol for Managers Supporting the Bargaining Unit at RACC

Effective September 1, 2017 until December 1, 2017

#### Background:

There are times when RACC experiences peak call volumes, which in turn creates a long waiting period for our members who require assistance. Causes can range from extreme weather events, unanticipated absenteeism, technical failures and capacity issues due to shrinkage. Managers look for solutions to add support to the workloads of bargaining unit employees, such as, offering overtime or calling in additional resources when the following situations arise:

- There are no team members available to accept calls.
- There are no team members available who have the required skill set from the call centre to perform dispatch duties.
- Members are waiting too long.
- Dispatchers ask for assistance from their manager from the bargaining unit members.

#### Protocol:

Managers will endeavor to execute the following:

##### **a) When there are no team members available to accept calls or nobody has the required skill set.**

1. Management will attempt to fill the void if there is **lead time** by taking the following steps:
  - Checks availability of employees and performs a mass reach-out and waits 10 minutes for all employees to respond.
  - Reach out to all team members who have been off work for a minimum of 8 hours by seniority.
  - Offers extra time to team members already at the worksite.
  - Assigns all hours in seniority order to employees referenced in preceding three bullets.
2. If there is **no lead time** or all attempts in situation 1 are exhausted:
  - Management will support team members until relief is on site (as per above undertakings) or peak call volume ends.

##### **b) When members are waiting too long or dispatchers ask for assistance from their manager from the bargaining unit members.**

Management will support team members in the following situations:

1. When the wait time exceeds 15-30 minutes or 50 calls in the que;
2. When dispatch asks for temporary assistance from their manager from the bargaining unit members;

3. When member calls on the dispatch 'action required' screen are queued for 20 minutes or 10 calls.

BCAA will keep records of the date, time and duration of managers doing bargaining unit work and report this to MoveUP at the end of the 3-month trial period. No bargaining unit employee shall see a reduction in their hours when management performs bargaining unit work.

The parties agree that management will perform bargaining unit work on rare occasion and only after all options for utilizing members of the bargaining unit have been exhausted. The Union reserves the right to grieve this matter should this not be the case.

The parties agree to this 3-month trial protocol on a without prejudice or precedent basis to positions they make take on same or similar matters.

Signed in BURNABY, BC, this 30<sup>th</sup> day of AUGUST 2017.

For MoveUP:



For BCAA:

