

## 12.04 Variable Business Week

Unless otherwise provided for in this Agreement, the hours of work for full-time employees in the following departments will be as follows:

(a) Telephone Claims Department

Hours of Operation: Twenty-four (24) hours per day, Sunday to Saturday.

Work Week: Five (5) consecutive days per week, Sunday to Saturday.

Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.

Employees may vary their work week above, subject to agreement between the employee and their manager (i.e. employees will not be required to vary their work week).

i) Weekend Work Scheduling

Part-time regular employees will be scheduled for weekend operations (to a maximum of 50% of available part-time staff) prior to scheduling any full-time regular employees for weekend work except as mutually agreed to by any full-time regular employees.

Full-time regular supervisory employees may be scheduled to work weekends on a rotational basis, or as otherwise mutually agreed amongst affected staff.

ii) Part-time Regular Employees

Part-time regular employees may be scheduled to work up to 126 hours per calendar month. In addition to scheduled base hours, extra hours may be offered on a voluntary sign-up basis in accordance with 6.03(b).

Extra hours which come available between Sunday and Saturday, and which can be scheduled to provide at least one (1) day of notice, shall be offered to part-time regular employees on a rotational basis by seniority. Other extra hours which come available during the work day between Sunday and Saturday will be offered to part-time regular employees in attendance at work on a seniority basis prior to offering such work to employees not in attendance.

Overtime rates will apply to all time worked in excess of seven and one-half (7 1/2) hours per day or in excess of the scheduled hours per day if the scheduled hours exceed seven and one-half (7 1/2) hours. Overtime rates will also apply to all time worked in excess of thirty-seven and one-half (37 1/2) hours per calendar week (i.e. Sunday to Saturday, inclusive).

Part-time regular employees who are required to work additional, previously unscheduled hours - i.e. beyond those designated as base hours and voluntary additional hours - will be compensated for time worked at overtime rates. This specifically relates to situations where employees are called in to work at a time that they would otherwise be scheduled off.

(b) Lower Mainland Salvage Operations (Queensborough)

Hours of Operation: 7:30 a.m. to 6:00 p.m., Sunday to Saturday.

Work Week: Five (5) consecutive days per week, Sunday to Saturday.

Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.

(c) Autoplan Field Operations and Customer Contact

Hours of Operation: 7:15 a.m. to 9:00 p.m., Monday to Friday  
8:00 a.m. to 6:00 p.m., Saturday.

Work Week: Five (5) consecutive days per week, Monday to Saturday.

Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.

Any shift starting after 12:01 p.m. will receive a shift premium in accordance with Article 13.01 ii).

(d) Facilities (Service Desk)

Hours of Operation: 6:30 a.m. to 7:00 p.m., Monday to Saturday.

Work Week: Five (5) consecutive days per week, Monday to Saturday.

Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.

- (e) Facilities (Building Operations Coordinators)
- Hours of Operation: 6:30 a.m. to 6:00 p.m., Sunday to Saturday.
- Work Week: Five (5) consecutive days per week, Sunday to Saturday.
- Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.
- (f) Ongoing Services, Telecommunications Customer Services and Peripheral Operations, Application Systems Development, Operations and Technical Support (Victoria), and Systems Planning and Change Management (Victoria)
- Hours of Operation: 6:30 a.m. - 9:00 p.m., Monday to Friday.  
6:30 a.m. - 7:00 p.m., Saturday and Sunday.
- Work Week: Five (5) consecutive days per week, Sunday to Saturday.
- Work Day: Seven and one-half (7 1/2) hours per day.
- Any shift starting after 12:01 p.m. will receive a shift premium in accordance with Article 13.01 ii).
- (g) Driver Service Centres
- Hours of Operation: 7:30 a.m. to 6:00 p.m., Monday to Saturday.
- Work Week: Five (5) consecutive days per week, Monday to Saturday.
- Work Day: Seven and one-half (7 1/2) hours, to be scheduled within the hours of operation.
- (h) Expressways
- Work Week: Five (5) days, Monday to Saturday.
- Work Day: Seven and one-half (7 1/2) hours per day, Monday to Saturday. The duration of the lunch period and the starting time for shifts will be in accordance with current practice and subject to change under Article 12.08. However, starting times for shifts and business hours will be aligned with the mall hours in which the expressway is located.
- (i) Traffic Camera Ticket Administration
- Hours of Operation: 7:00 a.m. - 9:00 p.m., Monday to Friday.  
7:00 a.m. - 6:00 p.m., Saturday and Sunday.
- Work Week: Five (5) consecutive days per week, Sunday to Saturday.
- Work Day: Seven and one-half (7 1/2) hours to be scheduled within the hours of operation.
- (j) Injury Adjusters at the Centralized Claims Injury Centre (CCIC)
- Hours of Operation: 6:30 a.m. - 9:00 p.m., Monday to Saturday.
- Work Week: Five (5) consecutive days per week, Monday to Saturday.
- Work Day: Seven hours 50 minutes per day, Monday to Saturday broken by a forty (40) minute unpaid lunch period at or near the mid-point of the employee's work day. Work may be scheduled to provide coverage from 6:30 a.m. to 9:00 p.m.
- Work Period: 9 days every two weeks (Monday to Thursday with one-half of the employees being scheduled off each Friday on a rotating basis; or Tuesday to Saturday, with the rotational day off to be determined as either Saturday or Tuesday). In the case of a statutory holiday falling on an employee's scheduled day off, the employee will be scheduled off on the preceding day.
- Shift Premium: The Corporation will pay a 12% premium for all hours worked after 4:00 p.m. to all regular Injury Adjuster employees working at the CCIC working any full shift that starts prior to 12:01 p.m. and extends beyond 6:00 p.m.
- Any shift starting after 12:01 p.m. will receive a 12% shift premium in accordance with Article 13.

