



(Canadian Office and Professional Employees Union, Local 378)

**ICBC
PROPOSALS 2025
Union Proposals (UP Item)**

Union			
Number	Affected Article/MOU	Date:	Time:
UP#35	LOU 18	<i>LOU 18 – WORKLOADS – CLAIMS DIVISION</i>	

The Union proposes to keep the letter of understanding with the amendments below.

**LETTER OF UNDERSTANDING
RE: WORKLOADS – CLAIMS DIVISION**

The Corporation agrees to establish the following provisions as a means of addressing workload concerns in the Claims division.

1. Upon request, the Corporation shall meet with the Union through the joint consultation process to discuss workload concerns which have not been addressed through the Committee process set out below. The Corporation will ensure that a manager with responsibility for workload/staffing models in the affected area(s) is present at these meetings. The Corporation will provide the Union with information related to workload standards and staffing models for the areas in question. Upon request by the Union, the parties will discuss appropriate means to share this information with affected employees.

2. Workload Committees

A Workload Committee shall be established for each of the following groups of job functions and each Workload Committee shall be comprised of three (3) management representatives **including at least one (1) operations manager (not including the Operations Manager)**, and three (3) employees from within the relevant job function group who are elected or appointed through the Union:

- (a) Legal services (Legal Secretary; Paralegal);
- (b) Adjusting services **(Claims Adjuster; Claims Adjuster Commercial Auto Claims Specialist 1, Auto Claims Specialist 2);**
- (c) Claims Contact Centre **(Customer Service Adjuster Auto Claims Specialist 1);**
- (d) Injury services (Customer Claims Specialist; Claims Specialist, Senior Claims Specialist);
- (e) Administrative (Claims Document Support Assistant; Claims Support Assistant);

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- (f) Material Damage (Vehicle Settlement Representative; Estimator); and
- (g) Recovery Services (Support & Recovery Specialist, Senior Support & Recovery Specialist, Advanced Support & Recovery Specialist, Benefit Analyst, Benefit Support Coordinator).

All employees and job functions from within the Claims Division shall be entitled to participate in and be represented by the most appropriate Workload Committee by reference to the above job function groups. For each Workload Committee, a chairperson shall be elected by the Committee members, and shall be a voting member of the Committee. The position of chairperson shall be rotated and alternated on a six (6) month basis. A quorum of the Committee shall be equal representation of at least one (1) employee representative and one (1) management representative. Alternate representatives or replacements may be designated from each group. Decisions and recommendations of the Committee shall be on the basis of majority vote. In addition, the Union may appoint an employee as a "Union Coordinator" non-voting Committee member for which the Corporation will cover up to one quarter (0.25) FTE of the cost; any additional hours incurred by this Committee member would be paid to ICBC as Union-paid leave. The Union Coordinator will be paid not less than the maximum of Salary Group 10 or their regular salary with the Corporation, whichever is greater, for the period(s) when they are acting as Union Coordinator.

The Committee shall meet during regular business hours, and employees participating in the Committee shall do so without loss of pay. Time spent by the Committee shall be limited to what is reasonable in the circumstances and the timing of all Committee work shall take into consideration the operational needs of the Corporation.

3. Committee Functions and Responsibilities

The function of the Workload Committee is to investigate, assess, and attempt to resolve employee concerns respecting work volume by making written recommendations to management which serve the objective of ensuring a fair workload in relation to normal productivity expectations and applicable standards for the job. Such recommendations will take into account any extenuating circumstances such as weather, short term volume fluctuations arising from temporary staffing shortages, etc.

4. Process

- (a) The Workload Committee shall meet within ten (10) working days of a written concern regarding work volumes from an individual employee or group of employees. Concerns should reflect workload concerns affecting a job function or group of employees within a job function, rather than in respect of an individual employee only.

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- (b) ~~Written decisions and recommendations of the Committee will be forwarded to the relevant member of the Operational Leadership Team (“OLT”) for consideration and response, with copies to each complainant. If the Committee is unable to reach a majority recommendation, the individual recommendations of committee members may be submitted to the OLT for consideration and response, with copies to each complainant. The OLT will provide a written response to the Committee, identifying intended actions, within ten (10) working days of receipt of the Committee’s recommendations. Copies of the response will be provided to each complainant.~~
- (c) Should the Committee not be satisfied with the intended actions of the OLT responses from management representatives, the Committee may develop alternate recommendations for resubmission to the OLT, or refer those originally developed to the relevant Director in the Senior Leadership Team (“SLT”) for their review, accompanied by reasons for non-acceptance of the OLT’s response. The SLT will provide a written response to the Committee, with a copy to each complainant and the OLT, within ten (10) working days of receipt of the recommendations of the Committee
- (d) Should the response of the SLT not be acceptable to the Committee, the matter may be referred in writing, to the relevant Senior Director for resolution. The Senior Director, will render their decision within fifteen (15) working days of receipt of the Committee’s referral. The Senior Director’s response will be the final disposition of the matter.

Time limits as set out above may be extended by agreement between the Workload Committee and the applicable OLT, or SLT, and such agreement will not be unreasonably denied

5. Workload Committees shall be provided with pertinent employee productivity information and/or any applicable volume standards prior to the first committee meeting. Where no such standards have been established for any particular job classification, the Committee may include in its recommendations to management that such standards be developed
6. Employees will be advised of any applicable work volume standards for their respective job classification at the time the standards are established. Such standards will be communicated annually to the affected employees.
7. No reprisal will be taken against an employee as a result of initiating a workload complaint through the Workload Committee.

8. Workload Study

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For the Union

For the Employer

The Corporation will utilize a third-party to conduct a workload study on the Claims Division roles by the end of the year 2026. The study will be for the purpose of measuring productivity and establishing standards which are fair and equitable for employees. The full results of the study including all reports and findings will be shared with the Union.

8. Workload Maximums

Management of employees in the Auto Claims Specialist roles shall enforce the following maximum workloads:

Auto Claims Specialist II

Maximum intake per month shall be seventy (70) files.

Maximum pending files shall be one hundred (100).

Auto Claims Specialist III

Maximum intake per month shall be thirty-five (35) files.

Maximum pending files shall be seventy (70).

Auto Claims Specialist IV

Maximum intake per month shall be ten (10) files.

Maximum pending files shall be one hundred (100).

Management of employees in the Estimator roles shall enforce the following maximum workloads:

Express Estimators

Maximum intake per day shall be fifteen (15) files including no more than four (4) total losses

Field Estimators

Maximum intake per day shall be eight (8) files

Specialty Vehicle & Commercial Estimators

Maximum intake per day shall be five (5) files

Management of employees in the Senior Support & Recovery Specialist role shall enforce the following maximum workload:

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Senior Support & Recovery Specialist

Maximum caseload of no more than fifty (50) files

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For the Union

For the Employer
