

Pursuant to Article 4.05 of the Collective Agreement:

**Letter of Agreement  
Extension of Special Rescheduled Vacation Days Trial**

Whereas the Company and the Council have agreed to a trial related to rescheduling of two special vacation days

And whereas this trial, currently underway in Contact Centres, is due to expire on January 31<sup>st</sup>, 2011

And whereas the Company and the Council agree that more time is required to fully assess the success of the trial

The parties therefore agree as follows:

- 1) This trial will be extended until March 31, 2012
- 2) Contact Centre employees will be allowed to continue to make changes to their vacation through the special rescheduled vacation days process, but no changes can result in vacation days being rescheduled to a date after March 31, 2012
- 3) Prior to March 31, 2012 the Company and the Council will make a determination about the future of the trial and communicate the decision to the Contact Centre employees.

Signed \_\_\_\_\_, this 23<sup>rd</sup> of December, 2011.

For the Company

\_\_\_\_\_  
Fred Crooks

For the Council

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Phil Briffett