

6/24/2011

Pursuant to Article 4.05 of the Collective Agreement:

**Letter of Agreement
Special Rescheduled Vacation Days**

The Company and the Council intend to provide employees in the Customer Care business unit with a means of using vacation time to meet family and personal commitments which are not unpredictable or emergent, but which are nonetheless difficult to anticipate during the normal vacation scheduling process.

The parties intend to commit to a six (6) month trial arrangement, after which they may agree to renew this arrangement temporarily or permanently, to adjust the arrangement, or to abandon it.

The parties therefore agree as follows:

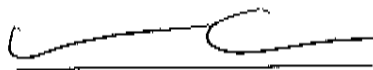
1. Where an employee has scheduled vacation according to the normal vacation scheduling process, the employee may choose to reschedule one (1) day of vacation to another day (the "special rescheduled vacation day".)
2. The employee may use a maximum of two (2) special rescheduled vacation days per vacation year (which may include creating two (2) special rescheduled vacation days in a row.)
3. To take advantage of the rescheduling option, the employee must provide notice to workforce management no less than fourteen (14) calendar days in advance of the special rescheduled vacation day.
4. Special rescheduled vacation days may not be scheduled for a Paid Holiday as defined in the Collective Agreement, or for the two (2) business days immediately preceding or following a Paid Holiday, or for the "Fall Rush" period of August 29th to September 9th, or for any other day which would not otherwise be eligible to be scheduled as a vacation day. Other than this restriction, no other special rescheduled vacation day will be rejected by workforce management.
5. Once confirmed by workforce management, a special rescheduled vacation day will be considered final and cannot be further changed or rescheduled.
6. Nothing in the Agreement restricts the parties from making use of any other process under the Collective Agreement for the granting or rescheduling of leaves and vacation.
7. For greater certainty, Article 26.09 applies to special rescheduled vacation days.
8. Vacation days which are freed up through this rescheduling process will be subject to the vacation reoffer process in Article 26.06(g).

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- 9. Unless otherwise agreed by the parties, this Agreement applies only to employees in the Contact Centre business unit.
- 10. For greater certainty, a reference in this Agreement to a "vacation" day does not include a scheduled floater day.
- 11. This agreement will expire on December 31, 2011. The parties may agree to a renewal of the agreement at that time, with or without amendments.

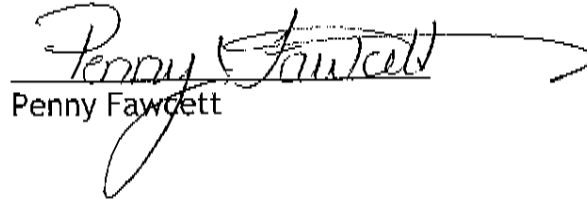
Signed in _____, NS, this 24 of June, 2011.

For the Company



Helena Cain

For the Council



Penny Fawcett