

**New Collective Agreement Language
Classification Flexibility**



Classification Flexibility

- 29.01 a) There will be times during any scheduled tour when an employee of one classification would be required to perform duties of another classification to restore service, backfill for an employee who is away from the workplace, to prevent extensive travel by an employee who would normally do that work, or to deal with situations where the loss of a customer's business is imminent.
- b) In addition, classification flexibility may be used where there is not enough work in the day for the employee in their classification; but the additional work will not be assigned at the beginning of the day, only at the point in the day when it becomes clear that the employee will not have enough work. Classification flexibility will not be used as a regular means of dealing with normal workload.
- c) In addition, where a BSR has worked full-time in the CSR classification within the previous three (3) years, that BSR may be assigned to perform CSR work during a scheduled tour when necessary to meet customer service requirements. For greater certainty, this applies only to BSRs who moved into the BSR classification after January 1, 2010.
- d) Employees who perform duties of a higher paid classification will receive the higher wage rate for all time worked in that classification. Employees who perform duties of a lower paid classification will continue to be paid at their current rate of pay.
- e) Safety requirements, as outlined in Article 10 of this Agreement, will apply to all work performed under classification flexibility.