

11/28/2012

Pursuant to Article 4.05 of the Collective Agreement:

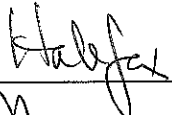
**Letter of Agreement
Extension of Special Rescheduled Vacation Days Trial**

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

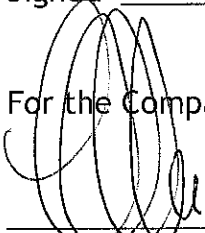
And whereas this trial, currently underway in Contact Centres, is due to expire on December 31st, 2012;

The parties therefore agree as follows:


- 1) This trial will be extended until December 31st, 2013
- 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 December 31st, 2013
- 3) Prior to December 31st, 2013 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 29th of November, 2012.

For the Company


Fred Crooks

For the Council


Penny Fawcett