

TEAM Information Sheet

New Rules for Call-out

- As a result of an arbitration decision, effective Monday, August 12, 2013 all past practices concerning pay for responding to a call-out where the work is performed remotely will cease and the following rules will apply.
- Article 21.04 and 24.03 of the new Collective Agreement outline the compensation members will receive when called out to perform work remotely or from their residence:

Where an employee is called out to perform work which does not necessitate reporting to the workplace, but instead can be performed remotely or at the employee's residence, the employee will be paid at the applicable overtime rate as follows:

If the call occurs

- *Monday to Friday between 5:00 pm and 11:00 pm: a minimum of 15 minutes or the total time worked whichever is greater.*
 - *Monday to Friday between 11:00 pm and 7:00 am: a minimum of one (1) hour or the total time worked (no overlapping claims in a one-hour period) whichever is greater.*
 - *Weekends/Holidays between 7:00 am and 11:00 pm: a minimum of 15 minutes or the total time worked whichever is greater.*
 - *Weekends/Holidays between 11:00 pm-7:00 am: a minimum of one (1) hour or the total time worked (no overlapping claims in a one-hour period) whichever is greater.*
- Effective August 12, 2013, members should enter their overtime in ESS in accordance with the above when called out to perform work remotely outside of normal working hours.
 - For call-outs where the member has to return to the workplace, the minimum of two hours pay remains.
 - Members who are required to be ready and available to respond to call-outs to perform work remotely are also entitled to additional compensation for each day they are required to be available (see information sheet 'Duty Manager Pay').