

SCHEDULE D
PAY EQUITY PLAN

BETWEEN

ONTARIO PUBLIC SERVICE EMPLOYEES UNION (OPSEU)
and its Local 619 (National Contact Centre)
(hereinafter referred to as "the Union")

AND
CANADIAN BLOOD SERVICES
(hereinafter referred to as "the Employer")

WHEREAS Canadian Blood Services was established on September 28, 1998;

AND WHEREAS the National Contact Centre came into existence on April 13, 2003;

AND WHEREAS the Union became the bargaining agent for the National Contact Centre on August 3, 2006;

AND WHEREAS the parties were engaged in a process to negotiate and develop a Pay Equity Plan for the bargaining unit;

THEREFORE, the Union and the Employer agree to the following terms in establishing a Pay Equity Plan:

A) DATE OF POSTING AND PAY EQUITY ADJUSTMENTS

The Employer has posted this Pay Equity Plan on February 1, 2010 for all employees in the bargaining unit represented by the Union. This plan covers the period from April 13, 2003 to January 31, 2010.

B) PLAN COVERAGE AND ESTABLISHMENT

The Establishment consists of all locations in Ontario out of which the Employer operates.

This Plan covers all jobs in the National Contact Centre now covered by the bargaining unit represented by the Union.

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C) JOB CLASSES COVERED BY THIS PLAN

There were a total of ten (10) job classes identified during the development of this Plan.

These job classes are listed in alphabetical order and attached as **APPENDIX A**.

D) GENDER DOMINANCE OF JOB CLASSES

The gender dominance of each job class in the bargaining unit covered by this Plan was identified as female, male or gender neutral and is identified in **APPENDIX A**.

The *Pay Equity Act* defines a female dominant job class as one where 60% of the incumbents are female. A male dominant job class is one where 70% of the incumbents are male. Where gender dominance does not meet the foregoing criteria, the job class is deemed gender neutral. Historical incumbency and stereotypical work are also considered.

E) METHOD OF EVALUATION

The method of evaluation used was a gender neutral Point Factor Job Evaluation system developed jointly by the Union and the Employer. Ratings were made from job information submitted by employees using a "Job Information Questionnaire" that was likewise developed and agreed upon by the Union and the Employer.

The Job Evaluation instrument used to assess each job class looked at ten (10) different factors. These factors represent a composite of **SKILL, RESPONSIBILITY, EFFORT AND WORKING CONDITIONS** as required by the *Pay Equity Act*.

Points were assigned to each job class based on the following Pay Equity factors and Job Evaluation instrument sub-factors:

SKILL

Education (16%):

This factor measures the minimum level of knowledge obtained through formal educational programs and specialized or vocational training that is necessary to perform the job duties.

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Responsibility for Human Resources (8%):

This factor measures the level of accountability for the human resources of the organization. It measures the scope of direct supervisory responsibilities in the day-to-day direction of individual Canadian Blood Services employees, work teams, volunteers and/or independent contractors.

Responsibility for Information, Financial and Material Resources (8%):

This factor measures the direct responsibility and degree accountability of the job for the care, handling, monitoring, maintenance, security and control of at least one of the following organizational resources:

- information systems, including data, records, files, computer networks; and/or
- financial transactions, expenditures, cash and budgets; and/or
- material resources, including equipment, machinery, vehicles, computer hardware; goods, inventory, stock, medical/lab/clinic and other supplies; property, buildings and grounds.

Effect of Error (10%):

This factor measures the effect or consequences of making errors and the impact of decisions and actions on an organizational unit or Canadian Blood Services operations, including impact on the safety of the blood and blood products. It considers the extent of losses, both short and long term, the result from incorrect or inappropriate actions or from making errors in judgement in the decision making process, including impact on operations, costs, employee and public relations, and the safety of others.

WORKING CONDITIONS

Work Environment (7%):

This factor measures the type and frequency of exposure to undesirable or disagreeable physical and psychological conditions under which the work is performed, and to hazards faced on the job that present a risk to health and personal safety.

Jobs were evaluated by a joint committee comprised of both Union and Employer representatives. All rated job classes were grouped by total job evaluation points, to establish comparisons. A total of five (5) bands were created with each band being fifty (50) points wide. The Union and the Employer have agreed that the job classes assigned within each band are deemed to be of comparable value as defined by the *Pay Equity Act*.

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**F) METHOD OF COMPARISON: JOB-TO-JOB COMPARISONS
AND/OR PROPORTIONAL VALUE COMPARISONS**

The *Pay Equity Act* contemplates a process for identifying the appropriate male comparator job class for a female job class. A male job class can serve as the comparator for more than one female job class.

Pay equity is achieved under the job-to-job method of comparison when the job rate for the female job class that is the subject of the comparison is at least equal to the job rate for a male job class in the same establishment where the work performed in the two job classes is of equal or comparable value.

Where there is no male job class with which to make a comparison, pay equity is achieved when the job rate for the female job class that is the subject of the comparison is at least equal to the job rate of a male job class in the same establishment that at the time of comparison had a higher job rate but performs work of lower value than the female job class.

If more than one comparison is possible between a female job class in an establishment and male job classes in the same establishment, pay equity is achieved when the job rate for the female job class is at least as great as the job rate for the male job class,

- (a) with the lowest job rate, if the work performed in both job classes is of equal or comparable value; or
- (b) with the highest job rate, if the work performed in the male job class is of less value.

Female job classes and their respective male comparators, using the job-to-job comparison method, are identified in **APPENDIX B**.

Where there is no male comparator under the job-to-job method, the proportional value method is used. Pay equity is achieved for a female job class under the proportional value method of comparison,

- (a) when the class is compared with a representative male job class or representative group of male job classes ; and
- (b) when the job rate for the class bears the same relationship to the value of work performed in the class as the job rate for the male job class bears to the value of the work performed in that class or as the job rates for the male job classes bear to the value performed in those classes, as the case may be.

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A statistical method called regression analysis was used to determine the relationship between the value of male job classes and their job rates. The formula produced was then used to calculate pay equity job rates for the female job classes.

Female job classes without male comparator jobs, for which the proportional value method was used, are listed in **APPENDIX C**. The following male job classes were used as the representative group of male job classes when applying the proportional value method:

Support Bargaining Unit Job Classes

- Driver
- Shipper/Receiver I
- Shipper/Receiver II - Facilities
- Shipper/Receiver II - Logistics

Non-union Job Classes

- Administrator, Document Management
- Biomedical Technologist
- Building Systems Technician I
- Building Systems Technician II
- Buyer
- Maintenance Person
- Manager, Purchasing
- Shipper/Receiver
- Supervisor, Transportation
- Translator/Revisor

Job rate is defined by the *Pay Equity Act* Section 1 (1) as the highest rate of compensation for a job class. The parties have included all forms of compensation in determining job rate for the job classes.

Merit pay, where applicable, was agreed by the parties to be a permissible difference pursuant to section 8(1)(c) of the Pay Equity Act.

G) PAY EQUITY ADJUSTMENTS

The results of the comparisons described above demonstrated that Pay Equity exists for all female job classes in the bargaining unit with the exception of the Customer Service Representative job classes. The retroactive adjustments that will be paid to each of the affected job classes are identified in **APPENDIX D**. Retroactive adjustments, calculated on the basis of hours worked in each year, will be paid in full to eligible employees.

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Effective February 1, 2010 an adjustment of \$1.93 will be added to each step of the salary scale for the Customer Service Representative job classes at which point pay equity will have been achieved for the job classes.

Employees eligible for a pay equity adjustment will be advised, accompanying the payment of the following:

- amount of the adjustment
- amount of retroactive payment and the
- date(s) that the retroactive payment covers.

Such pay equity retroactivity shall be paid out by March 31, 2010.

Former employees who have left the employ of Canadian Blood Services and who would have been eligible to receive a pay equity adjustment will be contacted by the Employer by letter sent by mail to the last known address the employer has on record.

H) PAY EQUITY MAINTENANCE

Both parties acknowledge the obligation to ensure that pay equity is maintained for the bargaining unit.

I) GENERAL

The Union and the Employer agree that this Plan satisfies their obligations, responsibilities and requirements under the *Pay Equity Act*, subject to any outstanding maintenance requirements extending beyond July 28, 2005 at which point the parties are pay equity compliant.

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APPENDIX A

JOB CLASSES COVERED BY THIS PLAN

Job Title	Gender Dominance
Call Sheet Clerk	Female
Campaign Administrator	Female
Clerk - Reception	Female
Customer Service Representative - Combo	Female
Customer Service Representative - Inbound	Female
Customer Service Representative - Outbound	Female
Customer Service Representative - Reminder	Female
Data Reporting Assistant	Female
Scheduler	Female
Training Assistant	Female

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APPENDIX B

FEMALE JOB CLASSES AND THEIR RESPECTIVE MALE COMPARATORS

The job-to-job comparison method was used to achieve pay equity for the following female job classes:

Female Job Class	Male Comparator Job Class
Call Sheet Clerk	Maintenance Person - NU
Campaign Administrator	Building Systems Technician I - NU
Customer Service Representative - Combo	Maintenance Person - NU
Customer Service Representative - Inbound	Maintenance Person - NU
Customer Service Representative - Outbound	Maintenance Person - NU
Customer Service Representative - Reminder	Maintenance Person - NU
Data Reporting Assistant	Building Systems Technician I - NU
Scheduler	Building Systems Technician I - NU
Training Assistant	Building Systems Technician I - NU

NU denotes Non-Union

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BT *an* *SE* *88*
BP *SE*

APPENDIX C

FEMALE JOB CLASSES WITHOUT MALE COMPARATORS

The proportional value comparison method was used to achieve pay equity for the following female job classes:

Clerk - Reception

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APPENDIX D

PAY EQUITY ADJUSTMENTS

The **Customer Service Representative** female job classes will each receive pay equity adjustments as follows:

Effective Date	Female Job Rate	Male Comparator Job Rate	Pay Equity Gap
2003-04-13	12.71	14.74	2.03
2003-10-01	13.09	15.19	2.10
2004-04-01	13.42	15.57	2.15
2005-04-01	13.69	15.88	2.19
2006-04-01	14.10	16.35	2.25
2007-04-01	14.10	16.84	2.74
2007-06-01	14.92	16.84	1.92
2008-04-01	15.30	17.35	2.05
2009-04-01	15.77	17.70	1.93

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SI
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SP
SA

On behalf of the Union

A. Wallace
A. Wallace

S. Le Clair
S. Le Clair

A. McTaggart
A. McTaggart

Warren (Smokey) Thomas
Warren (Smokey) Thomas

Russell

Signed on the 19th day in the month of
January, 2010.

On behalf of the Employer

M. Hajek
M. Hajek

M.J. Zahorowski
M.J. Zahorowski

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MR MTH
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