
BARGAINING NEWS

FOR NCO SURREY CALL CENTRE WORKERS

JULY 28, 2006

Progress made on non-monetary issues

We expect next bargaining date to be set for September

Non-Monetary Issues

After three days of bargaining this week, the bargaining committee was able to report progress in negotiations – having signed off all clauses that relate to Grievance Procedure, Arbitrations, Seniority, and Layoff and Recall.

The Union was able to introduce language in the Arbitration Article that permits the parties to utilize an “Alternate Dispute Resolution” process, so that members’ grievances can be heard and dealt with much faster than the normal Arbitration process. Referral to this process will require mutual agreement by the union and employer.

The Union has now been able to reach agreement on approximately 90% of non-monetary issues. A few difficult clauses remain to be negotiated, which will require continued effort on all sides.

The Membership Survey conducted immediately prior to bargaining highlighted the need to deal with job security issues that are linked to the employer’s current rigid discipline policy. The Union continues to put a high priority on establishing a process that will provide security and fairness for all workers at NCO.

Monetary Issues

In response to the employer’s request, the bargaining committee had previously tabled the Union’s initial monetary proposals. However, we have yet to receive a response from NCO on this issue. The union has tentative dates set in early September for the next bargaining session.

Please remember that the BCGEU office is next door to the work site, and we remain available to answer your questions or concerns (*see notice below*).

Your union and your bargaining committee thanks you for your continued support.

**Check out the
BCGEU office!**

BCGEU’s new office is now open for business.

It’s located beside the Daily Cup, at #102-12332 Pattullo Place.

Drop by, or call your staff rep Monique Wemhof, at 1-866-999-8985 to make an appointment.

**TALK TO A
BCGEU REPRESENTATIVE**

1-866-999-8985

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DIFFERENCE**

