## ***UTE Accomplishments***

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UTE convention delegates mandated our union to produce a booklet highlighting its accomplishments including the advances made in our dealings with the employer through consultations, negotiations and adjudications. They also extend to the UTE’s advocacy of its members’ rights at tribunals, before the courts and in the political arena.

As the largest component union of the Public Service Alliance of Canada, UTE officers and members have consistently been in the forefront of the common struggle to advance the interests of all federal public service workers. We have proudly participated in many battles and shared many victories with our PSAC “sisters and brothers”.

In perusing this booklet, we hope you will agree that the UTE has laid a solid base for future gains. United in resolve and purpose, there is much more we can - and will - accomplish together.

**The UTE   
Then and now**

Associations representing “civil servants” have existed since the early 20th century. The UTE can trace its direct roots back to 1943, when employees of the then-Taxation Department organized themselves into the Dominion Income Tax Staff Association.

However, true federal public service unions were formed barely a generation ago, with the legislating in the mid-1960s of limited free collective bargaining. Until that time, federal workers were entirely dependent on the goodwill of the employer and the politicians for their well-being. There was no grievance system, no appeal process, no right to negotiate and no protection from discrimination, favouritism and harassment.

When the UTE itself was founded as a component of the Public Service Alliance of Canada in 1966, it faced the daunting challenge of making the cornucopia of Federal laws, regulations and procedures work to the best interests of the membership. It also faced a problem unique to federal and provincial government workers - the employer was both opponent and referee.

Three major pieces of legislation almost overnight moved the federal public service into the modern age of union-management relations. The Public Service Employment Act (PSEA) governed staffing matters. The Public Service Labour Relations Act (PSLRA) set down the rules and boundaries of collective bargaining. The Public Service Superannuation Act (PSSA) dealt with pension matters. These laws -- and their many shortcomings -- will be referred to often in this booklet.

These changes, monumental as they were, still left the UTE/PSAC and its members with the proverbial “glass half-filled”. Whereas private sector unions routinely bargained classification, staffing and pension matters, federal government unions were specifically barred from negotiating these major issues. Our members were also denied protection offered to other Canadian workers in such areas as workplace health and safety.

Historically federal government unions negotiated with Treasury Board. However, in reality our employer was the President of the Treasury Board -- a Cabinet Minister. Senior managers may sit at the bargaining table, but the politicians set the rules and call the shots. They have no hesitation in changing the rules of the game any time they see the unions gaining the advantage. When we became an agency in 1999, the bargaining process changed in that UTE, through the PSAC, bargained directly with the Agency.

This has changed in 2012 with the passing of Omnibus Bill C-45. All bargaining mandates must now be obtained from Treasury Board.

Despite this uneven playing field, the UTE and its members have made remarkable progress over the years. The following pages highlight these gains in a number of major areas.

Please note that more detailed information as to our union’s structure and services are available in the publication *UTE Owner’s Manual: A Guide to the Union of Taxation Employees*. This booklet is available from your Local UTE contact.

**Union-Management Consultation**

The purpose of union-management consultation is to facilitate communication on issues relevant to the workplace. The aim is to build a spirit of co-operation and mutual trust between management and employee representatives through the exchange of information. Many issues can be resolved long before they reach the negotiations table and become sources of conflict if both parties in the process are open and sincere.

At the same time, they do not limit management’s authority, nor do they interfere with a union’s rights as established by legislation or collective agreements.

While consultation does not involve mutual decision-making or formal agreement, it does imply that management should take into account the views and suggestions advanced by union representatives.

As normal practice, draft version of policies affecting employees should be shared with senior union leadership and their input actively sought and encouraged. Once a policy is approved, its dissemination should include the elected representatives of the union.

A Joint National Union-Management Consultation Committee was formed inside the Canada Revenue Agency. The guidelines for this committee were established at their creation in 1985 and were updated in 2005 to provide for consultation at the national, regional and local levels.

The Consultation Committee provides a forum for senior management and UTE National Officers to meet and exchange information about policies, programs and working conditions.

The Joint National Union-Management Consultation Committee has established the following sub-committees:

* National Consultation Committee on Technological Change
* National Health and Safety Policy Committee. In 2000, there was an amendment to Part II of the Canada Labour Code, which mandated the creation of a National Health and Safety Policy Committee.

Meaningful consultation at the regional and local levels is essential as most decisions affecting working conditions are implemented in all workplaces.

The UTE’s Executive Council represents the membership on the Joint National Union-Management Consultation Committee. They meet each year in June and December with the Assistant Commissioners and other senior managers. Main agenda items deal with matters and problems that affect the Agency and UTE members on a national basis. Unresolved problems from the regional and local levels can also be brought forward to this national committee.

Our aim is to build a spirit of co-operation and mutual trust between management and employee representatives through the exchange of information.

**Bargaining**

Since the Agency was established, the UTE has adapted and developed new bargaining regulations. It has been innovative in conducting and establishing bargaining processes. To ensure that members are represented as well as possible at bargaining sessions, the UTE established the Standing Bargaining Committee, the National Bargaining Committee and selected members for its bargaining team consisting solely of UTE members.

The roles and responsibilities of each representative on the committees and bargaining team are defined in the UTE regulations. The UTE participates in and oversees the implementation of the strategies and resources supporting the bargaining team. Moreover, the President and 2nd National Vice-President are on the national PSAC/UTE coordination/strategy committee. The following are the major changes that have occurred over the years since the Agency was established.

* The UTE was involved in amending PSAC Regulation 15 governing bargaining and bargaining processes.
* The UTE established UTE/PSAC strategy coordinating committees for strikes and pressure tactics supporting the bargaining teams upon notice to bargain in order to get the employer to sign an agreement. The UTE listens to and is in regular and timely communication with the locals in order to find the best strategies or tactics necessary to support the negotiating team.
* Improvement of the bargaining process with the employer. Bargaining sessions now begin as soon as the employer has been issued the notice to bargain, in other words four (4) months before the collective agreement expires. (Prior to that, the time frame was three (3) months. This change was adopted when the *Public Service Modernization Act* (C-25) was passed.) The UTE regularly discusses improvements in the negotiating process during the Union Management meetings in order to achieve our objectives and conclude negotiations in a reasonable timeframe.
* The UTE made representations to get bargaining to be constant and continuous, i.e. members of the union’s and employer’s bargaining teams remain at the table until there is an agreement or an impasse.
* The UTE recommends to the Alliance Executive Committee (AEC), the appropriate number of members on the bargaining teams. This ensures more effective effort and facilitates decision-making. In our experience, it is not the number of members that guarantees effective bargaining, but rather the expertise, qualifications and experience of our representatives.
* The UTE, along with the PSAC, created the Bargaining Info bulletin to inform members from time to time about the progress of bargaining sessions.
* The UTE amended and passed its regulations in light of the new reality in bargaining requirements.
* The UTE developed and adopted a strike and ratification vote policy for our members. These changes harmonized Local meetings and ensure that meetings are set up for disseminating information to members. The UTE ensures that speakers are available for these meeting in order to adequately inform UTE members.
* The UTE adopted a bargaining demand collection process so members and locals can send us their demands between bargaining rounds.
* The UTE adopted a resolution allowing UTE Labour Relations Officers to present bargaining demands to the National Bargaining Committee in order to correct omissions or recurring problems encountered by members.
* The union has ratified five (5) collective agreements since the Agency was established, resulting in substantial improvements.
* The bargaining team achieved a breakthrough by reducing the number of pay zones for GLs and GSs.
* The UTE, through its Standing Bargaining Committee, has developed several promotional articles and has periodically published articles in the newsletter *Union News*, in order to keep members informed on various aspects and updates related to the negotiating process. Timely bulletins are also issued.
* The UTE made history by negotiating a new collective agreement prior to the expiry date of the previous one. The impacts of this win are all on the side of the members who benefit from the changes to the new collective agreement, as of the date of the agreement.
* The UTE repeated this feat for a second round of negotiations. Union members appreciated receiving the benefits as soon as the collective agreement was signed.
* A new classification standard (SP) was established which amalgamated all groups including GL, GS, CR and PM to name a few into the new SP standard. This classification standard has been developed to remove any gender bias in salaries.

Successful bargaining depends on the participation, commitment and solidarity of UTE members.

Your cooperation during the bargaining process is essential:

* in the preparation of bargaining demands and
* the pressure tactics **all of us** need to use to obtain the best employment conditions for everyone.

**Staffing Issues**

### Staffing was, and still is non-negotiable within the federal public service. The UTE fought hard and long to have this prohibition removed from the legislation establishing the Canada Revenue Agency. It seems, however, that the employer has gotten used to playing with a stacked deck, especially when it alone can change the rules of the game whenever it wants to. The UTE continues to place staffing as a priority demand in the bargaining process.

Nonetheless, the UTE some years ago formed a Staffing Committee to act as the members’ advocate on staffing issues with the employer. The Committee’s persistence and dogged work has succeeded in having a real impact on many employer staffing initiatives.

Here are just some examples of UTE achievements realized through the intervention and advocacy of the Staffing Committee:

* The elimination of quotas used in the Performance Review process.
* The reclassification of 700 CR04 Collection Clerks to PM01 Collection Officers.
* The creation of a union-designed template for use in narrating the Agency Classification System elements of the job description rewrites in the Assessment and Collections Branch and other Branches.
* The establishment of specific job descriptions for the Business Number/Business Window positions.
* The establishment of separate Business Window Units in Client Services.
* The issuance of acting PM-02 pay to employees in Tax Centres who were completing Rulings workloads. Furthermore, members performing these functions were assigned the PM-02 CPP/UICoverage Officer job description.
* The development of effective and persuasive allegations and arguments for use in appeals where the Agency determined jobs to be "new" instead of "existing". The employer's "unfettered" right to rely on section 10(1) instead of 10(2) of the Public Service Employment Act to staff these positions was successfully challenged.
* The creation of joint union/management committees to deal with problematic issues surrounding Term Rehire, Casual Delegation Authority, PM Educational Requirements in Audit, Performance Management and Tax Centre Modernization.
* The development of a national policy to address irritants identified by Tax Centre Local Presidents concerning the Term Rehire process.
* Effecting substantial changes to 1,000 national and regional job descriptions during the Modernization, Administrative Consolidation and UCS/ACS initiatives.
* Effecting significant changes to the Agency’s assessment of “dependability” in the Term Rehire process.
* The rescinding of many Developmental Assignment Programs where the UTE was able to prove they were inconsistent with the Public Service Employment Act and Regulations.
* Reclassification of the position of Compensation Advisor to the AS-01 group and level.
* Persuading the employer to return to national, instead of regional job descriptions, in Finance and Administration, resulting in the reclassification of some positions.

The above accomplishments are all the more noteworthy because, as previously noted, the employer has no requirement to negotiate or consult the UTE on staffing matters.

**Work Force Adjustment**

The Work Force Adjustment Appendix (WFA) sets out the job security provisions negotiated by the PSAC, in its role as bargaining agent for UTE members. The Appendix, while once a Directive separate from the collective agreement, is now an integral part of your contract.

The UTE has its own Work Force Adjustment Committee, put into place as a watchdog over employer attempts to cut staff or move workloads that impact our members. The committee meets on an ongoing basis.

While Canada Revenue Agency was one of the very few agencies to actually increase its work force through the years of federal public service downsizing, the UTE’s WFA Committee still carried out important work.

* The Committee has prepared and distributed easy to read flow charts for locals and members on WFA situations
* The Committee has distributed to all locals "suggested" terms of reference for Joint Local WFA Committees.
* As well, not all UTE members escaped the downsizing occurring in the federal government. As an example, the WFA Committee was successful in having a staff reductions exercise at the Ottawa Taxation Centre (now Ottawa Technology Centre) declared a work force adjustment situation. In this way, the affected employees came under the provisions of the Work Force Adjustment Directive and received its protections and rights, rather than being subjected to the unfettered discretion of managers.
* The WFA has been successful in placing 95% of displaced employees within CRA.
* In addition, there have been a small number of cases where certain management teams have used the Workforce Adjustment Appendix for our members as a direct result of the committee’s intervention.

The Committee continues to try to educate all members of the importance of ensuring the correct application of the Workforce Adjustment Appendix. An example of this is the Committee’s strong insistence that if affected, an employee only accepts a Reasonable Job Offer (RJO) and refuses any Permanent Lateral Move (PLM) as this is contrary to your collective agreement. As well, the Committee continues to remain vigilant to all situations that can create a workforce adjustment and counsels the members to file grievances as well as challenging the employer at the Public Service Labour Relations Board.

Fortunately, the PSAC was successful in having the WFA provisions incorporated into your collective agreement. While not ironclad, these provisions provide a greater level of protection than the “job guarantee” provided Agency employees under the transfer from departmental status. The Workforce Adjustment Appendix is the member’s job security. We must all defend it from the employer’s attempts to violate it.

**Equal Opportunities**

The UTE supports equal opportunity for all its members, regardless of sex, sexual orientation, age, mental or physical disability, race, colour, ethnic or national origin, religious or political belief, family or marital status, or conviction for which a pardon has been granted.

These principles led the UTE to establish an Equal OpportunitiesCommittee. The committee consists of two Executive Council members, one Labour Relations Officer, one member elected by Local Presidents and representativesfrom the following equity seeking groups: Racially visible, Persons with disabilities, Women, Indigenous People, GLBTQ2+ (Gays/Lesbians/Bisexuals/Transgender) persons.

The EO Committee has a wide mandate:

* to provide support and guidance to members regarding equal opportunities issues;
* to provide input towards the development of UTE regional and national equal opportunities conferences;
* to promote a greater understandingof equity issues;
* to consult and collaborate with the employer on all aspects employment equity and diversity to insure adherence with the legislation;
* to monitor the application of the Agency National Employment Equity Action Plan;
* to develop awareness of equity/diversity issues and to develop support for these issues among union members and the public;
* to identify emerging equity/diversity issues of concern to union members and to recommend action as necessary; and
* to participate in and promote Union campaigns involving EO issues.

The Employment Equity Act specifies that employers must consult and collaborate with Unions in employment equity policies, procedures, and the implementation of programs and action plans. The UTE strongly believes that collaboration and co-operation is to take place at all levels. The UTE has Guidelines available for Local Joint Employment Equity / Diversity Committees.

Communication and working jointly with elected members of our Union is also a priority. It ensures that all partners play an active role in the implementation of employment equity.

Over the years, the committee has been very influential in having the UTE adopt resolutions to make our union more inclusive by accommodating people with disabilities and by encouraging members of all equity groups to participate in our union.

Some of these achievements include:

* the organization of regional and national UTE equal opportunities conferences.
* for educational purposes, the UTE provides, with prior approval, financial support to their members who wish to attend non-UTE conferences organized for equity groups.
* the holding of UTE-sponsored events in facilities accessible to people with a disability.
* provision of technical aids needed to fully participate at union meetings.
* material in alternate format - such as large print and Braille - to members who have self identified.
* creation of a $10,000 fund to assist Locals in providing adequate communication and access for physically-challenged members, or those with a disability.

### a comprehensive regulation governing family-care expenses for members attending UTE organized events.

Union-management consultation on equity issues is also a priority. Ongoing meetings are held with management’s National Employment Equity Co-ordinator and the Assistant Commissioner of Human Resources to discuss issues such as Employment Equity Action Plans, Employment Equity Strategic Direction, Workforce Analysis Results, awareness training on equity issues, special programs for members from designated groups and any issues that are barriers to the promotion of equal opportunities.

**Workplace Health and Safety**

Your workplace shouldn’t make you sick, nor should it place your health and safety at risk. `Yet, UTE members couldn’t always count on legislative protections from an unhealthy or unsafe work environment.

Unbelievable as it may now seem workplace health and safety matters were determined by arbitrary employer policies until the mid-1980s. There were no mechanisms to ensure that policies were enforced.

Only in 1986, after a major three-year PSAC campaign, were federal public service workers included under the Canada Labour Code’s health and safety provisions.

The PSAC continued to play a leadership role on the legislative review of the Code to further improve the rights of their members. In 2000, the Code was amended introducing major changes. It places greater onus on employers and workers to work together to ensure a healthy and safe work environment.

The Code requires an employer who normally employs directly 300 workers or more to establish a National Health and Safety Committee Policy. The purpose is to ensure that health and safety issues are addressed at the corporate level. UTE is an active participant on the Policy Committee.

Jointly with the employer and other unions as members of the Policy Committee, our duties are:

* to participate in the development of health and safety policies and programs;
* to consider and expeditiously dispose of matters concerning health and safety raised by members or referred to it by a workplace committee or a health and safety representative;
* to participate in the development and monitoring of a prevention program that also provides for the education of workers in health and safety matters;
* to monitor data on work accidents, injuries and health hazards; and
* to participate in the planning of the implementation and in the implementation of changes that might affect occupational health and safety.

The Policy Committee meets on a regular basis four times a year and is co-chaired by the Assistant Commissioner of Human Resources. The committee deals with a number of issues as outlined above and other issues deemed appropriate by the committee in respect to Health and Safety on a national basis. The committee is also provided with regular updates on accidents, incidents and occurrences.

Some of the achievements of the Policy Committee (and previously the Joint Occupational Safety and Health Committee (JOSH)) are:

* revised Agency Health and Safety Policy
* revised Joint Training Course for committee members
* revised Emergency Procedures for bomb threats, fire, thefts, etc.
* awareness Campaign on Scents in the Workplace
* agreement to conduct Job Hazard Analysis for field workers
* revised First Aid Policy
* communication guidelines regarding situations where asbestos has been identified;
* an Agency policy against abuse, threats, stalking and assaults by persons outside the CRA;
* health and safety training for managers; and
* convinced the Agency of the importance of AED’s in all workplaces and a directive on the how they should be used.

The UTE also has a National Health and Safety Committee. It consists of two Executive Council members, one member selected by the Presidents’ Conference and a Labour Relations Officer who acts as a technical advisor.

This UTE Committee is the cornerstone of our efforts to ensure the employer follows both the letter and the spirit of federal health and safety laws and the CRA Health and Safety policies. Committee members play an important role in providing information, resource material and assistance in resolving issues brought forward by health and safety activists, workplace health and safety committees and Executive members. Critical and important issues are dealt with immediately with the employer.

The committee also prepares and delivers a series of health and safety conferences in order to keep its locals and health and safety activists up to date on current issues and concerns. At the 2002, 2005 and 2008 UTE Conventions, delegates voted in favour of funding a series of Regional Health and Safety Conferences as well as a National Health and Safety Conference. These conferences are attended by the Health and Safety activists from all locals and have proved to be a very valuable source of information and education. The Committee issues bulletins on Health and Safety and organizes presentations at the Presidents' conferences. Our members also have access to ongoing PSAC health and safety courses and documentation.

The UTE also strongly backs the work of its volunteer members of local health and safety committees in workplaces across the country. These women and men deserve our support and appreciation for their dedicated interest in the well-being of their co-workers.

**Technological Change**

Technological change in today’s workplace is never-ending and relentless. Since the first technological change provisions were negotiated in 1975, the UTE has continually lobbied the employer both to give greater notice of planned technological change and to provide appropriate employee training.

The UTE Technological Change Committee is comprised of two Executive Council members, a person elected by the Presidents’ Conference and a Labour Relations Officer acting as technical advisor. The Committee meets twice a year at the national level with senior managers to discuss the implementation of new technology or changes to existing technology. This committee also deals with problems that members identify as having been created as a result of technological change.

The committee strives to ensure that the employer realizes the human aspect of technological change in the workplace and how some of these changes affect the members. The committee also continues to enlighten the employer on the rights of employees affected by a technological situation that are beyond the technological change articles of the collective agreement.

* The committee was successful in ensuring that more advance notice would be given prior to technological changes being implemented.
* In addition, the committee was successful in ensuring that the UTE would be advised as soon as technological change pilot projects were being set up.

Technological Change is also a recognized consultative committee under the National Union / Management Consultation Committee umbrella.

**Well-Being**

Each and every one of us at some point in our life encounter personal problems. Some problems may be minor in nature and short-term, others far more serious and much more difficult to resolve. It is extremely difficult if not impossible to leave these difficulties at home.  Personal problems may affect your attitude or performance at work, and have a negative impact on your co-workers.  This, in turn, can create a vicious circle where an uncomfortable work environment adds to an already heavy personal burden.

That’s why access to the Employee Assistance Program (EAP) - with its skilled, knowledgeable and confidential advice - benefits those in need, their co-workers and the employer.

The UTE has its own National Well-Being Committee. The five-person committee consists of three Executive Council members, one member selected by Local Presidents and one Labour Relations Officer.

The aim and objectives of this UTE committee are to promote the welling being of our membership though monitoring of the EAP services and the conflict resolution program offered by the CRA. We consult with the CRA, monitor these programs and urge improvements, as necessary.

Our goal is to ensure that our members have access to a highly confidential and professional services.

The National Well-Being Committee plays an active role in our consultations with the CRA.  It strives to ensure quality and professional services are available to our members at all times.

**Finances**

As befits a union representing workers at the Canada Revenue Agency, the UTE watches its pennies and takes its finances very seriously.

A National Finance Committee, chaired by the UTE Vice-President responsible for Finance, was established in 1996 to oversee all union expenditures. Two additional members of the Executive Council plus a member elected by the Presidents' Conference and a staff Finance and Administration Officer round out the committee’s membership.

The mandate of the committee includes:

* Ongoing review of the UTE’s financial position.
* Recommending changes to our by-laws or regulations regarding financial matters.
* Detailing guidelines for expenditures on such specific items as conferences, equipment acquisitions, computer communication, etc.
* Developing the Triennial Convention budget that is presented to the Executive Council for approval.

Despite expanded services, prudent financial administration has kept our union in a sound financial position. This has been achieved through wise investments, as well as using fiscal responsibility when dealing with our expenses.

**Communications**

An informed membership is an empowered membership.

To ensure this the UTE established a National Communications Committee in September 1999.

The committee is comprised of two Executive Council members, a Presidents’ representative, elected by the local presidents, and a technical advisor.

The objective of the committee is to ensure that communication at all levels of the UTE is effective, efficient and responsive to the needs of the union and its members.

To do this the committee reviews and analyzes communications, identifies and recommends improvements/enhancements, develops, implements and monitors communication processes, promotes, encourages and continually strives to improve communications at all levels of the union.

The Committee publishes a newsletter *Union News* three times a year. The newsletter is mailed directly to your home. Contact your local if you are not receiving it.

**Political Action Committee (PAC)**

The Political Action Committee was established as a Standing Committee by way of resolution 468 at the Thirteenth Triennial Convention, July 2005 in Saint John N.B.

The Committee is comprised of two Executive Council members and a member elected by the Local presidents at the Presidents’ Conference.

The PAC coordinates UTE’s national message which will be used by our Locals when asked to lobby their local federal, provincial and municipal politicians on issues of importance to the members.

**Honours and Awards**

We established an Honours and Awards Committee to review nominees for awards in accordance with UTE Regulations.

This committee oversees the awarding of the:

* **Godfrey Cote Award**: This award is presented to nominees who have demonstrated their commitment to achieving the aims and objectives of the Union and accumulated service at any level of the union for a minimum of five years.
* **Certificate of Achievement** (Al Lough Award): This certificate is awarded to nominees who have demonstrated their commitment to achieving the aims and objectives of the union and exhibited exemplary service at any level of the union.
* **Life Membership** This certificate is awarded to nominees who have demonstrated their commitment to achieving the aims and objectives of the union and accumulated service at the local and national level of UTE for a minimum of 15 years. This is UTE’s highest award.
* **Humanitarian Award** This award is presented to nominees who have demonstrated their commitment to a humanitarian cause and have exhibited exemplary service to others within their community, their country or throughout the world.
* **UTE Community Service Award** This award is presented to nominees who have demonstrated their dedication and commitment to their cause.
* **International Children’s Awareness Canada sponsorship**: UTE subsidizes a student and a member in good standing, to accompany the ICA team.
* **Award of Merit in the Field of Health and Safety – Elizabeth (Betty) Bannon** This award is presented to candidates who have demonstrated their commitment to protecting CRA employees’ health and safety and have accumulated service as a UTE member on a Workplace or National Health and Safety Committee for a minimum of five (5) years.

Not only do we give out awards, the Honours and Awards Committee selects the scholarship recipients. Members, their dependents and their grandchildren are eligible. There are 10 Regional awards at $1000 each and 2 National awards of $2500 each.

While not directly under the responsibility of the committee, UTE Locals are empowered to award union service pins of three (3), five (5), ten (10), fifteen (15), twenty (20), twenty-five (25), thirty (30), thirty-five (35) and forty (40) years to members who have served the interests of the membership over these periods of time. These pins are presented annually, on the recommendation of either national or local union officers.

**Call Centres**

The Call Centre Committee was established at the 2014 Triennial Convention.

The committee is comprised of two Executive Council members and one member who works at a Call Centre elected by the Local Presidents representing Call Centre members. One Labour Relations Officer is assigned as the staff advisor to the committee.

The committee promotes, encourages, and continually strives to improve working conditions in Call Centres. They consult with the employer on Call Centre issues and encourage communication with Call Centre contacts and locals with call centres.

The committee strives to maintain and update the Call Centre contact list and provide information and educate locals and activists on Call Centre concerns.

Encouraging and assisting in the development of bargaining demands specific to Call Centre issues is a very important responsibility of the committee.

**We’re here for you!**

The UTE is committed to providing our members with the best service and representation. A representative from your UTE Local is the first person to contact for help.

Our website is an important and comprehensive source of information about the UTE and its activities. Visit it often at:

**ute-sei.org**

When you visit our site, sign up for our email lists to receive your choice of bargaining information, bulletins or all the news.

Should you require additional information; please feel free to contact our National Office:

Union of Taxation Employees

Suite 800, 233 Gilmour Street

Ottawa, ON

K2P 0P2

Tel: (613) 235-6704

Fax: (613) 234-7290

E-mail: communications@ute-sei.org

**NOTES:**

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**Your UTE Local Contact:**

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