



## “RESPECT”

Bargaining with the CRA should be transparent. Unfortunately, their hidden agendas, which we can only imagine, are delaying the process.

The employer has the absolute authority to grant or deny our demands.

- Demands that are necessary for catching up with the cost of living.
- Demands that recognize the value of the services we provide.
- Demands whose objectives improve our work environment.

These demands translate into a single word: RESPECT.

- Respect for the society that is paying dearly for the long bargaining processes;
- Respect for your union representatives who put their time and energy into conveying your messages to the employer, and ultimately
- Respect, for the expectations of you, the Agency's greatest asset.

Let's not deceive ourselves; the CRA's corporate agendas are the same as those of the multinational corporations. The human aspect is over shadowed by the power and ego of the senior officers and their friends.

Only you can demand the RESPECT you have earned.

You have worked enough to demand RESPECT.

If we support each other, together we can achieve RESPECT.

Denis Lalancette



IF WE SUPPORT EACH OTHER,  
WE CAN ACHIEVE RESPECT

### Employer Kills

#### Agency Classification System (ACS)

Previously we reported that a meeting had been scheduled for Oct 27, 2003 and the employer postponed. As of this date, not only have there been no meetings scheduled, but the employer has advised that they will not be proceeding with this initiative as a result of the creation of the Canada Border Services Agency.

The employer has stated the ACS Standard needs to be reviewed as a result of the customs positions leaving. It is unfortunate that they are using this as an excuse, to stop the process.

This only lends credence to the fact the employer was not working on a universal standard, rather a standard that favoured one group over another.

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**SI VOUS PRÉFÉREZ AVOIR CE COMMUNIQUÉ EN FRANÇAIS, VEUILLEZ VOUS  
ADRESSER À VOTRE PRÉSIDENT- E DE SECTION LOCALE**

## AGENCY STAFFING

Based on a review of a series of Statements of Staffing Requirements provided to our office in relation to a number of Agency Staffing Processes, it appears that the Agency is frequently using, to select candidates for placement, amongst other things, the placement criteria of “levels of results achieved in one or more competencies” or “overall ratings on one or more competencies”.

This placement criteria was challenged successfully (the application was allowed) by our office in an Independent Third Party Review (ITPR) process out of the Southern Ontario Region. This information should be found on the Agency’s Infozone and referenced as case 2002-015s

In essence, the position advocated by the Union of Taxation Employees in this ITPR was that by selecting candidates for placement based on these criteria, the authorized manager had violated part P.4.3.4-2 of the CCRA Staffing Program. This section of the CCRA Staffing Program states:

Placement is a comparison of a candidate against specified placement criteria and is not a **ranking** of individuals [**emphasis added**].

It is our position that by selecting candidates for placement based on scores achieved in one or more competencies or qualifications, the Agency is in fact ranking individuals against each other, in contravention of their own policy.

Consequently, we strongly recommend that where the Agency uses either of these criteria for placement, employees should avail of the appropriate recourse and advance allegations around the issue of ranking in support of their application for recourse.

D. Shane O’Brien

## UTE UPCOMING EVENTS

**April 16 - 18**

Regional Equal Opportunities Conference (Saint John)

**April 30 - May 2**

Local Development Course (Halifax)

**May 14 - 16**

Regional Equal Opportunities Conference (Montreal)

**May 27 - 30**

National Health and Safety Conference (Ottawa)

**June 6 - 11**

Executive Council

**June 11 - 13**

Local Development Course (Kelowna, B.C.)

**September 13 - 19**

Executive Council & Presidents' Conference

## UTE DEVELOPING ACTION PLANS

Based on the 2003 Membership Questionnaire, the ten regions within UTE have met and analyzed their results. The Regional Action Plans will be taken into consideration for the development of a National Action Plan.

Once completed it will be tabled with the UTE National Executive Council.

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## 2004 Scholarship Reminder

UTE will award two National scholarships of \$2500 and 10 Regional Scholarships of \$1000.

All applications with the required information must be postmarked by June 15, 2004.

The Honours and Awards Committee has selected the following topic for your essay or a submission in an audio, visual or video format;



***“How do you see youth’s responsibility in organized labour?”***

Full details and application can be found on our UTE Website at [ute-sei.org](http://ute-sei.org).

Pamela Abbott

*(Continued from page 1)*

A true universal standard would not need to be redone as a result of changes to the occupational groups and classifications contained within it.

The employer has not only reneged on its commitment that ACS-SP would not delay the bargaining process, it has also reneged on its assurances to our membership that they were in fact committed to a new classification standard.

Failing to honour its commitment to a new classification system, the employer once again has shown its disdain for its employees by not properly compensating them for the work they perform.

Kent Macdonald

Linda Cassidy

## *the president's corner*

Well, it has been a long time coming, but the final decision on the UTE/CEUDA jurisdictional dispute has been rendered, with the publication of the Anomalies Report by Nancy Riche in February. You may access the report on our website [ute-sei.org](http://ute-sei.org).

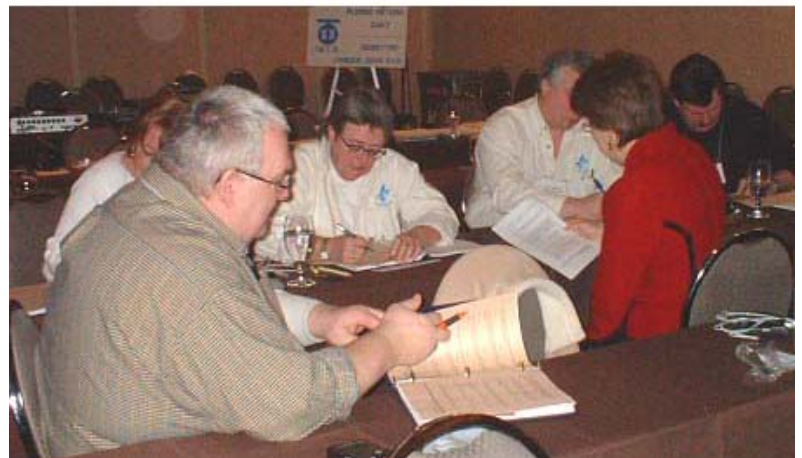
A few of the smaller offices are now comprised of all UTE members. In Headquarters, the decision made clear guidelines for the jurisdiction of each Component. All PSAC members in Headquarters would be members of UTE except those in Human Resources, Information Technology, Finance & Administration and those that do pure GST or Excise work.

With the carving out of the Customs' stream, we looked at the end result of the membership in the CRA. UTE Executive does not think that it makes much sense to have 23,000 to 24,000 members in one component and less than 2,000 members in another component with the same employer. It would make more sense that all PSAC members belong to one component.

We will be working over the next little while to see if we can make that happen.

Betty Bannon

## **Equal Opportunity Conference Windsor, Ontario**



## Members of the UTE

I was afflicted with polio at the age of one and a half and had to struggle with considerable weakness in my lower limbs, which meant that I had to put in extra effort to fit into the school setting. After several orthopaedic interventions that interfered with my schooling, I eventually earned my college diploma at age 25.

After holding several jobs, I had the opportunity in 1990, at age 33, to obtain employment as a determinate employee, as part of a human resources equity program. I was hired on at an agency department as a clerk, but every year the contract would end, without the chance for continuing.

In 2000, the Jonquière Taxation Centre hired 13 people in an employment equity effort. I was very pleased about this news because I would finally obtain an indeterminate position and would no longer have to leave my job at the end of a contract.

Ever since that appointment, I have been involved in the union. I became a member of the executive of Jonquière Local 10004, I am the Chair of the local Committee for Persons with Disabilities, I am a member of the Regional Committee of Equity Groups, and finally, I am an alternate for the national committee. I must say that the union greatly assisted in obtaining an ergonomic environment and a schedule tailored to my condition. It ensures that I enjoy a quality of working life in accordance with the employment equity legislation. However, interpreting this legislation is not easy, and managers everywhere apply it differently, which in my opinion is due to lack of supervisor training.

Ever since the union ensured that my rights are recognized, my effectiveness on the job has improved and my physical and intellectual abilities contribute. With the adjustments in my workplace, I am more effective for my union and my employer.

If anyone is having difficulty getting their workplace or duties altered, call your local union and you will discover that you are entitled to many things. You will be happier and everyone will benefit.

Louis Verreault  
Jonquière Local 10004



*“Never test the depth of the water with both feet.”*

*“No matter what happens, somebody will find a way to take it too seriously.”*

*(Continued from page 2)*

This is the first time our union has solicited direct input from the membership to facilitate a review of the operations of the component.

UTE would like to thank all of the members that participated.

More on this topic will be issued once the National Action Plan has been approved by the Executive Council.

To view the national results go to the UTE website,

[ute-sei.org](http://ute-sei.org)

### CHANGE OF ADDRESS

Please note that all address changes should be done via e-mail to Sylvie Bastien ([basties@ute-sei.org](mailto:basties@ute-sei.org)) at the National Office. If you do not have access to an e-mail, please pass it on (with your PSAC ID) to a local representative or mail it directly to the National Office at 233 Gilmour Street, Suite 602, Ottawa ON K2P 0P2.



## STAFFING REOURSE ACCESS TO ASSESSMENT RESULTS

# S T A F F I N G

Under the Agency's Staffing Recourse system, there are three separate and distinct stages of recourse depending on the type of staffing process used or stage of a particular selection process. These systems of recourse are referred to as Individual Feedback, Decision Review and Independent Third Party Review (ITPR).

During a selection process, Individual Feedback is available to candidates who do not meet the pre-requisite criteria and are consequently screened out. At the assessment stage, recourse begins anew and candidates who are not successful at assessment are entitled to a new Individual Feedback, followed by Decision Review. Generally, however, and understandably, candidates who pass the assessment and are eligible to be placed normally do not request recourse at this point. When placements are made during a selection process, a new Individual Feedback, followed by Decision Review **or** ITPR (**but not both**) is available to candidates who are eligible, but not selected, for placement.

It is normally at this point that candidates want to know why they were not selected and why others were and consequently request recourse. In response, the Agency customarily hides behind the veil of the *Privacy Act* and the *Access to Information Act* to refuse to disclose information concerning other candidates. The Union of Taxation Employees believes, however, that these very same *Acts* allow for this disclosure flowing from the "consistent use" provisions of these *Acts*. Furthermore, jurisprudence from the Courts appears to favor the disclosure of this information as long as the information in question is relevant to the dispute in question. Even more frustrating, at this stage of recourse, the Agency also normally denies candidates access to their own assessment information as it argues that if candidates wished to receive their own assessment information, then recourse should have been requested at the assessment stage.

Consequently, the Union of Taxation Employees strongly recommends that all members who engage as candidates in selection processes, request at a very minimum, Individual Feedback at all stages of a selection process and especially at the assessment stage (even if they have successfully passed the assessment). By following this course of direction, candidates will at least be afforded the opportunity to understand how they were assessed should they later wish to challenge assessment and/or placement decisions.

D. Shane O'Brien

## Temperatures in Office Buildings

It is the time of year where some offices seem to experience problems with the environmental conditions. The CRA Policy, "Use and Occupancy of Buildings", deals with office temperature (Appendix A).

To answer some of the questions as to when the operations shall be stopped and employees released, please refer to paragraph 1.2 (b) which states, **unsatisfactory condition** is deemed to exist when:

- the humidex reading exceeds 40 or when the air temperature (dry bulb) falls below 17<sup>o</sup> or
- if instrumentation capable of accurately measuring humidex is not practically available within one hour of a complaint being made, a temperature of 29<sup>o</sup> or above shall be considered unsatisfactory

**Uncomfortable** and **ideal** ranges of temperatures shown below are also explained in Appendix A.

This policy is also available on the info zone (Employee corner / On the job / CRA Labour Relations / Management Policies (NJC replacements) / Use and Occupancy of Buildings.

Chris Aylward

Temp (°C)	Relative Humidity (%)																
	100	95	90	85	80	75	70	65	60	55	50	45	40	35	30	25	20
35		58	57	56	54	52	51	49	48	47	45	43	42	41	38	37	
34		58	67	55	53	52	51	49	48	47	45	43	42	41	39	37	36
33		55	54	52	51	50	48	47	46	44	43	42	40	38	37	36	34
32		52	51	50	49	47	46	45	43	42	41	39	38	37	36	34	33
31		50	49	48	46	45	44	43	41	40	39	38	36	35	34	33	31
30		48	47	46	44	43	42	41	40	38	37	36	35	34	34	31	31
29*		46	45	44	43	42	41	39	38	37	36	34	33	32	31	30	
28		43	42	41	41	39	38	37	36	35	34	33	32	31	29	28	
27		41	40	39	38	37	36	35	34	33	32	31	30	29	28	28	
26		39	38	37	36	35	34	33	32	31	31	29	28	28	27		
25		37	36	35	34	33	33	32	31	30	29	28	27	27	26		
24		35	34	33	33	32	31	30	29	28	28	27	26	26	25		
23		33	32	32	31	30	29	28	27	27	26	25	24	23			
22		31	29	29	28	28	27	26	26	24	24	23	23				
21		29	29	28	27	27	26	26	24	24	23	23	22				
20		27	27	26	25	25	24	24	23	22	22	21					
19		25	25	24	24	23	23	22	22	21	21	20					
18		23	23	22	22	21	21	20	20								
17		21	21	21	20	20	19	19									

↓ Acceptable Temperature Range

↓ Ideal Temperature Range

**Humidex**

Relocate or Release Staff

Corrective Measures

Ideal Operational Range

\* 29° C If instrumentation capable of accurately measuring humidex is not practically available within one hour of a complaint being made, a temperature of 29°C or above shall be considered unsatisfactory.



## MEMBERS SPEAK OUT

### **Enough is Enough is Enough!!!**

(Excerpts of letter sent to the CRA Commissioner)

Alan Nymark

I have been a civil servant for the past 17 years. During this time I have endured wage freezes and ridiculously long contract negotiations leading to strike actions. WHY??

It seems without fail, my EMPLOYER has managed to drag out every contract negotiation an average of 18 months WHY??

Members of Parliament can vote themselves a 25% raise overnight!!

CN employees received a fair wage package of 9.7% over 3 years, \$1000 signing bonus, increases in shift differential and improved pension benefits in under four months.

What were we offered? A paltry 1.5%, 1% and 1% over 3 years! This offer is an insult to every civil servant of the CRA!!

We feel humiliated, angered, and most of all betrayed by an uncaring and unsympathetic EMPLOYER!! An EMPLOYER whom obviously has shown through these current negotiations what they really think of your front line civil servants!! It becomes increasingly difficult to come to work on a daily basis and give of ourselves 110% effort in order for the CRA to achieve production goals. We have been asked to do more with less! To this day we still interview clients with antiquated/obsolete dummy terminals! Morale amongst my co-workers has never been lower. Pride in our work is suffering.

In the next decade the civil service is going to lose the baby boomers of the 50's to retirement. You as an EMPLOYER have failed to foresee and act upon this fact. You decimated the ranks of the civil service in the 90's. Have you asked yourselves how you are going to fill these positions in the years to come? I have many friends whose children will be and are graduating from colleges and universities. Not a single one of them has entertained the notion of working for the civil service. Your constant indifference to your employees has not gone unnoticed by the public. Wages in the private sector have increased significantly over the past several years, while we in the civil service do not even meet the yearly cost of living increase! My co-workers and I are saying Enough is Enough!! Get back to the table! Deal with the issues at hand! Offer us a fair wage increase so that we can get back to doing our jobs with pride, knowing that you as our EMPLOYER, respect us for the jobs we do on a day to day basis.

Richard Dobranowski

Edmonton



## MEMBERS SPEAK OUT

To: MPs

I am a public servant and have been for 10 years. I am also a member of PSAC. It has been made known that after 3 weeks of negotiations, that your monetary offer is 1.5 percent for this year. In my case, which I am sure is similar to a lot of public servants, that converts to a \$450.00 per year raise. When you divide that by the 26 pay periods, that is \$17.31 per pay, gross. Which really means that after a 3 year contract my skills have improved and as far as you are concerned, my services are worth approximately 8 more dollars a week.

In that same 3 year period, my car insurance has gone from \$800 to \$1200 per year, even though I have not had an accident in 20 years or even so much as a ticket in that same time period. A little more than a 1.5 percent increase.

My hydro bill during the winter used to be \$300 per month and now it is \$400 dollars per month in the winter. Again not a 1.5 percent increase.

When I fill my car up, it now costs me 82.9 cents per litre. When I bought my car 3 years ago, it was 70ish cents per litre. Yet again not a 1.5 percent increase.

These are only a few of the living expenses that I have, but these are common, I am sure to every public servant.

My question to you is; how in the name of heavens am I to make ends meet on a 1 percent increase in wages when I have everyday living expenses increasing at this degree?

Lorraine Gabriel  
PM01  
Saint John NB

### **Moncton's Inaugural Annual General Meeting Brings UTE Local Count to 50**

On January 20th this year, the Union of Taxation Employees was pleased to welcome the addition of its 50<sup>th</sup> local. The Moncton Local was scheduled to have its first AGM in December, but it was cancelled due to weather.

Weather again threatened Moncton's inaugural AGM when another snow storm descended upon the city. Despite the weather, attendance was good and included Betty Bannon, National President; Bob Campbell, 1st National Vice-President; Linda Cassidy, Atlantic Regional Vice-President and Annette Melanson, President of the originating Saint John Local.

"Are there any days when you don't have a snow storm?" commented National President Betty Bannon. Sister Bannon swore in the new executive and presented Local President Scott Gallant with their charter. The Local Executive includes: Scott Gallant, President; Ralph Green, Vice-President; Diana Chiasson, Secretary/Treasurer; and Debbie Mombourquette as Chief Shop Steward.

Congratulations to all.

Susan Duncan