

Company Pass 10/3/2024

Article title: Work area interest bid - Contact Center Division Employees

The work area interest open bid will be conducted annually. During the open bid qualified employees will have the opportunity to express their interest in opting into any open bid function or out of any function within the Contact Center division. The Company commits to include closed bid functions at least once every two years. The Company may limit the number of employees who may bid into each work area to ensure expertise and proficiency is maintained. Such bids will be awarded in bid seniority order. Lead positions shall be filled in accordance with the terms set forth in Article 1.C.3.

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Article title: Stability period - Contact Center Division Employees

The parties agree that Contact Center Employees awarded a vacancy in a basic position will be subject to a stability period of six (6) months. During this stability period, employees will not be eligible to compete for any vacancy on another desk. Employees may indicate any two functions on their vacancy wish list annually. If a vacancy in one of the wish-listed functions becomes available within the stability period, the employee may apply for the vacancy. If an employee is awarded one of their functions on their wish list outside of the stability period, the employee may then designate another function to have up to two functions on their wish list. The stability period does not apply to employees who have been moved to another function involuntarily.