



## SEPTEMBER BARGAINING UPDATE



Your IBT/CWA Association Negotiating Committee met this month in Tempe, during the period of September 18<sup>th</sup> thru September 20<sup>th</sup>.

On Tuesday, September 18<sup>th</sup>, we met with the Company and questioned them on not responding to our request for information on the staffing model they use. We requested they answer it point by point. The Company gave us a response to Article 12-Reductions in Force. We passed a response to Article 25-Grievance Procedure. We proposed more language to explain the expectations of providing union representation in meetings that may lead to discipline. We also wanted to make the process timelier. We also passed a proposal on Article 32-Call Monitoring. We wanted to ensure that the calls are not being “cherry picked” by using only the calls that would reflect negatively on an employee. We told the Company that the goal is to have a fair process in place as a teaching tool for agents. We stayed to work on Articles 19 and 12 for the following day.

On Wednesday, September 19<sup>th</sup>, we met with the Company and they passed Article 25 back to the Committee. There was discussion about how to make the process move more quickly through the steps. We passed our counter proposal for Article 12 and told the Company that we are standing firm with our belief that furloughs for CSS and CSA should be done by seniority to avoid junior CSS’s keeping their job while senior CSA’s are being furloughed. We also passed our counter proposal for Article 19-Holidays. We proposed that the Holiday Option

selection be done each year. We stayed late to work on proposals for the next day.

On Thursday, September 20<sup>th</sup>, the Company passed their counter proposal on Article 19-Holidays. The Committee passed a counter proposal on Article 25-Grievance Procedure. We also passed a counter proposal on Article 9-Filling of Vacancies. We advised the company that this is directly related to the Reductions in Force article and feel we should not have an interview process to fill CSS vacancies, they should be filled based on seniority. We ended the session and have set meeting dates through January 2013.

Keep in mind we do not give specifics right now on each article because they can change in each session of bargaining and until we have a final tentative agreement to vote on, the proposed language can change often and we do not want to cause any confusion.

The next scheduled bargaining session is in Tempe, Arizona on October 30<sup>th</sup>, 31<sup>st</sup> and November 1<sup>st</sup>.

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