

May 23, 2019

**ACFO COMPREHENSIVE OFFER TO SETTLE OUTSTANDING
COLLECTIVE BARGAINING ISSUES
WITH THE
ASSOCIATION OF CANADIAN FINANCIAL OFFICERS
AND
THE TREASURY BOARD SECRETARIAT OF CANADA
IN RESPECT OF THE FINANCIAL MANAGEMENT (FI) GROUP**

ACFO proposes this comprehensive offer to settle, contingent upon agreeing to the following items:

1. Increases to the rate of pay, as identified in Annex A.
2. Duration – four (4) year agreements.
3. Amendments to the following, as identified in Annex B:
 - Article 6 – Employee Representatives
 - Article 19 – Overtime
 - Article 20 – Call Back Pay
 - Article 24 – Travelling Time
 - Article 28 – Leave General
 - Article 29 – Vacation Leave with Pay
 - Articles 33 & 35 – Maternity and Parental Leave Without Pay and Parental Allowance
 - Article 36 – Leave Without Pay for the Care of Immediate Family (Caregiving Leave)
 - Article 37 – Leave With Pay for Family-Related Responsibilities
 - Article 40 – Bereavement Leave With Pay
 - Article 44 – Leave With or Without Pay for Other Reasons (Domestic Violence Leave)
 - Article 48 – Correctional Services Specific Duty Allowance
 - Appendix D Memorandum of Agreement on Supporting Employee Wellness
 - New - Memorandum of Understanding Between the Treasury Board of Canada and the Association Of Canadian Financial Officers With Respect to Implementation of the Collective Agreement
4. The Employer and the Association of Canadian Financial Officers agree to withdraw all remaining items not modified by mutual agreement in relation to the following articles:

5. Unless otherwise agreed between the parties during negotiations, existing provisions in the FI collective agreement are renewed.

Annex A

Appendix A

Rates of Pay

The Employer proposes to implement the following economic increases in accordance with Appendix “XX” – Memorandum of Understanding between the Treasury Board of Canada and the Association of Canadian Financial Officers with Respect to Implementation of the Collective Agreement.

Amounts in respect of the period prior to the implementation date will be paid as a retroactive payment, in accordance with Appendix “XX”. Subsequently, amounts will be provided as increases to rates of pay.

Effective November 7, 2018 - increase to rates of pay:	2%
Effective November 7, 2019 - increase to rates of pay:	2%
Effective November 7, 2020 - increase to rates of pay:	1.5%
Effective November 7, 2021 - increase to rates of pay:	1.5%

Finance Union Comptrollership Adjustment

Effective November 7, 2018 – Wage adjustment of **0.8%** at all levels
Effective November 7, 2019 – Wage adjustment of **0.2%** at all levels

ARTICLE 6
EMPLOYEE REPRESENTATIVES

6.04 An Employee Representative shall obtain the permission of the employee's immediate supervisor before leaving work to investigate employee complaints, **such permission shall not be unreasonably denied**, to meet with local management for the purpose of dealing with grievances and to attend meetings called by management. Upon the resumption of the normal duties of the Employee Representative, the employee shall report back to the supervisor, where practicable.

ARTICLE 19 OVERTIME

19.07 Meals

- a. An employee who works three (3) or more hours of overtime immediately before or immediately following the employee's normal hours of work shall be reimbursed the employee's expenses for one meal in the amount of ~~ten dollars and fifty cents (\$10.50)~~ **twelve dollars (\$12.00)**, except where free meals are provided.
- b. When an employee works overtime continuously extending four (4) hours or more beyond the period provided in paragraph (a), the employee shall be reimbursed for one additional meal in the amount of ~~ten dollars and fifty cents (\$10.50)~~ **twelve dollars (\$12.00)**, except where free meals are provided.

ARTICLE 20 CALL-BACK PAY

20.01

1. If an employee is called back to work:
 - i. on a designated paid holiday which is not the employee's scheduled day of work, or
 - ii. on the employee's day of rest, or
 - iii. after the employee has completed the employee's work for the day and has left the employee's place of work and returns to work at his or her normal place of work or at another work location designated by the Employer, the employee shall be paid the greater of,
 - iv. the minimum of three (3) hours' pay at the applicable overtime rate of pay except that this minimum shall only apply once during a single eight (8) hour period, starting when the employee first commences the work. Such minimum shall include any reporting pay pursuant to clause 22.08 and paragraph 19.03(b), or
 - v. compensation at the applicable rate of overtime compensation for time worked, provided that the period worked by the employee is not contiguous to the employee's normal hours of work.
2. The minimum payment referred to in subparagraph (a)(iv) does not apply to part-time employees. Part-time employees will receive a minimum payment in accordance with clause 27.11.
3. Upon application by the employee and at the discretion of the Employer, or at the request of the Employer and with the concurrence of the employee, payments earned under this Article may be compensated with a payment or in compensatory leave.
4. The Employer shall grant compensatory leave at times convenient to both the employee and the Employer.
5. Compensation leave earned in a fiscal year and outstanding on September 30 of the following fiscal year, as determined by the Employer shall be paid at the employee's rate of pay as calculated from the classification prescribed in the employee's certificate of appointment on March 31 of the previous fiscal year.

20.02 An employee who receives a call to duty or responds to a telephone or data line call while on standby or at any other time outside of his or her scheduled hours of work, may, at the discretion of the Employer work at the employee's residence or at another place to which the Employer agrees. In such instances, over an eight (8) hour period which starts the first time an employee commences work, the employee shall be paid the greater of:

1. compensation at the applicable overtime rate for all accumulated time worked within the eight (8) hour period, or
2. compensation equivalent to one (1) hour's pay at the straight-time rate **once in any eight (8) hour period.**

20.03 Except when required by the Employer to use a vehicle of the Employer for transportation to a work location other than the employee's normal place of work, time spent by the employee reporting to work or returning to the employee's residence shall not constitute time worked.

20.04 No pyramiding of payments

Payments provided under the Overtime, the Designated Paid Holidays, Reporting Pay and the Standby provisions of this Agreement and clause 20.01 above shall not be pyramided, that is an employee shall not receive more than one compensation for the same service.

ARTICLE 24
TRAVELLING TIME

24.04 If an employee is required to travel as set forth in clauses 24.02 and 24.03:

- a. on a normal working day on which the employee travels but does not work, the employee shall receive the employee's regular pay for the day;
- b. on a normal working day on which the employee travels and works, the employee shall be paid:
 - i. the employee's regular pay for the day for a combined period of travel and work not exceeding the employee's regular scheduled working hours, and
 - ii. at the applicable overtime rate for additional travel time in excess of the employee's regularly scheduled hours of work and travel, with a maximum payment for such additional travel time not to exceed **fifteen (15)** ~~twelve (12)~~ hours' pay at the straight-time rate of pay;

on a day of rest or on a designated paid holiday, the employee shall be paid at the applicable overtime rate for hours travelled to a maximum **fifteen (15)** ~~of twelve (12)~~ hours' pay at the straight-time rate of pay.

ARTICLE 28
LEAVE GENERAL

28.03 An employee is entitled, once in each fiscal year, to be informed upon request, of the balance of the employee's ~~vacation and sick~~ leave credits.

ARTICLE 29
VACATION LEAVE WITH PAY

29.02 Accumulation of vacation leave credits

For greater certainty, severance payments taken **as a result of the elimination of severance pay for voluntary separation** under clauses 25.06 to 25.08 **of Appendix C** or similar provisions in other collective agreements, do not reduce the calculation of service for employees who have not yet left the public service.

29.03 Entitlement to vacation leave with pay

An employee is entitled to vacation leave with pay to the extent of the employee's earned credits but an employee who has completed six (6) months of continuous **service employment may shall** receive an advance of credits equivalent to the anticipated credits for the current vacation year.

**ARTICLE 33 AND ARTICLE 35
MATERNITY AND PARENTAL LEAVE WITHOUT PAY**

MODIFICATIONS

33.02 Maternity allowance

Definition of employer: Schedules I, IV and V;

We suggest to insert the definition in 33.02 a) iii) A. for consistency purposes;

35.01 Parental Leave without Pay

Standard parental leave of 37 weeks within 52 weeks (35.01 a));

Extended parental leave of 63 weeks within 78 weeks for E.I. and QPIP;

Choice of the standard or extended leave is irrevocable once made; but the leave can be shortened;

35.02 Parental Allowance

-Under E.I., Choice between standard or extended benefit;

-Decision on the standard or extended allowance is irrevocable once made;

-Definition of employer: Schedules I, IV and V

- We suggest to insert the definition in 35.02 a) iii) A. for consistency purposes;

-Duration/formula for reimbursement when not returning to work or partially returning to work after a parental leave should be proportional to the allowance received;

-Under QPIP, where **the employees**:

- have shared the parental leave and have received thirty-two (32) weeks of parental benefit and five (5) weeks of paternity benefit, or

-have shared thirty-seven (37) weeks of adoption benefits,

And either **employee** thereafter remains on parental leave without pay, that **employee** is eligible to receive a further parental allowance for a period of **up to** two (2) weeks, ninety-three per cent (93%) of the **employee** taking the leave's weekly rate of pay for each week, less any other monies earned during this period;

-Under E.I., where **the employees** have shared the parental leave and have received forty (40) weeks of parental benefit and **either employee** thereafter remains on parental leave without pay, **that employee** is eligible to receive a further parental allowance for a period of one (1) week, ninety-three per cent (93%) of the **employee** taking the leave's weekly rate of pay for each week, less any other monies earned during this period unless said employee has already received the one (1) week of allowance contained in 17.04 c) iii) for the same child.

- Under Option 1, the maximum combined **shared** maternity and standard parental allowances payable under this collective agreement shall not exceed fifty-seven (57) weeks for each combined maternity and parental leave without pay.

- Extended parental allowance at 55.8% while in reception of E.I. benefits;

- Waiting weeks and extra week at 55.8%;
- To qualify for the extra week, the employee has taken the full 61 weeks or for a couple 69 weeks;
- Under option 2, the maximum combined **shared** maternity and extended parental allowances payable under this collective agreement shall not exceed eight-six (86) weeks for each combined maternity and parental leave without pay.

ARTICLE 36
LEAVE WITHOUT PAY FOR THE CARE OF IMMEDIATE FAMILY

36.02 For the purpose of this article, family is defined as spouse (or common-law partner), children (including foster children or children of legal or common-law partner), parents (including stepparents or foster parents), sibling, grandparent, grandchild, parents of spouse, ~~or~~ any relative permanently residing in the employee's household or with whom the employee permanently resides **and a person who stands in the place of a relative for the employee whether or not there is any degree of consanguinity between such person and the employee.**

36.03 Subject to clause 36.02 and operational requirements, an employee may be granted leave without pay for the Care of Immediate Family in accordance with the following conditions:

- a. an employee shall notify the Employer in writing as far in advance as possible but not less than four (4) weeks in advance of the commencement date of such leave, unless, because of urgent or unforeseeable circumstances, such notice cannot be given;
- b. leave granted under this clause shall be for a minimum period of three (3) weeks;
- c. the total leave granted under this article shall not exceed five (5) years during an employee's total period of employment in the Public Service;
- d. leave granted for a period of one (1) year or less shall be scheduled in a manner which ensures continued service delivery;
- ~~e. notwithstanding clause 36.02 and paragraph 36.03(b) above, an employee who provides the Employer with proof that he or she is in receipt of or awaiting Employment Insurance (EI) Compassionate Care Benefits shall be granted leave for periods of less than three (3) weeks while in receipt of or awaiting these benefits;~~
- ~~f. leave granted under this clause may exceed the five (5) year maximum provided in paragraph (c) above only for the periods where the employee provides the Employer with proof that he or she is in receipt of or awaiting Employment Insurance (EI) Compassionate Care Benefits.~~

(New clause)

XX.0X Caregiving Leave

- a. **An employee who provides the Employer with proof that he or she is in receipt of or awaiting Employment Insurance (EI) benefits for Compassionate Care Benefits, Family Caregiver Benefits for Children and/or Family Caregiver Benefits for Adults may be granted leave without pay while in receipt of or awaiting these benefits.**
- b. **The leave without pay described in paragraph XX.0X (a) shall not exceed twenty-six (26) weeks for Compassionate Care Benefits, thirty-five (35) weeks for Family Caregiver Benefits for Children and fifteen (15) weeks for Family Caregiver Benefits for Adults, in addition to any applicable waiting period.**

- c. **When notified, an employee who was awaiting benefits must provide the Employer with proof that the request for Employment Insurance (EI) Compassionate Care Benefits, Family Caregiver Benefits for Children and/or Family Caregiver Benefits for Adults has been accepted.**
- d. **When an employee is notified that their request for Employment Insurance (EI) Compassionate Care Benefits, Family Caregiver Benefits for Children and/or Family Caregiver Benefits for Adults has been denied, paragraph XX.0X (a) above ceases to apply.**
- e. **Leave granted under this clause shall count for the calculation of “continuous employment” for the purpose of calculating severance pay and “service” for the purpose of calculating vacation leave. Time spent on such leave shall count for pay increment purposes.**

ARTICLE 37
LEAVE WITH PAY FOR FAMILY-RELATED RESPONSIBILITIES

37.01 For the purpose of this Article, family is defined as spouse (or common-law partner), children (including foster children or children of spouse or common-law partner), parents (including step-parents or foster parents), brother, sister, step-brother, step-sister, mother-in-law, father-in-law, grandparents, grandchild, **son-in-law and daughter-in-law**, ward of the employee, any relative permanently residing in the employee's household or with whom the employee permanently resides, ~~or~~ any relative for whom the employee has a duty of care, irrespective of whether they reside with the employee **and a person who stands in the place of a relative for the employee whether or not there is any degree of consanguinity between such person and the employee.**

ARTICLE 40
BEREAVEMENT LEAVE WITH PAY

40.01 For the purpose of this Article, immediate family is defined as father, mother (or alternatively stepfather, stepmother, or foster parent), brother, sister, step-brother, step-sister, spouse (including common-law partner), child (including child of common-law partner), foster child, stepchild or ward of the employee, grandchild, grandparent, father-in-law, mother-in-law, **son-in-law, daughter-in-law, and** relative permanently residing in the employee's household or with whom the employee permanently resides **and a person who stands in the place of a relative for the employee whether or not there is any degree of consanguinity between such person and the employee. With respect to this person, an employee shall be entitled to bereavement leave with pay once in their career in the federal public administration. .**

40.02 When a member of the employee's immediate family dies, an employee shall be entitled to a bereavement leave with pay. Such bereavement leave, as determined by the employee, must include the day of the memorial commemorating the deceased or must begin within two (2) days following the death. During such period the employee shall be paid for those days which are not regularly scheduled days of rest for the employee. In addition, the employee may be granted up to three (3) days' leave with pay for the purpose of travel related to the death.

- a. At the request of the employee, such bereavement leave with pay may be taken in a single period of seven (7) consecutive calendar days or may be taken in two (2) periods to a maximum of five (5) working days.
- b. When requested to be taken in two (2) periods,
 - i. The first period must include the day of the memorial commemorating the deceased or must begin within two (2) days following the death, and
 - ii. The second period must be taken no later than twelve (12) months from the date of death for the purpose of attending a ceremony **or burial**.
 - iii. The employee may be granted no more than three (3) days' leave with pay, in total, for the purposes of travel for these two (2) periods.

40.03 An employee is entitled to one (1) day's bereavement leave with pay for the purpose related to the death of his or her ~~son-in-law, daughter-in-law~~, brother-in-law, sister-in-law and grandparent of spouse.

(...)

40.05 It is recognized by the parties that the circumstances which call for leave in respect of bereavement are based on individual circumstances. On request, the deputy head of a department **or their delegate** may, after considering the particular circumstances involved, grant leave with pay for a period greater than and/or in a manner different than that provided for in clauses 40.02 and 40.03.

ARTICLE 44
LEAVE WITH OR WITHOUT PAY FOR OTHER REASONS

44.02 Domestic Violence Leave

- a. The parties recognize that employees may be subject to domestic violence in their personal life that could affect their attendance at work.
- b. Upon request, an employee who is subject to domestic violence or who is the parent of a child who is subject to domestic violence shall be granted domestic violence leave in order to enable the employee, in respect of such violence:
 - i. to seek care and/or support for themselves or their child in respect of a physical or psychological injury or disability;
 - ii. to obtain services from an organization which provides services for individuals who are subject to domestic violence;
 - iii. to obtain professional counselling;
 - iv. to relocate temporarily or permanently; or
 - v. to seek legal or law enforcement assistance or to prepare for or participate in any civil or criminal legal proceeding.
- c. The total domestic violence leave with pay which may be granted under this article shall not exceed seventy-five (75) hours in a fiscal year.
- d. The Employer may, in writing and no later than 15 days after an employee's return to work, request the employee to provide documentation to support the reasons for the leave. The employee shall provide that documentation only if it is reasonably practicable for them to obtain and provide it.
- e. Notwithstanding clauses 44.02(b) and 44.02(c), an employee is not entitled to domestic violence leave if the employee is charged with an offence related to that act or if it is probable, considering the circumstances, that the employee committed that act.

ARTICLE 48
CORRECTIONAL SERVICE SPECIFIC DUTY ALLOWANCE

~~The following allowance replaces the former Penological Factor Allowance (PFA):~~

48.01. The Correctional Service Specific Duty Allowance (CSSDA) shall be payable to incumbents of specific positions in the bargaining unit within Correctional Service of Canada (CSC). The Allowance provides additional compensation to an incumbent of a position who performs certain duties or responsibilities specific to Correctional Service of Canada (that is, custody of inmates **the regular supervision of offenders, or the support of programs related to the conditional release of those offenders**; ~~excluding those duties that may be performed by employees occupying CX positions~~) either within community parole offices who support the conditional release of offenders or penitentiaries as defined in the Corrections and Conditional Release Act, and/or CSC Commissioner Directives

48.02 The **value of the** CSSDA shall be two thousand dollars (\$2,000) annually. ~~and paid on a bi-weekly basis in any pay period for which the employee is expected to perform said duties of the specific position in a month.~~ **Except as prescribed in clause 48.04 below, this allowance shall be paid on a biweekly basis for any month in which an employee performs the duties for a minimum period of ten (10) days in a position to which the CSSDA applies.**

48.03 When the incumbent of a position to which the CSSDA applies, is temporarily assigned or acting in a position to which no CSSDA applies, the employee shall continue to receive the CSSDA applicable to his substantive position. However, if the employee's basic monthly pay entitlement in the position to which he or she is temporarily acting or assigned, plus the CSSDA, if applicable, is less than his or her monthly pay entitlement plus the CSSDA in his or her substantive position, the employee shall receive the CSSDA applicable to his or her substantive position.

48.04 An employee will be entitled to receive the CSSDA, in accordance with 48.02:

- a. during any period of paid leave up to a maximum of sixty (60) consecutive calendar days; or
- b. during the full period of paid leave where an employee is granted injury-on-duty leave with pay because of an injury resulting from an act of violence from one or more inmates.

48.05 The CSSDA shall not form part of an employee's salary except for the purposes of the following benefit plans:

- Public Service Superannuation Act
- Public Service Disability Insurance Plan
- Canada Pension Plan
- Quebec Pension Plan
- Employment Insurance Act
- Government Employees Compensation Act
- Flying Accident Compensation Regulations

APPENDIX D
MEMORANDUM OF AGREEMENT ON
SUPPORTING EMPLOYEE WELLNESS

In accordance with the Memorandum of Agreement (MoA) signed December 19, 2016, the Employer and the Association of Canadian Financial Officers (ACFO) agree to continue the work of the Employee Wellness Support Program (EWSP) Steering Committee. The parties are currently in the process of updating the MoA. Accordingly, the Employer and ACFO agree that upon signature of the revised MoA, it will formally replace the initial EWSP MoA signed December 19, 2016.

NEW APPENDIX “XX”
MEMORANDUM OF UNDERSTANDING BETWEEN THE TREASURY BOARD OF CANADA AND THE ASSOCIATION OF CANADIAN FINANCIAL OFFICERS WITH RESPECT TO IMPLEMENTATION OF THE COLLECTIVE AGREEMENT

Notwithstanding the provisions of clause 54.03* on the calculation of retroactive payments and clause 57.03** on the collective agreement implementation period, this memorandum is to give effect to the understanding reached between the Employer and the Association of Canadian Financial Officers regarding a modified approach to the calculation and administration of retroactive payments for the current round of negotiations.

1. Calculation of retroactive payments

- a. Retroactive calculations that determine amounts payable to employees for a retroactive period shall be made based on all transactions that have been entered into the pay system up to the date on which the historical salary records for the retroactive period are retrieved for the calculation of the retroactive payment.
- b. Retroactive amounts will be calculated by applying the relevant percentage increases indicated in the collective agreement rather than based on pay tables in agreement annexes. **The value of the retroactive payment will differ from that calculated using the traditional approach, as no rounding will be applied. The payment of retroactive amount will not affect pension entitlements or contributions relative to previous methods, except in respect of the rounding differences.**
- c. Elements of salary traditionally included in the calculation of retroactivity will continue to be included in the retroactive payment calculation and administration, and will maintain their pensionable status as applicable. The elements of salary included in the historical salary records and therefore included in the calculation of retroactivity include:
 - Substantive salary
 - Promotions
 - Deployments
 - Acting pay
 - Extra duty pay/Overtime
 - Additional hours worked
 - Maternity leave allowance
 - Parental leave allowance
 - Vacation leave and extra duty pay cash-out
 - Severance pay
 - Salary for the month of death
 - Transition Support Measure
 - Eligible allowances and supplemental salary depending on collective agreement
- d. The payment of retroactive amounts related to transactions that have not been entered in

the pay system as of the date when the historical salary records are retrieved, such as acting pay, promotions, overtime and/or deployments, will not be considered in determining whether an agreement has been implemented.

- e. Any outstanding pay transactions will be processed once they are entered into the pay system and any retroactive payment from the collective agreement will be issued to impacted employees.

2. Implementation

- a. The effective dates for economic increases will be specified in the agreement. Other effective provisions of the collective agreement will be as follows:
 - i. All components of the agreement unrelated to pay administration will come into force on signature of agreement.
 - ii. Changes to existing compensation elements and new compensation elements such as premiums, allowances, insurance premiums and coverage and changes to overtime rates will **become effective within one-hundred and eighty (180) days after signature of agreement, on the date at which prospective elements of compensation increases will be implemented under 2(b)(i).**
 - iii. **Payment of premiums, allowances, insurance premiums and coverage and overtime rates in the collective agreement will continue to be paid until changes come in to force as stipulated in 2(a)(ii).**
- b. Collective agreement will be implemented over the following timeframes:
 - i. The prospective elements of compensation increases (such as prospective salary rate changes and other compensation elements such as premiums, allowances, changes to overtime rates) will be implemented within one-hundred and eighty (180) days after signature of agreement where there is no need for manual intervention.
 - ii. Retroactive amounts payable to employees will be **implemented** within one-hundred and eighty (180) days after signature of the agreement where there is no need for manual intervention.
 - iii. Prospective compensation increases and retroactive amounts that require manual processing by compensation advisors will be implemented within five-hundred and sixty (560) days after signature of agreement. Manual intervention is generally required for employees on an extended period of leave without pay (e.g., maternity/parental leave), salary protected employees and those with transactions such as leave with income averaging, pre-retirement transition leave and employees paid below minimum, above maximum or in between steps. Manual intervention may also be required for specific accounts with complex

salary history.

3. Employee Recourse

- a. **An employee who is in the bargaining unit for all or part of the period between the first day of the collective agreement (i.e., the day after the expiry of the previous collective agreement) and the signature date of the collective agreement will be entitled to a non-pensionable amount of four hundred dollars (\$400) payable within one-hundred and eighty (180) days of signature, in recognition of extended implementation timeframes and the significant number of transactions that have not been entered in the pay system as of the date when the historical salary records are retrieved.**
- b. Employees in the bargaining unit for whom the collective agreement is not implemented within one-hundred and eighty one (181) days after signature will be entitled to a fifty dollar (\$50) non-pensionable amount; these employees will be entitled to an additional fifty dollar (\$50) non-pensionable amount for every subsequent complete period of ninety (90) days their collective agreement is not implemented, to a total maximum of nine (9) payments. These amounts will be included in their final retroactive payment. For greater certainty, the total maximum amount payable under this paragraph is four hundred and fifty dollars (\$450).
- c. **If an employee is eligible for compensation in respect of section 3 under more than one collective agreement, the following applies: the employee shall receive only one non-pensionable amount of four hundred dollars (\$400); for any period under 3(b), the employee may receive one fifty \$50 payment, to a maximum total payment of four hundred and fifty dollars (\$450).**
- d. **Should the Employer negotiate higher amounts for 3(a) or 3(b) with any other bargaining agent representing Core Public Administration employees, it will compensate ACFO members for the difference in an administratively feasible manner.**
- e. Late implementation of **the 2018 collective agreements** will not create any entitlements pursuant to the Agreement between the CPA Bargaining Agents and the Treasury Board of Canada with regard to damages caused by the Phoenix Pay System.
- f. Employees for whom collective agreement implementation requires manual intervention will be notified of the delay within one-hundred and eighty (180) days after signature of the agreement.
- g. Employees will be provided a detailed breakdown of the retroactive payments received and may request that the departmental compensation unit or the Public Service Pay Centre verify the calculation of their retroactive payments, where they believe these amounts are incorrect. The Employer will consult with the Association regarding the format of the detailed breakdown.

- h. In such a circumstance, for employees in organizations serviced by the Pay Centre, they must first complete a Phoenix feedback form indicating what period they believe is missing from their pay.