

# Appendix “T”

## What is Appendix “T”?

Appendix “T” is part of the Collective Agreement covering the Urban Operations Unit. Officially called the Service Expansion and Innovation and Change Committee, Appendix “T” is made up of representatives from both Canada Post and the Union. The committee’s mandate is to work together to identify ways of enhancing customer satisfaction, businesses growth, and opportunities to create new jobs.

Appendix “T” is the product of many years of collective struggle for job security and is a unique element of the Urban Operation Unit’s collective agreement.

## How is Appendix “T” Structured?

Appendix “T” is made up of a Steering Committee that sets the committee’s priorities and direction, a Working Committee that executes the Steering Committee’s instructions, and an independent advisor who acts as a chairperson.

The Steering Committee has three representatives from each party. One of the Corporation’s members must be a representative of Senior Management, and one of the Union’s members must be a Senior Union Representative.

The Working Committee has two representatives from each party. Working Committee members are paid from the dedicated Appendix “T” fund, up to a maximum of \$60,000 per year.

## How is Appendix “T” Funded?

The Committee has a dedicated fund, paid for by the Corporation, to carry out its mandate. At the end of each quarter, the Corporation deposits \$750,000 into the fund. At no point can the fund balance exceed \$6,000,000.

Both the Corporation and the Union can unilaterally use up to \$100,000 from the fund per year for dedicated Appendix “T” work.

## How do Pilot Projects Get Started?

Ideally, the Steering Committee reaches consensus and decides to launch a project. However, in cases where agreement isn’t reached, the Union or the Corporation can refer up to three mandates to the Working Committee at a time.

Once a project is referred to the Working Committee, the Working Committee develops a

business case for presentation to the Steering Committee. If the Steering Committee approves the project, the pilot project can start. Appendix “T” gives the parties the ability to temporarily suspend provisions in the Collective Agreement without prejudice.

Pilot projects are evaluated against several criteria, including the quality of customer service enhancement, worker job satisfaction, and revenue generation. Upon completion of a pilot project, should both parties agree the initiative is financially viable and meets the criteria for success, the initiative can continue as part of the Corporation’s everyday operations.

## Has Appendix “T” Been Successful?

Appendix “T” has enjoyed success, even if it hasn’t produced the transformative changes the Union envisions in its campaigns like “Delivering Community Power”.

Under Appendix “T”, the Union has contracted in maintenance work, developed apprenticeship training programs, upgraded retail outlets, created new retail kiosks, and helped expand public access to the internet, among other gains.

## How can Locals and Members Get Involved?

Members have lots of wisdom about how they could do their job and serve the public better and are encouraged to share their ideas and project proposals with the Appendix “T” Committee.

The Committee can be reached by email at:

[AppendixT@cupw-sttp.org](mailto:AppendixT@cupw-sttp.org).

When submitting an idea, members are encouraged to consider the following questions:

- Why is Canada Post best positioned to offer the suggested service?
- What is the current state of the market for this product or service?
- What are the anticipated costs? How much would it cost to get this project off the ground?
- What are the anticipated revenues? Are there any other benefits to Canada Post? To the public? To postal workers?
- How much training would be required to carry out the project?
- Are there any obstacles to launching the project? Does Canada Post have the internal capacity to carry out the project?

/lh-cope 225

