

MEMORANDUM OF UNDERSTANDING

Between

The Government of the Province of British Columbia

as represented by the BC Public Service Agency

(the "Employer")

and the

BC Government and Service Employees' Union

(the "Union")

Re Ministry of Citizens' Services – Service BC – Conversion of Auxiliary Employees to Regular Full-Time Status & Change of Regular Part-Time Employees to Regular Full-Time Status

The parties agree on a without prejudice and precedent basis to offer the option to convert to regular status to all existing Union auxiliary Customer Service Representative (CSR) and Senior Customer Service Representative (Sr CSR) employees positioned at Service BC with the Ministry of Citizens' Services on the following basis:

1. The Employer will offer the option to convert to regular status to all Union auxiliary CSR and Sr CSR employees as of December 1, 2022, in the Service Delivery branch of Service BC with the Ministry of Citizens' Services (the "Conversion Offer").
2. The auxiliary employees as of October 17, 2022, that will receive the Conversion Offer are set out in Appendix A.
3. The Conversion Offer will set out the following:
 - a. a two-week period for the employee to accept the Conversion Offer;
 - b. a December 1, 2022, effective date of the conversion;
 - c. that the Conversion Offer is for full-time hours; and
 - d. that the employee is expected to perform the full scope of the duties of the position as set out in the job profile upon the effective date of conversion.
4. Employees in Appendix A on an approved leave at the time the Employer makes the Conversion Offer will have a two-week period from the date they return to work to accept the Conversion Offer.
5. Employees who accept the Conversion Offer are not required to have a probation period if they have already completed one as an auxiliary employee in the position.
6. Employees who accept the Conversion Offer will maintain their current rate of pay and have the time worked towards receiving a pay increment as an auxiliary credited towards their next increment.
7. The Conversion Offer is made on a one-time basis and the Employer is not required to

make the Conversion Offer at any other time for any reason, including that the employee has changed their mind.

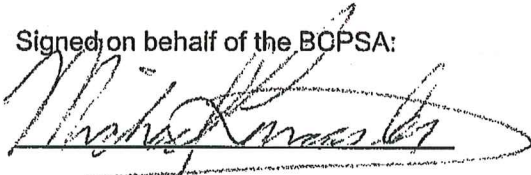
8. The Main Agreement continues to apply to all employees who do not accept the Conversion Offer and who do accept the Conversion Offer.
9. For greater clarity, employees who accept the Conversion Offer will lose their service and classification seniority as an auxiliary employee pursuant to Article 31.4(e) and commence accumulating regular seniority pursuant to Article 11.
10. For greater clarity, employees who do not accept the Conversion Offer will continue as auxiliary employees pursuant to the Main Agreement.

The parties agree on a without prejudice and precedent basis to offer all existing Union Regular Part-Time (RPT) Customer Service Representative (CSR) and Senior Customer Service Representative (Sr CSR) employees positioned at Service BC with the Ministry of Citizens' Services to change their status to Regular Full-Time (RFT) on the following basis:

11. The Employer will offer the option to change from RPT to RFT to all Union RPT CSR and Sr CSR employees as of December 1, 2022, in the Service Delivery branch of Service BC with the Ministry of Citizens' Services (the "Status Offer").
12. The RPT employees as of October 17, 2022, that will receive the Status Offer are set out in Appendix B.
13. The Status Offer will set out the following:
 - a. a two-week period for the employee to accept the Status Offer;
 - b. a December 1, 2022, effective date of the status change;
 - c. that the Status Offer is for full-time hours; and
 - d. that the employee is expected to perform the full scope of the duties of the position as set out in the job profile upon the effective date.
14. Employees in Appendix B on an approved leave at the time the Employer makes the Status Offer will have a two-week period from the date they return to work to accept the Status Offer.
15. Employees who accept the Status Offer are not required to have a probation period if they have already completed one in their position.
16. Employees who accept the Status Offer will maintain their current rate of pay and have the time worked towards receiving a pay increment as an RPT employee credited towards their next increment.
17. The Status Offer is made on a one-time basis and the Employer is not required to make the Status Offer at any other time for any reason, including that the employee has changed their mind.
18. The Main Agreement continues to apply to all employees who do not accept the Status Offer and who do accept the Status Offer.

19. For greater clarity, employees who do not accept the Status Offer will continue as RPT employees pursuant to the Main Agreement.

Signed on behalf of the BCPSA:



Michael Lancaster
Director, Labour Relations, BCPSA

Date: Nov 30, 2022

Signed on behalf of the Union:

DocuSigned by:



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Mike Eso
Regional Coordinator Vancouver Island, BCGEU

Date: November 30, 2022

Appendix A

Auxiliary Customer Service Representative (CSR) and Senior Customer Service Representative (Sr CSR) employees as of October 17, 2022, that will receive the Conversion Offer:

Classification	Name	EmplID
Clerk R11	Abellon, Aprile Joie	189251
Clerk R11	Addison, Donna-Lynn	181462
Clerk R11	Ahluwalia, Jaskaran	184884
Clerk R11	Baker, Tara	178691
Clerk R11	Bragg, Bonita	184858
Clerk R11	Choi, Yesol	183088
Clerk R11	Clive, Shannon	184913
Clerk R11	Craig, Jessica	178574
Clerk R11	Dennis, Jean	189658
Clerk R11	Dias, Corylie	181426
Clerk R11	Gibbs, Regena	179039
Clerk R11	Grant, Diana Melissa	178391
Clerk R11	Gray, Benjamin Patrick	181298
Clerk R11	Griffith, Catherine J	4373
Clerk R11	Hansen, Roberta	178387
Clerk R11	Haslam, Clare Leanne	178519
Clerk R11	Henderson, Laura Lee	176467
Clerk R11	Hilderman, Laura	179966
Clerk R11	Hunter, Brenda	122204
Clerk R11	Hyde, Megan Grace Lucille	183907
Clerk R11	Jahn-Edwards, Elin Catherine	184133
Clerk R11	Janjua, Jovhan	178495
Clerk R11	Joelson, Kelly	184510
Clerk R11	Joyce, Nathania	179038
Clerk R11	Karumuru, Jaya Lakshmi Swathi	184721
Clerk R11	Kaur, Navdeep	184861
Clerk R11	Kenny, Tara	181596
Clerk R11	Krishnan, Dhanush	178763
Clerk R11	Lepitre, Amanda	175486
Clerk R11	Marotta, Matthew	181179
Clerk R11	Mendoza, Maricel	178142
Clerk R11	Mitchell, Barbara-Anne	184303
Clerk R15	Mogg, Kathleen Lexie	178382
Clerk R11	Neadley-Bennett, Janice	98192

Clerk R11	Noftall, Anita	178422
Clerk R11	Nordquist, Jacquie E	2530
Clerk R11	Pannu, Sharnjit	178489
Clerk R11	Pitre, Caitlin	161453
Clerk R11	Quiddaoen, Jean	187386
Clerk R11	Rooney, Blue	178592
Clerk R11	Saini, Indu	185001
Clerk R11	Smith, Janet Leanne	177993
Clerk R11	Smith, Shannon	178415
Clerk R11	Steinbach, Kaylee	178591
Clerk R11	Stewart, Tara	173042
Clerk R11	Struck, Sara	184814
Clerk R11	Sullivan, Tammy	179093
Clerk R11	Swords, Jamie	175381
Clerk R11	Thekkel George, Navya	184664
Clerk R11	Turvey, Vickie Susan	171327
Clerk R11	Umali, Melane	172873
Clerk R11	White, James Kenneth	181178
Clerk R11	Zahara, Amy Audrey	177997
Clerk R11	Zoney, Tia Rose	180816

Appendix B

Regular Part-Time Customer Service Representative (CSR) and Senior Customer Service Representative (Sr CSR) employees as of October 17, 2022, that will receive the Status Offer:

Classification	Name	EmplID
CLK 11R	Abrahams, Katharine	163714
CLK 11R	Adair, Amie	168565
CLK 11R	Adel, Alicia	170817
CLK 11R	Akselson, Deanna	173118
CLK 11R	Alexander, Rebecca Nancy	176290
CLK 11R	Anderson, Jennifer	171858
CLK 11R	Benson, Deanna L.	186284
CLK 11R	Bhala, Surinder	124264
CLK 11R	Botel, Joelle	163000
CLK 11R	Bourdais, Tanya	175804
CLK 11R	Brassington, Leanna M	3462
CLK 11R	Brennan, Marita	165144
CLK 15R	Buhler, Claire	28063
CLK 11R	Crosby, Christina Anne	124541
CLK 11R	Dann, Deborah-Lea	161230
CLK 11R	DaSilva, Anneliese Dawn	174446
CLK 11R	Day, Lisa	153090
CLK 11R	Ehlenbroeker, Julia	181525
CLK 11R	Engelhart, Colleen	184115
CLK 11R	Frith, Nancy	170366
CLK 11R	Garward, Jordan	156702
CLK 11R	Guenther, Kimberley	171861
CLK 11R	Guilfoyle, Kimberly Rose	176292
CLK 11R	Haynes, Selina Lianne	174192
CLK 11R	Hlookoff, Tara L	149415
CLK 11R	Hoppe, Christina	173159
CLK 11R	Hutchinson, Melanie J	102654
CLK 11R	Johnston, Leah	160331
CLK 11R	Kelly, Cherie A.	159953
CLK 11R	Kohlmann, Kelly	162496
CLK 11R	Kopec, Maridon-Frances	174331
CLK 11R	Lancaster, Wesley	182264
CLK 11R	Lewis, Megan	171296
CLK 11R	Lewis, Rosetta	160785

CLK 11R	MacLeod, Shannon	183521
CLK 11R	Malcolm, Christina	136094
CLK 11R	Mason, Amy Marie	183878
CLK 11R	McLean, Susan Nicole	178696
CLK 11R	Moretto, Phyllis Irene	150617
CLK 11R	Muller, Courtney	154508
CLK 11R	Narcisse, Steven	15663
CLK 11R	Norton, Christine Marie	186835
CLK 11R	O'leary, Deanna	162190
CLK 11R	Olson, Deven	130625
CLK 11R	Paul, Alison Mary	181730
CLK 11R	Peters, Kendyl	169491
CLK 11R	Porteous, Julia	164703
CLK 11R	Powell, Tracey	175760
CLK 11R	Purewall, Alicia	178776
CLK 11R	Rainer, Dianne	156958
CLK 11R	Raspberry-Faulkner, Edie Gail	158099
CLK 11R	Rehaluk, Lynn M.	185675
CLK 11R	Ricasio, Anthony	178657
CLK 15R	Rudan, Brigitte	151551
CLK 11R	Schmidt, Randy	187877
CLK 11R	Seaton, Lynn	176676
CLK 11R	Sidhu, Aparpreet Singh	173304
CLK 11R	Stewart, Jeffrey M	166422
CLK 11R	Stewart, Marlane	168341
CLK 11R	Tofsrud, Jodi	158949
CLK 11R	Tomlin, Leah	155580
CLK 11R	Tomlin, Teresa	61740
CLK 11R	Von Poser, Richard	181653
CLK 11R	Wallis, Sharlene	155975
CLK 11R	Watson, Cory Leanne	172199
CLK 11R	Whitford, Karolyn	174829
CLK 11R	Wigard, Christine	102946
CLK 11R	Woskett, Candice Tenille	171021