

Hello!

Welcome to your guide to understanding the collective bargaining agreement (CBA) between your union (the Canadian Media Guild) and your employer (Pagemasters North America).

Working at Pagemasters North America (PMNA) makes you part of another dynamic team, the Canadian Media Guild, also known as CMG or the Guild for short.

The Canadian Media Guild is one of the fastest-growing and strongest media unions in the country. Our members also work for media companies like TFO, Reuters, CBC, The Canadian Press and APTN.

If PMNA is your first unionized workplace, you're probably asking yourself a question or two. What does being part of a union mean to me? What rights do I have? What would it mean to go on strike?

This handbook is meant to answer some basic questions and encourage you to embrace CMG as a valuable organization. Think of the Guild as an ally who's always there for you.

This is your guide; your input helped create it and your feedback will ensure it evolves to meet the needs of new members.

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UNDERSTANDING THE UNION

What is a union for?

Both employers and employees have rights and obligations in the workplace. When employees come together as a union, their collective voice and actions provide a counterbalance to the power of employers that may otherwise go unchecked.

A union is an organized group of workers who come together to pool their resources (time, money, brain power, creativity, et cetera) to help one another preserve respect on the job, earn good wages, achieve useful and valuable health benefits and sustain decent working conditions.

A union is an organization certified by law to represent workers. That means employers have to negotiate with the union. The company is also obligated to follow the rules set out in the collective agreement. To breach any section of the contract would be akin to breaking the “law” of the workplace.

Why do I need a union?

Unions are as important today as they were at the turn of the 20th century when employees were battling the use of underage workers, low wages and long working hours.

You’ve likely heard the phrase “strength in numbers.” Well, that speaks directly to the usefulness of a union. Suppose you have a specific problem with management. Would you rather deal with it alone – as you would in a non-unionized workplace – or with the support of your colleagues at PMNA? One person can be strong, but imagine the strength of 30 supportive colleagues by your side.

Being a member of the Guild also helps provide job security. One of the most fundamental beliefs of unions is that everyone has to be treated equally. Together with that fight for fairness comes a second philosophy of seniority rights. The longer you remain in your job, the more secure you should feel. That’s what it boils down to. Unions believe if you’re doing a good job, your reward should be a sense of security in that job. And the employer wins too, because a happy employee is a productive employee.

Recent findings from Statistics Canada show union workers earn roughly 8 per cent more than non-union workers. And union employees stay at their jobs longer than employees in non-union shops.

I haven't signed a union card. Should I?

As soon as you join PMNA, you're automatically covered by the CMG collective agreement. That means all the work done over the years by your union colleagues will benefit you.

You are required by law to pay dues, but you are not a member in good standing until you've signed a card. Signing a union card allows you to vote in Guild elections and run for an elected position in the union. Signing a card shows your interest in your colleagues, your working conditions and allows you to have a say in your union. It also allows you to show your friends and relatives that you're proud to be a union member. A CMG application is included in this kit for you to sign.

Why do I pay union dues?

Union dues are an investment. Members contribute a small percentage of their earnings to a fund, much like you do with insurance premiums. When you need assistance, individually or as part of a group, there will be enough money to cover your needs. Whether the money is used for bargaining contracts or solving workplace problems, it's used to make your life better down the road. And the best part is the money will be there when you need it the most.

Your union dues are 1.55 per cent of your earnings at PMNA, up to a maximum of \$1,500 a year. Your dues automatically come off your pay. The amount is tax deductible, so it even shaves a bit off what you have to send every year to Ottawa!

COMMON QUESTIONS: UNION INVOLVEMENT

Does joining the union mean I'll go on strike?

We certainly hope not. The main goal of having a union in the workplace is to negotiate fair working conditions and rules for everyone. Neither management nor the union wants to get into a fight.

As long as the collective agreement is in force – even after the expiry date printed on the cover – both sides have agreed not to impose a strike or lockout. And neither kind of work stoppage can occur until a number of legal requirements are met. It's worth noting that about 98 per cent of all collective agreements in Canada are successfully negotiated without any kind of work stoppage.

That's not to say the Guild wouldn't go on strike if it had to. The ability to withhold labour is a pretty big stick. Because of that, CMG never uses it recklessly. CMG has never gone on strike, nor been locked out, at PMNA.

Can I face employer retaliation for being part of the union?

No, that would be a grievable offence and the union would go to bat for you if that ever happened. Take a peek at Article 3 of your collective agreement. Here you'll see that in the workplace, your right to be active within the Guild will be respected. You should not

feel nervous or afraid to stick up for your rights. These rules are in place to take care of you and to ensure a better working environment. Definitely feel proud that you're a card-carrying member. You can also feel relieved knowing your managers respect your right to be involved with your union.

Union leave

Both PMNA and CMG know there are plenty of opportunities for you to take part in union activities. Depending on the assignment, such as bargaining a new iteration of the CBA, financial support could be available to you. You can find out more information in your collective agreement. It's understood that as a CMG member there's a possibility you'll need to be released from work to take part in union meetings, conventions or even to work on special projects like this handbook. If you are released from work for Guild activities, you will continue to earn your salary.

If you're involved in a special union project or you join the bargaining committee in the future, you can discuss union leave with your union executives or the CMG staff reps. You'll then submit a leave request form online, which will have to be approved by both CMG and PMNA management.

COMMON QUESTIONS: SENIORITY, LAYOFFS

Should I be worried seniority will rule the day when it comes to layoffs?

The Guild and PMNA have agreed on a formal process for laying off – and recalling – workers.

The union is there to protect everyone's rights equally. It's the Guild's job to protect you from being let go unfairly. And if you are let go legitimately, you will receive no less than the severance package negotiated by the Guild.

Without these rules, it would be too easy for managers to play favourites or make arbitrary decisions about who to keep and who to fire. If managers could target specific employees during a layoff, no one would have job security at PMNA.

One thing to keep in mind is that no one likes to see layoffs. That holds true for the Guild and for management. Before any layoffs occur, CMG representatives meet with management to look at all possible ways to avoid or minimize layoffs. That could include early retirement incentives or seeking volunteers to leave, so as to reduce the number of people laid off involuntarily.

If I am laid off, how is severance pay calculated?

If you are laid off and are a full-time or part-time regular employee (not temporary) you are entitled to severance pay. For every six months you have worked for PMNA you are entitled to one week's pay. If you add it up and you have worked 12 months, for example, you are entitled to two weeks' pay.

For full-time employees, the date of hire to the date of layoff is used to calculate severance. Part-time employees use an hours-based formula to calculate their seniority and it also is used in calculating severance. One year is equivalent to 2,000 hours worked, so six months is equal to 1,000 hours.

It is unlikely anyone will calculate their seniority and find out they have worked exactly 12 months, for example. They will find it is more or less than that. But if the additional time adds up to at least half or more of the qualifying period (at least three months and one day) you will receive full payment for the additional time as though it was six months.

For full-time employees, the payment is simple: one week's pay for each six months. For part-time employees it is 40 hours' pay at their regular rate of pay for each six months.

In the event of a layoff announcement, you can contact the HR department to find out where you stand on the seniority scale and what your severance package would be were you to leave voluntarily or be laid off involuntarily.

COMMON QUESTIONS: TRAINING, EMPLOYMENT TYPES

Will I get paid when I am receiving training?

For sure! At the beginning of your employment with PMNA, you'll be scheduled on training shifts until your skills build up. You'll also see training shifts on the schedule later on as you develop further and learn how to do new types of work. You'll be paid your normal wages for all these shifts.

Are there bonuses for employees who train their co-workers?

At this time, no. But this is something staff have consistently requested of PMNA management and something the union has brought up with them a number of times. Training is such an important issue that PMNA managers and the union discuss it regularly, in terms of what kinds of development should be offered as well as how it can be properly funded.

What kind of employee am I?

Here are the different types of employment at PMNA:

- Regular/permanent full-time employee
- Regular/permanent part-time employee
- Temporary full-time employee
- Temporary part-time employee
- Freelancers

Most PMNA staff are regular full-time or part-time employees, meaning they have permanent contracts.

Temporary employees can be hired full-time or part-time and have limited, temporary contracts. A temporary employee is defined as an employee hired for a specified purpose,

including special projects designated by the employer, vacation coverage and covering leaves of absence.

Freelancers are used rarely at PMNA, but the employer does reserve the right to hire freelancers and third-party providers if needed.

If you're unsure of your employment status, check your job offer letter, talk to HR or talk to your union representatives.

Am I on probation?

New PMNA members normally go through a 640-hour probation period, to make sure there's a good "fit" between the employee and the position. In some cases, management will extend the probation period for a maximum of 160 hours. During this probationary period PMNA has the right to release – in other words, fire – the employee without having to show cause like they normally would under the law. On the other hand, if the company thinks you're a quick study, you can be "confirmed" at any time during the probationary period, even before the 640 hours are up.

Do outside activities affect your work?

As a PMNA employee you're allowed to do other work (and make a few bucks along the way) as long as it doesn't conflict with your day job. For example, you can have a secondary part-time job at a café or work as a freelance writer or sell artwork and handicrafts online – you just have to make sure there's no conflict of interest with your job at PMNA.

It's usually a good idea to talk things over with your union rep or supervisor before accepting any outside work. If you're not sure whether the outside work is a conflict, ask your manager or HR. Every case is unique.

After being hired by PMNA you will be required to review your activities and identify any real or potential conflicts of interest. When in doubt, check it out!

COMMON QUESTIONS: SALARIES, RAISES, PREMIUMS

Will I get a raise?

The simple answer is generally, yes, but there are a few factors that determine how much and when.

To understand how salaries are calculated, take a look at Article 9 in the collective agreement (specifically section 9.4). This shows you the salary scale for each of the defined positions at PMNA. You can figure out which step you're currently in by

checking your job offer letter or the most recent communication you've had from your manager/HR about salary increases.

If you're a full-time employee, that means you go one step up the scale every year. If you're a part-time employee, you'll advance on the salary scale according to hours worked. One year is equivalent to 2,000 hours worked, so every time you hit 2,000 hours, you'll go up a step.

As for general wage increases, which means a raise that happens outside of the salary step scale, the current collective agreement (which expires December 31, 2023) provides for a general wage increase of 1% effective January 1, 2023. This will apply to full-timers and part-timers wherever you are on the salary step scale.

You are also welcome to discuss merit raises with your manager at any time. We cannot guarantee they will be able to provide one, but if you feel your work is of a high calibre and deserving of a pay raise, feel free to ask about one.

One more important point: PMNA can't pay you any less than the amounts outlined in Article 9.

What's a lead duty premium?

If you're asked to do the tasks of a job with supervisory duties, called lead duties at PMNA, your hard work will be compensated with some extra cash.

If you are assigned lead duties for between two and four hours, you'll get an extra \$10. If you do lead duties for more than four hours, you'll get an extra \$20. And if you're doing lead duties without a manager on shift, you'll get \$40.

Typically, someone getting the \$40 premium will be assigned a "main lead shift" and will be performing lead duties for a full eight-hour shift (this role is essentially filling in for a department manager). Typically, PMNA has only given the \$40 premium to one lead editor per shift, even if there are two on staff that day – what usually happens is one person will be assigned lead duties for the whole shift (a "main lead shift") and the other lead editor will be assigned a "half shift," meaning they receive the \$10 premium.

Lead duty premiums have been a thorny issue in the past and are a bit complicated. We have been pushing for better compensation for the lead editor role, as it requires a lot of skill and massive responsibility.

Reach out to your union reps or your manager if you have any questions about how the premiums work and what you're entitled to, or about how to get trained to become a lead editor if you're not already.

COMMON QUESTIONS: HOURS, BREAKS, OVERTIME

What are my hours?

Hours at PMNA vary depending on your job title and whether you are full-time or part-time. Article 10 in the CBA details hours of work.

Full-timers: Article 10 explains that a normal work week for full-timers is 40 hours, which includes your half-hour meal break. Article 10 admittedly makes this a little confusing, as it says “exclusive of unpaid meal periods.” But there is a letter of understanding at the end of the CBA that explains full-time staff will be scheduled for 40 hours per week, inclusive of a scheduled meal period. You are entitled to take a 30-minute break during your shift.

A shift can vary from five to 10 hours a day for a full-timer. However, past practice has shown that typically, full-timers work eight-hour shifts.

Part-timers: For part-timers, scheduling is a little less predictable. A part-time employee is one who is hired to work 32 hours or less per week and will not normally be required to work more than five days a week.

Part-time employees may be scheduled to work with a shift schedule varying from four to 10 hours a day. Past practice has shown shifts are commonly four, seven or eight hours, but that can vary.

You can always talk to your manager about what days you’re available, and they will try to work with you to provide as much consistency as possible when scheduling – however the nature of part-time work is unpredictable, and part-timers are often used to fill in for sick or absent full-timers, so you may not see the same schedule every week.

The CBA requires the employer to post schedules at least two weeks in advance.

How long is my break?

All PMNA staff are entitled to a 30-minute break every day. Please remember to take your breaks! Try to eat away from your desk, try to get outside for a walk or go read a book – take time to disconnect from the job.

What is the policy for overtime?

If you’re a full-timer and you work more than 42.5 hours a week you will be entitled to overtime provided the employer approved the extra time. The hours worked between 40 and 42.5 are paid at the regular rate of pay. After working 42.5 hours, your rate of pay will increase by 1.5 times your rate of pay. The same will apply to any hours worked in excess of 10 hours during a given day. Don’t work the hours unless you’ve been given prior authorization.

A part-time employee will not normally be required to work more than five days per week. If you’re a part-timer and you’re required to work a sixth day in any work week, you’ll receive compensation at the overtime rate for all hours worked on that day.

Past practice has shown overtime is uncommon at PMNA. Sometimes, because these are deadline-oriented jobs and client-supplied materials often come to PMNA late, you may find you stay a few extra minutes to finish up a late item. When this happens, past practice has shown managers usually tell the staff member to come in the same amount of time late on their next shift – in other words, if you stayed an extra 10 minutes tonight, come in 10 minutes later tomorrow.

COMMON QUESTIONS: VACATIONS, HOLIDAY PAY

What's holiday pay?

Employees in Toronto who have passed their probationary period are provided with the following public holidays: New Year's Day; Family Day; Good Friday; Victoria Day; Canada Day; Labour Day; Thanksgiving Day; Christmas Day; and, Boxing Day. In addition, the employer provides full-time employees with the August Civic Holiday as a public holiday.

Instead of Boxing Day and the August Civic Holiday, Calgary employees receive Remembrance Day and a Floater Day that the employee may take off with pay during the calendar year.

Full-timers get paid one-and-a-half times (1.5X) their hourly rate for each hour worked during a recognized holiday and have the option of receiving holiday pay or a lieu day off with regular pay. This means if you work a holiday, you can tell your manager whether you want to take the extra cash (holiday pay) or whether you want a regular paid day off instead.

Part-time employees and temporary employees are not covered by Article 13 (Recognized Holidays). Public holiday pay for these employees shall be governed by employment standards legislation in Ontario and Alberta.

How is my vacation allotment calculated?

The more years you put in, the more vacation time you get. If you're a permanent full-timer and you've worked less than a year, you get 0.83 days for every month you complete. This increases the longer you stay with the company.

If you are a permanent part-timer, vacation works a little differently. You are legally entitled to take time off every year, but you don't get the vacation day and the vacation pay at the same time, like full-timers do.

When a full-timer books a vacation day off, they get the day off and they get the money for it on their next paycheque. When a part-timer books a vacation day off, they get the day off and they get the money for it when they receive all their vacation pay for the year, in one annual lump sum.

Part-timers currently get at least two weeks of vacation time (key word, time) for a period of employment of less than five years and at least three weeks for a period of

employment of five years or more. This means you are allowed to book off this amount of time every year – you don't have to if you don't want to, but you are absolutely allowed to.

In terms of vacation pay for part-timers, you receive a lump sum every year, and the amount is calculated based on your length of employment. At PMNA, part-timers receive 4 per cent of wages prior to their first year of completed service, 6 per cent of wages between one year and 10 years of completed service and 8 per cent of wages thereafter.

The chart below explains this further:

Length of Service	Full time	Part-time
Less than one year	0.83 days for each month worked	4% vacation pay
One year to ten years	1.25 days for each month worked	6% vacation pay
10+ years	1.67 days for each month worked	8% vacation pay

COMMON QUESTIONS: HARASSMENT, ISSUES WITH MANAGEMENT

What's the protocol for dealing with workplace issues?

If you are experiencing operational issues, such as a lack of training materials, insufficient guidance from your manager, an issue with a client, late schedules, or a conflict with a co-worker, the best practice is to first report or discuss the issue with your manager. Doing this in writing is preferred, because it creates a record of the communication with your boss, and it starts a paper trail should we require it if anything needs to be escalated to a formal complaint or grievance. We also recommend you communicate such issues with the HR department, as that department is there to help you.

You are welcome to inform your union reps when issues like this arise as well, especially if you are uncomfortable with going to your manager or HR. The union is always here to support you, but we also encourage you to communicate directly with your manager and HR, as often minor issues do not require the union's involvement to be resolved. You cannot legally be penalized for voicing concerns with your manager – and if you feel that is happening, let CMG know right away.

When does the union get involved?

Your union reps can get involved whenever it's necessary to support you. This might mean a union representative is present during a meeting to discuss the issue you're dealing with, or it could mean something more serious, such as filing a grievance on your behalf to stand up for your rights.

Talk to us whenever you feel something's up – we can guide you on next steps.

What do I do if I'm harassed or bullied at work?

All employees should respect one another and in fact, there are policies in effect at PMNA to deal with harassment and discrimination.

The bottom line is: If you feel you've been discriminated against or harassed, that's not okay and you should let someone know. Your union rep is there to help. We also recommend you file a report with your manager and/or HR. Take the time to read the collective agreement provisions on the issues of harassment (Articles 3, 19 and 20).

There's zero tolerance for discrimination or harassment and CMG will support you the whole way. Your complaints will always be taken seriously. In fact, you might even be saving other employees from similar grief by stepping forward.

If necessary, the Guild can file a grievance against the employer to ensure the situation is dealt with and to try to prevent it from happening again.

In the event that the harasser and the victim are in the same union, the Guild has set up a policy to ensure confidentiality. Each union member involved in the grievance will be assigned their own union representative. That way you can feel safe sharing your side of the story without it getting out to the other side.

WANT TO GET MORE INVOLVED WITH CMG?

The Guild has clearly done a lot for me. What can I do to show my appreciation?

A union, like all successful organizations, is mostly the sum of its parts. The union isn't a third party; it is you and your colleagues joined in common cause. Our union, the Canadian Media Guild, allows workers to address workplace issues – such as pay, hours of work, health and safety, pensions and benefits – together!

Think of the union as a health club. By only paying dues to a gym, you won't improve your health or get into shape. You pay to get access to the equipment or tools needed to improve your health ... but your health won't actually improve until you make use of that equipment. To see results, you must play an active part in the process. In order to actually make a difference in your workplace, *it must start with you.*

Talk to someone on your local executive about how you can help make the Guild stronger.

Does the union do any training?

It's one thing to want to become active within your union, but that's only half the battle. You need to be equipped to handle the challenges that come with being a Guild volunteer. That means you'll need to understand your contract. You'll also want to learn

some tips on how to talk with your manager or supervisor. You might need to learn how to file a grievance. And you should also possess some basic negotiating skills. The Guild offers courses in all these areas. Check out the Guild website to see what courses are available and when they are offered.

Getting to know the Guild

Your union rep could be sitting next to you right now.

If you have a question or concern about something in your workplace, the first person you'll want to contact is someone on your local executive.

The union executive at PMNA has a president, vice-president and a secretary treasurer. They are there to help you, confidentially if need be. Remember, there are no stupid questions.

If you're not sure who sits on your local executive, just ask someone. Or click over to the PMNA page on the CMG website at www.cmg.ca. It lists all the names and contact information for people who are waiting to help you.

National Executive Committee (NEC)

The PMNA branch president sits on the Canadian Media Guild national executive. This committee addresses issues of importance to the union as a whole, taking into account concerns from all the workplaces in which the Guild has a presence.

It consists of representatives from each Guild branch. It also has several positions elected by all Guild members (including director of new members, director of education and director of small branches).

Among other things, it is up to the NEC to:

- Develop national administrative policies and make sure they are followed.
- Maintain a national communications strategy to inform all union members of union activities.
- Approve any strike request from a branch before it is passed on for further approval, and to approve all arbitrations and legal action.
- Develop relationships with other unions and national and international labour organizations.

The NEC is chaired by a president who is the chief executive officer of the Guild. The president is paid by the Guild on a full-time basis while holding office. For the latest contact information for the NEC, go to the CMG website at www.cmg.ca.

CMG staff

The CMG has a number of paid employees who can help with any questions you might have. The Guild maintains four offices across the country.

Staff representatives support the work of elected Guild officials and volunteers. The staff representative assigned to work with TVO does change from time to time, but your executive members can always let you know who is currently working with them. Staff representatives provide support on joint committees and assist with bargaining and contract compliance, as well as with issues such as grievances and benefits.

Staff in the national office includes a membership co-ordinator, a travel co-ordinator who also arranges releases from work for union activities, a webmaster and a communications co-ordinator.

To get in touch with CMG staff, visit www.cmg.ca/en/contact/staff/, or call the national office at 416-591-5333 or 1-800-465-4149.

How can I find out about union events?

There are bulletin boards in your building exclusively for Guild information. Check them periodically, and ask your local reps about activities when you have a chance to chat at the office or remotely. The Guild's website at www.cmg.ca is also updated regularly. Plus, once every two years CMG holds a convention; members like you can become delegates and help set the Guild's priorities for the coming years.

How did the Canadian Media Guild end up being my union?

As mentioned earlier, CMG represents thousands of employees in the media industry across Canada. Because of its experience in improving working conditions and its history of securing and defending the rights of media workers, CMG seemed like the right fit for PMNA employees. The Guild's first collective agreement with PMNA allowed many employees to obtain full-time permanent status – something that had been impossible for decades – along with a full range of benefits. Life isn't perfect, and there are improvements that we still want and need to make, but we've got a solid base to build on. With your help, we'll succeed.

We wish you well in your career here at PMNA and as a member of CMG.