



# Drainage Transition Frequently Asked Questions

## Updated: June 15, 2017

### New This Week

#### **NEW** What do I say to customers who ask about the transition?

If customers have questions about the impact of the transition to EPCOR, here are some key points that you can share:

- EPCOR will be building on the work that Drainage has done to date and looks forward to welcoming Drainage staff and the expertise they bring.
- Major initiatives and activities will proceed as planned. Until September 1, decisions on planning, operating, interacting with citizens and all other daily activities continue as they always have. Any questions or inquiries related to Drainage projects or operations should be directed to the City of Edmonton.
- Drainage will remain 100% owned by the City of Edmonton. This is a transfer. Drainage staff will continue to do Drainage work.
- EPCOR will align with the City's public engagement framework. EPCOR has a proven track record of public consultation, and a proven commitment to engaging stakeholders. EPCOR's Community Advisory Panels for its Water business are an example of this, as well as its engagement activities on construction, maintenance and upgrade projects.

#### **NEW** What does EPCOR do around employee engagement?

Increasing employee engagement is an organizational priority for EPCOR as it has been demonstrated that organizations with high levels of employee engagement outperform other organizations in productivity, product quality, customer service and safety.

EPCOR measures employee engagement every two years, using a survey that identifies key areas that can significantly affect employee engagement. Each time EPCOR conducts an engagement survey, the company reviews the survey results, including written comments, and identifies actions to be taken to improve employee engagement.

The most recent engagement survey took place in October 2016. The results from this survey showed a significant increase in employee engagement from the last company-wide survey. EPCOR is in the top 25% of large employers in employee engagement based on the survey results. Our goal is to continue to increase employee engagement through company-wide action plans as well as actions at the business unit level.

#### **NEW** What types of memberships/certifications does EPCOR support?

EPCOR supports memberships and employee certifications required to achieve and/or maintain professional designations required for the job or that are documented in an employee's career development plan. Employees can work with their Manager to determine applicable certification and membership requirements.

EPCOR also provides employees with an After Hours Personal Development program under which permanent employees are eligible for funding to pursue professional certificates, diplomas, degrees or other independent courses through post-secondary institutions, industry associations or other learning providers, subject to the approval of EPCOR School of Business. Full-time employees are eligible for \$1,500 per year and part-time employees are eligible for up to \$750 per year.



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### **How does advancement in EPCOR differ from in the City of Edmonton?**

Both the City and EPCOR encourage employees to take an active role in their own career development plan by identifying and applying on job opportunities that are of interest to them. There will be support for employees in their development and growth by providing advancement opportunities through hiring internally when possible.

**NEW**

### **If a current permanent employee with Drainage declined benefits with the City years ago, will they be offered to join into whatever medical benefits program EPCOR has at the time of transition?**

Declining benefits with the City years ago will not affect the options that will be available to all permanent employees at the time they become eligible to enroll into EPCOR's Advantage Benefits plan.

**UPDATED**

### **When will union discussions commence?**

EPCOR and each of the unions (CUPE 30, CSU 52 and IBEW 1007) are currently working diligently to reach Transition Agreements that reflect the interests of all parties. EPCOR and each of the unions have an agreement that specific elements of the discussions remain confidential between the parties; however, the parties have agreed to joint communication throughout the process.

**NEW**

### **There was an old Income Replacement Plan that was grandfathered. Will that plan continue at EPCOR?**

This particular topic is covered by the Collective Agreements for union staff. EPCOR and each of the unions (CUPE 30, CSU 52 and IBEW 1007) are working diligently to reach Transition Agreements that reflect the interests of all parties. EPCOR and each of the unions have an agreement that specific elements of the discussions remain confidential between the parties; however, the parties have agreed to joint communication throughout the process.

While Transition Agreements are being determined, we understand that employees may be anxious about terms and conditions that may affect them. Especially in the case of discussions with more than one bargaining unit (three in this case), employees may also be concerned with what members of another bargaining unit will get as part of their contract. For union staff, these answers can only come when transition discussions with your union are concluded.

For management and out-of-scope employees, EPCOR is first understanding the current terms and conditions of employment for Drainage employees before any decisions are made. EPCOR is committed to communicating on these topics as decisions are made, and in advance of September 1.

**NEW**

### **Will work locations be changing?**

Most existing field locations for Drainage construction and operations will not be changing with the transfer. We may have to move a few individual employees to make room at the sites as needed. The transition team is reviewing the list of transferring employee to determine if any changes are needed at field locations.

Employees who are working downtown will likely be relocated to an EPCOR site. We are defining the space requirements for downtown employees and are exploring a variety of options including vacant space at EPCOR Tower and / or leasing space at Century Place. We will specifically communicate with those employees affected by these moves as soon as decisions are made on space locations.



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Employees who are working downtown will likely be relocated to an EPCOR site. We are defining the space requirements for downtown employees and are exploring a variety of options including vacant space at EPCOR Tower and / or leasing space at Century Place. We will specifically communicate with those employees affected by these moves as soon as all transferring employees are identified and decisions are made on space locations.

**NEW**

### **What will be the effect on integrated facilities (eg. Kennedale)?**

Most sites currently have some form of physical separation from other City department activities. The transition team is examining these sites to determine what adjustments may be needed for September 1. For sites where there is no current physical separation from other City operations, the transition team will work to identify what changes may be needed to physical setup, procedures or security. We will share the results of that analysis as soon as it is known.

**NEW**

### **What is happening to Procurement Cards?**

EPCOR also uses Procurement Cards. Replacements will be ordered for the appropriate Drainage staff starting on September 1. Appropriate training on EPCOR policies and procedures will be provided with the new cards.

**NEW**

### **What will be the security at unmanned sites?**

Unmanned sites will be secured. The transition team is examining these sites to determine what adjustments may be needed for September 1.