

SOLVING THE PHOENIX PAY SYSTEM ISSUES



JULY 2016

What we did, what we are doing, what we will do

Many months prior to implementation of the Phoenix pay system, the UCCO-SACC-CSN expressed concern about the employer's lack of preparation and the risks this represented to our members. However, Treasury Board and PWGSC (Public Works and Government Services Canada) maintained their will to implement the system while several variables were still unknown.

The results of this employer stubbornness are now well known: there were many situations whereby employees were deprived of pay, there were reports of issuing records of employment which prevented or complicated the obtaining of other benefits (Maternity/Paternity, E-I, DI, WCB etc), non-payment of bonuses or allowances, grade level errors, erroneous tax rates, etc.

From day 1, UCCO-SACC-CSN dealt with the situation in an attempt to find solutions to the many problems that occurred. Here is a list of the actions taken by the union:

- **Repeatedly raised concerns at all levels of labour management committees to allocate additional resources to fixing issues;**
- **Intervened locally, regionally and nationally on numerous individual files to ensure emergency salary advancements were followed through on immediately;**

- **In alliance with all other PS Unions, demanded the government not proceed with any new program additional to the Phoenix system until current system is functioning properly;**
- **Publicly denounced in the media the poor planning by the government with respect to implementation of this new pay system;**
- **Continue to update individual pay issues as we receive them and send to the minister and CSC promptly.**

As a result of our collective actions, the Minister of Public Services and Procurement decided to create a new temporary unit, with 100 employees to accelerate the resolution of pay issues. The government also set up emergency pay procedures (available on Phoenix website) and informed us that 2 NHQ pay specialists will be working within the next 2 weeks at the new satellite pay office strictly on CSC files. Meanwhile, we are continuing to press the employer so that corrections are made and we can start a claims phase for inconveniences and losses incurred.

If you are still experiencing a problematic situation, send your case information to your local executive and ask about the way forward.