

Appendix I – Hourly Rates

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| Effective Date | Pay Grade | A* | B* | C | D | E | |
|-------------------|-----------|---------|---------|---------|---------|---------|-------|
| 2010 (2009DEC27) | A1 | \$19.82 | \$20.71 | \$21.64 | \$22.61 | \$23.63 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$20.37 | \$21.28 | \$22.24 | \$23.23 | \$24.28 | 2.75% |
| 2012 (2011DEC18) | | \$20.98 | \$21.92 | \$22.90 | \$23.93 | \$25.01 | 3.00% |
| 2013 (2012DEC16) | | \$21.71 | \$22.69 | \$23.70 | \$24.77 | \$25.88 | 3.50% |
| 2010 (2009DEC27) | A2 | \$21.58 | \$22.56 | \$23.57 | \$24.63 | \$25.73 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$22.17 | \$23.18 | \$24.22 | \$25.31 | \$26.44 | 2.75% |
| 2012 (2011DEC18) | | \$22.84 | \$23.88 | \$24.94 | \$26.07 | \$27.23 | 3.00% |
| 2013 (2012DEC16) | | \$23.64 | \$24.71 | \$25.82 | \$26.98 | \$28.18 | 3.50% |
| 2010 (2009DEC27) | A3 | \$23.19 | \$24.23 | \$25.33 | \$26.47 | \$27.67 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$23.83 | \$24.90 | \$26.03 | \$27.20 | \$28.43 | 2.75% |
| 2012 (2011DEC18) | | \$24.54 | \$25.64 | \$26.81 | \$28.01 | \$29.28 | 3.00% |
| 2013 (2012DEC16) | | \$25.40 | \$26.54 | \$27.75 | \$28.99 | \$30.31 | 3.50% |
| 2010 (2009DEC27) | A4 | \$26.20 | \$27.49 | \$28.88 | \$30.32 | \$31.84 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$26.92 | \$28.25 | \$29.67 | \$31.15 | \$32.72 | 2.75% |
| 2012 (2011DEC18) | | \$27.73 | \$29.09 | \$30.56 | \$32.09 | \$33.70 | 3.00% |
| 2013 (2012DEC16) | | \$28.70 | \$30.11 | \$31.63 | \$33.21 | \$34.88 | 3.50% |

| Effective Date | Pay Grade | A* | B* | C | D | E | |
|-------------------|-----------|---------|---------|---------|---------|---------|-------|
| 2010 (2009DEC27) | T1 | \$27.94 | \$29.21 | \$30.52 | \$31.89 | \$33.33 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$28.71 | \$30.01 | \$31.36 | \$32.77 | \$34.25 | 2.75% |
| 2012 (2011DEC18) | | \$29.57 | \$30.91 | \$32.30 | \$33.75 | \$35.27 | 3.00% |
| 2013 (2012DEC16) | | \$30.60 | \$32.00 | \$33.43 | \$34.93 | \$36.51 | 3.50% |
| 2010 (2009DEC27) | T2 | \$33.60 | \$35.11 | \$36.70 | \$38.36 | \$40.08 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$34.52 | \$36.08 | \$37.71 | \$39.41 | \$41.18 | 2.75% |
| 2012 (2011DEC18) | | \$35.56 | \$37.16 | \$38.84 | \$40.60 | \$42.42 | 3.00% |
| 2013 (2012DEC16) | | \$36.80 | \$38.46 | \$40.20 | \$42.02 | \$43.90 | 3.50% |
| 2010 (2009DEC27) | T3 | \$36.96 | \$38.64 | \$40.37 | \$42.18 | \$44.10 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$37.98 | \$39.70 | \$41.48 | \$43.34 | \$45.31 | 2.75% |
| 2012 (2011DEC18) | | \$39.12 | \$40.89 | \$42.72 | \$44.64 | \$46.67 | 3.00% |
| 2013 (2012DEC16) | | \$40.48 | \$42.32 | \$44.22 | \$46.20 | \$48.31 | 3.50% |
| 2010 (2009DEC27) | T4 | \$40.15 | \$41.95 | \$43.84 | \$45.82 | \$47.88 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$41.25 | \$43.10 | \$45.05 | \$47.08 | \$49.20 | 2.75% |
| 2012 (2011DEC18) | | \$42.49 | \$44.40 | \$46.40 | \$48.49 | \$50.67 | 3.00% |
| 2013 (2012DEC16) | | \$43.98 | \$45.95 | \$48.02 | \$50.19 | \$52.45 | 3.50% |

| Effective Date | Pay Grade | A* | B* | C | D | E | |
|-------------------|-----------|---------|---------|---------|---------|---------|-------|
| 2010 (2009DEC27) | P1 | \$34.39 | \$35.92 | \$37.54 | \$39.25 | \$41.01 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$35.34 | \$36.91 | \$38.57 | \$40.33 | \$42.14 | 2.75% |
| 2012 (2011DEC18) | | \$36.40 | \$38.02 | \$39.73 | \$41.54 | \$43.40 | 3.00% |
| 2013 (2012DEC16) | | \$37.67 | \$39.35 | \$41.12 | \$42.99 | \$44.92 | 3.50% |
| 2010 (2009DEC27) | P2 | \$37.49 | \$39.17 | \$40.94 | \$42.78 | \$44.70 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$38.52 | \$40.25 | \$42.07 | \$43.96 | \$45.93 | 2.75% |
| 2012 (2011DEC18) | | \$39.68 | \$41.45 | \$43.33 | \$45.28 | \$47.31 | 3.00% |
| 2013 (2012DEC16) | | \$41.07 | \$42.91 | \$44.84 | \$46.86 | \$48.96 | 3.50% |
| 2010 (2009DEC27) | P3 | \$40.89 | \$42.74 | \$44.66 | \$46.67 | \$48.76 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$42.01 | \$43.92 | \$45.89 | \$47.95 | \$50.10 | 2.75% |
| 2012 (2011DEC18) | | \$43.27 | \$45.23 | \$47.26 | \$49.39 | \$51.60 | 3.00% |
| 2013 (2012DEC16) | | \$44.79 | \$46.82 | \$48.92 | \$51.12 | \$53.41 | 3.50% |
| 2010 (2009DEC27) | P4 | \$45.72 | \$47.76 | \$49.93 | \$52.15 | \$54.51 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$46.98 | \$49.07 | \$51.30 | \$53.58 | \$56.01 | 2.75% |
| 2012 (2011DEC18) | | \$48.39 | \$50.55 | \$52.84 | \$55.19 | \$57.69 | 3.00% |
| 2013 (2012DEC16) | | \$50.08 | \$52.31 | \$54.69 | \$57.12 | \$59.71 | 3.50% |

| Effective Date | Pay Grade | A* | B* | C | D | E | |
|-------------------|------------|---------|---------|---------|---------|---------|-------|
| 2010 (2009DEC27) | IT1 | \$35.77 | \$37.38 | \$39.06 | \$40.81 | \$42.65 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$36.75 | \$38.41 | \$40.13 | \$41.93 | \$43.82 | 2.75% |
| 2012 (2011DEC18) | | \$37.86 | \$39.56 | \$41.34 | \$43.19 | \$45.14 | 3.00% |
| 2013 (2012DEC16) | | \$39.18 | \$40.94 | \$42.79 | \$44.70 | \$46.72 | 3.50% |
| 2010 (2009DEC27) | IT2 | \$40.89 | \$42.74 | \$44.66 | \$46.67 | \$48.76 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$42.01 | \$43.92 | \$45.89 | \$47.95 | \$50.10 | 2.75% |
| 2012 (2011DEC18) | | \$43.27 | \$45.23 | \$47.26 | \$49.39 | \$51.60 | 3.00% |
| 2013 (2012DEC16) | | \$44.79 | \$46.82 | \$48.92 | \$51.12 | \$53.41 | 3.50% |
| 2010 (2009DEC27) | IT3 | \$45.72 | \$47.76 | \$49.93 | \$52.15 | \$54.51 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$46.98 | \$49.07 | \$51.30 | \$53.58 | \$56.01 | 2.75% |
| 2012 (2011DEC18) | | \$48.39 | \$50.55 | \$52.84 | \$55.19 | \$57.69 | 3.00% |
| 2013 (2012DEC16) | | \$50.08 | \$52.31 | \$54.69 | \$57.12 | \$59.71 | 3.50% |
| 2010 (2009DEC27) | IT4 | \$47.53 | \$49.70 | \$51.91 | \$54.26 | \$56.70 | |
| | | 12 mths | 12 mths | 12 mths | 12 mths | 12 mths | |
| 2011 (2010DEC19)) | | \$48.84 | \$51.07 | \$53.34 | \$55.75 | \$58.26 | 2.75% |
| 2012 (2011DEC18) | | \$50.30 | \$52.60 | \$54.94 | \$57.42 | \$60.01 | 3.00% |
| 2013 (2012DEC16) | | \$52.06 | \$54.44 | \$56.86 | \$59.43 | \$62.11 | 3.50% |

Appendix IA – Contact Centre

Hourly Rates

| Effective Date | Pay Grade | A* | B* | C | D | E | F | |
|-------------------|-------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-------|
| 2010 (2009DEC27) | SCA3 | \$21.18 12 mths | \$22.34 12 mths | \$23.58 12 mths | \$24.87 12 mths | \$26.23 12 mths | \$27.67 12 mths | |
| 2011 (2010DEC19)) | | \$21.76 | \$22.95 | \$24.23 | \$25.55 | \$26.95 | \$28.43 | 2.75% |
| 2012 (2011DEC18) | | \$22.42 | \$23.64 | \$24.96 | \$26.32 | \$27.76 | \$29.28 | 3.00% |
| 2013 (2012DEC16) | | \$23.20 | \$24.47 | \$25.83 | \$27.24 | \$28.73 | \$30.31 | 3.50% |
| Effective Date | Pay Grade | A* | B* | C | D | E | F | |
| 2010 (2009DEC27) | SAA4 | \$25.54 12 mths | \$26.68 12 mths | \$27.89 12 mths | \$29.14 12 mths | \$30.46 12 mths | \$31.84 12 mths | |
| 2011 (2010DEC19)) | | \$26.24 | \$27.41 | \$28.66 | \$29.94 | \$31.30 | \$32.72 | 2.75% |
| 2012 (2011DEC18) | | \$27.03 | \$28.24 | \$29.52 | \$30.84 | \$32.24 | \$33.70 | 3.00% |
| 2013 (2012DEC16) | | \$27.98 | \$29.22 | \$30.55 | \$31.92 | \$33.36 | \$34.88 | 3.50% |

Appendix IA – Contact Centre

| Hourly Rates for the: | | Developmental Phase | | |
|------------------------|-------------|---------------------|-------------------|-------|
| Effective Date | Pay Grade | A* | B* | |
| SCA3 Training Schedule | | Training Period | On-The-Job Period | |
| (new hires) | | Up to 3 mths | Up to 520 hrs | |
| 2010 (2009DEC27) | SCA3 | \$19.21 | \$20.17 | |
| 2011 (2010DEC19)) | | \$19.74 | \$20.72 | 2.75% |
| 2012 (2011DEC18) | | \$20.33 | \$21.35 | 3.00% |
| 2013 (2012DEC16) | | \$21.04 | \$22.09 | 3.50% |

Appendix IB – Student and Summer Employment Programs
Hourly Rates

| Effective Date | Pay Grade | A | B | C | D | E | |
|-------------------|---------------|---------|---------|---------|---------|---------|-------|
| | | 1 year | 1 year | 1 year | 1 year | 1 year | |
| 2010 (2009DEC27) | ENCO | \$24.81 | \$25.91 | \$27.07 | \$28.30 | \$29.56 | |
| 2011 (2010DEC19)) | | \$25.49 | \$26.62 | \$27.81 | \$29.08 | \$30.37 | 2.75% |
| 2012 (2011DEC18) | | \$26.26 | \$27.42 | \$28.65 | \$29.95 | \$31.28 | 3.00% |
| 2013 (2012DEC16) | | \$27.18 | \$28.38 | \$29.65 | \$31.00 | \$32.38 | 3.50% |
| 2010 (2009DEC27) | BUCO | \$25.19 | \$26.32 | \$27.50 | | | |
| 2011 (2010DEC19)) | | \$25.88 | \$27.04 | \$28.26 | | | 2.75% |
| 2012 (2011DEC18) | | \$26.66 | \$27.86 | \$29.10 | | | 3.00% |
| 2013 (2012DEC16) | | \$27.59 | \$28.83 | \$30.12 | | | 3.50% |
| 2010 (2009DEC27) | SEP-A | \$17.85 | | | | | |
| 2011 (2010DEC19)) | | \$18.34 | | | | | 2.75% |
| 2012 (2011DEC18) | | \$18.89 | | | | | 3.00% |
| 2013 (2012DEC16) | | \$19.55 | | | | | 3.50% |
| 2010 (2009DEC27) | SEP-T | \$24.81 | | | | | |
| 2011 (2010DEC19)) | | \$25.49 | | | | | 2.75% |
| 2012 (2011DEC18) | | \$26.26 | | | | | 3.00% |
| 2013 (2012DEC16) | | \$27.18 | | | | | 3.50% |
| 2010 (2009DEC27) | SEP-P | \$25.19 | | | | | |
| 2011 (2010DEC19)) | | \$25.88 | | | | | 2.75% |
| 2012 (2011DEC18) | | \$26.66 | | | | | 3.00% |
| 2013 (2012DEC16) | | \$27.59 | | | | | 3.50% |
| 2010 (2009DEC27) | SEP-IT | \$25.05 | | | | | |
| 2011 (2010DEC19)) | | \$25.74 | | | | | 2.75% |

| | | |
|------------------|---------|-------|
| 2012 (2011DEC18) | \$26.51 | 3.00% |
| 2013 (2012DEC16) | \$27.44 | 3.50% |

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