



## **CEU "Breaking the Silence" Bulletin #2**

March 18, 2009

### **CEU members react to management's mixed messages**

It didn't take long for CEU members to break the silence about the ongoing day-to-day management pressures during the lead-up to CMS. After a flurry of messages from CEU members regarding work volume and pressure to continue achieving KPI and standards, CEU President, Sandra Wright, took your working condition issues to management.

During a meeting on March 11, 2009, just two days after the union called on its members to break the silence, Sandra Wright pushed management to answer the call. "When we had all of these examples from the different SDLs, it was clear the disconnection was with middle management," noted Wright.

After this discovery, your President urged management to put out a high level communication because on March 2, 2009, upper management advised the CEU that during this time of change, employees wouldn't be expected to adhere to standards and managers know our members are under pressure. Your stories emphasize the gap in expectations between upper and lower management.

"I got a call from management yesterday and now they'll be doing three different web casts regarding work volume, KPIs, and CMS. From now on, we'll be going to Ian Munroe and Diana Miles with any future issues," says Wright.

While CMS is front and centre for WES Division, it's also an issue in other areas, for example, payroll. What's happening in payroll? During the lead up to go-live, payroll will not be able to access their data base. That means there's likely to be gaps in what people are paid and what they're entitled to receive.

According to Wright, "This is another area where we don't think management has done enough to prepare our members. As a result of a member's email, we raised the alarm. We don't want our payroll members to take the brunt of unhappy employee calls. Instead, we want management to put measures into place. We want management and HR advisors to step up and resolve payroll issues. Don't put problems onto the backs of our members."

Let's keep putting the pressure on management. That's where it belongs. Only they can solve the pressure and workplace inequities brought on by CMS.

Please forward your experiences to [susanep@ceu.bc.ca](mailto:susanep@ceu.bc.ca)