

Schedule 4.2 - Attachment D: Human Resources Services

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1	Health Promotion	Lifestyle Programs	Promotes health and wellness of employees, family members							
2			Develop 1 year and 3 year health and wellness plans.	Corp	ABSBC	Corp	Corp		HR Health Discretionary Bucket	
3			Develop tactical work plans based on health and wellness plans.	Corp			ABSBC		HR Health Discretionary Bucket	
4			Manage BCH Lifestyle Representative volunteers.		ABSBC		Corp		HR Health Discretionary Bucket	
5			Develop and provide health and wellness information and materials, e.g. Resource Library.				ABSBC		HR Health Discretionary Bucket	
6			Maintain and provide contact information for various programs through a website.		LOB Corp		ABSBC		HR Health Discretionary Bucket	
7			Provide and maintain registration for various programs in effect.		LOB Corp		ABSBC		HR Health Discretionary Bucket	
8			Educate employees on the Health Screen.		LOB Corp		ABSBC		HR Health Discretionary Bucket	
9			Conduct semi-annual prize draw for Health Screen participants.			LOB Corp	ABSBC		HR Health Discretionary Bucket	
10			Plan/provide health and fitness events, such as, flu clinics and cholesterol screenings.		LOB Corp		ABSBC		HR Health Discretionary Bucket	
11			Coordination of on-site clinical and alternative programs (massage and reflexology) for the Dunsmuir and Edmonds locations.		LOB Corp		ABSBC		HR Health Discretionary Bucket	
12			Develop health education workshops			LOB Corp	ABSBC		HR Health Discretionary Bucket	
13			Provide fitness program consultation (conducted as part of regular site visits or remotely via telephone or email).				ABSBC		HR Health Discretionary Bucket	
14			Provide summary and detailed quarterly reporting of Health Screen participation and results by region, affiliation, gender and LOB. Additionally, provide summary and detailed quarterly reporting of Health Activities by location.				ABSBC		HR Health Discretionary Bucket	
15			Provide health education workshops		LOB Corp		ABSBC		HR Health Discretionary Bucket	
16			Provide lunch and learn sessions		LOB Corp		ABSBC		HR Health Discretionary Bucket	
17			Provide one-on-one wellness and fitness counselling (including referrals provided by the RTW coordinator).				ABSBC		HR Health Discretionary Bucket	
18			Provide ergonomic assessments for Corporate.				ABSBC		HR Health Discretionary Bucket	
19		Provide fitness facilities and programs	Provide fitness facilities and programs to enhance employees' capabilities to meet their daily challenges -							
20			Manage fitness facility vendor.				ABSBC		HR Health Discretionary Bucket	
21			Provide fitness facilities and programs at Edmonds and Dunsmuir	Corp LOB	LOB Corp	Corp LOB	ABSBC-SP		3rd Party Pass Through	Note that ABS-SP refers to Curtis Management in this section.
22			Select and maintain all fitness centre equipment for Surges. BCH has responsibility for funding equipment purchases.				ABSBC-SP		3rd Party Pass Through	
23			Provide strategic consultation on fitness centre design and implementation			LOB Corp	ABSBC-SP		3rd Party Pass Through	
24			Provide and manage facility memberships for employees, families and others at Dunsmuir and Edmonds locations.		LOB Corp	LOB Corp	ABSBC-SP		3rd Party Pass Through	
25			Determine regular fitness classes at Surges				ABSBC-SP		3rd Party Pass Through	
26			Determine specialty classes (e.g. pilates, yoga)				ABSBC-SP		3rd Party Pass Through	
27			Manage relationships with other local fitness facilities to generate discounts for employees. This activity is performed on an as-requested basis.				ABSBC-SP		3rd Party Pass Through	
28			Co-ordinate regular fitness classes at Surges				ABSBC-SP		3rd Party Pass Through	
29			Coordinate specialty classes (e.g. pilates, yoga)				ABSBC-SP		3rd Party Pass Through	
30			Provide one-on-one sessions (e.g. individual fitness programs) using qualified advisors at the Surges Fitness Centre.				ABSBC-SP		3rd Party Pass Through	
31	Health Services	Health Services - Strategy and Policy Development	Provide consultation regarding policy development and strategic planning relating to Health Services and BC Hydro.							
32			Develop overall strategy with business units to realize their employee health objectives.	Corp	ABSBC	Corp	Corp		HR Health Discretionary Bucket	

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33			Implement overall strategy with business units to realize their employee health objectives.	LOB	ABSBC	LOB	LOB		HR Health Discretionary Bucket	
34			Participate and advise on committees involved in the development of health related policies.	Corp	ABSBC	LOB Corp	LOB Corp		HR Health Discretionary Bucket	
35			Participate and advise on committees which include union representation and are involved in the development of health related policies.		ABSBC	LOB Corp	LOB Corp		HR Health Discretionary Bucket	
36			Advise BC Hydro representatives regarding legislative and bargaining unit issues (eg.DTA).		ABSBC	LOB Corp	Corp		HR Health Discretionary Bucket	
37			Liaise with union and management to assist in developing strategic joint policy relating to health services (joint committee's re.service provider's)	Corp	ABSBC	LOB Corp	Corp		HR Health Discretionary Bucket	
38		Health/ Medical Services - Program Design	Work with business units to design and develop programs related to health issues (Includes Employee and Family Assistance, Respectful Workplace Program, Return to Work Program, Physiotherapy Services, and the Healthy Workplace Program)							
39			Development and Design of Employee and Family Assistance Program	Corp	LOB	Corp	ABSBC		HR Health Discretionary Bucket	
40			Development and Design of Respectful Workplace Assistance Program	Corp	LOB	Corp	ABSBC		HR Health Discretionary Bucket	
41			Development and Design of Return to Work Program	Corp	LOB	Corp	ABSBC		HR Health Discretionary Bucket	
42			Develop the critical incident protocol used by managers (as it relates to Trauma Counseling included in EFAP).	LOB Corp		LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
43			Development and Design of Physiotherapy Services	Corp		LOB Corp	ABSBC		HR Health Discretionary Bucket	
44			Identify and conduct special health initiatives such as depression issues, parenting classes, etc. (as available through the current EFAP provider).			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
45			Develop and co-ordinate special programs as requested (e.g. stress management)			LOB Corp	ABSBC-SP LOB		HR Health Discretionary Bucket	
46			Support groups in the development of focused/specialized programs as required			LOB	ABSBC		HR Health Discretionary Bucket	
47			Develop or assist in developing health related materials (e.g.. Burn response protocol)			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
48			Establish and maintain health files	LOB Corp		LOB Corp	ABSBC		HR Health Discretionary Bucket	
49		Health/ Medical Services - Program Delivery	The delivery of Health / Medical services. (Specific delivery for existing programs such as Employee and Family Assistance, Respectful Workplace Program, Return to Work Program, Physiotherapy Services are captured below)							
50			Liaise with other health service providers as appropriate in the delivery of related services.			LOB Corp	ABSBC		HR Health Discretionary Bucket	
51			Support problem solving (non-adjudication) by liaising with employee's physician (e.g. done by RTW facilitator).			LOB Corp	ABSBC		HR Health Discretionary Bucket	
52			Identify and coordinate access to community resources to assist employees (funding of community resources is not provided for by ABSBC).	LOB		LOB Corp	ABSBC		HR Health Discretionary Bucket	
53			Provide medical perspective and advice on occupational health issues (e.g.. Mercury monitoring, pre-placement medical examinations)			LOB Corp	ABSBC		HR Health Discretionary Bucket	
54			Coordinate independent psychiatric assessments			LOB Corp	ABSBC		HR Health Discretionary Bucket	
55			Establish and maintain awareness of all programs and services available through Health Services (communications - includes posters, website, newsletters, seminars, etc.)		LOB Corp		ABSBC		HR Health Discretionary Bucket	
56			Confirm appropriate level of security /confidentiality and retention requirements are adhered to for health files related to Occupational Health programs (eg.hearing tests)				ABSBC		HR Health Discretionary Bucket	
57		Employee and Family Assistance Program Delivery	Provide assistance to employees and the family of employees who are experiencing personal or work related problems including critical incidents.							
58			Provide access to health related training and materials for employees on a variety of subjects through the EFAP provider's website.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	

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59			Provide support to employees requesting assistance accessing medical care via the EFAP provider's NurseLine.	LOB Corp		LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
60			Provide confidential, short-term counseling, assessment referrals, and follow-up professional counseling to employees and family members based on various programs offered through the EFAP provider (e.g. Law Matters, Money Matters, Family Matters, Nutrition Matters, NurseLine, HomeCare Access, and online resource for Empowernet II).			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
61			Manage relationship with EFAP service provider.				ABSBC		HR Health Discretionary Bucket	
62			Provide services to address alcohol and drug concerns including formal referrals.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
63			Provide alcohol and drug awareness training for Managers, HR and Union representatives.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
64			Liaison between the workplace and treatment providers to ensure delivery of effective counseling services			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
65			Provide coaching, advice and training to managers, union reps, and HR on how to respond to employees whose personal problems may or may not be affecting work performance			LOB Corp	LOB ABSBC-SP		HR Health Discretionary Bucket	
66			24 hour emergency services			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
67			Provide EFAP usage statistical data identifying workplace factors influencing employee health.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
68			Provide statistical data identifying workplace factors influencing employee health			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
69			Provide call centre activities and admin support for health related issues			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
70			Provide critical incident debriefing to employees affected by workplace trauma			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
71			Assist managers to address the needs of employee's dealing with critical incidents			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
72			Determine and implement treatment needs of employee's suffering from acute distress disorder and post traumatic stress disorder.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
73		Respectful Workplace Program - Program Delivery	Promoting and supporting a work environment where all employees are treated with dignity and respect							
74			Provide Consulting and Coaching services for employee's dealing with conflict	LOB		LOB Corp	ABSBC		HR Health Discretionary Bucket	
75			Assist managers to identify and manage interpersonal conflict, potential harassment situations, and harassment policy responsibilities			LOB Corp	ABSBC LOB		HR Health Discretionary Bucket	
76			Assist workgroups experiencing conflict by assessing and facilitating a resolution with the work group	LOB		LOB Corp	ABSBC		HR Health Discretionary Bucket	
77			Provide conflict resolution and mediation services to employees dealing with interpersonal or harassment concerns			LOB Corp	ABSBC LOB		HR Health Discretionary Bucket	
78			Maintain a formal harassment complaint investigation process			LOB Corp	ABSBC		HR Health Discretionary Bucket	
79			Liaise with formal review officers during formal review processes			LOB Corp	ABSBC		HR Health Discretionary Bucket	
80			Formal review officer to provide formal investigation services into harassment complaints that cannot be resolved informally.			LOB Corp	ABSBC-SP		HR Health Discretionary Bucket	
81			Provide courses for managers that help them understand and implement their responsibilities in maintaining a respectful workforce			LOB Corp	ABSBC		HR Health Discretionary Bucket	
82			Provide courses for employees that help them understand and implement their responsibilities in maintaining a respectful workforce			LOB Corp	ABSBC		HR Health Discretionary Bucket	
83			Maintain up to date statistics on program usage			LOB Corp	ABSBC		HR Health Discretionary Bucket	
84			Provide support and guidance to individuals involved in formal resolution processes			LOB Corp	ABSBC		HR Health Discretionary Bucket	
85			Develop a formal harassment complaint investigation process	Corp	ABSBC	LOB Corp	Corp		HR Health Discretionary Bucket	
86		Return to work program - Program Delivery	Facilitate the return of employees absent due to occupational or non-occupational illness or injury to work in a safe and timely manner							

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87			Facilitating ongoing open communication between the employee, manager, HR, union rep and care giver			LOB Corp	ABSBC		HR Health Discretionary Bucket	
88			Facilitating the development of a detailed return-to-work plan involving the employee, manager, union rep, HR and care giver	LOB	LOB	LOB Corp	ABSBC		HR Health Discretionary Bucket	
89			Assist the BCH representative in the placement of employees whose work restrictions prevent them from returning to their current job	LOB	LOB	LOB Corp	ABSBC		HR Health Discretionary Bucket	
90			Assist the BCH representative in facilitating the communication of the return-to-work plan to the affected work group.			LOB Corp	ABSBC		HR Health Discretionary Bucket	
91			Assist in designing specific Return to Work plans to meet the specific needs of each individual	LOB		LOB Corp	ABSBC		HR Health Discretionary Bucket	
92			Facilitate communication regarding illness and injury administrative procedures			LOB Corp	BCH-SP		N/A	
93			Develop and maintain the HR standard for the RTW program.			LOB Corp	Corp		N/A	
94			Develop and maintain the documentation used in the various assessment processes.			LOB Corp	ABSBC		HR Health Discretionary Bucket	
95			Maintain sufficient data to illustrate program usage and cost.		ABSBC	LOB Corp	Corp		HR Health Discretionary Bucket	
96			Assist in the process of procuring the functional assessment form completed by doctor			LOB Corp	ABSBC		HR Health Discretionary Bucket	
97			Coordinating (upon review by ABSBC manager and approval by BCH manager) the delivery of expedited medical services as recommended by the employee's physician.	LOB Corp		LOB Corp	LOB ABSBC		HR Health Discretionary Bucket	
98			Funding (upon review by ABSBC manager and approval by BCH manager) the delivery of expedited medical services as recommended by the employee's physician.			LOB Corp	LOB Corp		N/A	
99			Maintain personal contact with employee's in the return to work process			LOB Corp	LOB ABSBC		HR Health Discretionary Bucket	
100			Implementation of a monitoring process for the Return to Work Plan		LOB	LOB Corp	ABSBC		HR Health Discretionary Bucket	
101			Coordinate early intervention options including rehabilitation, shorter or longer term transitional work, long term modifications to the job, and/or permanent modifications to the job.		LOB	LOB Corp	ABSBC		HR Health Discretionary Bucket	
102			Procure information of an employee's functional work abilities towards the placement of a permanent accommodation				ABSBC		HR Health Discretionary Bucket	
103			Liaise with employee's on sick leave, LTD or WCB absences.			LOB Corp	ABSBC LOB		HR Health Discretionary Bucket	
104			Assist manager who is seeking temporary accommodation for an employee by reviewing the Functional Assessment provided by the employee's physician, forwarding this assessment to the manager, and providing consultation as required on the results.			LOB Corp	ABSBC		HR Health Discretionary Bucket	
105			Referral of employees to the RTW facilitator.				BCH-SP		N/A	
106			Provide initial functional assessment to RTW facilitator.				BCH-SP		N/A	
107			Advise BCH's service provider of material deviations from the RTW plan.				ABSBC		HR Health Discretionary Bucket	
108			Receive and review RTW Plan for workplace issues, respectful workplace or accommodation requirements and refer case to HR Business Partner		LOB		ABSBC		HR Health Discretionary Bucket	
109		Physiotherapy Services - Program Delivery	Provide an exercise based rehabilitative service designed to educate and assist employees in the prevention and recovery from injury or illness at Edmonds and Dunsmuir							
110			Provide assessment by a registered physiotherapist			LOB Corp	ABSBC		HR Health Discretionary Bucket	
111			Work together with employee to develop an active exercise program			LOB Corp	ABSBC		HR Health Discretionary Bucket	
112			Maintain up to date statistics on usage			LOB Corp	ABSBC		HR Health Discretionary Bucket	
113			Provide and support supervised or unsupervised active exercise programs			LOB Corp	ABSBC		HR Health Discretionary Bucket	
114		Comfort Rooms	Provide comfort rooms to accommodate those employees who require a private setting for any type of health purpose at Edmonds and Dunsmuir							

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115			Confirm that a private, clean, well-equipped setting is available to employees	Corp		LOB Corp	ABSBC		HR Health Discretionary Bucket	
116			Provide keys to facilities			LOB Corp	ABSBC		HR Health Discretionary Bucket	
117			Book facilities			LOB Corp	ABSBC		HR Health Discretionary Bucket	
118			Provide consumables and information as required			LOB Corp	ABSBC		HR Health Discretionary Bucket	
119			Respond to general inquiries for services			LOB Corp	ABSBC		HR Health Discretionary Bucket	
120	Service Center	HR Services (Excluding CBU for PAHR functions /services and Powertech)	Process HR transactions to PAHR for all employees including executives and provide a single point of contact for managers and employees wishing to obtain answers to HR related questions or to engage HR services - phone coverage from 8:00 a.m. to 4:00 p.m. 5 days per week except statutory holidays							
121			Assist managers in the process of documenting new employees			Corp LOB	ABSBC		HR Base Services	
122			Provide advice to managers, HR professionals and employees on the application and interpretation of collective agreement provisions, compensation policies and standard practices				ABSBC Corp LOB		HR Base Services	
123			Validate requested changes (via the COS form) to ensure adherence to C/A provisions, policies and past practice)				ABSBC		HR Base Services	
124			Follow up on HR Transactions with Business Partner, HRS, or managers as appropriate		LOB		ABSBC		HR Base Services	
125			Verify, calculate and enter transactions to PAHR for hires, changes of status and terminations (Inc. personal, job, pay, work related info, long term leave)				ABSBC		HR Base Services	
126			Gather the necessary data to set up a new employee on PAHR; calculate seniority for rehires; determine appropriate allowances, etc				ABSBC		HR Base Services	
127			Process change of address, hydro local, direct report manager or location requests		LOB Corp		ABSBC		HR Base Services	
128			Update emergency contact data		LOB Corp		ABSBC		HR Base Services	
129			Review temporary promotions, exceptions and correct data		ABSBC		LOB		HR Base Services	
130			Operate employee call centre (dedicated phone lines) to answer HR related questions and to initiate HR Service calls, cases and processes			LOB Corp	ABSBC		HR Base Services	
131			Support employee and manager self service and information options.	LOB Corp		LOB Corp	ABSBC		HR Base Services	
132			Provide centralized mailbox for answering employee questions and to receive HR transactions and service requests				ABSBC		HR Base Services	
133			Process periodic changes to pay such as length of service increases, performance pay increases, and general increases			LOB Corp	ABSBC		HR Base Services	
134			Implement retroactive job and pay changes			LOB Corp	ABSBC		HR Base Services	
135			Process non-discretionary leaves in regards to payroll (applies to pregnancy, parental, adoption, union, WCB).			LOB Corp Policy	ABSBC		HR Base Services	
136			Enter time codes into T&L for salaried employees on long term leave.				ABSBC		HR Base Services	
137			Administer mail for employees on long term leave				ABSBC		HR Base Services	
138			Implement corporate wide compensation initiatives and changes, and Collective Agreement changes within constraints of the existing PAHR structure.			LOB Corp	ABSBC		HR Base Services	
139			Provide first level support for PAHR inquiry users			LOB Corp	ABSBC		HR Base Services	
140			Provide systems administration for PAHR for HR users including managing the impact of changes on PAHR and other related systems and automated processes (YEC, Time and Labour). Perform HR User acceptance testing for upgrades and enhancements.			LOB Corp	ABSBC		HR Base Services	
141			Provide annual calculation of seniority for part-time OPEIU employees				ABSBC		HR Base Services	
142			Coordinate and create ad-hoc reports from PAHR on a best efforts basis.		ABSBC	LOB Corp	ABSBC LOB Corp		HR Base Services	
143			Collaborate with requestor to define specifications for the ad hoc report requested			LOB Corp	ABSBC LOB		HR Base Services	

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144			Provide time estimate to produce ad hoc report (No extra cost)				ABSBC		HR Base Services	
145			Obtain approval of requestor (approval of the estimate) to proceed with the request	LOB Corp			ABSBC		HR Base Services	
146			Manually retrieve information from a variety of HR related records			LOB Corp	ABSBC		HR Base Services	
147			Maintain an appropriate curriculum for general PAHR training. Training of users to be on an as requested basis (outside of HR Base Services).				ABSBC		HR Base Services	
148			Communicate pay related changes to managers and employees with sufficient detail where possible, to minimize the need for face to face training.			LOB Corp	ABSBC		HR Base Services	
149			Maintain PAHR tables and assign Job codes into the system			Corp	ABSBC		HR Base Services	
150		Records Maintenance (Excludes CBU and Executives)	Maintains related employee records such as "P" files							
151			Develops and maintains standards for the contents and format of "P" files	LOB Corp		LOB Corp	ABSBC		HR Base Services	
152			Confirm appropriate level of security/confidentiality and retention requirements are adhered to for employee (active and terminated) related files; follow up to confirm files are returned in timely manner			LOB Corp	ABSBC		HR Base Services	
153			Purge "P" files of inappropriate material before sending to managers and storage (terminated employees)			LOB Corp	ABSBC		HR Base Services	
154			As time permits, purge and clean up "P" files to confirm to standards			LOB Corp	ABSBC		HR Base Services	
155			Maintains other employee related records to ensure that all pay related PAHR transactions are supported by appropriate documentation			LOB Corp	ABSBC		HR Base Services	
156		HR Disaster Recovery Planning	Provide HR services related to employees involved in response and recovery activities during emergent and disastrous events.							
157			Provide trained resources when requested to assist HR Business Partners with HR issues during emergencies/disasters.				ABSBC		HR Base Services	
158			Provide trained resources to staff a component of the Human Resources Emergency Coordination Centre (HRECC) during disasters when the HRECC is activated.				ABSBC		HR Base Services	
159			Pre-assign HR staff to emergency/disaster response/recovery roles as defined in various emergency response plans.				ABSBC		HR Base Services	
160			Make available for training and exercises on a regular basis (not less frequently than annual) basis HR staff pre-assigned to emergency/disaster response and recovery duties.				ABSBC		HR Base Services	
161			Provide training and exercise opportunities to pre-assigned HR staff for emergency/disaster response and recovery duties.		ABSBC LOB		Corp		HR Base Services	
162	Employee Relations	Dealing with discipline and dismissals	Dealing with disciplinaries, dismissals, settlements, grievances and employee complaints							
163			Interview management to determine factual basis for considering discipline or dismissal		Corp		LOB		N/A	
164			Determine background of the employee including length of service, work history, disciplinary record, nature of their position		Corp		LOB		N/A	
165			Research past practice to determine extent of disciplinary action in similar fact situations		LOB	Corp	Corp		N/A	
166			Engage in analysis of the facts in relation to the labour relations principles applicable to discipline and dismissal		LOB	Corp	Corp		N/A	
167			If dismissal is recommended, ensure that appropriate VP or VPs are informed of recommendation		Corp	LOB	LOB		N/A	
168			Assist management in preparing letter to be provided to employee		Corp		LOB		N/A	
169			Provide advice and guidance on the process the manager should be following in communicating the decision of discipline or dismissal		Corp		LOB		N/A	
170		Employment Arbitration Claims	Activities included in dealing with grievances and arbitrations							

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171			Review and confirm all of the facts giving rise to the grievance.		Corp	LOB	LOB		N/A	
172			Determine issues and conduct research and analysis of the issues.		Corp	LOB	LOB		N/A	
173			Prepare a grievance investigation summary detailing the background, the issues, the positions of the parties, the strengths and weaknesses of the positions, and the law and providing a recommendation.		Corp	Corp	LOB		N/A	
174			Ensure that grievance meeting is scheduled. Review summary with VP or Senior Manager hearing the grievance prior to attending grievance meeting.			Corp	LOB		N/A	
175			Attend grievance meeting, listen to Union's case, clarify Union's position, consider Union's arguments, and follow up on any outstanding issues.			Corp	LOB		N/A	
176			Prepare reply to Union indicating proposed resolution, if any.		Corp	LOB	LOB		N/A	
177			In the event Union refers grievance to arbitration, select arbitrator through process outlined in applicable collective agreement and determine if appropriate to retain outside legal counsel. Select legal counsel and forward relevant case materials for review.				Corp		N/A	
178			Confirm arbitration dates and coordinate witness interviews in preparation for arbitration. Also review and compile documents. Provide instructions to legal counsel as required.				Corp		N/A	
179		Managing Union Relationship	Arranging and participating in meetings between management and trade unions or between management and employee representatives/bodies							
180			Where joint management-union committees have been struck, ensure that meetings are held regularly or as needed and ensure that appropriate representatives are included in meeting requests.				Corp		N/A	
181			Provide advice and support to management when meeting with Union representatives on operational matters with labour relations implications.		LOB		Corp		N/A	
182			Develop or assist in development of agendas for meetings between management and the Union.		LOB		Corp		N/A	
183			Review, understand and confirm management position on agenda topics and develop strategy to promote management position.		LOB		Corp		N/A	
184			Through participation in such meetings, promote and encourage a positive and cooperative labour relations environment amongst union, management, and employee groups.		LOB		Corp		N/A	
185		Job Action	Dealing with Job Action							
186			Where job action is illegal, advise managers to gather information related to identification of employees involved in job action, timing of job action, location of job action, reason for job action and submit information to Labour Relations.		LOB	Corp	Corp		N/A	
187			Initiate communications with local Union to determine its position and its action plan.			Corp	Corp		N/A	
188			Determine if Labour Relations Board application is necessary based on extent of job action and impact on operations. If determined to be necessary, retain legal counsel to prepare application and provide all facts related to job action.			Corp	Corp		N/A	
189			Consider appropriate disciplinary response and advise managers accordingly.		Corp		LOB		N/A	
190			In anticipation of legal job action, prepare comprehensive strike plan in conjunction with management representatives from all lines of business. Implement strike plan if necessary.		LOB	Corp	Corp		N/A	
191			Apply to Labour Relations Board for essential services designation where appropriate.			Corp	Corp		N/A	
192		Ombuds Program	To provide confidential, external assistance in achieving resolution for work-related events.							
193			Administration of corporate policies in compensation/separation; discipline; performance management; selections; benefits; placements; hours of work.			Corp			N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
194			Confidentially assist employees with their terms of employment issues and provide guidance, mediation and recommendations that arise out of perceived unfair treatment.				BCH		N/A	
195			If the issue cannot be resolved informally, a written report is drafted and sent to the VP HR and the Operating VP involved.				BCH		N/A	
196			If the manager and Operating VP accept the Ombuds recommendations, they are implemented.				Corp LOB		N/A	
197			If the manager and operating VP do not accept the recommendations, the issue will be referred to SMC for resolution				Corp		N/A	
198		Restructuring	Restructuring (e.g. Transfers, site closures, acquisitions, redeployment etc.)							
199			Participate in defining organizational objectives, priorities and structure of restructuring decision.				Corp LOB		N/A	
200			Develop policy/principles re: the treatment of people in restructuring.	Corp	ABSBC	Corp	Corp LOB		HR Base Services	
201			Determine impact on people (e.g. layoffs, HQ changes, pension implications) and develop strategies to address them		ABSBC		Corp LOB		HR Base Services	
202			Develop specific programs to mitigate impacts (e.g. retirement programs, secondments)	Corp	ABSBC	Corp	Corp LOB		HR Base Services	
203			Develop implementation plan - timelines, resource requirements, documentation requirements		ABSBC		Corp LOB		HR Base Services	
204			Develop and implement change implementation/communication plan		LOB		Corp LOB		N/A	
205			Union/Labour Relations Board notification and liaison			Corp	Corp LOB		N/A	
206			Populate PAHR with the 'new' organization by applying policy, principles and programs for M&P affiliated employees.		ABSBC Corp	LOB	LOB		HR Base Services	
207			Populate PAHR with the 'new' organization by applying policy, principles and programs for unionized employees.		ABSBC Corp	LOB	LOB		HR Base Services	
208			Develop 'new' and 'revised' job profiles - basic purpose, accountabilities	Corp	ABSBC	LOB	LOB		HR Base Services	
209			Review and evaluate 'new' and 'revised' jobs - duties, qualifications, level ABSBC provides for COPE Only.			LOB	ABSBC LOB		HR Base Services	
210			Identify individual employee options for those impacted - applicability of programs, bumping, severance. Performed for COPE, IBEW and M&P.		LOB Corp		ABSBC		HR Base Services	
211			Implement and document individual employee options and choices made. Performed for COPE, IBEW and M&P.				ABSBC		HR Base Services	
212			Manage any specific programs implemented - e.g. vacancy management, placements, educational leave		Corp		LOB		N/A	
213			Secure and manage external vendors for outplacement.			LOB	ABSBC		HR Base Services	
214			Co-ordinate restructuring activities across BCH as needed (ABSBC assistance limited to PAHR changes).	Corp	ABSBC	Corp	Corp LOB		HR Base Services	
215			Implement administrative changes - e.g. change of status, cost centre changes, termination, salary adjustments	LOB	LOB	LOB	ABSBC	LOB	HR Base Services	
216		Negotiations	Major changes to contracts of employment and terms and conditions							
217			Select members of employer collective bargaining team based on experience, representation of all lines of business, ability to convey business needs.			Corp	Corp		N/A	
218			Develop management agenda, having regard to wage mandate, operational needs, overall corporate policy, areas in which efficiency improvements can be made			Corp	Corp		N/A	
219			Prepare collective bargaining strategy, including assessment of Union's needs, needs of Union bargaining team members, priority of management objectives, timing, mediation.		LOB	Corp	Corp		N/A	
220			Negotiate with Union with view to concluding collective agreement.			Corp	Corp		N/A	

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221			Where changes to contract terms are achieved, communicate changes to management and support services, e.g. payroll, for implementation.		LOB	Corp	Corp		N/A	
222		Collective agreement understanding	Dealing with queries on collective agreements	X	X	X	X	X		
223			Notify/train ABSBC on changes to collective agreement.				Corp		N/A	
224			Receive Collective Agreement interpretation request from employee, manager, or HR business partner				Corp		N/A	
225			Refer to appropriate Collective Agreement				Corp		N/A	
226			Consult Labour Relations for clarification if needed				Corp		N/A	
227			Communicate interpretation back to employee, manager, or HR business partner				Corp		N/A	
228		Policy Interpretations	Dealing with queries on policies	X	X	X	X	X		
229			Inform ABSBC on policy changes.				Corp		N/A	
230			Receive Policy interpretation request from employee, manager, or HR business partner				Corp		N/A	
231			Refer to appropriate Policy statement, website				Corp		N/A	
232			Consult appropriate Personnel depending on request				Corp		N/A	
233			Communicate interpretation back to employee, manager or HR business partner				Corp		N/A	
234		Employee attitude surveys	The design, dispatch and co-ordination of employee attitude surveys and questionnaires	X	X	X	X	X		
235			The need to obtain information from employees is established.				Corp LOB		N/A	
236			An employee survey is identified as the best tool in which to collect the information.				Corp LOB		N/A	
237			Discussions take place with SMC on the purpose and value of surveying and their endorsement is received.				Corp LOB		N/A	
238			A project plan is prepared.				Corp LOB		N/A	
239			An RFP is prepared and sent to a select number of companies.				Corp LOB		N/A	
240			The proposals are reviewed (interviews may be required) and a company is selected.				Corp LOB		N/A	
241			Meeting is held with the consultant and the project team to determine the attributes to be measured in the survey.				Corp LOB		N/A	
242			Focus groups may be held to determine and/or test the attributes.				Corp LOB		N/A	
243			A communication plan is prepared.				Corp LOB		N/A	
244			The survey is designed and printed.				Corp LOB		N/A	
245			E-mail notes are sent to managers notifying them of the upcoming survey and asking them to encourage their staff to participate.				Corp LOB		N/A	
246			Information on the upcoming survey is conveyed to employees through "Wattsnew".				Corp LOB		N/A	
247			Surveys are distributed to employees via OCS.				Corp LOB		N/A	
248			Completed surveys are returned to consulting company.				Corp LOB		N/A	
249			Consulting company analyzes data and produces report.				Corp LOB		N/A	
250			High-level communication on survey results is shared with employees through "Wattsnew".				Corp LOB		N/A	
251			LoB/SO determine how they will respond to (act on) results.				Corp LOB		N/A	
252		Gainsharing	Gainsharing is an incentive program intended to focus BCH unionized employees on specific performance objectives aligned to the success of the organization.	X	X	X	X	X		
253			Set Corporate Gainsharing measures		LOB		Corp		N/A	
254			Set Lines of Business measures		LOB		Corp		N/A	
255			Administers/interprets the Gainsharing Program		LOB		Corp		N/A	
256			Calculate Gainsharing payment as required		LOB		Corp		N/A	
257			Communicate Gainsharing initiatives/result		LOB		Corp		N/A	
258			Negotiates changes to Gainsharing Plan		LOB		Corp		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
259	Strategic Workforce Plan	Strategic Workforce Planning	Strategic Workforce Planning							
260			Inform and share information with ABSBC on a regular basis in regards to BCH's Strategic Workforce Plan, and current status.				Corp		N/A	
261			Identify and understand strategic workforce issues and needs · Conduct demographic analysis – current and future workforce trends · Conduct a review of external emerging trends · Complete assessment of business objectives and internal business drivers · Complete assessment of workload and resource requirements for business				LOB Corp		N/A	
262			Confirm and prioritize workforce planning issues and needs based on analysis, trends and assessments				LOB Corp		N/A	
263			Develop and/or update strategic workforce plan				LOB Corp		N/A	
264			Develop recommendations for high priority issues (objectives, strategies, business case and plan)				LOB Corp		N/A	
265			Implement workforce initiatives				LOB Corp		N/A	
266			Communicate SWFP initiatives				LOB Corp		N/A	
267			Monitor and evaluate effectiveness of workforce initiatives				LOB Corp		N/A	
268			Track and report workforce planning information				LOB Corp		N/A	
269		Succession Planning	Succession Planning							
270			Develop overall policy framework, guidelines and principles for succession planning approach				LOB Corp		N/A	
271			Identify high risk positions				LOB Corp		N/A	
272			Identify talent				LOB Corp		N/A	
273			Assess and evaluate talent against competencies				LOB Corp		N/A	
274			Confirm candidates as part of talent pool				LOB Corp		N/A	
275			Develop accelerated development plan w/candidates				LOB Corp		N/A	
276			Complete plan				LOB Corp		N/A	
277			Monitor effectiveness of process				LOB Corp		N/A	
278	Compensation Management	Compensation Management	Salary Changes will follow the Corporate policies and practices							
279			Review policies and determine changes and/or parameters eg. M&P set budgets, determine guidelines-including matrix, scale changes, market data and recommending general increases. ABSBC assistance is in relation to PAHR.	Corp	ABSBC		Corp/LOB		HR Base Services	
280			Determine on-going salary change practices related to promotions, demotions, lateral transfers, job re-classifications, temporary promotions. ABSBC assistance is in relation to PAHR.	Corp	ABSBC LOB		Corp LOB		HR Base Services	
281		Compensation policy and approach.	Develop, evolve and maintain Compensation policy and approach.							
282			Review guidelines and practices for honorariums, temporary promotions, special salary treatment, over time, and other allowances and communicate changes.	Corp	LOB ABSBC		Corp		HR Base Services	
283			Conduct market salary surveys every year using benchmark positions and appropriate data banks to recommend base salary or other compensation allowances.		LOB		Corp		N/A	
284			Create, maintain and distribute compensation policy and related information.		LOB		Corp		N/A	
285			Review and monitor programs and application and usage trends. ABSBC assistance is in relation to PAHR.		ABSBC		CORP/LOB		HR Base Services	
286			Maintain equitable and consistent application		ABSBC		Corp LOB		HR Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
287			Research compensation information to provide advise and guidance on anomalies and application issues for senior/executive management				Corp		N/A	
288			Assist in defining terms and conditions of employment contracts for executives and administer and respond to application questions				Corp		N/A	
289		Variable Pay	Variable Pay							
290			Develop, maintain and evolve variable pay policies and practices. ABSBC assistance is in relation to PAHR.	Corp	LOB ABSBC	Corp LOB	Corp		HR Base Services	
291			Develop principles for variable pay including structure, purpose, format and methodology	Corp	LOB	Corp	Corp		N/A	
292			Communicate, trains and prepares tools on program parameters and guidelines for M&P managers and employees. ABSBC assistance is in relation to PAHR.		LOB ABSBC	Corp LOB	Corp		HR Base Services	
293			Interpret program and set guidelines for gainsharing programs for union employees		LOB		Corp		N/A	
294			Assists LoB's in developing and evaluating personal contract objectives		Corp		LOB		N/A	
295			Managers rate employee performance against the contracts and calculate variable pay award		Corp		LOB		N/A	
296			Executive review, approval and sign off				Corp		N/A	
297			Variable pay amounts are communicated to employees				Corp LOB		N/A	
298		M&P Job Analysis	Prepare job descriptions for new and revised jobs							
299			Identify the need for a new or changed job.				LOB		N/A	
300			Discuss organization / department needs.				LOB		N/A	
301			Contact and contract with an external consultant to prepare a job description.				LOB		N/A	
302			Sign off on the newly prepared description that it describes expected duties and responsibilities accurately.	LOB			LOB		N/A	
303			Prepare a point factor rationale to justify the role level.	Corp			LOB		N/A	
304			Submit documentation to Corporate job evaluation for review and approval.				LOB		N/A	
305			Approve the recommended role level, recommend an alternative role level or request additional information if initial recommendation is not approved.	Corp	LOB		Corp		N/A	
306			Audit M&P JE function.	Corp	LOB		Corp		N/A	
307	Workforce Management	OPEIU Job Analysis	Prepare and evaluate job descriptions for new and revised jobs							
308			Identify a need for a new or changed job		ABSBC		LOB		HR Base Services	
309			Receive incumbent Request for Review form		ABSBC		LOB		HR Base Services	
310			Discuss organization/department needs with HR BP or Manager				Corp LOB		N/A	
311			Contact HR Services to request a job review				Corp		N/A	
312			Receive request for job review and discuss requirements, available existing job descriptions, etc. with manager or HR BP		Corp		ABSBC		HR Base Services	
313			Review resource requirements and assign to "in house" or to external consultant as appropriate				ABSBC		HR Base Services	
314			Research on-line and/or master job files as required.				ABSBC		HR Base Services	
315			Recommend if job needs to be maintained/created; provide results to Corporate.	Corp			ABSBC		HR Base Services	
316			Interview manager and/or incumbent(s); complete questionnaire and develop new or revised job description and forward to manager		LOB		ABSBC		HR Base Services	
317			Manager and/or Lead HRBP review draft job description and perform Sign-Off (i.e. duties and responsibilities are accurately described) and forward to HR Services	LOB			LOB		N/A	
318			Receive approved job description; conduct (or arrange for) analysis and prepare factor evaluation rationale		Corp		ABSBC		HR Base Services	
319			Proactively include union and incumbent on draft job descriptions to identify potential issues early		LoB		ABSBC		HR Base Services	
320			Prepare a point factor rationale sheet to justify the salary group against Benchmark jobs				ABSBC		HR Base Services	
321			Verify evaluation / prepare a preaudit of the evaluation (Internal review process)				ABSBC		HR Base Services	

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322			Enter factor evaluation and new/revised job description into JE System				ABSBC		HR Base Services	
323			Approve evaluation and recommend proceeding with implementation.				Corp		N/A	
324			Inform line management of salary group results or request/receive additional information if not included in initial submission		LOB		ABSBC		HR Base Services	
325			Resolve issues related to manager, HRBP, incumbent concerns related to evaluation results prior to implementation		Corp		ABSBC		HR Base Services	
326			Draft recommended Implementation Plan including allocation or related issues				ABSBC		HR Base Services	
327			Assign a job code; download job description to Intranet; prepare notification letters to all parties (manager, incumbent, union)				ABSBC		HR Base Services	
328			Implement new/revised job according to approved Implementation Plan		ABSBC		LOB		HR Base Services	
329			Maintain Job Code Tables in PAHR				ABSBC		HR Base Services	
330			Create and maintain master Job Files				ABSBC		HR Base Services	
331			Respond to on-going general JE questions e.g. from Union		ABSBC		LOB		HR Base Services	
332			Coordinate and participate in OPEIU - Job Evaluation Steering Committee		ABSBC	Corp	Corp		HR Base Services	
333		OPEIU Job Evaluation Review and Appeal	OPEIU Job Evaluation Review and Appeal							
334			Receive Grievance or Request for Appeal				LOB		N/A	
335			Arrange for ABSBC to gather and prepare facts to be used in appeal evaluation process				LOB		N/A	
336			Respond within 60 days to employee reviews/appeals (Article 2.04) to both the employee and union		ABSBC	Corp	LOB		HR Base Services	
337			Determine, upon review, that a revised job is not warranted; send notification to employee and manager		LOB	Corp	ABSBC		HR Base Services	
338			Within 30 days, respond to the union's comprehensive rationale		LOB	Corp	ABSBC		HR Base Services	
339			If the union alleges a different job more properly describes the duties of the employee the union must within 15 days contact the senior manager and request a meeting to be held within 30 days - Within 15 days following this meeting the employer will provide a response		ABSBC		LOB		HR Base Services	
340			Conduct meetings, review job evaluation response and gain agreement on decision, if possible; if not, involve arbiter as required, and resolve employee grievance		LOB		ABSBC Corp		HR Base Services	
341			Appeals not resolved between the parties shall be referred by the union to a Referee within 30 days		LOB		ABSBC Corp		HR Base Services	
342			If grievance is referred to arbiter, prepare case and involve senior management in representation.		LOB Corp		ABSBC		HR Base Services	
343			Prepare material required for decision making in the appeal process.		Corp		ABSBC		HR Base Services	
344			Based on arbiter decision, plan for the implementation of the job change and execute the implementation plan		LOB Corp		ABSBC		HR Base Services	
345		Pension Services	The management and administration of pension and retirement services							
346			Setup new/rehires into Pension Plan in PAHR				ABSBC		HR Base Services	
347			Enroll new/rehires into Pension Plan				Corp		N/A	
348			Maintain existing members records (including record changes, PA/PSPA/PAR calculations and Family Relations/Limited Member data)				Corp		N/A	
349			Process payments (including regular premium collections, AVCs, transfers in, regular benefit payments, lump sum payments, transfers out and refunds)				Corp		N/A	
350			Provide communications on pension entitlements e.g. annual Pension Statement				Corp		N/A	
351			Perform pension plan maintenance and governance functions/administration including Pension System changes, Pension Plan registration, Annual Plan Valuation, T3 Return, Financial Statements, etc.				Corp		N/A	
352			Employee identifies a need to understand retirement options and/or is ready to go through steps required to retire				Corp		N/A	
353			Process and review requests for pension estimates		ABSBC		BCH-SP		HR Base Services	

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354			Determine if pension date is > 5 years off - if > 5 years off refer employee/initiator to their latest annual pension statement, POET, or the BCH service provider.				ABSBC		HR Base Services	
355			Clarify estimate dates and other parameters with employee and answer questions about pension plan/retirement		Corp		ABSBC		HR Base Services	
356			Resolve complex questions/issues to Corp Pensions e.g. Family Relations matters.		ABSBC		BCH-SP		HR Base Services	
357			Forward pension estimate request to BCH service provider if pension date is < 5 years off.				ABSBC		HR Base Services	
358			Prepare and send pension estimate to employee and copy ABSBC		BCH-SP		Corp		N/A	
359			Answer employee's questions relating to pension estimate				ABSBC		HR Base Services	
360			Resolve basic/general pension and retirement inquiries, and refer to BCH service provider as appropriate.				ABSBC		HR Base Services	
361		Retirement Advice/Consultation	Provide retirement consultation to employees and managers							
362			Receive notification of employee intent to retire				ABSBC		HR Base Services	
363			Where there is evidence of approval from management to take retirement leave - Contact employee and manager as appropriate; clarify planned retirement date; provide advice on early retirement approvals, pre-retirement leave rules, required COSs and determine if time bank use will be involved /approved.		LOB	LOB	ABSBC		HR Base Services	
364			Receive and forward manager's approval to Corp Pensions	LOB		Corp	ABSBC		HR Base Services	
365			Calculate time bank stretch/run-out projection/residual payment (if applicable) and prepare retirement leave conditions letter to employee				ABSBC		HR Base Services	
366			Initiate COS to pre-retirement Cost Centre				LOB		N/A	
367			Prepare Retirement Benefits Package.				Corp		N/A	
368			Prepare Pension Documentation Package				ABSBC		HR Base Services	
369			Receive and review the Retirement Benefits Package and Pension Documentation Package with the retiree.				ABSBC		HR Base Services	
370			Contact employee to determine scope/logistics of consultation advice/support required and most efficient way to provide it			LOB	ABSBC		HR Base Services	
371			Provide consultation to employee on options and completion of retirement documents				ABSBC		HR Base Services	
372			Assemble and forward completed documents to Corp Pensions				ABSBC		HR Base Services	
373			Initiate Termination Notice				LOB		N/A	
374			Process COS and Termination Notice into PAHR				ABSBC		HR Base Services	
375			Receive and process retirement documents to update Pension System and initiate pension payments				Corp		N/A	
376		Leaves of Absence	Administer discretionary leaves of absence							
377			Receive notice of employee request for leave of absence				ABSBC		HR Base Services	
378			Determine type of leave and duration (personal, education, sabbatical, IBEW LOU #5).			LOB	ABSBC		HR Base Services	
379			Provide advice to employee on conditions/requirements based on leave type (benefit plan coverage, premium prepayment, seniority maintenance, etc.)				ABSBC		HR Base Services	
380			Provide consultation to Manager and receive leave approval	LOB			ABSBC LOB		HR Base Services	
381			Clarify eligibility, terms, conditions and proof requirements based on leave type				ABSBC		HR Base Services	
382			Clarify applicable benefits, premium prepayment and employer's responsibilities.				ABSBC		HR Base Services	
383			Prepare LOA confirmation letter covering approved leave and forward to all parties				ABSBC		HR Base Services	
384			Initiate COS's to place employee on LOA and to return at completion of LOA				LOB		N/A	
385			Process COS's to place employee on LOA and to return at completion of LOA into PAHR				ABSBC		HR Base Services	
386		Sick Leave Administration	Monitor Sick Leave absences							
387			Provide LTD sick leave process and administration (benefit administration component of ReF Program COR).				ABSBC		HR Base Services	

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388			Provide LTD sick leave process and administration (medical/health activity component of ReF Program COR).				ABSBC		HR Health Discretionary Bucket	
389		LTD Claims administration	Monitor and administer sick leave in preparation to initiate LTD process							
390			Monitor SHIMIS and CBU sick leave attendance reports to initiate LTD claim forms at or before Day 80 of an absence.		Corp LOB		ABSBC		HR Base Services	
391			Identify sick leave case and initiate contact with manager to determine prognosis				ABSBC		HR Base Services	
392			Contact manager to clarify if absence will continue and/or provide administrative advice and resources on LTD qualifying period, LTD/RTW process roles & responsibilities, and refer manager to Health Services on-line info and tools.				ABSBC		HR Base Services	
393			Calculate potential LTD effective date and monitor continued absence.				ABSBC		HR Base Services	
394			Prepare and forward LTD Claim Form package to manager.				ABSBC LOB		HR Base Services	
395			Support manager or employee as required and maintain open communication with Health Services and LTD Insurer to ensure administrative information is obtained.				ABSBC		HR Base Services	
396			Monitor and confirm status of claim (acceptance/rejection) re: requirement for COS at appropriate time and need for IC advance				ABSBC		HR Base Services	
397			Liaise with LOB managers or HRBP's on administrative aspects of return-to-work				ABSBC		HR Base Services	
398			Provide information and support to management and employees on partial /part time RTW administration issues and completion of Rehab. Earnings report.		LOB		ABSBC		HR Base Services	
399			Advise and support management and employees on partial/part time RTW issues and completion of Rehab. Earnings Report		LOB		ABSBC		HR Base Services	
400			Receive confirmation of employee RTW date and confirm with LTD insurer; provide support as required.				ABSBC		HR Base Services	
401			Receive notice from LTD insurer that employee reaching 2 year change of definition date may meet "all occupation" disability criteria.				ABSBC		HR Base Services	
402			Purge LTD "Case" file for transfer to "P" file.				ABSBC		HR Base Services	
403			Follow up with manager and HRBP re: LTD Cost Centre process.				ABSBC		HR Base Services	
404			Confirm with manager and/or Lead HR Business Partner that employee is to be transferred to LTC Cost Centre.		ABSBC		LOB		HR Base Services	
405			Clarify employee's age/service status re: pension rule of 85; prepare customized LTD Cost Centre letter to employee including advice re: future administration, pension deeming, etc.		Corp		ABSBC BCH-SP		HR Base Services	
406			Provide BF monitoring of LTD cases for updates (LTD insurer) or follow-up with manager, HRBP, Corp Pensions as needed.				ABSBC		HR Base Services	
407		Death In Service	Administer employee death in service							
408			Receive notification of employee death (from manager, Corp Benefits, employee's co-worker, family member or other source)				ABSBC		HR Base Services	
409			Contact manager and others as required to confirm known details. LOB HR lead or designate to provide approval prior to contact.	LOB	LOB	Corp	ABSBC		HR Base Services	
410			Initiate Termination Notice				LOB		N/A	
411			Research file, prepare and send official notification to all relevant offices including CEO, LOB VP, LOB senior manager, lead HRBP, Corp Benefits, ESC, EFAP Provider, Unions (if applicable), Line manager.				ABSBC		HR Base Services	
412			Confirm family contact and make contact to provide advice on process and information to be provided to them		LOB		ABSBC		HR Base Services	
413			Prepare and send Estate Package of documents according to family preference				ABSBC LOB Corp		HR Base Services	
414			Meet with surviving spouse/family member as required to explain Estate documentation information. LOB HR lead or designate to provide approval prior to contact.	LOB			ABSBC LOB Corp		HR Base Services	

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415			Receive completed Estate documents and notify insurance/benefits carriers as applicable				Corp		N/A	
416			Update personnel file and PAHR records as appropriate.				Corp ABSBC		HR Base Services	
417		Voluntary Resignation	Monitor and Manage Voluntary Resignations							
418			Provide advice to manager on termination procedures including Termination Checklist re: Termination Notice, return of company property, cancellation of IT access				ABSBC		HR Base Services	
419			Initiate Termination Notice				LOB		N/A	
420			Advise and support employees on benefit plan coverage on termination, and on pension options				ABSBC		HR Base Services	
421			Receive Termination Notice and enter into PAHR				ABSBC		HR Base Services	
422		Involuntary Separation (Union COPE & IBEW)	Monitor and Manage Involuntary Separation (Union - COPE & IBEW).							
423			LOB business planning, SWFP or Performance Management initiative identifies need for workforce alignment/involuntary union separation(s)	LOB			LOB		N/A	
424			Receive advice re workforce alignment/involuntary separation of bargaining unit members from manager or HR BP				ABSBC		HR Base Services	
425			Clarify scope/details of initiative (limited to the provision of the number of employees affected).		LOB	LOB	ABSBC		HR Base Services	
426			Participate/provide input to workforce alignment initiative planning as required		LOB	LOB	ABSBC		HR Base Services	
427			Determine schedule/key action dates and initiate required notification to Union		ABSBC		LOB		HR Base Services	
428			Obtain "p" file, job history and verify seniority dates				ABSBC		HR Base Services	
429			Determine bumping rights and options				ABSBC		HR Base Services	
430			Determine placement/relocation options (from Vacancy Management)		LOB		ABSBC		HR Base Services	
431			Determine pension termination options		ABSBC		BCH-SP		HR Base Services	
432			Prepare displacement notice letters to affected employees		LOB	LOB	ABSBC		HR Base Services	
433			Make preliminary contact with employees (seniority down order) to discuss process/options and to gauge employee's preferences		LOB		ABSBC		HR Base Services	
434			Respond to on-going queries from employees and managers on "what if" scenarios, information requests, etc.				ABSBC		HR Base Services	
435			Prepare and forward separation options "package" (options letters, bumping options etc) to manager		LOB	LOB	ABSBC		HR Base Services	
436			Respond to queries from managers/employees regarding options and processes		LOB		ABSBC		HR Base Services	
437			Receive employee election				ABSBC		HR Base Services	
438			Administer option elected by employee (eg. Placement, bumping, layoff to recall, severance, retirement). ABSBC administers the confirmation letter and the LOB completes the COS.		LOB		ABSBC		HR Base Services	
439			Create, maintain and update Displacement and Vacancy Management lists		LOB		ABSBC		HR Base Services	
440			Administer relocations if option chosen is filling a vacancy				ABSBC		HR Base Services	
441			Provide ease-of-exit advice and prepare ease-of-exit letters	Corp	LOB	LOB	ABSBC		HR Base Services	
442			Initiate Termination Notice				LOB		HR Base Services	
443			Process Termination Notice into PAHR				ABSBC		HR Base Services	
444		Involuntary Separation (Non Union)	Monitor and Manage involuntary Separation (Non Union)							
445			LOB business planning, SWFP or Performance Management initiative identifies need for workforce alignment/involuntary M+P separation(s)				LOB		N/A	
446			Receive advice from HR BP and/or Manager re non-voluntary M+P separation (s) on an as requested basis.		LOB	LOB	ABSBC		HR Base Services	
447			Clarify details e.g. EOE or severance and relevant parameters on an as requested basis.		LOB	LOB	ABSBC		HR Base Services	
448			Liaise with Legal to obtain Notice Period range based on relevant factors				ABSBC LOB		HR Base Services	
449			Discuss with HR BP and LOB Manager and recommend appropriate notice period range, as required.	Corp	LOB		ABSBC		HR Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
450			Confirm employee age & service and provide or obtain relevant pension information as required on an as requested basis.		Corp		ABSBC		HR Base Services	
451			Verify time bank and calculate stretch time factor/run out period				ABSBC		HR Base Services	
452			Review and recommend pick-up/career transition vendor		LOB	LOB	ABSBC		HR Base Services	
453			Prepare termination letter (including non-disclosure release) and severance document package for manager	Corp			ABSBC		HR Base Services	
454			Provide advice, scripting and logistical support to manager for termination meeting with employee (limited to outplacement information and routing of signed documentation).		LOB		ABSBC		HR Base Services	
455			Respond to queries from manager and employee regarding options and processes				ABSBC		HR Base Services	
456			Provide counter-offer advice and support	Corp			ABSBC LOB		HR Base Services	
457			Provide advice and support to employee on completion of termination documents				ABSBC		HR Base Services	
458			Initiate Termination Notice		ABSBC		LOB		HR Base Services	
459			Process completed termination documents				ABSBC		HR Base Services	
460			Update termination binder & stats				ABSBC Corp		HR Base Services	
461			Take instruction from BCH on redeployment possibilities.	Corp	LOB		ABSBC		HR Base Services	
462		Administration of M+P Salary Increase & Variable Pay program (e.g. BASIS)	Provide coordination and administration of the annual M+P BASIS process							
463			Review policies and determine changes and/or parameters eg. set Corporate budgets, determine & document Guidelines - including matrix, scale changes, market data and recommending general increases.	Corp	ABSBC	Corp LOB	Corp LOB		HR Base Services	
464			Provide expertise to assist managers in costing and reporting salary and variable pay recommendations.	Corp	Corp	Corp LOB	ABSBC		HR Base Services	
465			Liaise with LOB/Corp reps to establish schedule, communication plans, required system & data adjustments.	Corp	Corp LOB	Corp LOB	ABSBC		HR Base Services	
466			Coordinate and communicate process/guidelines to HR and Managers		ABSBC		Corp LOB		HR Base Services	
467			Make system & data changes and initialize database with salary & variable pay budget parameters		Corp	Corp LOB	ABSBC		HR Base Services	
468			Data downloaded to LOB HR reps for local administration		LOB		ABSBC		HR Base Services	
469			Managers review and recommend increases		Corp		LOB		N/A	
470			Peer review and approval of recommendations against LOB budgets		Corp		LOB		N/A	
471			Coordinate upload of approved recommendations from LOB's		LOB		ABSBC		HR Base Services	
472			Prepare summary reports				ABSBC		HR Base Services	
473			Sign off by CEO				Corp		N/A	
474			Verify that the BASIS update has been applied to PAHR.				ABSBC		HR Base Services	
475			Apply ad-hoc or exception driven manual changes to PAHR not included within the BASIS update.				ABSBC		HR Base Services	
476			Retro calculated; salary increases & variable pay amounts paid				ABSBC		HR Base Services	
477			Communicate individual adjustments and awards to employees				Corp LOB		N/A	
478		Special Projects / Ad Hoc Support	Provide resource requirements in response to corporately mandated initiatives and Ad Hoc requests on a Time & Materials basis							
479			Provide resource requirements in response to corporately mandated initiatives and Ad Hoc requests on a Time & Materials basis			LOB Corp	ABSBC		HR Base Services	
480		Administer Secondments	Activities covering the administration of Secondment agreements							
481			Receive request for secondment arrangement		ABSBC		LOB		HR Base Services	
482			Notify ABSBC of secondment request.				Corp		N/A	
483			Clarify requested secondment arrangement parameters i.e. "in" or "out", etc.		ABSBC		LOB		HR Base Services	
484			Review and approve secondment				LOB		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
485			Prepare and issue confirming letter of agreement covering all conditions re: payroll, pension & benefits perks, cost recovery frequency, etc. (excluding Secondment In and Executive Secondment).		ABSBC	LOB	LOB		HR Base Services	
486			Initiate Change of Status to transfer employee to specified cost centre.				LOB		N/A	
487			Process Change of Status to transfer employee to specified cost centre.				ABSBC		HR Base Services	
488			Administer billing to recover agreed-upon costs when tracked through Time & Labour.				ABSBC		HR Base Services	
489			For secondment "In", provide orientation to BChydro/ LOB/ KBU/ Dept				LOB		N/A	
490	Employment Services	Recruitment Policy	Recruitment/relocation policy and administrative guidelines							
491			Develop and maintain recruitment /relocation policy and administrative guidelines	Corp	LOB ABSBC		Corp		HR Base Services	
492		Recruitment Preparation - Internal	Preparing all recruitment materials necessary for the recruitment process							
493			Receive recruitment form and review for approvals, content and conformity	LOB/ Corp			ABSBC		HR Base Services	
494			Check Recall List/Vacancy Management for qualified candidates and review with manager	LOB/ Corp		Corp	ABSBC		HR Base Services	
495			Determine ABSBC participation in recruitment preparation: drafting/developing musts and wants, reviewing, confirming and selecting competencies, and drafting interview questions.				ABSBC LOB		HR Base Services	
496			Draft/develop Musts/Wants	LOB/ Corp	LOB		ABSBC		HR Base Services	
497			Review/confirm/select competencies	LOB/ Corp	LOB		ABSBC		HR Base Services	
498			Draft Interview Questions	LOB/ Corp	LOB		ABSBC		HR Base Services	
499			Bulletin and post for internal recruitments.				ABSBC		HR Base Services	
500			Follow-up with Manager if posting information is incomplete				ABSBC		HR Base Services	
501		Dealing with internal applications	Initial activities involved in handling job applications							
502			Receive, acknowledge, screen, direct and track all applications				ABSBC		HR Base Services	
503			Calculate/ obtain/ verify seniority dates				ABSBC		HR Base Services	
504			Obtain sick leave statistics	LOB			ABSBC		HR Base Services	
505			Prepare a summary of all applicants				ABSBC		HR Base Services	
506		Short-listing internal and external applications.	Activities involved in short-listing a group of applications							
507			Determine appropriate measurement criteria for short-listing applications	LOB	ABSBC		LOB		HR Base Services	
508			Determine appropriate persons to be involved in short-listing decisions	LOB	ABSBC		LOB		HR Base Services	
509			Review and evaluate applications	LOB			ABSBC/ LOB		HR Base Services	
510			Contact applicants based on prescreening outcomes				ABSBC/ LOB		HR Base Services	
511			Determine list of candidates to phone screen and conduct phone screens.		LOB		ABSBC		HR Base Services	
512			Forward short list to manager with recommendations	LOB			ABSBC		HR Base Services	
513			Review shortlist with manager				ABSBC		HR Base Services	
514		Internal and external applicant interviews (excludes campaign or specialized recruiting)	Interview activities for job applications							
515			Determine interview strategy, panel makeup and testing tactics		ABSBC		LOB		HR Base Services	
516			Arrange for appropriate interview medium (face-to-face, phone, teleconference, etc.)				ABSBC/ LOB		HR Base Services	
517			Contact and confirm Interview logistics with applicants, including any required testing				ABSBC/ LOB		HR Base Services	
518			Determine if ABSBC participation is required in the interview.				ABSBC LOB		HR Base Services	
519			Conduct interview		ABSBC		LOB		HR Base Services	
520			Provide interview notes where ABSBC participates in the interview.				ABSBC		HR Base Services	
521			Write up interview notes where LOB conducts the interview.				LOB		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
522			Conduct candidate assessments and selection decisions as required (ABSBC assists in cases where ABSBC participated in the interview).		ABSBC		LOB		HR Base Services	
523			Coordinate with BCH such that 2 reference checks have been completed (either by BCH, by ABSBC, or in conjunction between the parties).				ABSBC		HR Base Services	
524			Conduct reference checks				ABSBC LOB BCH-SP		HR Base Services	
525			Obtain medical clearance for identified positions.			Corp	ABSBC		HR Base Services	
526		Job Offers	Activities involved in making a job offer to an applicant.							
527			As required, recommend compensation; if COPE clarify rationale and obtain Union approval above Step 2 salary.	LOB			ABSBC LOB		HR Base Services	
528			Determine job offer and confirm that the offer (e.g. signing bonus, AV entitlement) is within BCH policy and guidelines. LOB to seek Corp approval if contemplated job offer exceeds the BCH policy or guideline.	LOB		Corp	ABSBC LOB		HR Base Services	
529			Prepare the offer letter and package.			Corp	ABSBC		HR Base Services	
530			Verbally communicate offer to the candidate.				LOB		N/A	
531			Send package to candidate.				ABSBC		HR Base Services	
532			Provide relocation advice, exceptions and expense administration support as appropriate (excluding tax advice and tax interpretation).	LOB/ Corp			ABSBC		HR Base Services	
533			Counsel Manager on extensions > 6 months for non-bulletined temporary hires and advise Union	LOB			ABSBC/ LOB		HR Base Services	
534			All exceptions to standard employment benefits are to be reported on as required basis.			Corp	ABSBC		HR Base Services	
535			Prepare and support selection grievance (limited to Stage 2).	LOB	Corp		ABSBC		HR Base Services	
536		EIT, GTT & PIT Recruiting	Recruiting of EIT, GTT and PIT employees for BC Hydro.							
537			Maintain relationships with educational institutes.				ABSBC LOB		HR Base Services	
538			Develop strategy for upcoming recruiting campaign.				LOB		N/A	
539			Provide advance notice and communicate campaign strategy to ABSBC, including campaign timeline, # of recruits, target institutions, etc.				LOB		N/A	
540			Update program brochure(s) to reflect upcoming campaign.				LOB		N/A	
541			Post brochure on BCH internet and intranet sites.				ABSBC		HR Base Services	
542			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
543			Prepare internal and/or external bulletins and web advertisements using recruitment forms.				ABSBC		HR Base Services	
544			Determine advertising strategy.				ABSBC LOB		HR Base Services	
545			Coordinate advertising with vendor and BCH corporate communications.	Corp			ABSBC		HR Base Services	
546			Fund advertising costs from vendor (through central ad budget).				LOB		N/A	
547			Respond to applicant inquiries regarding the advertisement, bulletin and/or brochure(s).				ABSBC		HR Base Services	
548			Receive applicant submissions.				ABSBC		HR Base Services	
549			Determine selection criteria.				ABSBC LOB		HR Base Services	
550			Perform paper screening on applicant submissions and develop initial shortlist.				ABSBC		HR Base Services	
551			Confirm initial shortlist.				ABSBC LOB		HR Base Services	
552			Perform telephone screening on initial shortlist applicants and develop interview shortlist.				ABSBC		HR Base Services	
553			Determine interviewing strategy, including list of participating BCH hiring managers, and approach for matching appropriate managers to interview roles.				ABSBC LOB		HR Base Services	
554			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				ABSBC		HR Base Services	
555			Fund travel and accommodation arrangements for candidates.				LOB		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
556			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				ABSBC		HR Base Services	
557			Conduct interviews and rate candidates (ABSBC performs this step in the EIT and GTT process, but not the PIT process).				ABSBC LOB		HR Base Services	
558			Provide BackCheck forms to candidates.				ABSBC		HR Base Services	
559			Conduct appropriate reference checks.				BCH-SP		N/A	
560			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
561			Perform background checks.				BCH-SP		N/A	
562			Make initial selection decision (subject to results from BackCheck).				LOB		N/A	
563			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
564			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				ABSBC		HR Base Services	
565			Make verbal offer to selected candidates (ABSBC performs this step in the EIT and GTT process, LOB performs for the PIT process).				ABSBC		HR Base Services	
566			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
567			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				ABSBC		HR Base Services	
568			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
569			Provide relocation advice and explanation of relevant policy to new recruits, as well as reviewing new recruit expenses with BCH managers for approval.				ABSBC		HR Base Services	
570			Fund and approve relocation expenses for new recruits.				LOB		N/A	
571			Prepare and deliver a general BC Hydro overview and employee benefits overview to new recruits at the employee orientation.				ABSBC		HR Base Services	
572			Prepare and deliver job specific overview and LOB specific overview to new recruits at the employee orientation.				LOB		N/A	
573			Book BCH facilities for the employee orientation.				LOB		N/A	
574		Apprentice Recruiting	Recruiting of Apprentice employees for BC Hydro.							
575			Maintain relationships with educational institutes.				ABSBC LOB		HR Base Services	
576			Develop strategy for upcoming recruiting campaign.				LOB		N/A	
577			Provide advance notice and communicate campaign strategy to ABSBC, including campaign timeline, # of recruits, target institutions, etc.				LOB		N/A	
578			Update program brochure(s) to reflect upcoming campaign.				LOB		N/A	
579			Post brochure on BCH internet and intranet sites.				ABSBC		HR Base Services	
580			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
581			Prepare internal and/or external bulletins and web advertisements using recruitment forms.				ABSBC		HR Base Services	
582			Determine advertising strategy.				ABSBC LOB		HR Base Services	
583			Coordinate advertising with vendor and BCH corporate communications.	Corp			ABSBC		HR Base Services	
584			Fund advertising costs from vendor (through central ad budget).				LOB		N/A	
585			Forward referral memo to IBEW Union Hall.				ABSBC		HR Base Services	
586			Respond to applicant inquiries regarding the advertisement, bulletin and/or brochure(s).				ABSBC		HR Base Services	
587			Receive applicant submissions.				ABSBC		HR Base Services	
588			Follow-up with IBEW referrals and request appropriate information from employee as required.				ABSBC		HR Base Services	
589			Determine selection criteria.				ABSBC LOB		HR Base Services	
590			Confirm equivalent qualifications where applicable.				ABSBC		HR Base Services	
591			Perform paper screening on applicant submissions and develop initial shortlist.				ABSBC		HR Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
592			Confirm initial shortlist.				ABSBC LOB		HR Base Services	
593			Perform telephone screening on initial shortlist applicants and develop interview shortlist.				ABSBC		HR Base Services	
594			Determine interviewing strategy, including list of participating BCH hiring managers, and approach for matching appropriate managers to interview roles.				ABSBC LOB		HR Base Services	
595			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				ABSBC		HR Base Services	
596			Coordinate "technical quiz", "bootcamp", and medical/physical testing logistics, including confirming the date and location for these activities.				ABSBC		HR Base Services	
597			Fund travel and accommodation arrangements for candidates.				LOB		N/A	
598			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				ABSBC		HR Base Services	
599			Conduct interviews and rate candidates.				ABSBC LOB		HR Base Services	
600			Administer "bootcamp" testing.				BCH-SP		N/A	
601			Administer "technical quiz".				ABSBC		HR Base Services	
602			Mark "technical quiz".				ABSBC		HR Base Services	
603			Provide BackCheck forms to candidates.				ABSBC		HR Base Services	
604			Conduct appropriate reference checks.				BCH-SP		N/A	
605			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
606			Perform background checks.				BCH-SP		N/A	
607			Make initial selection decision (subject to results from BackCheck).				LOB		N/A	
608			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
609			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				ABSBC		HR Base Services	
610			Make verbal offer to selected candidates.				LOB		N/A	
611			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
612			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				ABSBC		HR Base Services	
613			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
614			Provide relocation advice and explanation of relevant policy to new recruits, as well as reviewing new recruit expenses with BCH managers for approval.				ABSBC		HR Base Services	
615			Fund and approve relocation expenses for new recruits.				LOB		N/A	
616			Prepare and deliver a general BC Hydro overview and employee benefits overview to new recruits at the employee orientation.				ABSBC		HR Base Services	
617			Prepare and deliver job specific overview and LOB specific overview to new recruits at the employee orientation.				LOB		N/A	
618			Book BCH facilities for the employee orientation.				LOB		N/A	
619		Pre-Apprentice Recruiting	Recruiting of pre-apprentice employees for BC Hydro.							
620			Maintain relationships with educational institutes.				LOB		N/A	
621			Develop strategy for upcoming recruiting campaign.				LOB		N/A	
622			Provide advance notice and communicate campaign strategy to ABSBC, including campaign timeline, # of recruits, target institutions, etc.				LOB		N/A	
623			Update program brochure(s) to reflect upcoming campaign.				LOB		N/A	
624			Post brochure on BCH internet and intranet sites.				ABSBC		HR Base Services	
625			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
626			Respond to applicant inquiries regarding the advertisement, bulletin and/or brochure(s).				LOB		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
627			Receive applicant submissions.				LOB		N/A	
628			Determine selection criteria.				LOB		N/A	
629			Perform paper screening on applicant submissions and develop initial shortlist.				LOB		N/A	
630			Confirm initial shortlist.				LOB		N/A	
631			Perform telephone screening on initial shortlist applicants and develop interview shortlist.				LOB		N/A	
632			Determine interviewing strategy, including list of participating BCH hiring managers, and approach for matching appropriate managers to interview roles.				LOB		N/A	
633			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				LOB		N/A	
634			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				LOB		N/A	
635			Conduct interviews and rate candidates.				LOB		N/A	
636			Provide BackCheck forms to candidates.				LOB		N/A	
637			Conduct appropriate reference checks.				BCH-SP		N/A	
638			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
639			Perform background checks.				BCH-SP		N/A	
640			Make initial selection decision (subject to results from BackCheck).				LOB		N/A	
641			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
642			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				LOB		N/A	
643			Make final selection decision.				LOB		N/A	
644			Make verbal offer to selected candidates.				LOB		N/A	
645			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
646			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				LOB		N/A	
647			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
648			Prepare and deliver a general BC Hydro overview and employee benefits overview to new recruits at the employee orientation.				LOB		N/A	
649			Prepare and deliver job specific overview and LOB specific overview to new recruits at the employee orientation.				LOB		N/A	
650			Book BCH facilities for the employee orientation.				LOB		N/A	
651		Youth Trade Hire Recruiting	Recruiting of youth trade hire employees for BC Hydro.							
652			Maintain relationships with educational institutes.				ABSBC LOB		HR Base Services	
653			Develop strategy for upcoming recruiting campaign.				LOB		N/A	
654			Provide advance notice and communicate campaign strategy to ABSBC, including campaign timeline, # of recruits, target institutions, etc.				LOB		N/A	
655			Update program brochure(s) to reflect upcoming campaign.				LOB		N/A	
656			Post brochure on BCH internet and intranet sites.				ABSBC		HR Base Services	
657			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
658			Prepare internal and/or external bulletins and web advertisements using recruitment forms.				ABSBC		HR Base Services	
659			Determine advertising strategy.				ABSBC LOB		HR Base Services	
660			Coordinate advertising with vendor and BCH corporate communications.	Corp			ABSBC		HR Base Services	
661			Fund advertising costs from vendor (through central ad budget).				LOB		N/A	
662			Respond to applicant inquiries regarding the advertisement, bulletin and/or brochure(s).				ABSBC		HR Base Services	
663			Receive applicant submissions.				ABSBC		HR Base Services	
664			Determine selection criteria.				ABSBC LOB		HR Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
665			Perform paper screening on applicant submissions and develop initial shortlist.				ABSBC		HR Base Services	
666			Confirm initial shortlist.				ABSBC		HR Base Services	
667			Perform telephone screening on initial shortlist applicants and develop interview shortlist.				ABSBC		HR Base Services	
668			Determine interviewing strategy, including list of participating BCH hiring managers, and approach for matching appropriate managers to interview roles.				ABSBC	LOB	HR Base Services	
669			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				ABSBC		HR Base Services	
670			Fund travel and accommodation arrangements for candidates.				LOB		N/A	
671			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				ABSBC		HR Base Services	
672			Conduct interviews and rate candidates.				ABSBC	LOB	HR Base Services	
673			Provide BackCheck forms to candidates.				ABSBC		HR Base Services	
674			Conduct appropriate reference checks.				ABSBC		HR Base Services	
675			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
676			Perform background checks.				BCH-SP		N/A	
677			Make initial selection decision (subject to results from BackCheck).				LOB		N/A	
678			Make initial selection decision where BCH hiring manager chooses not to participate in the process.				ABSBC		HR Base Services	
679			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
680			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				ABSBC		HR Base Services	
681			Make final selection decision.				LOB		N/A	
682			Make final selection decision where BCH hiring manager chooses not to participate in the process.				ABSBC		HR Base Services	
683			Make verbal offer to selected candidates.				ABSBC		HR Base Services	
684			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
685			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				ABSBC		HR Base Services	
686			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
687			Provide relocation advice and explanation of relevant policy to new recruits, as well as reviewing new recruit expenses with BCH managers for approval.				ABSBC		HR Base Services	
688			Fund and approve relocation expenses for new recruits.				LOB		N/A	
689			Prepare and deliver a general BC Hydro overview and employee benefits overview to new recruits at the employee orientation.				ABSBC		HR Base Services	
690			Prepare and deliver job specific overview and LOB specific overview to new recruits at the employee orientation.				LOB		N/A	
691			Book BCH facilities for the employee orientation.				ABSBC		HR Base Services	
692			Gather program feedback from YTH employees and BCH hiring managers.				ABSBC		HR Base Services	
693			Summarize and compile feedback results, and provide to BCH Training Manager				ABSBC		HR Base Services	
694		Co-op Recruiting	Recruiting of co-op employees for BC Hydro.							
695			Maintain relationships with educational institutes.				ABSBC		HR Base Services	
696			Notify appropriate BC Hydro managers of upcoming co-op schedule.				ABSBC		HR Base Services	
697			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
698			Finalize recruitment forms and forward on to schools.				ABSBC		HR Base Services	
699			Receive appropriate applicant information (i.e. resumes and transcripts) from schools.				ABSBC		HR Base Services	

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700			Determine selection criteria.				ABSBC LOB		HR Base Services	
701			Perform paper screening on applicant submissions and develop initial shortlist.				ABSBC		HR Base Services	
702			Forward top resumes to BCH hiring manager.				ABSBC		HR Base Services	
703			Identify short list of interview prospects from list of top resumes.				LOB		N/A	
704			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				ABSBC		HR Base Services	
705			Fund travel and accommodation arrangements for candidates.				LOB		N/A	
706			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				ABSBC		HR Base Services	
707			Conduct interviews and rate candidates.				ABSBC LOB		HR Base Services	
708			Provide BackCheck forms to candidates.				ABSBC		HR Base Services	
709			Conduct appropriate reference checks.				ABSBC		HR Base Services	
710			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
711			Perform background checks.				BCH-SP		N/A	
712			Make initial selection decision (subject to results from BackCheck).				LOB ABSBC		HR Base Services	
713			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
714			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				ABSBC		HR Base Services	
715			Make final selection decision.				LOB		N/A	
716			Make verbal offer to selected candidates.				ABSBC		HR Base Services	
717			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
718			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				ABSBC		HR Base Services	
719			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
720			Provide relocation advice and explanation of relevant policy to new recruits, as well as reviewing new recruit expenses with BCH managers for approval.				ABSBC		HR Base Services	
721			Organize and deliver orientation session for new recruits.				ABSBC		HR Base Services	
722		Powersmart Recruiting	Recruiting of Powersmart employees for BC Hydro.							
723			Maintain relationships with educational institutes.				ABSBC LOB		HR Base Services	
724			Develop strategy for upcoming recruiting campaign.				LOB		N/A	
725			Provide advance notice and communicate campaign strategy to ABSBC, including campaign timeline, # of recruits, target institutions, etc.				LOB		N/A	
726			Update program brochure(s) to reflect upcoming campaign.				LOB		N/A	
727			Post brochure on BCH internet and intranet sites.				ABSBC		HR Base Services	
728			Complete recruitment forms and provide to ABSBC.				LOB		N/A	
729			Prepare internal and/or external bulletins and web advertisements using recruitment forms.				ABSBC		HR Base Services	
730			Determine advertising strategy.				ABSBC LOB		HR Base Services	
731			Coordinate advertising with vendor and BCH corporate communications.	Corp			ABSBC		HR Base Services	
732			Fund advertising costs from vendor (through central ad budget).				LOB		N/A	
733			Respond to applicant inquiries regarding the advertisement, bulletin and/or brochure(s).				ABSBC		HR Base Services	
734			Receive applicant submissions.				ABSBC		HR Base Services	
735			Determine selection criteria.				ABSBC LOB		HR Base Services	
736			Perform paper screening on applicant submissions and develop initial shortlist.				ABSBC LOB		HR Base Services	
737			Confirm initial shortlist.				ABSBC LOB		HR Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
738			Perform telephone screening on initial shortlist applicants and develop interview shortlist.				ABSBC		HR Base Services	
739			Determine interviewing strategy, including list of participating BCH hiring managers, and approach for matching appropriate managers to interview roles.				ABSBC LOB		HR Base Services	
740			Coordinate interview logistics, including scheduling the availability of BCH hiring managers, booking BCH facilities for conducting the interviews, as well as making necessary travel and accommodation arrangements with candidates to attend the interviews.				ABSBC		HR Base Services	
741			Fund travel and accommodation arrangements for candidates.				LOB		N/A	
742			Prepare interview package materials for BCH hiring managers consisting of: selection criteria, applicant resumes, "must & wants", interview questions, interview schedule, and Q&A transcript from phonescreen.				ABSBC		HR Base Services	
743			Conduct interviews and rate candidates.		LOB		ABSBC		HR Base Services	
744			Provide BackCheck forms to candidates (work leader candidates only).				ABSBC		HR Base Services	
745			Conduct appropriate reference checks.				ABSBC		HR Base Services	
746			Use candidate-completed BackCheck forms to complete BackCheck process, and send completed forms to BackCheck.				ABSBC		HR Base Services	
747			Perform background checks on work leaders (background checks are not performed on Powersmart Reps).				BCH-SP		N/A	
748			Forward appropriate information and recommendation to BCH hiring manager. Information package to consist of: resume, interview notes, telephone screen Q&A, reference check Q&A.				ABSBC		HR Base Services	
749			Make initial selection decision (work leaders - subject to results from BackCheck).				LOB		N/A	
750			Communicate clearance of BackCheck to BCH hiring managers.				ABSBC		HR Base Services	
751			Escalate case(s) to BCH Employee Relations department where applicants fail BackCheck.				ABSBC		HR Base Services	
752			Make final selection decision.				LOB		N/A	
753			Make verbal offer to selected candidates.				LOB		N/A	
754			Send offer letters to accepting candidates.				ABSBC		HR Base Services	
755			Notify unsuccessful candidates (who participated in the final-round, in-person interviews).				ABSBC		HR Base Services	
756			Notify Union of new recruits (for bargaining unit employees).				ABSBC		HR Base Services	
757			Provide relocation advice and explanation of relevant policy to new recruits, as well as reviewing new recruit expenses with BCH managers for approval.				ABSBC		HR Base Services	
758			Fund and approve relocation expenses for new recruits.				LOB		N/A	
759			Organize and deliver orientation session for new recruits.		ABSBC		LOB		HR Base Services	
760	External Recruitment		Initiate external recruitment, confirm strategy, options and tactics							
761			Establish job-specific advertising strategy.	LOB/ Corp			ABSBC		HR Base Services	
762			Request referrals from IBEW Hall				LOB/ ABSBC		HR Base Services	
763			Screening referrals from IBEW Hall				LOB/ ABSBC		HR Base Services	
764			Provide support to Manager (IBEW) regarding referred member ("p" file job history, rehire code etc) and receive confirmation of Manager's selection decision	LOB			ABSBC		HR Base Services	
765			Provide advice on bulletining strategy where employment duration is close to 6 months.				ABSBC		HR Base Services	
766			Initiate RFP for search consultant and recommend from pre-qualified short list	Corp		LOB	LOB Corp		N/A	
767			Initiate /support external self-sourcing through outreach/equity agencies	Corp			Corp LOB		N/A	
768			Arrange ad and web site based on BCH provided direction.	LOB/ Corp			ABSBC		HR Base Services	
769			Respond to Ad inquiries				ABSBC		HR Base Services	
770			Respond to general inquiries				ABSBC		HR Base Services	
771			Process unsolicited resumes				ABSBC		HR Base Services	
772			Receive, acknowledge, screen, direct and track all applications	LOB/ Corp		LOB/ Corp	ABSBC		HR Base Services	
773			Determine measurement criteria for short-listing applications	LOB	LOB		ABSBC LOB		HR Base Services	

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774			Determine persons to be involved in short-listing decisions		ABSBC		LOB		HR Base Services	
775			Review and evaluate applications; conduct pre-screening/ screening interview	LOB			ABSBC LOB		HR Base Services	
776			Contact applicants based on prescreening outcomes	LOB			ABSBC		HR Base Services	
777			Forward short list to manager with recommendations	LOB			ABSBC		HR Base Services	
778			Review shortlist with manager or selection team				ABSBC		HR Base Services	
779			Determine interview strategy, panel makeup and testing tactics		ABSBC		LOB		HR Base Services	
780			Arrange for appropriate interview medium (face-to-face, phone, teleconference, etc.)	LOB			ABSBC		HR Base Services	
781			Contact and confirm Interview logistics with applicants, including any required testing	LOB			ABSBC		HR Base Services	
782			Determine if ABSBC participation is required in the interview.				ABSBC LOB		HR Base Services	
783			Conduct interview		ABSBC		LOB		HR Base Services	
784			Provide interview notes where ABSBC participates in the interview.				ABSBC		HR Base Services	
785			Write up interview notes where LOB conducts the interview.				LOB		N/A	
786			Conduct reference checks	LOB			ABSBC LOB BCH-SP		HR Base Services	
787			Obtain medical clearance for identified positions.			Corp	ABSBC		HR Base Services	
788			Determine which applicant(s) will be receiving job offers	LOB	ABSBC		LOB		HR Base Services	
789			Recommend compensation; if COPE clarify rationale and obtain Union approval above Step 2 salary.	LOB			ABSBC		HR Base Services	
790			Determine job offer requirements/ constraints				ABSBC LOB		HR Base Services	
791			Obtain appropriate approval for recruiting packages that include a "signing bonus" or other variations of standard employment benefits (eg. AV entitlements)	LOB/ Corp		Corp	ABSBC		HR Base Services	
792			Prepare the offer letter and package.	LOB		Corp	ABSBC		HR Base Services	
793			Verbally communicate offer to the candidate.				LOB		N/A	
794			Send package to candidate.				ABSBC		HR Base Services	
795			Provide relocation advice and expense administration support as appropriate (excluding tax advice and tax interpretation).	LOB/ Corp			ABSBC		HR Base Services	
796			Perform Orientation Session (for campaigns only).				LOB/ ABSBC		HR Base Services	
797			Report all exceptions to standard employment benefits are to be reported quarterly			Corp	ABSBC		HR Base Services	
798		Outplacement	Activities in the outplacement of employees							
799			Preparation of Request for proposal			Corp/ LOB	ABSBC		HR Base Services	
800			Selection of Firm				ABSBC		HR Base Services	
801			Arrange Meeting with affected employee				LOB/ ABSBC		HR Base Services	
802			Processing Payment	LOB	ABSBC		LOB		HR Base Services	
803			Evaluation of outplacement services				ABSBC		HR Base Services	
804		Outreach	Activities in the outreach of potential employees							
805			Maintain relationship with equity agencies			Corp / LOB	Corp / LOB		N/A	
806			Coordinate BC Hydro placements for High School CAPP program with Vancouver School District.	LOB		Corp	ABSBC		HR Base Services	
807			Present and provide information and attend general career fairs (see Career Fairs change order).	Corp		Corp	ABSBC LOB		HR Base Services	
808		Courses	Courses provided to managers							
809			Determine appropriate courses to provide to managers.				ABSBC Corp LOB		HR Base Services	
810			Internal selection course (Inc'l Collective Agreement training)	Corp		Corp LOB	ABSBC		HR Base Services	
811			Interviewing workshop	Corp		Corp LOB	ABSBC		HR Base Services	
812	Training & Development	Training Policy and Framework	Those tasks involved in developing a Training Policy and administrative framework							
813			Develop and obtain approval for corporate training and development policy (and framework for handling related administration).			Corp			N/A	
814			Communicate Framework Policy			Corp	Corp		N/A	

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815			Monitor application; test to see if objectives met; modify implement required change			Corp	Corp		N/A	
816			Policy to address professional association memberships				Corp		N/A	
817			· Periodically review and update the Training and Development Infosheet. (posted on the Corporate Policy Site - Employee and Workplace Policy)				CORP		N/A	
818			· Advise employees and managers on policy application.				Corp		N/A	
819			· Maintain related tools and resources. (eg. Personal Development Plan template, Executive Development Approval Process and Form, website links to training and development resources)				Corp		N/A	
820			· Communicate any changes in corporate policy.				CORP/LOB		N/A	
821			· Report on corporate performance measures. (eg. F2002 PDP measure for Gainsharing and Balanced Scorecard)		LOB		CORP		N/A	
822		Leadership Development	Provide leadership development training							
823			Identify leadership competencies and training to support development			Corp			N/A	
824			Support 360 feedback process (on leadership competencies)				Corp		N/A	
825		Employee Development	Supporting Employee Development (note Corporate role has been primarily leader/manager development - LOB's have developed own "detailed" employee development frameworks)							
826			Identify Succession planning needs - high risk positions / strategic workforce planning (see succession planning tab)				Corp		N/A	
827			Create opportunities for expanded responsibilities for employees who could backfill VP positions				Corp		N/A	
828			Create and administer apprenticeship opportunities				LOB		N/A	
829			Provide a formal plan for employee job rotation or special assignments				LOB		N/A	
830			Support related post secondary degree/diploma & certificate programs				LOB		N/A	
831			Provide a library of audio personal and specialized training courses on topics such as Leader/Manager Competency Development				Corp / LOB		N/A	
832			Provide multimedia instruction courses and material (Internal and External)				Corp		N/A	
833			Provide distribution of reading material - circulation of books, magazines, articles				Corp		N/A	
834			Provide online access to related information web site/ intranet				Corp		N/A	
835			Assist in developing competencies for jobs				Corp		N/A	
836			Identify /develop training to support competency development				Corp		N/A	
837			Review Professional association membership and support as a means to enhance development				Corp		N/A	
838		Organizing coaching	Develop framework and supports for coaching, mentoring or shadowing							
839			Develop mentoring/coaching framework			Corp	LOB		N/A	
840			Provide resource materials for mentors and "mentees"			Corp	LOB		N/A	
841			Monitor effectiveness			Corp	LOB		N/A	
842		Training needs analysis	Those tasks involved in determining staff training requirements							
843			Determine if a training need exists			Corp	Corp / LOB		N/A	
844			Determine training objectives			Corp	Corp / LOB		N/A	
845			Communicate / document the training requirements decision to the appropriate parties			Corp	Corp / LOB		N/A	
846			Measure or evaluate training request against training criteria decisions			Corp	Corp / LOB		N/A	
847		Internal course design	Designing internal courses material for training sessions							
848			Research various training methods and tools				Corp		N/A	
849			Develop training course proposals				Corp		N/A	
850			Approve training course material proposal				Corp		N/A	
851			Develop internal course materials				Corp		N/A	
852			Sign-off on training materials				Corp		N/A	
853		Internal course delivery	Provide the necessary means for delivering the internal training courses							
854			Determine appropriate course delivery personnel			Corp	Corp		N/A	

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855			Formulate a training course schedule			Corp	Corp		N/A	
856			Arrange for training administration (facility, sign-ups, etc...)		LOB/SO	Corp	Corp		N/A	
857			Conduct training sessions			Corp	Corp		N/A	
858		Course evaluation	Evaluation of internal courses by participants							
859			Develop feedback material for course attendees				Corp		N/A	
860			Distribute questions and collect feedback from course attendees				Corp		N/A	
861			Evaluate training feedback				Corp		N/A	
862			Communicate training feedback to the appropriate parties				Corp		N/A	
863		Updating Training and course Materials	Reviewing or updating internal training courses and materials							
864			Determine criteria on which to update/change training material				Corp		N/A	
865			Change training course concepts				Corp		N/A	
866			Update course design materials as required				Corp		N/A	
867			Document and communicate any training material changes				Corp		N/A	
868		External training	External training programs (e.g. selecting providers, liaising on training content etc.) to be delivered in-house							
869			Determine if a training need exists				Corp		N/A	
870			Determine criteria for external training evaluation decisions				Corp		N/A	
871			Do research select external training provider				Corp		N/A	
872			Liaise on training content and sign-off				Corp		N/A	
873		Evaluating external courses	Evaluating external courses							
874			Liaise with external party to create feedback material for course attendees				Corp		N/A	
875			Distribute questions and collect feedback from course attendees				Corp		N/A	
876			Evaluate training feedback				Corp		N/A	
877			Communicate training feedback to the appropriate parties				Corp		N/A	
878		On-the-job training organisation and review	Activities involved in organizing and reviewing on-the-job training							
879			Encourage managers to monitor effectiveness of formal / in-formal on-the-job training programs				Corp / LOB		N/A	
880		Young people/graduate development programs	Designing and review fast track and young people/graduate development programs							
881			Develop job family progressions				Corp / LOB		N/A	
882			Map out development requirements at each level				Corp / LOB		N/A	
883			Evaluate/feedback readiness for advancements				Corp / LOB		N/A	
884			Monitor development program effectiveness.				Corp / LOB		N/A	
885		Employee Orientation	Organizing induction programs (including first day induction). Note, this section does not suit corporate. Induction is shown simply as "Orientation" under the Recruitment tab and is available through HR Services (for new hires)							
886			Determine orientation program necessity.			Corp	Corp		N/A	
887			Determine orientation program requirements.				Corp		N/A	
888			Create orientation program.			Corp	Corp LOB		N/A	
889	Performance Management	Design performance management framework/ supports	Design and document performance management programs							
890			Research, design, obtain, approval for corporate M&P variable/incentive pay programs (see Compensation section for further details). Update corporate policy statements relating to performance management, discipline and Labour Relations topics on discipline)			Corp	Corp		N/A	
891		Setting Performance Objectives (Set up Process steps for managers to follow)	In collaboration with the employee, set the performance objectives for the upcoming year							

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892			Determine and effectively communicate the overall objectives of the organization (Service Plan and Business Units)				Corp		N/A	
893			Provide a work climate that will encourage employees to talk openly about corporate targets and personal objectives				Corp		N/A	
894			Establish realistic, measurable and achievable objectives for each employee, and ensuring that the employee fully understands these objectives				Corp		N/A	
895			Actively assist employees in identifying and correcting any shortcomings in performance				Corp		N/A	
896			Assist the employee in identifying training and development needs to meet objectives				Corp		N/A	
897		Preparing for Performance Input	Gathering data from the various sources in order to conduct performance appraisal	X	X	X	X	X		
898			Provide framework so these steps will be followed by managers.				Corp		N/A	
899			Provide employee with forms that will be used during the performance input discussion				Corp		N/A	
900			Schedule meeting with employee to get their performance objectives - decide on the best time and the best place to conduct the interview				Corp		N/A	
901			Employee completes forms in advance of the meeting				Corp		N/A	
902			Prepare list of key employee strengths, and areas needing improvement - analyze causes and identify tentative solutions				Corp		N/A	
903			Collect information from various sources including performance records on quality and quantity of work produced, ability to meet deadlines and schedules, safety record, budget versus actual cost to execute work				Corp		N/A	
904			Encourage employees to talk during the performance input meeting				Corp		N/A	
905		Conduct performance appraisal meeting	Conduct performance appraisal meeting provide frameworks so these steps will be followed	X	X	X	X	X		
906			Establish and maintain rapport during the meeting				Corp		N/A	
907			Explain your appraisal to the employee. Describe how you arrived at the final outcome, and create an opportunity for the employee to comment on your findings				Corp		N/A	
908			Be willing to change the appraisal if employee input convinces you of the need to do that				Corp		N/A	
909			Focus on performance - not personality.				Corp		N/A	
910			Strive for agreement with the findings being discussed				Corp		N/A	
911			Emphasize the strengths as well as the opportunities for improvement				Corp		N/A	
912			Conclude on a positive note				Corp		N/A	
913		Recognition for performance	Address how positive performance will be rewarded	X	X	X	X	X		
914			Establish gainsharing variable pay and recognition awards program (Corporate and Business Units)				Corp		N/A	
915			Develop new programs as required				Corp		N/A	
916			Ensure programs are kept current and are appropriately utilized and monitored for utilization				Corp		N/A	
917		Performance Improvement Planning	In the event that performance does not meet expectations (I.e. competent standard), a performance improvement plan will be developed with HR support to address how this performance issue will be resolved	X	X	X	X	X		
918			Specify performance deficiencies				Corp		N/A	
919			Describe results and behaviours required to meet the acceptable level of performance				Corp		N/A	
920			Determine barriers to meeting performance expectations and employee commitments/consider EFAP, Health Services and other resources for problems of a medical/health nature				Corp		N/A	

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921			Establish a formal Performance Improvement Plan to address required improvements, which describes what will be done, by who and by when in order to demonstrate achievement of the desired level of performance and includes any recommended training needs				Corp		N/A	
922			Determine what management will do to assist the employee in making the needed improvements				Corp		N/A	
923			Determine a timetable for special performance reviews				Corp		N/A	
924			Observe employee performance on a day-to-day basis, watching for specific improvements - Document performance change				Corp		N/A	
925			Continue regular performance improvement reviews until performance meets requires standards of competence				Corp		N/A	
926			Designate a point in time when efforts at improvement in the current position will yield to the options (reassignment, demotion or termination)				Corp		N/A	
927			Continue regular performance improvement reviews until performance meets requires standards of competence or probation period comes to an end				Corp		N/A	
928		Post-performance review	Activities required for post-performance review	X	X	X	X	X		
929			Review appraisals for quality and make recommendations for improvement for next 'cycle'				Corp		N/A	
930			Support performance appraisal practices that are uniformly applied and employees are rated in the most objective manner possible				Corp		N/A	
931			Encourage ongoing communication regarding performance is being maintained with the employee on a day-to-day basis, relative to all matters governed in the performance appraisal report				Corp		N/A	
932			Ensure that both managers and employees are trained in, and understand, the performance appraisal process and tools				Corp		N/A	
933		Employee performance review	Monitoring and reviewing employee performance within probationary periods	X	X	X	X	X		
934			Develop process for monitoring new hires and those with LOS increases				Corp		N/A	
935			Develop/monitor "Performance improvement plan" situations				Corp		N/A	
936		Performance Management	Activities involved in dealing with queries within Performance Management	X	X	X	X	X		
937			Provide training and workshops as required				Corp		N/A	
938			Answer questions				Corp		N/A	
939	Benefits	Benefit scheme maintenance and administration	Benefit scheme maintenance and administration	X	X	X	X	X		
940			Negotiate specific benefits with carriers				Corp		N/A	
941			Develop terms and conditions of contracts with carriers				Corp		N/A	
942			Determine eligibility for specific benefits				Corp		N/A	
943			Determine benefits policy e.g. recommending new/enhanced benefits or levels of coverage				Corp		N/A	
944			Survey industry, crown and government organizations for benefits policy				Corp		N/A	
945			Benefits problem resolution				Corp		N/A	
946			Input to collective bargaining process				Corp		N/A	
947			Develop costing material for CCEA, Labour Relations, REF1 process				Corp		N/A	
948			Process Payments to carriers				Corp		N/A	
949			Prepare a multitude of statistics on benefits usage				Corp		N/A	
950			Provide orientation sessions for new employees				Corp		N/A	
951			Develop, administer, maintain all retiree benefit programs e.g. medical, extended health, dental, group life				Corp		N/A	

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952	Employee Safety	Planning Safety Services (for management and employees within BCH Corporate Groups)	Provide safety services, consultations, plans, measurements and monitoring methods on issues of workplace safety and health to management and employees within corporate groups. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).							
953			Develop safety programs and plans		ABSBC		LOB*		HR Health Discretionary Bucket	
954			Perform ad-hoc studies and surveys (to only include studies that may be performed by a generalist).				ABSBC		HR Health Discretionary Bucket	
955			Liaise with technical and policy experts. This activity is limited to liaising with the WCB, the CDC and BCH Corporate Safety. Liaising with other organizations to only be performed on an as required or ad-hoc basis.		ABSBC		LOB*		HR Health Discretionary Bucket	
956			Develop recommendations in the areas of hygiene and public safety				ABSBC		HR Health Discretionary Bucket	
957			Preparation of business cases for safety related modifications to plant and the purchase of equipment.		ABSBC		LOB*		HR Health Discretionary Bucket	
958			Prepare safety and health reports relating to safety performance on an as-requested basis.		LOB*	Corp	ABSBC		HR Health Discretionary Bucket	
959	Safety Products and Services (for management employees within BCH Corporate groups)	Provide, evaluate and implement a number of Safety Products & Services. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).								
960			Provide safety and health consultation services		Corp		ABSBC		HR Health Discretionary Bucket	
961			Maintain compliance of safety and health regulations as articulated on the BCH Corporate Safety website.		ABSBC		LOB*		HR Health Discretionary Bucket	
962			Promote client relations between managers and staff with regard to safety needs.				ABSBC LOB*		HR Health Discretionary Bucket	
963			Assist safety committee.				ABSBC		HR Health Discretionary Bucket	
964			Recommend work method, site and equipment inspections standards & monitor implementation				ABSBC		HR Health Discretionary Bucket	
965			Promote safe work practices and procedures		ABSBC		LOB*		HR Health Discretionary Bucket	
966			Develop & implement safe work practices				ABSBC		HR Health Discretionary Bucket	
967			Assist in developing emergency procedures				ABSBC		HR Health Discretionary Bucket	
968			Recommend employees' eligibility for Safety recognition.				ABSBC		HR Health Discretionary Bucket	
969			Recommend the purchase of Awards.				ABSBC		HR Health Discretionary Bucket	
970			Assist in the conduct of safety inspections and audits				ABSBC		HR Health Discretionary Bucket	
971	WCB Issue Management (for management employees within BCH Corporate groups)	Liaise with WCB & prepare info related to resolving WCB issues. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).								
972			Liaise with regulatory agencies		LOB*		ABSBC		HR Health Discretionary Bucket	
973			Liaise with WCB on personal injuries, reports, non-compliance orders, penalties & sanctions				ABSBC		HR Health Discretionary Bucket	
974			Prepare information and presentation for appeals of WCB orders and penalty assessments		ABSBC		LOB*		HR Health Discretionary Bucket	
975			Represent BCH at the WCB Prevention Division on appeal matters		ABSBC		LOB*		HR Health Discretionary Bucket	
976			Liaise with WCB concerning public or industrial incidents				ABSBC		HR Health Discretionary Bucket	
977			Monitor WCB decision making and actions		ABSBC		LOB*		HR Health Discretionary Bucket	
978	Claims Management (for management employees within BCH Corporate groups)	Assist and provide in the area of WCB Claims Management. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).								

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979			Provide claims administration				ABSBC		HR Health Discretionary Bucket	
980			Assist in the management of individual claims, including investigation, documentation, communication with WCB				ABSBC		HR Health Discretionary Bucket	
981		Incident Management (for management employees within BCH Corporate groups)	Assist in incident investigation and make recommendations for improvement. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).							
982			Identify causes of injury and recommend remedial action		ABSBC		LOB*		HR Health Discretionary Bucket	
983			Assist with incident investigations, prepare reports and make recommendations for preventative action				ABSBC		HR Health Discretionary Bucket	
984		Safety Training (for management employees within BCH Corporate groups)	Plan & provide safety training. Note that LOB* refers to BCH corporate groups, versus CORP which refers to BCH Corporate Safety. These activities are not in scope for "regular" LOB (e.g. Generation).							
985			Implement safety programs and plans		ABSBC		LOB*		HR Health Discretionary Bucket	
986			Develop, coordinate or provide safety compliance training.		LOB*		ABSBC		HR Health Discretionary Bucket	
987			Provide safety related materials		LOB*		ABSBC		HR Health Discretionary Bucket	
988	COR Scope Decomposition	COR 000065 RTW Return to Work	COR 000065 RTW Return to Work							
989			Participate in Return to Work Governance Committee and Duty to Accommodate Committee.			BCH	ABSBC		HR Health Discretionary Bucket	
990		COR 00069 Respectful Workplace	COR 00069 Respectful Workplace							
991			Set-up and coordinate RWP training sessions for all new hires, re-hires and new managers. Track these employees bi-weekly and offer RWP training within 6 weeks of position start date - excluding when it is not cost-effective to do so based on a limited number of attendees for a given session. (Rehires having had RWP training will not need to re-attend.)		BCH LOB	BCH LOB	ABSBC		HR Health Discretionary Bucket	
992			Deliver RWP training to all new hires, re-hires and new managers. (Separate Courses for New Hires/Re-Hires and New Managers). Costs for travel, accommodation, facility costs and meals if necessary will be flowed through to BCH			BCH	ABSBC		HR Health Discretionary Bucket	
993		COR 000071 Treatment of Temporary Promotion for Pension	COR 000071 Treatment of Temporary Promotion for Pension							
994			Calculate the pensionable portion of temporary promotion premiums for retroactive status changes.			BCH	ABSBC		Finance Base Services	
995		COR 000074 Drop in Shower Card for Surges	COR 000074 Drop in Shower Card for Surges							
996			Administer a 10 Visit Shower Drop-In Card			BCH	ABSBC		HR Health Discretionary Bucket	
997		COR 000088 COPEU Job Evaluations	COR 000088 COPEU Job Evaluations							
998			Provide quarterly reports on an ongoing basis (including: # of new jobs reviewed and subsequent job grade, # of existing jobs reviewed and subs. Job grade, # of wrong job appeals and results, # of evaluation appeals and results, # of appeals sent to Arbitration and results)				ABSBC		HR Base Services	
999		COR 000100 Expedited Medical	COR 000100 Expedited Medical							
1000		Part A	Obtain a written estimate from appropriate medical personnel of the local (BC) wait time for the required procedure. To be completed by BCH's 3rd-party service provider of Ability Management excluding those cases in which the 3rd Party service provider is not involved whereby the ABSBC RTW Facilitator will obtain the estimate (e.g., LTD cases)				BCH-SP ABSBC		HR Health Discretionary Bucket	

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1001		Part A	Determine availability and timing of services elsewhere in Canada or the United States				BCH-SP ABSBC		HR Health Discretionary Bucket	
1002		Part A	Complete the "Request to Fund" form				BCH-SP ABSBC		HR Health Discretionary Bucket	
1003		Part A	Complete the "Business Case/Cost Benefit Analysis" form provided by BCH	BCH	BCH-SP		ABSBC		HR Health Discretionary Bucket	
1004		Part A	Notify the employee's Manager and/or HR Business Partner and the 3rd Party Service Provider of Ability Management where applicable as to whether the Business Case has been "Approved" or not				ABSBC		HR Health Discretionary Bucket	
1005		Part A	Provide BCH with an annual report showing aggregate list of referrals at fiscal year end including information about testing/treatment and related cost.				ABSBC		HR Health Discretionary Bucket	
1006		Part A	Perform "actual vs. estimated" analysis of business case to determine if recommendation for expedited treatment was appropriate (ABSBC assumes no liability with respect to this activity as it relies on 3rd parties for these estimates)				ABSBC		HR Health Discretionary Bucket	
1007		Part B	BCH employee initiates contact with ABSBC RTW Program Facilitator				BCH	BCH ABSBC	HR Health Discretionary Bucket	
1008		Part B	ABSBC RTW Facilitator provides BCH employee with form to be completed by Medical Doctor				ABSBC		HR Health Discretionary Bucket	
1009		Part B	ABSBC RTW Facilitator develops Business Case based on criteria provided by BCH and evidence provided by Medical Doctor. The Business Case will demonstrate anticipated business benefit to BCH greater than the cost in order to proceed for BCH approval. ABSBC assumes no liability whatsoever with respect to the Business Case estimate prepared as it relies on 3rd party estimates beyond the control of ABSBC		BCH-SP		ABSBC	BCH-SP	HR Health Discretionary Bucket	
1010		Part B	BCH Corporate HR approves or declines the Business Case	BCH				ABSBC	HR Health Discretionary Bucket	
1011		Part B	Provide BCH Corporate HR with an annual report showing aggregated list of referrals at year end with information about testing and related costs				ABSBC		HR Health Discretionary Bucket	
1012		COR 000117 Pre-employment Screening	COR 000117 Pre-employment Screening							
1013			Train ABSBC HR Services staff on process, procedures, needed documentation re: background checks.				ABSBC		HR Base Services	
1014			Provide Pre-employment screening/Background check service				BCH-SP		N/A	
1015			Administer the Background Check process by liaising with BCH's selected 3rd-party service provider of the service		BCH		ABSBC		HR Base Services	
1016			Provide "Level 2" review where needed. Level 2 review is where BC Hydo's 3rd party provider of Pre-Employment Screening requires additional follow-up with the candidate or references for clarification purposes.				ABSBC		HR Base Services	
1017			Provide "Level 3" follow-up telephone screening as requested by BCH. Level 3 is where a candidate has a criminal record. Six additional questions, provided by BCH are to be asked of the candidate regarding the record.	BCH	BCH	BCH	ABSBC		HR Base Services	
1018			Monitor new hires to ensure 2 reference checks have been completed and documented on file (including follow up with the BCH Hiring Manager up to 2 times to request receipt of reference check documentation)				ABSBC		HR Base Services	
1019			Provide a weekly report to BCH Employee Relations showing outstanding reference checks				ABSBC		HR Base Services	
1020			Reference Checks to be completed by the following parties; for Campaign Hiring to be conducted by BCH's designated 3rd-party service provider. Non-campaign external hiring to be conducted by ABSBC or BCH. Vol. of ref checks to continue at same level (approx. 1/3 completed by ABSBC and 2/3 completed by BCH).				ABSBC BCH-SP		HR Base Services	
1021		COR 000121 Career Fairs	COR 000121 Career Fairs							

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1022			Attend four Career Fairs in the Lower Mainland (SFU, UBC, BCIT, and UCFV). Changes to the locations listed above may occur at the request of BCH, there will be no further Change Order Request required assuming the ABSBC effort and travel time to provide the service remains the same				ABSBC		HR Base Services	
1023			Attend four Career Fairs outside the Lower Mainland. (Uvic, UNBC, UCC and Southern AB IT) Changes to the locations listed above may occur at the request of BCH, there will be no further Change Order Request required assuming the ABSBC effort and travel time to provide the service remains the same				ABSBC		HR Base Services	
1024			Additional Career Fairs over and above those indicated; ABSBC will charge \$1,620 for each additional one-day career fair and \$2,520 for each additional two-day career fair plus all related flow-through expenses. Travel time will be billed at \$120/hr for any of these additional fairs.			BCH	ABSBC		HR Base Services	
1025			Monitor BCH Career website traffic to measure effectiveness of Web-site Awareness Cards as provided by BCH		BCH		ABSBC		HR Base Services	
1026			Dispense promotional items and BCH Brochures during Career Fairs as provided by BCH		BCH		ABSBC		HR Base Services	
1027			Set-up and tear down of booth and confirm availability of BCH informational and promotional items				ABSBC		HR Base Services	
1028			Creation and review of On-line Career Path Brochures. BCH will post on the careers site and ABSBC will ensure that the information is current and provide changes and updates as required at the beginning of each individual campaign.		BCH	BCH	ABSBC		HR Base Services	
1029			Creation and review of the BC Hydro overview. ABSBC will ensure that the information is current as directed by BC Hydro and update the material at the time of printing to a maximum of two times annually.		BCH	BCH	ABSBC		HR Base Services	
1030			Meet and plan with BCH Corp HR to confirm annual program logistics.				ABSBC BCH		HR Base Services	
1031			Provide annually to BCH a written report of the program.				ABSBC		HR Base Services	
1032		COR 0000123 EFAP Changes	COR 0000123 EFAP Changes							
1033			Administer and Manage EFAP Program provided by 3rd Party Vendor which includes the following services; Counselling Services (including trauma response and counselling), E-counselling, Work/Life Programs (including referral and advice with respect to family concerns, home care, legal concerns, financial concerns, nutrition and access to 24/7 nurse line) and Online access to a resource library with information on the Work/Life Programs listed above.			BCH LOB	ABSBC		HR Health Discretionary Bucket	
1034			Should usage exceed 15%, an additional charge of \$6.00 per employee per year (across BC Hydro's total employee population) will apply for each percentage increment above 15%. Should usage drop below 12% for a given contract year, then a credit of \$4.44 per employee per year (across BC Hydro's total employee population) will apply for each percentage decrease below 12% to a base utilization of 10%.						N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1035			<p>The Detailed Calculation is:</p> <p>1) The total employee population will be measured at the beginning of the contract year</p> <p>2) ABSBC will report the number of cases on a quarterly basis for 4 quarters during the year.</p> <p>3) ABSBC will measure the total employee population again at end of contract year.</p> <p>At the end of the year, formula will be calculated as follows:</p> <p>4) The denominator of the utilization rate formula will be determined in this manner:</p> <ul style="list-style-type: none"> • if there is less than a 5% fluctuation at the end of the year, we will use the employee headcount at beginning of the year as the denominator. • otherwise, we will use employee headcount at the end of year as the denominator. <p>5) For the numerators of 4 quarterly utilization rate formulae, we will use the combined total of number of cases measured each quarter.</p> <p>6) If the results of the combined 4 quarters exceed either 15% utilization or fall below 12% utilization, then we will implement a price change as defined above.</p>						N/A	
1036			<p>Definition of Utilization: The annual service utilization rate is defined as the number of new and reactivated clients who receive assessment and/or counselling, for whom the 3rd Party EFAP Provider has opened a case file, in a given contract year, divided by the "total employee population".</p> <p>Assessment and/or counselling can be delivered using one or more of the following modalities: face-to-face, telephonic, or internet-based counselling.</p>						N/A	
1037			<p>An EFAP case shall be opened for each presenting issue within the same contract year. If the same user re-accesses the program for the same issue within the contract year, then a new case shall not be opened. If the same user re-accesses the program for a different issue, then that will constitute a new EFAP case.</p>						N/A	
1038			<p>Provide Operational Reports as provided by 3rd party EFAP Provider (utilizing aggregate data to ensure confidentiality of access to Program)</p>				ABSBC		HR Health Discretionary Bucket	
1039			<p>Provide a Toll-free number for Employee access to the EFAP Call Centre with line answered using custom company prompt</p>				ABSBC		HR Health Discretionary Bucket	
1040		COR 000127 Changes to Health Promotion Direction	COR 000127 Changes to Health Promotion Direction							
1041			<p>Prepare 1 and 3 year Health and Wellness Plans.</p>		ABSBC		BCH		HR Health Discretionary Bucket	
1042			<p>Prepare work schedule outlining site visits on quarterly basis.</p>		BCH		ABSBC		HR Health Discretionary Bucket	
1043			<p>Liaise with LifeStyle Representatives</p>		ABSBC		BCH		HR Health Discretionary Bucket	
1044			<p>Conduct 2 Prize Draws per year for a total of 100 fitness-related prize draws with a total value between \$5-\$10K</p>	BCH			ABSBC		HR Health Discretionary Bucket	
1045			<p>Collection of LifeStyle Points</p>				BCH		N/A	
1046			<p>Entering of individuals into Prize Draw based on LifeStyle Points articulated</p>				ABSBC		HR Health Discretionary Bucket	
1047			<p>Promote and target performing 1693 Reg. Health Screens, 480 High Risk Health Screens and 134 Healthy Heart workshops per year (Participation by BCH Employees however is voluntary)</p>		BCH		ABSBC		HR Health Discretionary Bucket	
1048		COR 0000133 Pre-retirement Leave and Benefits Policy	COR 0000133 Pre-retirement Leave and Benefits Policy							
1049			<p>Administer BCH's Pre-retirement leave policy based on the following assumptions:</p>		BCH	BCH	ABSBC BCH		Finance Base Services	
1050			<p>BC Hydro will provide clear application rules relating to the policy.</p>				BCH		N/A	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1051			ABSBC will provide flexibility where reasonable in dealing with non-whole work days however it is understood that the primary intent is to adhere to whole work days.		BCH		ABSBC		Finance Base Services	
1052			BC Hydro will provide a contact for questions in case employees contact the Employee Service Centre and are unable to answer the question(s).		ABSBC		BCH		Finance Base Services	
1053			BC Hydro will set up a 'letter of contract' for the employee to cover the terms & conditions of the part-time pre-retirement leave				BCH		N/A	
1054			BC Hydro Pension, Compensation and Benefits will work directly with BC Hydro Corporate Safety to address any impacts on SHMIS reporting should employees on part-time retirement leave get sick and record a series of vacation and sick days, consequently impacting reporting.				BCH		N/A	
1055			The current notice of sick leave that is used by ABSBC HR Services to identify potential LTD cases cannot be adapted to handle the proposed changes as part of the Part-Time Retirement Leave policy. As such, it will be the responsibility of the BC Hydro manager to notify ABSBC of any protracted sick leave.				BCH		N/A	
1056			ABSBC will administer BC Hydro employees participating in the program, however, they will be required to stay in their home cost centre in order for the work-related costs to be associated with the cost centre. Additionally, there will be no status change for the BC Hydro employee as they are not on Leave or Paid Leave. They will therefore remain active.				ABSBC		Finance Base Services	
1057			BC Hydro will maintain its own data and/or statistics with respect to individuals entering this program as identification of these individuals through PAHR will not be possible. ABSBC suggests that the individual employees have a formal request document (such as for self-funded sabbatical) and that this document be "registered" in BC Hydro Corporate HR.				BCH		N/A	
1058			ABSBC has identified that it is not possible to determine the period that the time bank would run if there was any flexibility in the hours/days of work. Therefore ABSBC recommends that the employee participating in the program charge their time to various time banks until the time banks are near depletion and then the manager could request a "one-time-only" calculation of time banks remaining period which would be handled by ABSBC HR Services.		BCH		ABSBC		Finance Base Services	
1059			BC Hydro will be responsible for any additional costs from its benefits provider(s) in carrying more than one person on full benefit coverage when the person is working part time.				BCH		N/A	
1060			ABSBC will not be specifically monitoring these individual's time entries so the validity of their entries will be taken at face-value.				BCH		N/A	
1061		COR 0000136 Computer Purchase Plan	COR 0000136 Computer Purchase Plan							
1062			Administer the Payroll Deduction for the BCH Computer Purchase Plan. (BC Hydro employees may make claims for the previous period up to 2 weeks after that period ended. In order to identify the period for which these claims are made, they must be back-dated when entered into Time & Labour by BCH staff		BCH	BCH	ABSBC		Finance Base Services	
1063			Review the contents of the BCH Computer Purchase Plan extract as part of Bi-weekly payroll process				ABSBC		Finance Base Services	
1064			ABSBC will provide BC Hydro with reports on computer purchase plan expenses and utilization each year at the end of the fiscal year (by April 30th of the following fiscal year), including employee name, ID, date reimbursed and amount reimbursed				ABSBC		Finance Base Services	

Nbr	Service Component	Service Element	Service Element Description & Supporting Activities	Approve	Assist	Requirements	Perform	Recommend	Domain	Comments
1065			It is the responsibility of the employee and their manager to keep track of the amount they have received from this benefit and to keep copies of their receipts. However, employees may contact the Employee Service Centre and ask for an update on the amount they have been reimbursed and the date of the reimbursement. The Employee Service Centre has access to information to respond to these inquiries.		ABSBC		BCH		Finance Base Services	
1066			Manually reverse excess claim amounts and advise the BC Hydro employee/manager		BCH		ABSBC		Finance Base Services	
1067		COR 0000139 ReF	COR 0000139 ReF							
1068			ABSBC HR Administrators to use SHIMIS and CBU Sick Leave Attendance reports currently in place to initiate LTD Claim forms at or before day 80 of an absence.		BCH		ABSBC		HR Base Services	
1069			Provide Ability Management Program				BCH-SP		N/A	
1070			Receive referrals from BCH 3rd party provider of Ability Management to assist with supporting the employees return to work		BCH-SP		ABSBC		HR Health Discretionary Bucket	
1071			RTW Facilitator to follow up on cases that have been turned over to BCH Managers		BCH-SP		ABSBC		HR Health Discretionary Bucket	
1072			Advise BCH 3rd Party provider of Ability Management of employee return to work status				ABSBC		HR Health Discretionary Bucket	
1073			RTW Facilitator to receive referrals from BCH 3rd party provider of Ability Management cases that reference workplace conflict		BCH-SP		ABSBC		HR Health Discretionary Bucket	
1074			Receive Functional Assessment recommendations		BCH-SP		ABSBC		HR Health Discretionary Bucket	
1075			Receive recommendations for Independent Medicals and Expedited Testing and/or treatments		BCH-SP		ABSBC		HR Health Discretionary Bucket	
1076	General	General	Explains use of discretionary capacity in HR							
1077			ABSBC will provide a BC Hydro Discretionary Capacity of 10 FTEs per/year on a take or pay basis to provision HR Health Services as per the activities mapped to the HR Health Discretionary Bucket or as mutually agreed to by the parties.				ABSBC		HR Health Discretionary Bucket	
1078			BC Hydro will identify the services required in this area with ABSBC utilizing this capacity to deliver these services.	BCH			ABSBC		HR Health Discretionary Bucket	