

# Drainage Transition to EPCOR Update

June 15, 2017



*This newsletter is the primary source for updates on the progress of transition efforts. Look for it every Thursday.*

## A Milestone View of the Transition

The transition to EPCOR involves a large number of moving pieces. There are discussions with the unions on Transition Agreements, decisions around organizational structure, planning for systems and technology transfers, creation of legal agreements and many more items to get right for the transfer to be a success. To help you better understand the transition milestones, this newsletter will begin publishing a visual timeline showing milestones and key events as they are decided and scheduled.

The milestone page will be separated into three time periods: Before Sep 1, At Sep 1 and After Sep 1. This will help everyone understand the priorities of each change. Within each time period, a **red** bar will identify the actual changes that employees need to make by date. A **green** bar will identify the events and activities to help employees prepare for the change.



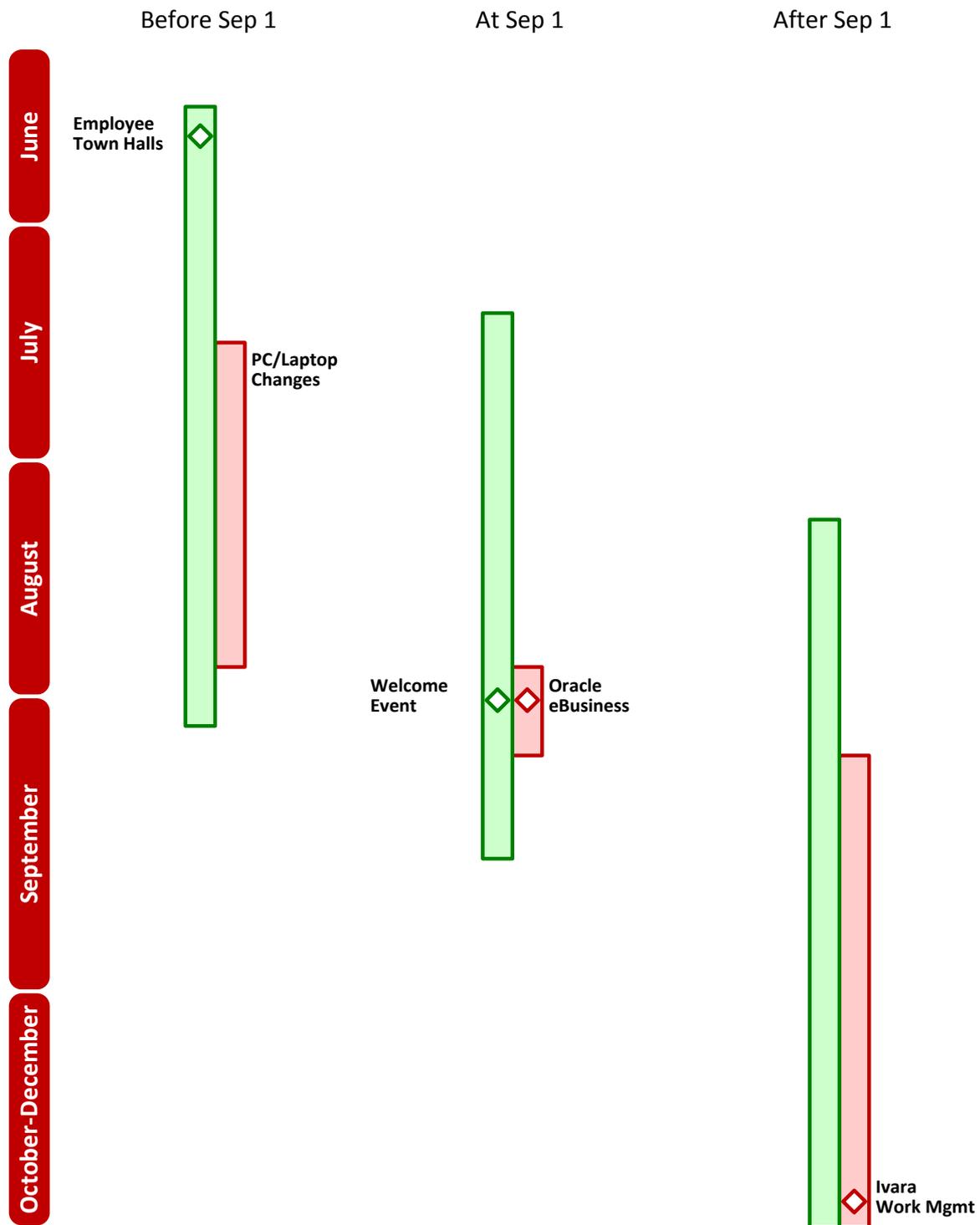
As you can imagine, there will be a large number of support activities, and not all of these activities will apply to each person. For example, if you don't use a computer, the training classes and post-implementation support schedule will not matter to you. So, this milestone view will only be a high-level overview events and changes. We are still committed to specific and detailed communication on each change with the affected employees.

As you look at the first version of this project milestone view on the next page, you will notice that there are only a few items currently on the schedule over the next few months. We've started with the system and technology items discussed in last week's newsletter.

Most of the rest of the plan is dependent on three key items. First is the employee data, which has been coming to EPCOR over the last few weeks, as the transfer letters have been distributed to employees. Second is the detailed org structure. The first three levels were released two weeks ago and we expect the final levels to be ready within the next two weeks. Third is an understanding of the facilities and assets used by Drainage, which has included site visits and detailed discussions about each location.

While there is a lot of other work being done by the transition team on many other business processes, these three are the immediate focus that will lead very quickly to scheduling upcoming milestones. Keep watching this newsletter for the expansion of the schedule, including learning opportunities that will support employees through the changes.

# Current Transition Milestone View



## Getting to Know EPCOR

To help people better understand EPCOR, a new feature called “Getting to Know EPCOR” will appear in most of the weekly newsletters between now and September 1. Topics will include elements of EPCOR’s culture, structure, operations, growth plans and so on. The place to start is with the company’s values, since they form the foundation of how EPCOR operates.

### **EPCOR values**

- We put safety first in everything that we do.
- We act with integrity.
- We work as a team.
- We are trusted by our customers.
- We create shareholder value.
- We are environmental leaders.

These values are demonstrated across the organization, and you will start to see content in this newsletter that shows the values in action and what they mean from an employee perspective.

For example, when it comes to working as a team and creating a larger impact in the community, last year across EPCOR's Canadian operations, one in five employees volunteered, supporting 145 different charities through the company's Helping Hands program.

Watch for more information in coming weeks to help you get more acquainted with EPCOR.

## **More information and responses to your questions**

You can find all information related to the EPCOR transfer at [onecity.edmonton.ca/EPCOR](https://onecity.edmonton.ca/EPCOR).

If you have more questions about the project, review these [frequently asked questions](#). If you can't find the answer to your question, email [drainage.transition@edmonton.ca](mailto:drainage.transition@edmonton.ca).



# Drainage Transition Frequently Asked Questions

## Updated: June 15, 2017

### New This Week

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

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

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

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

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

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

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

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

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

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



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**NEW**

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

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

**NEW**

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

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

**UPDATED**

### When will union discussions commence?

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

**NEW**

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

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

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

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

**NEW**

### Will work locations be changing?

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

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



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**UPDATED**

### **If I work downtown, will I have to change location?**

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

**NEW**

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

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

**NEW**

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

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

**NEW**

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

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