
CWA Issue Brief

Flexible Scheduling

CWA Goals

Flexible scheduling policies that allow employees to balance their work and family lives are a win-win for employees and employers, promoting job satisfaction and increased productivity while reducing absenteeism, tardiness, and job turnover. (See also “CWA Negotiated Work/Family Programs”)

CWA has negotiated the following flexible scheduling provisions:

- Excused work days (EWDs) on short notice and part-day increments
- Vacation days in short-increments
- Alternate work schedules
- Flexible start and end times
- Shift swapping

CWA Best Practice Contract

Century Link (former Qwest)

Excused Work Days: 10 personal days (eight paid, two unpaid) that can be taken in one-hour increments.

Short-Increment Vacation Days: Vacations may be taken on a calendar week, day-at-a-time, or on a one-half day-at-a-time basis. Two weeks of vacation may be taken in one-hour increments.

Shift Swapping: Employees may swap shifts if they are in the same bargaining unit and job status, provided the swap does not result in the company losing money.

Flexible Scheduling: The local union and local management may create flexible scheduling policies for workgroups, such as flextime and variable work weeks.

Protections in Other CWA Contracts

AT&T Legacy T

Excused Work Days: Three Excused Work Days (EWDs) (two paid, one unpaid) in one-hour increments, provided the employee notifies a supervisor before a tour begins or in the case of an emergency, during the tour. If more than 25 percent of the work group already has time off, the company can grant time off at its discretion.

Short-Increment Vacation Days: Vacation can be taken on a day-at-a-time basis. Five vacation days may be taken on a half-day-at-a-time basis if the company approves the request. Such request shall be granted if the service and coverage conditions permit it.

Shift Swapping: Employees can trade tours provided that the number of paid days does not go above the number the company has already scheduled.

Flexible Scheduling: Alternative work schedules, such as compressed or expanded work week, can be implemented at the local level through an agreement between the local union and local management.

AT&T Southwest

Excused Work Days: Five EWDs (four paid, one unpaid) in two-hour increments.

Short-Increment Vacation Days: Employees eligible for two weeks of vacation may take five vacation days on a day-at-a-time basis at the time the vacation schedule is initially assigned. Employees eligible for three or more weeks of vacation may elect to take two weeks of vacation on a day-at-a-time basis at the time the vacation schedule is initially assigned. Employees eligible for four or more weeks of vacation may elect to take three weeks of vacation on a day-at-a-time basis at the time the vacation schedule is initially assigned. Individual vacation days may be taken in half-day increments.

Flexible Scheduling: Each office will have “appointment books” for employees to sign out for four hours of unpaid leave in the middle of a shift. For offices with less than 80 employees, there will be one slot available per day. For offices of 80+ employees, there will be two slots available per day.

AT&T West

Excused Work Days: Seven personal days per year after six months of tenure. These personal days can be taken in two-hour increments where considered practicable by management. One personal day can be taken on an emergency, unscheduled basis in two-hour increments.

Flexible Scheduling: Local unions and local management can create “flextime” policies if the agreements are approved by the company and the CWA District.

Short-Increment Vacation Days: All vacations may be taken in increments of less than a week.

AT&T Midwest

Excused Work Days: Four EWDs (three paid, one unpaid), three EWDs can be taken in two-hour increments, the others can be taken in half-day increments.

Short-Increment Vacation Days: An employee eligible for two weeks vacation can take it in one-day increments. An employee eligible for three or four weeks can take up to two weeks in one-day increments. An employee eligible for five weeks vacation can take three weeks in one-day increments.

Flexible Scheduling: The Company can designate work groups to move to a four ten-hour day work week. The Company and the Union will meet to establish how to implement the four-day work week. The Company will encourage the use of “flex-time” in work groups where it is feasible.

AT&T Southeast

Excused Work Days: Four days (three paid, one unpaid) of flexible leave available in one-hour increments.

Flexible Scheduling: The “Easy Time” provision allows an employee to use up to two days of vacation in 15-minute increments to attend to family obligations. Easy time can be used when less than 25 percent of the work group has not already scheduled time off.

AT&T East

Excused Work Days: Five Excused Work Days (four paid, one unpaid), two of these days can be taken in one-hour intervals with no notice and one can be taken in one-hour increments based on business needs and 48-hour notice.

AT&T BellSouth Internet Services

Excused Work Days: Eight EWDs, two EWDs can be used flexibly if not more than 25 percent of the work group has been granted the time off.

Flexible Scheduling: The Company will take needs and requests of employees into consideration when scheduling.

AT&T Mobility Orange contract (Districts 1, 2-13, 4, 7, and 9)

Excused Work Days: Employees with more than one-year tenure are entitled to four Excused Days with Pay (EWP). Employees with less than one-year tenure accrue one EWP for every three months of service and can be taken one-hour at-a-time. The EWPs can roll over to the first quarter of the next year. In 2013, the Company agreed to a trial in three call centers which would allow employees to request use of one earned EWP (in one-hour increments) on an emergency basis when they otherwise would not be allowed to get time off due to unavailability of vacation or EWP allotments. The requests will be available when at least 75 percent of the employee's work group is available.

Short-Increment Vacation Days: Employees may select up to one week of vacation on a day-at-a-time basis during the vacation selection process. If eligible for three or more weeks of vacation, employees may elect to take up to two weeks vacation on a day-at-a-time basis during the vacation selection process.

Flex Time: The "exchange time" provision allows an employee to request time off to be made up within the same workweek if the supervisor approves. The company will encourage "innovative scheduling" upon agreement of the local union and local management. The union and company will confer regarding four-day work weeks for full-time employees in work groups selected by the company. The company can end the four day schedule if it does not feel it is necessary.

Verizon Mid-Atlantic

Excused Work Days: Five EWD's (four paid, one unpaid) which can be taken on short notice if the request is made 24 hours in advance of the tour and the approval does not result in more than 20 percent of the workforce not available for duty. The company can also designate four days per month on which EWDs cannot be taken on short notice.

Flex Time: The company may establish "flex time" policies in certain work groups for employees to adjust the start/stop times of tours as long as the number of hours worked remains the same and a minimum level of staffing is maintained in the workgroup. Local 13500 (Pennsylvania and Delaware) agreement provides up to six flex times per year and allows four-day work weeks. NJ Bell agreement allows employees that have a "last minute" situation to use flex time. Commercial/ Marketing employees can use "flex time" up to five times per year. Employees may arrive up to 30 minutes late and make up the time lost in the next five tours. Employees in Traffic (Operator Services) may use up to 30 minutes of "flex time" up to 10 times per year and must make the time up at the end of the tour or session or if their tour ends at closing time, no later than the end of their next scheduled tour.

Short-Increment Vacation Days: Employees eligible for two or more weeks of paid vacation may take up to one week on a day-at-time basis.

Verizon California

Excused Work Days: Seven EWDs that must be scheduled 30 days in advance.

Short-Increment Vacation Days: Employees can use 10 of their vacation days on a day-at-a-time basis. Some centers are running a trial with two hour vacation increments.

Flex Time: Employees can request flexible work weeks in which an employee works less than eight hours on a work day with time off to be made up later in the week.

Local agreements for Flexible Scheduling: The local union and management can agree to flex time arrangements. In work groups with a four-day work week, two-thirds of the selected group can vote to end it and return to the five-day work week.

Shift Swapping: Trading shifts is permissible with the approval of management for work/family related conflicts for up to two weeks. Trades can only occur between workers that have the capabilities to perform each other's jobs and management can inquire about the nature of the work/family related schedule conflict.

Verizon Southwest

Flex Time: The Company can determine the work groups that are eligible for four/ten-hour-day work weeks. If an employee is unable to adhere to the new schedule due to family reasons, it will not be mandatory.

FairPoint

Excused Work Days: Five Excused Work Days (four paid, one unpaid), three can be taken in half-tour increments on a short-notice basis. The supervisor in the work unit will allow one short-notice EWD per half-tour, additional requests will be granted at the supervisor's discretion.

Flex Time: Where the parties agree and the needs of the business permit, the number of hours which constitute a normal five-day workweek schedule will be scheduled over four days.

US Airways

Short-Increment Vacation Days: Employees can use up to 10 vacation days on a day-at-a-time basis.

Shift Swapping: An employee may trade shifts or days off with other qualified employees within the group and classification. The employee submits shift trades as far in advance as practical. At airport locations, the deadline will not be earlier than 4:00 PM local time for any shift trades to be effective the following day. At reservations centers, the deadline will not be earlier than one hour prior to the trade to be worked. The minimum partial trade will be one hour. Partial trades must be in 1/2 hour increments. Employees in Reservations may request partial shift trades in 15 minute increments above the one-hour minimum.

Fresno Bee

Flexible Scheduling: The Publisher and any employee may switch to a four-day work week schedule or to a fluctuating work schedule by mutual agreement.

Bloomberg BNA

Flexible Scheduling: Flexible work arrangements, such as flex time, compressed work weeks and job sharing, may be made for the whole unit or individual. The company cannot unreasonably deny flexible work arrangements.

Jefferson County Department of Job and Family Services

Excused Work Days: Each full-time employee receives four EWDs per year. The EWDs may be taken in four hour increments with 24 hours' notice.

Short-Increment Vacation Days: Employees may take their vacation time in ½ hour increments with 24 hours' notice.