Delegate Resume: [Gay Ann Rennie]

VP Call Centre, CEIU Local 00648

Candidate Statement
As your newly appointed **Vice President Of Call Centre**, I am seeking your nomination as a delegate for the **2027 PSAC National Triennial Convention**. Call centres are the frontline of our union, and I am committed to ensuring the unique pressures of our workplace from rigid monitoring to high-volume stress are a top priority.

Union Leadership & Experience

- **VP Call Centre, CEIU Local 00648** (Newly Appointed): Leading advocacy for call centre members, specifically focusing on workload management and mental health supports.
- **Shop Steward, CEIU Local 00648** (Appointed 2026): Providing direct representation for members, ensuring the collective agreement is upheld and grievances are addressed promptly.
- **Co-Chair & Facilitator, Black Heritage Culture Committee**:
    - Co-facilitated specialized sessions on **"Working Together to Understand Workplace Conflict."**
    - Developed a **Conflict Research Agenda** focused on identifying systemic barriers and cultural nuances in workplace disputes.
    - Implemented strategies to foster inclusive communication and de-escalate tension within diverse teams.

Convention Priorities for 2026

- **Call Centre Standards**: Advocating for national resolutions that address "Averaging" and performance monitoring metrics that negatively impact member health.
- **Equity-Informed Conflict Resolution**: Bringing my research on Black heritage and workplace conflict to the floor to improve how the union handles harassment and discrimination cases.
- **Safe Workspaces**: Fighting for increased autonomy and better RTO (Return to Office) protections for frontline call centre staff.

Why Vote for Me?
I combine the technical knowledge of our call centre operations with a deep, research-based understanding of workplace equity and conflict. I will be a tireless voice for **Local 00648**, ensuring our National leadership understands the daily realities of the phone lines and the importance of culturally competent advocacy.

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