



CEP & BELL TECHNICAL SOLUTIONS

Highlights of Proposed Collective Agreement

Term:

- The collective agreement will begin on May 6, 2011 and end on May 5, 2018

Guarantee of Work:

- A new work agreement ensures that CEP members will perform all of Bell's FTTH and FibeTV installation work.
- This is expected to create 2,000 additional Technician jobs in Ontario and many hundreds of upgrades.

New Classifications:

- The classifications of employees will become Regular Full-time (RFT-1, RFT-2 and RFT-3), Senior Part-Time (SPT), Transitional RPT (TRPT), Regular Part-Time (RPT) and Student.
- All current RFT employees will become RFT-1 and will have the same scheduling rights as they have today (not scheduled on Sundays or on two (2) consecutive Saturdays).
- The new classification of RFT-2 will be filled by current Part-Time employees as they are upgraded from RFT-3. These employees will be guaranteed five (5) days of work per week and will not be scheduled to work on any two (2) consecutive weekends.
- The new classification of RFT-3 will be filled by current Part-Time employees as they are upgraded from Transitional RPT (TRPT), Senior Part-Time (SPT), or RPT (former Temporary). RFT-3 employees will be guaranteed five (5) days of work per week and will be expected to work as many weekends as current RPT employees (maximum six (6) weekends in an eight (8) week schedule).
- Transitional RPT (TRPT) employees will be current RPT employees who have not yet been upgraded to RFT-3 and who have the same scheduling rights as today (maximum six (6) weekends in an eight (8) week schedule).
- The classification of Temporary employee will be eliminated and replaced with RPT. All current Temporary employees will be reclassified to RPT until they are upgraded to SPT or RFT. RPT employees will have the same scheduling rights as current Temporary employees.

- Senior Part-Time (SPT) employees will receive RFT pay and benefits, including 4% RRSP contributions by the Company.
- SPT employees will represent 20% of the bargaining unit and will be upgraded by seniority across Ontario.

Wage Increases:

- The wage schedules (attached) reflect an average 2.7% annual wage increase for RFT and SPT, and 2.6% per year for RPT.
- The top rate for Technicians effective January 1, 2018 will be \$29.50 per hour.

Upgrades:

- 539 employees will receive upgrades on ratification as follows:
 - 90 current RPT upgraded to RFT-1
 - 197 RPT and TPT upgraded to RFT-3
 - 252 current Temporary employees upgraded to SPT
- All RPT employees (former Temporary) will be guaranteed upgrade to the RFT wage schedule after a maximum of five (5) years of seniority.
- Upgrades and Transfers will now be done in October and March rather than the current single meeting in February.

New Hire Process:

In order to ensure that newly hired technicians are receiving the proper training and support, and to reduce the extremely high attrition rate at BTS, the parties have agreed to the following:

- New hires will be Apprentices for the first eight (8) months and be on a learning curve for skills development. The emphasis will be on training, not productivity.
- The Union will have more input in the selection of employees who will become Trainers and Mentors (former SMEs).
- Students will work reduced hours and accrue no seniority so as to ensure Regular employees are not disadvantaged.
- An Enhanced Mentoring Trial will provide an additional ten (10) days of one-on-one Mentoring immediately following in-class training.
- The probation period may be extended with the agreement of the Union up to a maximum of 240 additional hours, in order to allow for additional training and support if required.

Vacations:

- 5th week of vacation after 18 years (including former Bell Canada service) to begin in 2013 rather than 2014 as in current agreement.
- New 6th week of vacation after 25 years (including former Bell Canada service) to begin in 2015.

Remembrance Day:

- Remembrance Day is added as a new holiday in the collective agreement. This will mean that employees who work this holiday will now be entitled to overtime pay, rather than regular pay as awarded by the arbitrator, when they work the holiday and take an HMP day.
- The Company has also agreed to pay all employees who received straight time for working Remembrance Day 2010 an additional four (4) hours pay, regardless of whether they filed a grievance.
- The Company will also drop its appeal of the arbitrator's decision.

Discipline:

- Strict limits on the use of GPS by managers so as to eliminate abuse and harassment.
- Union representation and a maximum ninety (90) day time limit on Performance Improvement Plans (PIP).
- Removal of all discipline for speeding if GPS showed a speed under 25 km/hr or less over the posted speed limit.
- New non-disciplinary step of "Verbal Counseling" with Union representation and the ability to grieve.
- The Company has agreed to employ an "Ombudsperson" to deal confidentially with employee concerns.

Overtime:

- RPT (former Temporary) employees to be paid overtime after ten (10) hours per day or forty (40) hours per week.
- Maximum forced overtime for RFT-1 (current RFT) reduced from 192 hours per year to forty-eight (48) total hours in 2011, twenty-four (24) in 2012, and sixteen (16) in 2013.
- Voluntary overtime hours worked during the week will count towards the maximum of eight (8) overtime hours that can be forced that week.

Training:

- A new Joint Skills Development Committee (JSDC) will meet quarterly to plan training for union members, ensuring that training needs are met and that no employees are denied opportunities because of lack of training.

Agreement on FibeTV

- During the initial implementation period of FibeTV in a common locality, which will not be more than three (3) years, the Company has agreed to train all employees on FibeTV.
- For the maximum three (3) year implementation, the equitable distribution of hours for Part-Time employees will be amongst those on the FibeTV teams in the common locality.
- For the same implementation period, overtime hours will be distributed separately amongst FibeTV teams.

Voluntary Pre-Retirement Program:

- Employees who are fifty-five (55) or older, and who plan to retire within two (2) years may volunteer to work reduced hours. In each case, a letter of agreement, signed by the employee and the Union, will establish the pre-retirement work schedules.

Bereavement Leave:

- The contract language on Bereavement Leave has been brought up to the Canada Labour Code standards. This will increase bereavement leave to include additional family members and additional days of paid leave.

TGP Seasonal Leave:

- During the period of October 1st through April 30th Regular employees may take TGP seasonal leave from one (1) week up to seven (7) weeks duration.

Union/Company Relations:

- A Labour Relations Committee (LRC), which will include the bargaining committee and management representatives, will meet on a bi-monthly basis to resolve issues that are not currently being dealt with as grievances.
- A new HR Associate Director for Ontario will be assigned to deal with Step 3 grievances.
- Pre-set Step 3 dates will be set each year to ensure grievances are dealt with expeditiously.

- A new Pre-Arbitration step will take place after grievances have been referred to arbitration in an attempt to resolve them in advance of the arbitration date.
- With the agreement of the parties, grievances may be referred to mediation at the CIRB to attempt resolution in advance of arbitration.
- Regional Labour Management Meetings (RLM) will be held quarterly with Regional Managers and Local Union representatives to discuss issues in the field.
- An additional Bargaining Representative for the Union will be paid by the Company.

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