



# BULLETIN NO 6

## BELL

**Craft and Services**

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### **Joint Labour Relations Committee**

Dear colleagues,

On April 5, a meeting of the Labour Relations Committee (CRT) was held. This quarterly meeting of the Craft Bargaining Committee and Bell Labour Relations Management discusses various topics or issues related to the Bargaining Unit. The exchanges focused on, among other things:

#### **Letter of Intent dealing with outsourcing**

We asked the employer to put in place the consultation process provided for in the letter of agreement dealing with outsourcing. This agreement provides for quarterly meetings to discuss the concerns expressed by employees. Management is committed to encouraging CP4s to hold meetings. This is currently not happening in Quebec.

#### **Special Events business work done by Bell Technical Solutions (BTS)**

We have brought to the attention of the employer our extreme disagreement with the fact that it outsources the "Special Event Business Installation" work to BTS that our members have always done in the past. Example: large exhibition halls. The employer provides fusion sets to BTS so that their technicians can do fibre fusion at the CSP as well. We reiterated that this was unacceptable. The employer's position is that BTS can do "business" work, but there are many initiatives that are done by the control centre to direct the "business" work to technicians from Bell. The employer is asking BTS to start their employees' shift at 8:00 a.m. instead of 7:30 a.m. to prevent "business" orders being sent to them. Finally, for systems, Bell is changing the parameters so that appointments are later for "business" customers. The employer believes that these measures will increase Bell's workload for both Ontario and Quebec in the "business" service.

#### **MOA on Increasing the Workload and the Number of Employees in the Bargaining Unit**

We asked the employer to provide us with the numbers that show that they are respecting the Memorandum of Agreement (MOA). This MOA states that "The company expects that these hires will bring the bargaining unit to over 4,000 technicians and services employees represented by Unifor and increased the proportion of work by bargaining unit employees from 78% to 87% based on today's volumes (2016)". The employer refuses to produce the figures to the Union. We will be filing a national policy grievance to force the employer to respect the memorandum of agreement.

### **Network Mapping Tool and its impact on the Memorandum of Agreement on Allocation of Work**

For this purpose, this tool is used by BTS technicians to locate and troubleshoot cable problems. This violates the Memorandum of Agreement dealing with cable workload. We have asked the employer to prohibit the use of this tool. The employer does not want to ban this tool. However, they has informed all BTS technicians not to perform cable repair work.

### **Certification Program**

The results of the certification bonus program must be sent annually to the National Representatives of the Union responsible for the Bargaining Unit and for several years these results have not been communicated. The employer says they will do the research and forward them to the Union.

### **Technological change**

No notice has been given to the Union under Article 16 of the collective agreement. Currently, Bell's Test centre services are attempting to automate testing for managed IP devices at customer sites (ie, routers and switches managed by Bell for SIP trunking, IPVPN, MISN, Bell Total Connect, etc.). So the work of the technicians will be done by a computer application. In our opinion, this is a technological change since it will affect and reduce the work done by the technicians. This is the same scenario in the implementation of optical fibre in Quebec and Ontario. The employer says they will inquire and come back to us with a response.

### **Position Advisory Committee**

The committee resumed its work and the members agreed to work on the template in two steps. First, to determine the work and the qualifications to do the work and in a second step, to see in which class said template will be, either "class A specialist, class B advanced or generalist class C". We hope that the work of the committee will conclude as soon as possible.

The next meeting of the Labour Relations Committee will be June 11 and 12, 2018.

**We will keep you informed of any developments in these files.**

**The Strength Lies in Solidarity!**

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