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Jerry Dias  
*National President*  
*Président national*

Renaud Gagné  
*Quebec Director*  
*Directeur québécois*

Robert J. Orr  
*National Secretary-Treasurer*  
*Secrétaire-trésorier national*

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October 19, 2017

**To: Presidents of Telco Locals – Ontario and Quebec**

**Re: Performance Road Map**

Sisters and Brothers,

On September 5th a letter was sent to Bell Canada from both National President Jerry Dias and Quebec Director Renaud Gagné regarding the Performance Road Map and our view that these systems must be fair, balanced and take in to consideration only things within the control of our members who are being evaluated through the various systems in place throughout the Bell family of companies.

We have received a response to that letter. Predictably, the company was not willing to cease and desist as we had suggested, but were receptive to having discussions with us to review the systems and to hear our concerns with regard to the various unfair ways in which they are being applied. Centrally, Bell is gathering information from each of the Bell companies and is preparing for our meeting which is scheduled for October 30<sup>th</sup>.

As we speak our National Representatives have been asked to send in a summary from each of your locals, highlighting the current issues and grievances which have been filed in relation to this issue.

Additionally we have several strong grievances in both provinces that are set to go to arbitration which will hopefully provide us further means in which to defend our members' rights.

Until then, we ask that all issues of discipline related to unfair performance management be grieved.

So everyone is aware, we are filing National Policy grievances where we have that language in our agreements, and in the case of individual grievances or Local Policy grievances, we ask that you use the following language to ensure consistency in our grievance filings.

**Local Policy grievance:**

*The employer, (insert Bell company name), is violating employees' right to fair and reasonable working conditions by implementing and applying its Performance Road Map (PRM). Among other things, the performance and productivity measures imposed by the PRM are fundamentally flawed and impact employees by subjecting them to an unhealthy work climate and significant stress, thereby negatively affecting or posing a risk to their health and safety.*

*Considering the flaws of the PRM, this policy should be declared unreasonable, abusive and arbitrary.*

**Settlement sought:**

*Declare that the employer violated the right of employees to fair and reasonable working conditions with the implementation of its Performance Road Map (PRM);*

*Declare that the Performance Road Map implemented by the employer is unreasonable, abusive and arbitrary;*

*Declare that the application of the Performance Road Map may violate the psychological integrity of the employees and creates an unhealthy work climate;*

*Order the employer to cease imposing Performance Road Maps on employees, to cancel existing performance improvement plans and to fully restore the rights, benefits and privileges of the employees aggrieved by this Program;*

*Order the employer to collaborate and engage in a dialogue with the union Unifor with a view to improving the work climate and offering a respectful work environment for employees;*

*Order the employer to pay moral and punitive damages as compensation for the harm suffered by the employees as a result of the application of the Performance Road Map, adjusted with legal interest and additional compensation;*

**Individual grievance:**

*The employer's decision to impose a Performance Road Map on me, dated dd/mm/yy, is abusive and arbitrary and violates my right to fair and reasonable working conditions.*

**Settlement sought:**

*That the employer withdraw the Performance Road Map that it imposed on me on dd/mm/yy;*

*That the employer be ordered to pay me moral and punitive damages, subject to adjustment, for the harm suffered as a result of its unreasonable and abusive decision to impose a Performance Road Map on me, and that any of my rights and benefits under the collective agreement of which I was deprived due to the implementation of the Performance Road Map be fully restored to me;*

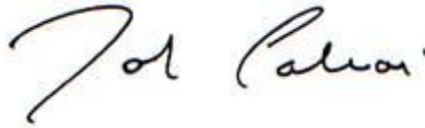
*That these damages be paid together with legal interest and additional compensation.*

Thank you in advance for your patience, solidarity and support as we work through this frustrating issue. Once we have the information from the company we will review it, compare it with how it is actually being applied in the field, and then discuss a mobilization effort focusing on the most unjust aspects of the processes.

In solidarity,

A handwritten signature in blue ink, appearing to be 'CM' with a large flourish.

Chris MacDonald  
Assistant to the National President

A handwritten signature in black ink, appearing to be 'John Caluori'.

John Caluori  
Assistant to the Quebec Director

CM/JC/lmc-cope-343

cc: National Representatives Servicing Telco Locals (Ontario & Quebec)