

Brothers and Sisters ,

Please see the attached documents Re: Minutes of settlement for National Policy Grievance Number: Bell Craft #2020-002 (ORS Products) and Bell Craft 2021-001 & Bell Craft 2022-001 (Business Callouts)

We are happy to report that the Bargaining Committee has successfully mediated a resolve to three outstanding National Policy grievances.

The MOS for business callouts provides a new process which will ensure our members of craft are provided the opportunity for canvassed overtime opportunities and call out situations. Moving forward BTS will not be utilized until the Company has exhausted the Bell Craft Call-Out list.

In regards to ORS, the MOS provides new training opportunities for BTC related functions for senior members in Ontario (*Please note -this was not a concern in Quebec). It's clear that we will need to continue to police and track BTC as it continues to grow, however the concern was that only a select few were previously chosen to be trained.

Our next step will be to create and implement the call out process in an MOA during negotiations next fall, as well as, adding BTC and all related work into the Allocation of work MOA.

Please feel free to reach out if you have any questions.

In Solidarity,

Your Bell Craft Bargaining Committee

MINUTES OF SETTLEMENT

BETWEEN:

Unifor

(the “Union”)

and

Bell Canada

(the “Company”)

Re: Bell Craft 2021-001 & Bell Craft 2022-001

WHEREAS, the Union referred grievance Bell Craft 2021-001 to arbitration on January 27, 2023, citing the *Company’s decision to use BTS technicians for Business work callouts, as per the E-mail sent to all BTS Technicians on October 22nd 2021 (Launch of Call-out Process), is a direct violation of the Bell Craft and Services Collective Agreement. Bell Canada continues to degrade decent Bell Craft jobs, by using contractors (i.e. BTS) to fulfill the load requirement for all aspects of Bell craft Business work and possibly Cable Repair & Central Office work;*

AND WHEREAS the Union referred grievance Bell Craft 2022-001 to arbitration on September 21, 2022, citing the *Company’s decision to transfer bargaining unit work to Bell Technical Solutions, while assigning Bell Craft and Service members to the decommissioning of copper and/or any other assignment;*

AND WHEREAS, the Company maintains that for the two above-mentioned grievances there is no violation of the collective agreement; and

AND WHEREAS, the parties are desirous of amicably settling in a full and final manner all issues pertaining to the grievances.

NOW, THEREFORE, the parties agree as follows:

1. The above preamble forms an integral part of these Minutes of Settlement.
2. The Parties agree that the national policy grievances Bell Craft 2021-001 and Bell Craft 2022-001 are hereby deemed resolved, and all related grievances, including but not limited to grievances listed in Appendix A are hereby settled.
3. When there is Mass Market Business work in jeopardy of missing same day customer due dates, due to insufficient scheduled capacity, the following process will be followed to arrange for continuous overtime and Call-Outs:

- I. Bell canvass for continuous overtime
 - i. Control Centre to canvass Bell technicians for extended shifts before end-of-shifts
- II. BTS canvass for continuous overtime
 - i. Control Centre to canvass BTS technicians for extended shifts before end-of-shifts
- III. Bell Call-Outs
 - i. Control Centre will first call out Bell technicians for overtime by following provided list of available technicians
- IV. BTS Call-Outs
 - i. Control Center to call out BTS technicians to address any outstanding work

For clarity, BTS will not be utilized until we have made an attempt to contact those on the Bell Craft Call-Out list.

- 4. The parties understand and accept that there may be occasion for deviation from the foregoing as a result of unforeseen events. These instances, if any, should be rare and isolated.
- 5. Notwithstanding paragraph 6 below, the Union releases the Company from the grievances listed in Appendix A.
- 6. This agreement and the process outlined in paragraph 3 will remain in effect up to and including November 30, 2024.

Signed this 21st day of June 2023.

FOR THE
COMPANY



Kristine Dobson
Director, Field Operations

FOR THE
UNION



Clayton Nunn
National Representative

APPENDIX A

Grievance #	Local	Status
26-2022-3707	26	Time extended until June 30, 2023
25-707-2021	25	Out of grievance timelines
11-18-2021k	31	Consolidated with Bell Craft 2021-001

MINUTES OF SETTLEMENT

BETWEEN:

UNIFOR

(the “Union”)

and

Bell Canada

(the “Company”)

Re: National Policy Grievance Number: Bell Craft #2020-002 (ORS Products)

WHEREAS, on or about September 10th 2020, the Union filed national policy grievance #2020-002 (the “Grievance”) because the Company decided to no longer support the products of the “ORS” range, as well as to no longer support the maintenance and updates of these products by its unionized employees of Bell Craft and Services;

AND WHEREAS, the Union referred the Grievance to arbitration on November 4, 2020;

AND WHEREAS, the Company maintains that there is no violation of the collective agreement; and

AND WHEREAS, the parties are desirous of amicably settling, in a full and final manner and on a without prejudice or precedent basis, all issues arising out of or relating to the Grievance.

NOW, THEREFORE, the parties agree as follows:

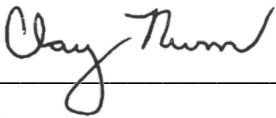
1. The Parties agree that the Grievance and all related grievances, including but not limited to grievances listed in Appendix A, are hereby settled.
2. The parties agree that if, in the commercial segment (now known as the Medium segment), the direct sales, installation, maintenance and software upgrades for Voice IS PBX systems are offered through the Company before the expiry of the current collective agreement, the Company will undertake to inform the Union of same.

3. The Company agrees that if, at any time, the decision is made to again sell voice IS PBX systems and related software upgrades to customers in the Medium segment, that said work, as it relates to the work previously performed by Bell Craft and Services employees, will be immediately repatriated to the Bell Craft and Services Bargaining Unit.
4. The Company shall commit to train up to ten employees, who have a business profile as determined by the Company, on BTC installation and support. This will consist of five in the District of Wes Vurma and five in the District of Kristine Dobson. Details of the process include the following:
 - a. A communication will be issued to the employees in the profile above seeking volunteers for said training
 - b. The communication will include something to the effect that this training is being offered as a result of an agreement between Unifor and Bell Canada
 - c. Employees will be selected based on seniority
 - d. Training will be completed by April 30, 2024
5. Should the Company not receive up to ten applicants for the training, the Company's obligation under paragraph 4 shall be considered fulfilled. For clarity, if there are fewer than five volunteers in each of the aforementioned Districts they will still be trained.
6. Notwithstanding paragraph 5 below, the Union releases the Company from any and all actions, causes of action, rights, claims, demands, complaints, grievances, damages and liability of any nature whatsoever in relation to any matters and issues arising out of or related to the Grievance and the grievances listed in Appendix A.
7. The Company commits to provide a BTC load update at the Joint Labour Relations Committee meeting in December 2023.
8. This agreement is in effect until November 30, 2024.

IN WITNESS WHEREOF, the parties have caused their names to be subscribed by their duly authorized officers and representatives.

Dated this 21st day of June, 2023

Unifor

A handwritten signature in cursive script, appearing to read "Clay Nunn", positioned above a horizontal line.

Clayton Nunn
National Representative

Bell Canada

A handwritten signature in cursive script, appearing to read "Rosetta Piloizzi", positioned above a horizontal line.

Rosetta Piloizzi
Director, Sales

APPENDIX A

Grievance #	Local	Status
46-20-14	46	Pending Bell Craft 2020-002
44-2020-107	44	Pending Bell Craft 2020-002
25-20-120	25	Pending Bell Craft 2020-002
46-20-15	46	Pending Bell Craft 2020-002
25-20-121	25	Pending Bell Craft 2020-002
29X-801	29	Pending Bell Craft 2020-002
29X-802	29	Pending Bell Craft 2020-002
29X-803	29	Pending Bell Craft 2020-002
29X-804	29	Pending Bell Craft 2020-002
29X-805	29	Pending Bell Craft 2020-002
25-20-122	25	Out of grievance timelines
25-20-126	25	Out of grievance timelines
25-20-127	25	Out of grievance timelines
25-20-128	25	Out of grievance timelines
25-20-129	25	Out of grievance timelines
25-20-130	25	Out of grievance timelines
40-O-20201001	40	Pending Bell Craft 2020-002
40-O-20201001-1	40	Pending Bell Craft 2020-002
40-O-20201007	40	Pending Bell Craft 2020-002
41-2021-01-14	41	Out of grievance timelines
41-2021-02-25	41	Out of grievance timelines
26-2021-3907	26	Pending Bell Craft 2020-002
26-2021-3715	26	Pending Bell Craft 2020-002
26-2022-3707	26	Out of grievance timelines

46-22-06	46	Referred to arbitration
46-22-07	46	Referred to arbitration
2023-04-03B	31	Pending Step III response
2023-04-18C	31	Pending Step III response