



JLRC FOLLOW-UP Bell Craft & Service – Ontario & Quebec September 10, 2026

Sisters and Brothers,

The Bell Craft & Service Joint Labour Relations Committee (JLRC) met with the Company on September 10, 2026, in Kingston. The Union raised a number of ongoing and new issues affecting members across Ontario and Quebec. Below are some of the key updates from those discussions.

Contracting Out – F2 Copper Work

The Company advised that approximately 20 contractors per day continue to perform F2 copper work in the GTA, with roughly 1,300 truck rolls to date. Bell indicated that approximately 14% of the work is being referred back and that only copper F2 work—not fibre—is currently being sent to these contractors.

The Union continues to closely monitor this work and its impact on bargaining unit members.

Equal Treatment Legislation

The Union again raised the upcoming Equal Treatment legislation and its potential application to Bell Craft & Service members and our existing wage structures.

The Company indicated that it does not believe the legislation will have an impact on the bargaining unit. The Union requested that Bell provide its position in writing. We do not consider this matter resolved and will continue to challenge the Company's position where necessary.

Cross-Skill Training

The Company provided an update on cross-skilling and up-skilling initiatives across the country. This includes additional fibre training for Cable Repair technicians, construction work (Expertech) being performed by some Cable Repair technicians, and other efforts to broaden the work employees can perform within their existing work centres.

The Union made it clear that cross-skilling was intended to be an **extension of an employee's existing job**, not a replacement of their primary function. Our position remains that employees should continue to perform their **primary function for the majority of their working time**, with cross-skilled work supplementing that role when required.

The Union also stressed the need for clear and consistent guidelines, particularly as Bell moves toward new dispatch technology that could allow technicians to be assigned different types of work throughout the same day.

We will continue to monitor the implementation of cross-skilling and insist that any new systems, processes or work assignments respect the Collective Agreement, existing arbitration decisions, and the original intent of cross-skilling.

Mediation-Arbitration

Moving forward, the full Union committee will participate in the Mediation-Arbitration process. The parties also discussed replacing the previously cancelled August session and moving outstanding cases forward.

Union Time

The Union raised concerns regarding managers applying rigid notice requirements for OUP/OXP and Health & Safety union time.

The Company indicated that emergency situations may be dealt with differently and that issues can be escalated where necessary. The Union maintained that the process cannot be left entirely to individual managers and will continue to address situations where legitimate Union representation is being unnecessarily restricted.

Union Representation at Coaching / Verbal Counselling

The Union again made our position clear: where a member requests Union representation during a coaching or verbal counselling meeting, that request should be respected.

The Company continues to maintain that representation may be subject to management discretion in certain circumstances. The Union advised Bell that where members request representation and are denied, we are prepared to file grievances and have the issue determined through the grievance and arbitration process.

The Union also requested improved access to coaching records so representatives can properly track these discussions.

Weekend Work

The Company advised that weekend work for GTA technicians is expected to decrease as workload declines. The Union will continue to monitor weekend scheduling and communication to ensure members receive clear and timely information.

Return to Work / Accommodation

The Union raised concerns regarding members attempting to return following Short-Term Disability who have medical restrictions or limitations.

The Union reminded the Company that accommodation obligations do not disappear simply because an employee cannot immediately perform every aspect of their regular position. We will continue to address individual cases where members are experiencing unnecessary barriers returning to work.

Bell HR Application

The Union raised the continuing frustration members are experiencing with the Bell HR application and AskHR. Members must have a reliable way to access HR services and receive assistance when the system does not work as intended. For payroll related issues the Company has asked that employees reach out directly to their managers and if necessary the regional Directors.

Bell/BTS Labour Relations Integration

The parties discussed the ongoing integration of Bell and BTS Labour Relations, along with changes involving the Control Centre and the integration of Expertech.

The Union will continue to monitor these changes closely, particularly where they may affect dispatch, grievance handling, Collective Agreement administration, Union representation or existing regional structures.

Benefits – Dedicated Follow-Up Meeting

A significant discussion also took place regarding benefits, employee supports, communication and ongoing issues with claims.

Both parties agreed that these issues require a more focused discussion. **Bell and Unifor have agreed to schedule a separate call specifically regarding benefits and to invite the appropriate benefits representatives from both the Company and the Union to participate.**

This will provide an opportunity to discuss benefit coverage, claims issues, employee communication and education, available supports, the transition from LifeWorks to Manulife, access to Dialogue, and the process for Union consultation regarding future benefit changes.

Shawinigan Data Centre

The Union also requested a meeting with the Company to receive an update on the new Bell Canada data centre being built in Shawinigan, Quebec. The Union is seeking further information regarding the project timeline, anticipated staffing and classifications, potential new bargaining unit opportunities, and what work will be performed by Bell employees versus contractors.

We also want to better understand whether any existing bargaining unit work will be transferred to the new facility, what training or cross-skilling may be required, and whether the project is expected to impact staffing or operations at other locations.

The Company agreed to provide further information and continue discussions with the Union as the project moves forward.

The Union will continue to raise issues brought forward by our members and Local Unions and will provide further updates as these discussions progress.

In Solidarity,

Your Unifor Bell Craft Bargaining Committee