

Appointment Manager

Bell Canada has recently foisted its latest plan upon its workers, the appointment manager. They are asking many of you to now willingly volunteer photo identification, making your image accessible to the customer.

There has been no clear business case made to the union for how this will improve the customer experience while the all risk will lay with the technician. It remains highly unlikely that any client will purchase additional services or feel service was installed or repaired appropriately based on their possession of your image.

The company after discussions with the union has agreed to ask for workers consent. While the company has verbally agreed to support any tech who runs into an issue, there has been nothing submitted to the Local in writing.

By giving consent to using your picture, it will allow customers to take a screen shot of your image and one irate social media savvy customer could splash your picture, through no fault of your own, across the internet. Identity theft is another risk as an individual could find your name, address and now with an image of passport quality try to hijack your life. This program may also pose additional risks to women and workers of colour as people may prejudge the work done based on their perceptions of the individual, not the quality of the work completed.

While workers are free to make their own decisions, it remains important to weigh the benefits, the risks and what it means for your workplace safety. Before providing your consent, please consult with colleagues and loved ones to see if they would be comfortable with your image being widely available for distribution and the risks this may pose.

Regards,

Justin Connolly
President Local 25

Unifor Local 25 Contact Information

412-73 Richmond St. W. Toronto, ON M4H 4E8 416-977-2043 www.unifor25.com