

COLLECTIVE AGREEMENT

between

Bell Technical Solutions

Bell Technical Solutions Inc.
in the province of Ontario

and



Unifor

From May 8, 2022 to May 9, 2026

COLLECTIVE AGREEMENT

between

Bell Technical Solutions

BELL TECHNICAL SOLUTIONS

in the province of Ontario

(Hereinafter referred to as “the Company”)

and



UNIFOR

the **Union** | **Canada**

(Hereinafter referred to as “the Union”)

From May 8, 2022 to May 9, 2026

DISCLAIMER

This contract has been printed in both official languages of Canada for convenience, but the official contract in Ontario is the English version.

In 2020, the employees covered by this collective agreement demonstrated excellent work ethic, professionalism and dedication to keep Canadians connected while called to work during the Covid-19 pandemic.

At a time when most Canadians were staying home, the Bell Technical Solutions Technicians visited numerous customer locations to ensure connectivity.

The Company recognizes this excellent work and expresses a sincere appreciation for all its technicians, cable pullers and logistic attendant for the work performed.

BELL TECHNICAL SOLUTIONS WORK ORGANIZATION

The Company and the Union recognize their common interest to put in place conditions favorable to the development and profitability of the Company, which will, amongst other things, improve job opportunities. The parties jointly accept to use all practical means to ensure the development and profitability of the Company since they recognize the importance of quality and productivity in light of the competition and their ability to maintain market share.

In order to reach these objectives, the Company and the Union share the following values:

- ▶ Customer focus;
- ▶ Importance of employees as resources;
- ▶ Transparency with employees through ongoing communication;
- ▶ Commitment to promote the quality of products and services offered by the Company;
- ▶ Ongoing quality and innovation;
- ▶ Constructive exchanges between the Union and the Company in order to maintain harmonious and respectful labour relations;
- ▶ Versatility of employees in an ongoing learning environment;
- ▶ Positive human relations.

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**ARTICLE 1 –
RECOGNITION AND SCOPE**

- 1.01** The Company agrees to recognize the Union as the exclusive bargaining agent for all of its employees employed in the Province of Ontario save and except Operations Managers and persons above the rank of Operations Managers and save and except all office, clerical and sales employees.
- 1.02** Whenever a new job title is established during the term of this Agreement, the new job shall be covered by the present Collective Agreement. The parties agree to meet at least forty five (45) calendar days prior to finalizing or posting such positions to negotiate wages and working conditions.

**ARTICLE 2 –
WORK OUTSIDE THE PROVINCE**

- 2.01** The parties shall agree beforehand on the work conditions and wages applicable to employees assigned outside the province. The agreement would have to be signed before the employee's departure. During such assignments, employees shall retain their right to the grievance procedure.

**ARTICLE 3 –
DISCRIMINATION AND HARASSMENT**

- 3.01** The Company shall not discriminate against an employee because of membership in the Union or because of activities authorized herein on behalf of the Union.
- 3.02** The Company and the Union agree that they will not threaten, intimidate or unlawfully discriminate against an employee for reasons of that employee's pregnancy, age, marital status, disability, sex, sexual orientation, race, creed, color, national origin, political affiliations with a legitimate political party or for exercising any of their rights under this Collective Agreement.
- 3.03** The Company and the Union are committed to working together to ensure a workplace that is free from harassment. The parties further agree that no employee shall be subjected to racial, sexual, personal or psychological harassment or shall be required to tolerate being subjected to such harassment while at work.

**ARTICLE 4 –
DEDUCTIONS**

UNION DUES

- 4.01** Employees hired or transferred into the bargaining unit shall become and remain members of the Union.
- All employees shall pay Union dues within thirty (30) calendar days of their hiring or transfer, as a condition of their employment.
- 4.02** The Company shall deduct Union dues for each pay period based on hours paid (excluding overtime hours) of all employees in the bargaining unit.
- 4.03** Regular Union dues are those determined by each Local as the dues payable and shall not include any other amount such as initiation fee, insurance premium or special levy.
- 4.04** The amount of the regular Union dues shall be such amount as may from time to time be certified to the Company for each Local by the Secretary-Treasurer of the National Union.
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**ARTICLE 4 –
DEDUCTIONS (cont'd)**

- 4.05** Within fifteen (15) calendar days following the end of each month, the Company shall remit to the Secretary-Treasurer of Unifor, by cheque, the amount so deducted, less any amounts paid by the Company on behalf of the Union.
- 4.06** In addition, the Company shall provide a list showing the amounts deducted from each employee, by Local. It is the responsibility of the Union to notify the Company of the Local to which each employee shall pay their dues.

GENERAL

- 4.06** The Company shall cease making such deductions when an employee is assigned to a position not covered by this Agreement, with the exception of employees who are assigned to a temporary or acting management position.
- 4.07** It is understood and agreed that the Union will save the Company harmless from any and all claims which may be made against it by any employee or on behalf of any employees, for amounts deducted from wages as provided in this Article.

**ARTICLE 5 –
UNION OFFICERS**

- 5.01** The Union shall notify the Company, quarterly and in writing of the names of Union Officers and Union Stewards.
- 5.02** a) There shall be one Union Steward per group of employees from the same Common Locality, or in each Town of the same Common Locality. The Union shall determine the number of Chief Stewards who may represent several groups of employees. The Company shall also recognize any employee elected to the position of Local officer.
- b) Where a Union Steward is unable to represent the employees in their group, another Union Steward may be substituted in their place and the Company shall be so informed by the Local Union.
- 5.03** The Company agrees that permission for Representatives of the National Union to enter the Company's premises will not be unreasonably withheld.

LEAVE OF ABSENCE WITHOUT PAY

- 5.04** The Company shall grant an authorized leave of absence of between three (3) months and one (1) year, without pay, to any employee requesting such leave to assume full-time employment with the National Union.
- 5.05** a) Such leave of absence shall be renewed by the Company at the request of the National Union.
- b) An employee on such a leave of absence shall continue to accumulate seniority to a maximum of three (3) years
- c) The eligible employee who is granted such a leave of absence shall notify the Company of their intention to continue to participate in the benefit plans offered by the Company and if so, shall reimburse the contributions or premiums paid by the Company.

**ARTICLE 5 –
UNION OFFICERS (cont'd)**

REPRESENTATIVES (VARIOUS FUNCTIONS)

- 5.06** The Union shall select one (1) employee in the bargaining unit, who will maintain the current rates of pay and enjoy the same benefits of employment as they would within their regular assigned duties. This employee shall have full recall rights to the job they left.

The Union and the Company agree to meet in order to define the roles and responsibilities of the selected employee working on behalf of the Union.

**ARTICLE 6 –
TIME OFF FOR UNION BUSINESS**

GRIEVANCES

- 6.01** a) An employee having a grievance or complaint or a potential grievance or complaint, may confer with their Union Steward or with Management during their scheduled working hours, without deduction of the time so occupied in the computation of the time worked for the Company, and without loss of wages.
- b) Union Stewards and/or Chief Stewards may handle grievances or attend meetings with Company Representatives during their scheduled working hours without deduction of the time so occupied in the computation of the time worked for the Company, and without any loss of wages.

OTHER UNION BUSINESS

- 6.02** a) A Union Steward, a Chief Steward or a Local Officer may take part in other Union business without deduction of the time so occupied in the computation of time worked for the Company. Such time off shall not be paid.
- b) However, the Company shall pay the Union Steward, Chief Steward or Local Officer, on behalf of the Union, at their basic rate of pay for all time off to attend to other Union business. Any amount so paid, including wage contributions payable by the employer, shall be deducted from Union dues according to Article 4.05. A statement of account will be sent to the Union at the time of payment.
- c) The Union shall not be required to provide the Company with an explanation for time off requested for Union business that will be billed by the Company to the Union (OXP). Such time off shall be requested in accordance with Article 6.05. The provisions under Article 6.04 shall not apply.

NEW HIRE ORIENTATION

- 6.03** The Local Union shall be granted one (1) hour for a Union Steward and a Health and Safety Representative to meet with each newly hired employee for the purpose of orientation. The meeting will usually take place during the transition to Operations phase with groups of employees or in a training facility where the option is available.

GENERAL

- 6.04** The employee, Union Steward, Chief Steward or Local Officer must arrange with their Operations Manager, subject to service requirements, for all time off the job required. If such time off cannot be granted for the requested date, the Operations Manager will provide an alternate date within five (5) calendar days of the original requested date.
- 6.05** The time requested pursuant to this Article shall be made on a form provided by the Company. This form will be used to prepare the statement of account, which shall be remitted to the National Union.

**ARTICLE 7 –
STRIKE AND LOCKOUT**

7.01 During the term of this agreement, the Company agrees that there shall be no lockout and the Union agrees that there shall be no slow-down, strike or any other stoppage of or interference with work that would cause any interruption of work.

**ARTICLE 8 –
DEFINITIONS**

EMPLOYEE

8.01 For purposes of this agreement when the term “Employee” is used, it is defined as Cable Puller, Logistics Attendant, Technician or any other job title created under Article 1.02.

FULL-TIME

8.02 For purposes of this agreement when the term “Full-Time” is used alone, it encompasses three levels: Regular Full-Time 1, Regular Full-Time 2, and Regular Full- Time 3.

8.03 “Regular Full-Time Employee” is defined as an employee who has Regular Full-Time status and who works forty (40) hours per week.

PART-TIME

8.04 “Regular Part-Time» is defined as an employee who has Regular Part-Time status and who has a limited guarantee of hours as per Article 16.04 e).

STUDENT

8.05 “Student” is defined as an employee hired by the Company who is enrolled or will be enrolled within ninety (90) days, in a Post-Secondary Educational Program. An employee hired into this classification must provide proof of enrolment in a Post- Secondary Educational Program.

PROBATIONARY PERIOD

8.06 The probationary period for a new employee includes the basic training period, which encompasses in-class training and the one-on-one mentoring period, plus five hundred and sixty (560) hours excluding any absence and modified work hours immediately following the basic training period.

During the probationary period, the employee may be terminated for any reason at the sole discretion of the Company. The Company will inform the Union of their reason for termination.

TEAM

8.07 “Team” is defined as a group of employees that report to a single Operations Manager. A Team can only be in one Common Locality however an operations manager can manage multiple teams.

Common Locality

8.08 “Common Locality” is defined as a city or town as described in Appendix “B”, under the control of Operations Management, that contains one (1) or more Teams.

SERVICE TERRITORY

8.09 «Service Territory» defines the grouping of cities or towns described in Appendix «C».

**ARTICLE 8 –
DEFINITIONS (cont'd)**

ADJACENT SERVICE TERRITORY

8.10 The term “Adjacent Service Territory” defines the grouping of cities or towns described in Appendix “D”.

**ARTICLE 9 –
SENIORITY**

SENIORITY

9.01 a) Seniority is equal to the length of continuous service accumulated from the date of hiring.

b) Seniority for all employees is determined from their date of hiring.

c) Notwithstanding Article 9.01 b) seniority for Part-Time employees will not apply for the choice of hours of work or days of work as per Article 16.01 d) and application of Article 16.04 c).

d) If two or more employees have the same seniority, the one having the lower employee number shall be deemed to have the higher seniority.

e) Notwithstanding the above, Students will acquire seniority during the periods that they work. Furthermore, should a student become a regular employee, their accumulated seniority will be credited to adjust their hire date for all hours worked.

9.02 Any employee hired before December 31, 1997 and who was employed by Bell Canada between October 1, 1995 and December 31, 1997, shall retain their seniority accumulated with their former employer. This seniority shall be added to the seniority accumulated since their hiring date. However, this provision shall apply only to:

- Choice of hours and days of work (in accordance with Article 16); Determine the right to and choice of vacations;
- In the case of transfers

SENIORITY LIST BY COMMON LOCALITY

9.03 The Company agrees to establish and post on bulletin boards and its Intranet during the months of January, April, July and October, the employees’ seniority list and a separate student list by Common Locality. The Union Steward shall receive a copy of said lists.

NOTICE TO THE UNION

9.04 The Company shall notify in writing within seven (7) calendar days the Union Chief Stewards involved of any hiring, reclassification, permanent transfer, attrition and temporary transfer of more than fifteen (15) calendar days, or of a promotion to a management position.

The Company further agrees to notify the Union Chief Stewards involved of any retirement, resignation, the death of an employee, or of any authorized leave of absence of more than fifteen (15) calendar days.

The union agrees to provide the Senior Manager responsible for each local the name of the Chief Steward and their corresponding email address. Email addresses provided must be BTS or UNIFOR specific addresses.

RETURN TO THE BARGAINING UNIT

9.05 a) An employee, who takes a non-management job within the Company, but outside the bargaining unit, may return to their unit within eighteen (18) months of their assignment. For the purpose of this Article all time frames shall be considered cumulative during the term of the agreement.

**ARTICLE 9 –
SENIORITY (cont'd)**

b) An employee accepting a management position may do so for a period of up to nine (9) months per calendar year, however this period may be extended for subsequent times with written agreement between the Company and the Local Union or Local Unions involved.

c) During this period the employee shall continue to pay dues and accumulate seniority within the bargaining unit.

RECALLING PART-TIME EMPLOYEES

9.06 a) A Part-Time Employee, who is laid off shall be placed on a recall list for Part-Time employees. This recall list will be maintained by Service Territory in order of seniority and employee shall remain on the list for a maximum of one (1) year from the end of their last day of employment. Employees terminated for disciplinary reasons or terminated during the course of the probationary period will not be placed on this list.

b) Prior to hiring any employee within a Service Territory, the Company shall offer the position to the Part-Time Employee with the most accumulated seniority and whose name is on the recall list within that Service Territory.

c) It is the responsibility of the Part-Time employee who wishes to be recalled to keep the Company informed of their correct address and telephone number by notifying the Human Resources Services of any and all changes.

d) The laid off employee shall notify the Company within five (5) calendar days of the recall proposal as to their acceptance. The employee shall have ten (10) calendar days from the date of the recall proposal to report for duty unless an alternate date is mutually agreed upon.

e) Any relocation expenses related to the laid off employee accepting the recall proposal shall be borne by the employee concerned.

**ARTICLE 10 –
MAJOR FORCE ADJUSTMENT**

10.01 Where any condition arises which reduces the workload in an entire Service Territory or multiple Service Territories, to the extent that, in the Company's opinion, force adjustment is warranted, the Company and the Union shall endeavor to reach an agreement as to whether a plan of part-timing, temporary transfer, layoffs, or a combination of the three shall be put into effect.

10.02 a) Where the parties are unable to reach an agreement as to a plan to avoid layoffs within a period of seven (7) calendar days after the matter has been submitted to the Union, the Company may proceed on a plan of layoffs to the extent that it deems necessary.

b) Should the Company declare a Major Force Adjustment to the extent that it is required to cease employing all Students and Part-time employees within a Service Territory as per Article 10.05, it is understood that the remaining Full-Time workforce will cover the loss in weekend load capacity by reverse order of seniority.

10.03 It is, however, expressly understood that if the Company adopts a layoff plan at the expiration of the seven (7) calendar day period, negotiations aimed at coming to an agreement relating to a force adjustment shall be resumed at the request of either party. Similarly, after agreement has been reached as to a plan of force adjustment, either party may resume negotiations at any time in an effort to bring changes to the plan which has been adopted or to discuss the relevance of assignments and hours of work provided to employees in the application of Article 10.12.

FORCE ADJUSTMENT SENIORITY – FULL-TIME EMPLOYEES

10.04 Seniority is equal to the length of continuous service accumulated from the date of hiring for:

- Designating surplus employees;
- Bumping procedures;
- Layoffs;
- Recalls

However, all Bell Canada Craft and Service Employees hired by the Company between February 12, 1996 and May 31, 1996 will retain their Bell seniority for the purpose of:

- Designating surplus employees;
- Bumping procedures;
- Layoffs;
- Recalls

10.05 Should the need to reduce the number of employees arise, the Company shall proceed in the following order: the Company shall cease employing all Students and Part- Time Employees within a Service Territory; the Full-Time employee having the least seniority within the Service Territory shall be designated as a surplus employee.

BUMPING

10.06 a) The Full-Time employee who is designated as a surplus employee in their Service Territory may, in the following order:

- i) replace a Part-Time Employee in the Adjacent Service Territory, as set out in Appendix “D”;
- ii) bump the Full-Time employee having the least seniority in the Adjacent Service Territory, as set out in Appendix “D”;
- iii) replace any other Part-Time Employee in the bargaining unit;
- iv) be laid off;

b) The surplus employee may choose to be laid off at any time during the process.

c) Any full-time employee who replaces another employee as a result of the application of Article 10.06 a) will maintain their status. However, the employee’s hourly rate will be frozen at their current step until the maximum hourly rate of their new job title exceeds their current hourly rate.

10.07 The full-time employee who has been bumped in accordance with the provisions of Article 10.06 a) ii) may, in their turn, have recourse to the bumping provisions set out in Article 10.06.

10.08 A full-time cable puller or full-time Logistics Attendant may only bump a technician with less seniority provided they meet the job requirements.

10.09 In all cases, relocation costs shall be borne by the employee concerned.

SENIORITY LIST

10.10 In the event of a layoff, the Company shall remit to the Union, within seven (7) calendar days, a revised seniority list.

ARTICLE 10 –
MAJOR FORCE ADJUSTMENT (cont'd)

LAYOFF NOTICE (LESS THAN 13 WEEKS)

- 10.11** a) A full-time employee who is laid off for a period of less than thirteen (13) weeks shall receive a written layoff notice of two weeks.
If the Company does not give the required notice, it shall pay the employee compensation equal to their regular wages, not counting overtime, for the remaining period of notice to which the employee was entitled.
A copy of the layoff notice shall be submitted to the Union.
- b) A full-time employee who is laid off for a period of thirteen (13) weeks or more shall receive a written layoff notice in accordance with the applicable labour laws.
The Union shall receive a copy of the layoff notice. If the Company does not give the required notice or gives a notice without a sufficient time limit, it shall have to pay the employee compensation equal to their regular wages, not counting overtime, for a period equal to the notice or the time left to which the employee was entitled.

AVAILABILITY OF HOURS OF WORK

- 10.12** The Company shall give a laid-off Regular Full-Time employee the possibility of working all available hours within their Service Territory.
Such hours of work will be offered to employees by seniority, and in accordance with Article 16.02 a) and 17.01.
The laid off Regular Full-Time employee will maintain their status, rate of pay and all other rights under the Collective Agreement they had at the time of their layoff.

RECALL PROCEDURE

- 10.13** a) Surplus, laid-off or bumped Full-Time Employees shall be placed on a recall list for their originating service territory. These employees shall remain on the list for a period of three (3) years from the date of their last layoff.
- b) The recall list shall be established and maintained in seniority order by Service Territory.
- c) Recall of employees shall be made on a seniority basis within the Service Territory. The recalled employee must be qualified to perform the work available.
- d) When the Company wishes to recall a Full-Time employee, it shall send a recall notice, by registered mail, to the employee's last known address. The Company may recall employees by telephone in the presence of a Union Representative before sending the recall notice.
- e) The date of the recall notice shall be the date of mailing of a registered letter to the Full-Time employee's last address on record with the Company. If the recall notice is communicated by telephone the date of the recall notice shall be the date on which personal contact is made with the laid off Full-Time employee.
- f) It is the responsibility of the laid off Full-Time employee who wishes to be recalled to keep the Company informed of their last address and telephone number by notifying the Human Resources department of any change.
- g) The Full-Time employee shall notify the Company of their decision regarding the recall proposal within seven (7) calendar days following the date of the recall notice and shall return to work within fifteen (15) calendar days of the date of the recall notice unless an alternate date is mutually agreed upon.
- h) The Full-Time employee on a recall list may accept a position in another service territory and retain their recall rights according to Article 10.13 (a).

**ARTICLE 11 –
HEALTH AND SAFETY**

- 11.01** Both parties recognize the need to ensure the safety and protection of the health of all employees. Within six (6) months of the signature of this Collective Agreement, the Company and the Union Health and Safety Representative will negotiate new Terms of Reference related to Health and Safety, Prevention and its administration. These Terms of Reference and any future Terms of Reference are subject to the grievance and arbitration process.
- 11.02** An employee may refuse to work if they deem such work may be dangerous to themselves or others.
- 11.03** The Company shall supply current or new employees, at its expense, with any equipment or safety clothing it requires them to use or wear.
- 11.04** There shall be local committees responsible for the health and safety at work of employees. These committees shall be composed, in equal numbers, of employees and Representatives from the Company. Health and Safety Committees are ruled in conformity with the applicable law.
- 11.05** Whenever an official investigation is held following a work accident, the Union Health and Safety Representative, or in their absence the trained local Union Steward, shall attend the investigation meeting and the hearing of witnesses. The Union will supply the Company with an updated list of Health and Safety trained Union Stewards. If the Health and Safety Representative for the Team is absent from the workplace at the time of an investigation, the replacement representative or health and safety trained steward will be selected by the local. The replacement shall preferably come from the same locality of the employee.
- 11.06** A worker who sustains an occupational injury or disease shall maintain their employment relationship for a period of thirty-six (36) months.
- 11.07** In the event extreme weather conditions arise that may potentially place employees at risk in a region, the Regional Health and Safety Committee Co-Chairs will consult and make their recommendation(s), then the Company will determine if field operations should be suspended. In the event that extreme weather conditions impact over multiple regions, Union Representative as per Article 5.06 and their Company counterpart can be consulted as required.

**ARTICLE 12 –
DISCIPLINARY OR NON-DISCIPLINARY ACTION**

- 12.01** Where disciplinary or non-disciplinary action is taken, the Company may, for just cause, give verbal counselling, written warning, suspend, demote or dismiss the employee.
- 12.02** The Union Steward shall be present when disciplinary or non-disciplinary action, including verbal counselling, is issued. However, the employee may refuse to be accompanied by his Union Steward at the meeting preceding the handing out of the disciplinary or non-disciplinary action.

Such disciplinary action must be handed out within thirty (30) calendar days, from the time management knew or reasonably ought to have known of the events leading to the disciplinary action.

If the employee is not present at work at the end of the thirty (30) calendar days then the disciplinary measure must be handed out within the first five (5) days worked immediately following the return to work.

**ARTICLE 12 –
DISCIPLINARY OR NON-DISCIPLINARY ACTION (cont'd)**

- 12.03** The Company must notify immediately, in writing, the employee and their Steward of the imposition of any disciplinary or non-disciplinary action taken against them and give the specific reasons for such action.
- 12.04** All disciplinary and non-disciplinary actions above the level of verbal counselling shall form the disciplinary record of that employee and any action dating more than eighteen (18) months shall be removed from their disciplinary record.
- 12.05** An employee is entitled to consult their disciplinary record on request. They may, in this instance, be accompanied by their Union Steward.
Where the employee grieves the imposition of discipline, a Union Steward may consult the disciplinary record of the employee.
- 12.06** Any meeting called by the Company under Article 12 regarding disciplinary action shall be held between the Operations Manager, the Union Steward and the affected employee. In the event that another member of management joins their meeting, the Union may request the presence of another Steward of its choosing. This additional Steward will preferably come from the same locality as the employee.
- 12.07** The term «Verbal Counselling» does not include the day-to-day discussions between the Operations Manager and the employee. Verbal counselling shall not be considered as discipline and shall not form part of the disciplinary record.

**ARTICLE 13 –
GRIEVANCES**

DEFINITIONS

GRIEVANCES

- 13.01** «Grievance» shall mean a statement that is submitted in accordance with the applicable procedure contained in this Article and which sets out any difference relating to the interpretation, application, administration or alleged violation of any provision in this Agreement.

GRIEVOR

«Grievor» means the employee concerned, a group of employees, a Union Local or the National Union

- 13.02** The grievor will only participate in all steps of the grievance process if required by the Union

GRIEVANCE

PROCEDURE STEP 1

- 13.03** A grievance shall be submitted within forty-five (45) calendar days from the time the employee knew or could reasonably be expected to have known of the event allegedly giving rise to the grievance, to the Senior Manager Field Operations by the Union Steward and the Grievor or the Union Steward alone.
The Senior Manager Field Operations shall meet with the Chief Steward, the Union Steward and the grievor if required by the union, and shall render their decision within ten (10) calendar days of being advised of the grievance. The Senior Manager Field Operations shall also enter a written statement of position. The Senior Manager Field Operations may ask another member of the management team and/or administration, to participate in Step 1.
In the case of a grievance arising as a result of an employee termination, the grievance may be submitted directly to the Senior Manager Labour Relations or their designate at Step 2.

STEP 2

- 13.04** All grievances that have not been settled at Step 1 may be submitted to the Senior Manager Labour Relations or their delegate by the National Union Representative within thirty (30) calendar days following the decision received at Step 1.

The Union and the Company shall agree on a schedule of predetermined dates for the presentation of all grievances at Step 2 in order to expedite the process.

The Senior Manager Labour Relations must meet the National Union Representative and the Chief Steward and/or designate. Their decision must be rendered within thirty (30) calendar days after the presentation of the grievance. They shall also reply in writing and include a written statement of position on the grievance.

The Senior Manager Labour Relations, if they so wish may ask another member of management and/or administration team to participate in the meeting.

NATIONAL UNION GRIEVANCES

- 13.05** a) The National Union may submit grievances which are general in nature and for which a general remedy is sought.
- b) Such a grievance shall be submitted to the Director Human Resources by a National Union Representative within forty- five (45) calendar days from the time the National Union knew or reasonably ought to have known of such event.
- c) The Director Human Resources shall meet with the National Union Representatives or Officers as soon as practicable and render their decision, in writing, within fifteen (15) calendar days of the meeting. Another member of management named by the company may attend the meeting.
- d) This procedure shall not be used for processing individual grievances.

TIME LIMITS

- 13.06** Any grievance not submitted within the mandatory time limits prescribed in this Article shall be deemed to have been abandoned and cannot be continued or re-opened. If the Company fails to respond, or if a grievance is not settled at Steps 1 or 2 within the prescribed time limits, the grievor may proceed immediately to the next step.
- 13.07** The time limits may not be extended except by written consent of the two parties.

GENERAL

- 13.08** The grievance shall be submitted in writing and shall include:
- a) the grievor's name and occupation
 - b) the date of the event giving rise to the grievance
 - c) the nature of the grievance
 - d) the settlement sought
 - e) the Article(s) alleged to have been violated
 - f) the grievance number
- 13.09** Any grievance settlement shall give rise to a written agreement signed by the parties, such an agreement being an individual case that cannot be used as a precedent by either of the parties.
- 13.10** Where a grievance is not settled, it may be referred to Arbitration.

**ARTICLE 13 –
GRIEVANCES (cont'd)**

USE OF TECHNOLOGY

13.11 When a meeting is required under this article, such meeting can occur over a telecommunication medium when agreed by both parties

**ARTICLE 14 –
ARBITRATION**

14.01 Where the Union wishes to submit a grievance to arbitration, they shall advise the Senior Manager Labour Relations in writing within thirty (30) calendar days following the date of the decision at Step 2 or, of the Director of Human Resources' decision in the case of a National Union grievance, was or should have been rendered, and then;

- i) Within the next sixty (60) calendar days, the Union shall provide in writing to the Senior Manager of Human Resources the names of three (3) persons it is prepared to accept to act as a single Arbitrator.
- ii) Within the next thirty (30) calendar days, the Company shall decide with the Union on the choice of an Arbitrator.
- iii) Following the agreement on the choice of an Arbitrator, the parties are expected to meet within the next sixty (60) calendar days, in an attempt to find a mutually acceptable solution to the matter in dispute.

14.02 Where the parties fail to come to an agreement on the choice of an Arbitrator, either party may apply to the Federal Mediation Services to appoint an Arbitrator.

14.03 The decision of the Arbitrator is without appeal and shall be binding on the parties. The decision shall be governed by the provisions of this Agreement and the Arbitrator has no jurisdiction to modify, strike out or add to the Agreement.

14.04 Each party will pay one half of the fees and expenses of the Arbitrator.

EXPEDITED ARBITRATION

14.05 Where the matter at issue is one relating to the alleged violation of section 12.01, it must be submitted to the following process of expedited arbitration.

a) A list of Arbitrators, who shall be mutually agreed to by the parties, will be established according to, and dependent on, their availability.

b) Unless the parties mutually agree to a lesser number of days, two (2) days in each calendar month shall be scheduled on dates mutually agreed to by the parties, as potential hearing days, for a period of six (6) months in advance, for each of the succeeding twelve (12) months.

c) The Union shall assign to these Arbitrators, no later than sixty (60) calendar days prior to its sitting, the grievance(s) to be heard. No more grievances than can reasonably be heard within the sitting days provided in that month may be referred to that Arbitrator. In the event that no grievance is assigned to an Arbitrator sixty (60) days before the hearing date, that hearing date shall be cancelled.

By mutual written agreement of the Director Human Resources and a National Union Representative, any other grievance that is not one in relation to the alleged violation of section 12.01 may also be submitted to the Expedited Arbitration Process.

MEDIATION PROCESS

14.06 With mutual agreement between the Senior Manager Labour Relations and the Unifor National Representative, a grievance that is not settled at Step 2 may be submitted to the Canada Industrial Relations Board (CIRB) for mediation before being referred to arbitration.

In such case, time limits will be extended accordingly.

ARTICLE 15 – REMUNERATION

WAGES

15.01 The hourly wage rates valid until May 7, 2022 are specified in the wage schedule set out in Appendix “A”.

15.02 The time interval between each step of the wage schedule and the progression from one step to the next is specified in Appendix «A».

15.03 Subject to Article 1.02, the job titles of all employees are «Technician», «Cable Puller» or «Logistics Attendant».

15.04 a) The Product Promotion Program will be the one described in Appendix “F”.

b) The Company and the Union will jointly define the applicable rules of all new incentive compensation programs that could be introduced during the term of this Collective Agreement.

PAY DAYS

15.05 The pay period shall be two (2) weeks, and ending Saturday. An employee shall be paid on the second Wednesday following the pay period. The pay shall include remuneration for overtime work and other additions within the pay period. Pay will be adjusted for unpaid absences, which occurred during such pay period.

ARTICLE 16 – HOURS OF WORK

16.01 a) “Basic Hours of Work” means the number of hours worked per day and per week as established by this Article.

b) The arrangement of hours for all tours of duty shall be composed of consecutive hours and established by the Company. Such hours and tours will be posted on an eight (8) week schedule.

c) The hours of work may be assigned to a tour of duty on any day of the week according to the requirements of the job.

d) The choice of hours of work and days of work of employees in a Common Locality will be established by the Company on the basis of seniority, taking into consideration the requirements of the job and the need of regular employees on all tours.

At least fifteen (15) days prior to the start of the eight (8) week schedule, the Company will schedule a call with all Local Chief Stewards in order to review issues that may arise.

e) Subject to the conditions stated in Article 17, no employee shall work more than twelve (12) consecutive days against their will.

ARTICLE 16 –
HOURS OF WORK (cont'd)

f) For tours of duty beginning between six o'clock (6:00 a.m.) and twelve noon (12:00 p.m.), the meal period shall be of one (1) hour unpaid and taken at or around the middle of the tour unless agreed upon differently between the employee and their Operations Manager. If the Company is offering overtime, the employee may take a thirty (30) minutes lunch upon authorization from their Manager.

For tours of duty starting after noon (12:00 p.m.) but before six o'clock (6:00 a.m.) a meal period of twenty (20) minutes shall be considered as part of the day's normal working hours.

g) At the request of the employee, and if approved, the meal period shall be a thirty (30) minute unpaid period and taken around the middle of the working day. Such request will be made during the preparation of the 8-week schedule and granted by seniority, according to the requirements of the job.

h) An employee shall be granted a relief period of no more than fifteen (15) minutes around the middle of each half tour of duty.

FULL-TIME EMPLOYEES

16.02 a) The basic hours of work for a Full-Time employee shall be eight (8) hours. However, when job requirements dictate, a Full-Time employee may work ten (10) hours per day when mutually agreed upon by the employee and their Operations Manager.

b) The basic hours of work for a Full-Time employee shall be forty (40) hours per week on the basis of five (5) days. However, the basic hours may be averaged over a two (2) week period on the basis of ten (10) days totaling eighty (80) hours. Whenever four (4) days of ten (10) hours are scheduled as per Article 16.02 (a), the basic hours may also be spread over a two (2) week period consisting of eight (8) days of ten (10) hours.

c) The Company must give seven (7) calendar days' notice before changing the basic work schedule of a Full-Time employee.

d) Regular Full Time employees shall not be scheduled single days of rest. This applies whether or not the hours of work are being averaged over a two-week period.

i) In the event that an employee has had a TGP request approved prior to the release of the eight (8) week schedule and the company is able to grant that day as a DOR consecutive to another DOR, the company may cancel the TGP request.

ii) If a paid statutory holiday creates a single day of rest, the additional day of rest can be scheduled as per the employee's preference. The preference needs to be selected prior to the preparation of the eight (8) week schedule and is granted by seniority according to the requirements of the job.

iii) RFT 1 employees will have blocks of two (2) days of rest on Saturday and Sunday except between Sunday preceding June 1st to the Saturday preceding September 30th.

iv) It is understood that scheduling of consecutive days of rest will be prioritized for seniority rights during the build of the eight (8) week schedule.

v) It is understood that Sunday for an RFT-1 is still considered to be a day of rest (DOR).

e) Regular Full-Time (RFT) employees as defined in Article 8.03 are divided in three (3) different classifications:

i) RFT-1: This classification will constitute fifteen percent (15%) of the employees within the common locality that shall not be scheduled on Sundays or on two (2) consecutive Saturdays. It is understood that Sunday for an RFT-1 is considered to be a rest day. *in accordance with article 16.02 d) iii.

ii) RFT-2: This classification will constitute fifteen percent (15%) of the employees within the common locality that shall not be scheduled on two (2) consecutive weekends.

iii) RFT-3: This classification will constitute thirty-five (35%) of the employees within the common locality which shall be scheduled a minimum of two (2) weekends off in an 8 week schedule period as specified in article 16.01 (b) and appendix "H".

16.03 a) The Company may reduce the hours of work to thirty-six (36) hours per week for Full-Time employees in a given Common Locality.

b) The Company shall always give a seven (7) calendar days' notice before reducing the hours of work to thirty-six (36) hours per week. The Company shall give seven (7) calendar days' notice whenever it intends to return to the normal work week. However, if the Team agrees the Company may return to the normal work week without the seven (7) calendar days' notice.

c) Where the Company decides to reduce or go back to normal hours of work, it shall do so for a period of two (2) weeks.

d) i) While the hours of work are reduced in the application of Article 16.03, the Company shall offer available hours of work to Full-Time employees before offering hours to Regular Part-Time employees providing that Regular Part-Time employees have worked their guaranteed hours according to Article 16.04 e) and that the offering of such hours does not generate overtime.

ii) The offering of such available hours shall be by seniority within a Common Locality.

e) During the reduction of hours, the employee may choose one of the outlined options. The employee must remain on their chosen shift for the duration of the reduced hour period.

i) Four (4) days of nine (9) hours per week

ii) Nine (9) days of eight (8) hours per two (2) weeks

f) Where a Full-Time employee works four (4) days per week of nine (9) hours per day, the additional rest day shall be consecutive to another rest day.

REGULAR PART-TIME EMPLOYEES

16.04 a) Regular Part Time (RPT) employee as defined in Article 8.04 represents thirty-five percent (35%) of the employees in each Common Locality

b) The Company shall determine the hours of work per day and days per week for all Regular Part-Time employees. These hours per day should be spread over a shift of eight

(8) consecutive hours or a shift of ten (10) consecutive hours as per the needs of the Company. Excess hours, beyond the ten (10) hour shift, may be worked upon an agreement with the employee.

c) Hours of work offered to Regular Part-Time employees shall be equitably distributed within a Common Locality taking into consideration the requirements of the job. The equitable distribution of hours will be evaluated over a period of eight(8) weeks and shall include worked and offered hours.

d) Notwithstanding Article 16.04 c) a newly hired Regular Part-Time employee will not be included in the equitable distribution of hours during the time of the initial basic training period, which encompasses in-class training and one-on-one mentoring. Once a new hire has completed transition to their Operations Manager and they start working independently, article 16.04c) will apply. All further skills upgrades will be subject to equitable distribution of hours.

ARTICLE 16 –
HOURS OF WORK (cont'd)

e) Hours of work of Regular Part-Time employees will be as follows:

i) During the period starting on the Sunday preceding May 15 until the Saturday preceding October 15 of each year, Regular Part-Time employees will be guaranteed four (4) days of work per pay period, scheduled on Saturdays and Sundays, and confirmed seven (7) days prior (DD-7);

- For a Regular Part-Time employee working eight (8) hour shifts as per Article 16.04 (b), the company will schedule six (6) additional nonguaranteed shifts of eight (8) hours in the pay period
- For a Regular Part-Time employee working ten (10) hour shifts as per Article 16.04 (b), the company will schedule four (4) additional non-guaranteed shifts of ten (10) hours in the pay period

ii) During the period starting the Sunday preceding October 15 until the Saturday preceding May 15 of each year, Regular Part-Time employees will be guaranteed two (2) days of work per pay period, scheduled on Saturdays, and confirmed DD-7;

- For a Regular Part-Time employee working eight (8) hour shifts as per Article 16.04 (b), the company will schedule eight (8) additional non-guaranteed shifts of eight (8) hours in the pay period.
- For a Regular Part-Time employee working ten (10) hour shifts as per 16.04 (a), the company will schedule six (6) additional non-guaranteed shifts of ten (10) hours in the pay period

f) The additional non-guaranteed shifts per week scheduled above the guaranteed hours of work for a Regular Part-Time employee will be identified and referred to as «shaded days».

g) The Company may, according to the requirements of the job, cancel or modify the start and end time of the «shaded days» by no later than seven o'clock (7:00 pm) the night before (DD-1).

h) The Company may also, according to the requirements of the job, offer additional hours of work to Regular Part-Time employees. These additional hours of work will be equitably distributed and will be subject to the following: Additional hours of work will be offered to all Regular Part-Time employees in a Common Locality. Regular Part-Time employees will have two (2) hours to volunteer to do the work:

- If a Regular Part-Time employee is selected to work based on their availability, these hours will be calculated in the number of offered hours.
- If a Regular Part-Time employee provides no response to the offer of hours within two (2) hours, those hours will be considered as offered.
- If a Regular Part-Time employee volunteers to do the work and is not selected, these hours will not be considered as offered

The Company will provide an automated report to the Union within fourteen (14) calendar days following each eight (8) week schedule. It is understood that time spent required to evaluate or analyze this report will be paid by the Company.

i) A Regular Part-Time employee who accepts an offer of work for the same day, shall be paid a minimum of four (4) hours. However, if they are notified beforehand, they shall be paid a minimum of eight (8) hours.

j) Start time and shift duration of guaranteed days of work shall be confirmed seven (7) days in advance.

k) For each posted eight (8) week schedule, a Regular Part- Time employee will be allowed two (2) scheduled rest days per week. Once per pay period, the two (2) scheduled rest days will be consecutive. These scheduled rest days will be confirmed DD-7.

l) Notwithstanding Article 16.04 e), every Regular Part Time employee shall have one (1) weekend off per quarter. A newly hired Regular Part Time employee must have worked thirteen (13) days in the quarter to be eligible to the weekend off. When the Regular Part-Time employee is scheduled a weekend off, it is understood that the guaranteed days of work will be a Monday or Friday.

PART-TIME STUDENTS

16.05 a) The Company shall determine the hours of work per day and days per week for all Part-Time Students, with priority given to the student's education schedule, while attending school. These hours per day shall be spread over a shift of eight (8) consecutive hours or a shift of ten (10) consecutive hours as per the needs of the Company. Excess hours, beyond the ten (10) hour shift, may be worked upon an agreement with the employee. The hours of work of a student shall not exceed those of the junior Regular Part-Time employee in the common locality.

b) Students may continue to work outside of the summer period while attending school. Understanding that students will have educational schedules and requirements throughout the year, a Student may request to have their hours reduced based on these needs, which the Company shall modify their scheduled shifts and/or shift duration, on an individual basis.

c) Students will not receive additional hours of work above the guaranteed hours of a Part-Time employee from the Company when Regular Part-time employees are working less than forty (40) hours per week.

d) The Company may, according to the requirements of the job, cancel or modify the start time of a Student's shift no later than seven o'clock (7:00 pm) the night before (DD-1).

e) When a Student graduates (all courses completed and confirmation of no re-enrollment into another program), they will notify the Company and the Union in writing of their intent to reclassify as a Regular Part-Time employee. In the absence of an intent to reclassify, the Student will no longer be employed.

ARTICLE 17 – OVERTIME

17.01 "Overtime" for Full-Time Employees is defined as

All hours worked outside the Basic hours of work. Such hours will be paid at the overtime rate for the day the over time hours are worked.

17.02 "Overtime" for a Part-Time Employee or a Student is defined as the hours worked

a) in addition to regular scheduled hours for a day; or

b) in addition to forty (40) hours per week

17.03 a) According to the requirements of the job, overtime hours are offered to volunteer employees by seniority.

b) When the Company offers overtime on due date -1 (DD-1) for the next day, Work Force Management (WFM) will extend a response time of at least three (3) hours.

**ARTICLE 17 –
OVERTIME (cont'd)**

17.04 In the event that there are not enough volunteers, the Company shall, according to the requirements of the job, assign overtime hours within the Common Locality in the following order:

- 1) RPT employees in reverse order of seniority
- 2) RFT employees in reverse order of seniority

When the Company assigns overtime in a Common Locality on due date -1 (DD-1) or before, the Company will not move an employee from one common locality, to work in another common locality, until such time that every employee within the receiving common locality, able to do the job, has been assigned or scheduled on due date -1 (DD-1) in compliance with Articles 16 and 17 of the collective agreement.

17.05 a) In addition to voluntary overtime, the Company may, according to the requirements of the job, assign a Full-Time employee to work up to eight (8) overtime hours per pay period.

b) Notwithstanding Article 17.05 (a), the Company agrees to give as much advance notice as possible that an RFT employee may have to work assigned overtime.

In any case, for RFT-1, RFT-2 and RFT-3 the number of assigned overtime hours will be limited as follows:

- i) RFT-1 employees will not be assigned overtime hours
- ii) RFT-2 employees will be limited to a maximum of fifty-six (56) assigned overtime hours for that calendar year.
- iii) RFT-3 employees will be limited to a maximum of ninety-six (96) assigned overtime hours for that calendar year.
- iv) When a RFT employee has worked a total of eight (8) hours of voluntary overtime in a pay period, the employee will not be required to work additional overtime hours during that pay period.

The Company will not force such employee to work more than the maximum hours authorized by the Law.

v) When an employee has worked more than two (2) hours of overtime in a pay period, the Company will not be able to assign an overtime shift during the pay period. However, the Company will have the right to extend previously scheduled eight (8) hour shifts by two (2) hours to a maximum of forty-eight (48) hours per week. or eight (8) hours per pay period.

vi) It is further understood that no employee will be assigned an overtime shift when there are available employees able to do the job on regular hours in the Common Locality.

17.06 Notwithstanding Article 17.05, when assigning and scheduling overtime the following will apply:

RFT-1: The Company will not force an employee into working on a Sunday or a consecutive Saturday.

RFT-2: The Company will not force an employee into working consecutive weekends

RFT-3: The Company will not force an employee into working more than six (6) out of eight (8) weekends in a eight (8) week schedule.

REGULAR PART-TIME

When an employee has worked more than two (2) hours of overtime in a week, the Company will not be able to assign an overtime shift during the week. However, the Company will have the right to extend previously scheduled eight (8) hour shifts by two (2) hours to a maximum of forty-eight (48) hours per week.

The Company will not force an employee into working during the weekends off that have been scheduled as per Article 16.04 I).

- 17.07** a) Notwithstanding Article 17.03, where it is urgent to restore service for customers or where other circumstances endanger the safety of customers or the public, compulsory overtime may be scheduled to an employee in excess of eight (8) hours per employee in one (1) week.

The Company will give first consideration to the most senior employee who will volunteer in the Town or the Common Locality. In the event that there is no volunteer, the Company shall choose the employee with less seniority in the Town or the Common Locality.

b) Employees who are working overtime related to the execution of this article shall perform work related to the circumstances that gave rise to its use.

c) It is expressly understood that no employee working overtime under this article will be performing regular demand load installation or repair.

- 17.08** The employee who works overtime shall have two (2) options:

a) Be paid at their normal hourly rate of pay multiplied by one and one half times (1.5x) for each overtime hour worked; or

b) Accumulate hours in a compensating time off bank at the rate of one-and-one-half times (1.5x) for each overtime hour worked, up to a maximum of five hundred (500) hours banked.

- 17.09** a) Overtime hours accumulated in the compensating time off bank may be used at a time or date that is mutually agreed upon between the employee and their Operations Manager.

b) Where employees provide a one (1) month notice of their TGP request, the Company shall grant the TGP request except for Saturday and holidays. The total number of employees granted their compensated time-off bank (TGP) and those taking vacation shall not exceed the percentage of employees entitled to be on vacation at the same time, as per Articles 19.06 for Full-Time employees, and 19.07 (b) for Part-Time employees. TGP shall be granted by seniority; however, if similar requested time has been previously granted to a junior employee, said time shall not be displaced by a senior employee.

c) Requests for compensating time off that have been granted shall not be cancelled or changed without the consent of the employee.

d) When an employee is scheduled for skills upgrade or in person training, TGP may be refused with the exception of the provisions of Article 17.09 b)

e) At any time during the year an employee may request payment of any amount of the outstanding balance in their compensating time off bank by notifying the Payroll Validation department and completing the proper form. Payment will be received on the regular pay following the receipt of the Form. An employee shall also have the ability any time during the year to transfer any amount from their TGP bank into the Company Group Savings and Retirement Plan.

**ARTICLE 17 –
OVERTIME (cont'd)**

f) Where a Full-Time employee's request for TGP is taken in a block of five (5) days Monday to Friday inclusive, they cannot be scheduled to work the weekend before and after the requested period.

Once granted, these requests cannot be cancelled, with less than fourteen (14) calendar days' notice, unless there is an agreement between the employee and the company.

g) It is expressly understood that no request for TGP will be granted unless the time accumulated is in the employees' compensating time off bank.

CALL-OUT

17.10 Where there is a call-out, the Company shall first contact the employees listed on a voluntary call-out list by Common Locality. The Company shall contact the employees who are qualified to do the work by order of seniority.

17.11 A regular employee who is called out shall be paid two times (2x) their normal hourly rate for all overtime hours worked.

17.12 A regular employee called out shall receive a minimum four (4) hours pay, as per article 17.11 above.

**ARTICLE 18 –
STATUTORY HOLIDAYS**

18.01 The following days shall be recognized as paid statutory paid holidays and employees shall be paid according to the provisions under the present Article:

1. New Year's Day
2. Good Friday
3. Victoria Day
4. Canada Day
5. Civic Holiday
6. Labour Day
7. National Day of Truth and Reconciliation
8. Thanksgiving Day
9. Remembrance Day
10. Christmas Day
11. Boxing Day

18.02 Where a paid statutory holiday falls on a Sunday it is observed on the following day.

18.03 Where a paid statutory holiday falls on a day from Monday to Saturday inclusively it is included in the weekly schedule of all Full-Time Employees for that week. Where the paid statutory holiday falls on the Saturday prior to a week of vacation as outlined in article 19.11, it is banked.

18.04 Notwithstanding the provisions under Article 18.03, the observance of Boxing Day shall be the following:

a) where Boxing Day falls on a Monday, it is observed on the following day;

b) where Boxing Day falls on a day from Tuesday to Saturday inclusive, it shall be included in the weekly schedule of all Full-Time Employees for that week.

PAYMENT OF A PAID STATUTORY HOLIDAY

18.05 Where an employee is not required to work on a paid statutory holiday included in their weekly schedule, the said holiday shall be paid at the basic rate of pay for that day.

PAYMENT FOR WORK ON A HOLIDAY INCLUDED IN THE WEEKLY SCHEDULE

18.06 a) Where an employee works on a paid statutory holiday he shall elect one of the following options:

i) They shall be paid the overtime rate as per Article 17.08. In addition, they shall be entitled to payment according to Article 18.05, or

ii) They shall be paid at the overtime rate as per Article 17.08. The Company shall schedule a substitute holiday, by mutual agreement with the employee, with pay according to Article 18.05 within the following twelve (12) months. Substitute holiday not taken by the end of the twelve (12) month period will be paid.

b) The Company will seek volunteers to work on a paid statutory holiday. Employees will be able to indicate their preference to work on a paid statutory holiday up to eight (8) days before said paid statutory holiday. Employees may not remove their preference from working a paid statutory holiday after the eighth (8th) day preceding said paid statutory holiday.

c) In the event an insufficient number of volunteers are available, the Company will schedule Part-Time Employees to work. If, after having scheduled all the Regular Part-time Employees to work on a paid statutory holiday, there are still an insufficient number of employees scheduled to meet workload requirement, the Company can schedule no more than 20% of the Regular Full-Time Employees by reverse order of seniority. In the event that less employees are required to work on the paid holiday on DD-1 or before, the Company will first offer Regular Full-Time Employees to be unscheduled on the basis of seniority.

It is further understood, the total number of volunteers will be applied and count towards the 20% of Regular Full Time employees scheduled to work on a paid Statutory holiday.

18.07 Where an employee has worked a statutory holiday and accumulated time off in their HMP bank in accordance with article 18.06 of the collective agreement, the following rules will apply:

a) Hours accumulated in an Employee's HMP bank may be used at a time or date that is mutually agreed upon between the employee and their Operations Manager.

b) Where employees provide one (1) month notice of the HMP request, the Company shall grant the HMP, except for Saturdays and Holidays. The total number of employees granted their HMP and those granted compensated time off bank (TGP), and vacation shall not exceed the percentage of employees entitled to be on vacation at the same time as per article 19.06 for Full-Time employees, and 19.07 (b) for Part-time employees.

c) HMP request will be granted by seniority; however, if similar requested time has been previously granted to a junior employee, said time shall not be displaced by a senior employee.

d) Requests for HMP hours that have been granted shall not be cancelled or changed without the consent of the employee.

e) Any time during the year, an employee may request payment of any amount of the outstanding balance of hours in their HMP bank by notifying the Payroll Validation department and completing the proper request form. Payment will be received on the regular pay following the receipt of the form.

f) Notwithstanding the above, hours accumulated can be held in the HMP bank for a period no greater than twelve (12) months from the date the statutory holiday was worked and the hours were banked. Any such time not taken by the employee within the twelve (12) month period will automatically be paid out by the employer

18.08 The statutory paid holiday shall not be paid to an employee who is absent and who receives any other remuneration in accordance with the Collective Agreement or a compensation provided for by the Law.

**ARTICLE 19 –
ANNUAL VACATIONS**

19.01 The reference year for vacation purposes is from February 1 to January 31.

19.02 Vacation selection and the number of weeks to which an employee is entitled shall be made on a seniority basis, in accordance with Article 9, within a Common Locality, taking into consideration job requirements.

19.03 Beginning December 1st of each year for all employees, the Company shall prepare the vacation schedule for the following year. Employees shall select their vacation choices via the Vacation Portal prior to January 15th and the Company shall post the vacation schedule at the latest on January 31st.

19.04 a) Vacation rights for employees in a reference year starting the 1st of February is based on seniority accumulated from the preceding January 31st and are allocated as follows:

Less than One (1) year of Service	1 day per month up to a maximum of ten (10) days
One (1) Year and Less than Five (5) Years	Two (2) weeks
Five (5) Years and less than ten (10) Years	Three (3) weeks
Ten (10) Years and less than Eighteen (18) Years	Four (4) weeks
Eighteen (18) Years and less than 25 years	Five (5) weeks
25 years and more	Six (6) weeks

- A maximum of three (3) weeks vacation can be taken during the June 1st to August 31 time frame.
- Vacation entitlement after one (1) year of service is not pro-ratable.

b) For each allocated week as per Article 19.04 a), Full-Time Employees will be entitled to two percent (2%) of their gross salary earnings, from previous reference year or forty (40) hours of their normal wages, whichever is greater.

c) For each allocated week as per Article 19.04 a), Part-Time Employees will be entitled to two percent (2%) of their gross salary earnings, from previous reference year.

d) When an employee is upgraded from Part-time employee to Full-Time employee status, Article 19.04 b) will apply to any unused vacation in the year of the upgrade.

GENERAL

- 19.05** The Company cannot block-out the taking of any vacation week during the reference year.
- 19.06** Total of nineteen percent (19%) (rounded up to the next full entitlement) of Full-Time employees of a Common Locality shall be entitled to take their vacations and/or TGP at the same time, provided the remaining employees are capable of carrying out the work. However, the result of the calculation must not exceed twenty-three percent (23%) (rounded up to the next full entitlement) (minimum one (1) employee) of the Full-Time employees of a Common Locality who are on vacation at the same time.
Notwithstanding the above mentioned dispositions, the Company may decide to reduce to five percent (5%) (rounded up to the next full entitlement) the number of Full-Time employees of a Common Locality entitled to take their vacations at the same time for two (2) weeks identified during the scheduling process.
If this option is exercised, the Company shall increase to twenty-eight and a half percent (28.5%) (rounded up to the next full entitlement) the number of employees of a Common Locality entitled to take their vacations at the same time for three (3) weeks (during July or August) identified during the scheduling process.
- 19.07** a) For employees, all vacation weeks shall be scheduled as per Article 19.03 and taken in the reference year.

b) For Part-Time Employees, from February 1st to May 31st and from October 15th to January 31st, inclusively, where availability is left in accordance to Article 19.06, the Company may schedule Part-Time Employees' vacation and/or TGP, up to the nineteen (19%) percent of Full-Time employees who are entitled vacation at the same time. Such Part-Time Employees shall for those dates, remit their vacation request according to Article 19.03 of the Collective Agreement.
From June 1st until October 14th inclusively, vacation for Part-Time employees will be granted at the discretion of the Company.
- 19.08** Where a paid holiday falls during a vacation week, the employee shall be entitled to postpone their holiday, to be taken during the following twelve (12) months, at a time mutually agreed upon with their Operations Manager. Substitute holiday not taken by the end of the twelve (12) month period will be paid.
- 19.09** Where an employee is transferred after selecting their vacation, the employee will have the option to retain their choice. Any changes to vacation choices will be approved based on availability.
- 19.10** Where an employee is taken ill or is the victim of an accident before leaving work on the last day of work preceding their vacation, and is unable to take their vacation, the Company must, if the employee so requests, reschedule their vacation at a later date at their convenience. The employee's vacation selection is subject to the provisions of Article 19.06.
- 19.11** Unless there is an agreement to the contrary between a Regular employee and their Operations Manager, vacations shall be taken in blocks of five (5) days, and shall include the weekend before and after.
- 19.12** For all employees, all unused vacation as of January 31st will be scheduled by the Company.

**ARTICLE 20 –
TRANSFERS/UPGRADES/VACANCY POSTINGS**

PERMANENT TRANSFER PROCEDURE

- 20.01** a) At any time of the year, an employee may put their name on the transfer list through written notice to their Operations Manager, using the form designed for this purpose.
b) An employee shall identify to their Operations Manager the two (2) Common Localities to which they would like to be transferred.
-

ARTICLE 20 –

TRANSFERS/UPGRADES/VACANCY POSTINGS (cont'd)

- c) A copy of these updated lists shall be provided to Union Stewards, upon request.
- d) Where the Company has a vacant position in a Common Locality, it shall give priority to the employee with the most seniority on the transfer list, as long as this employee has more seniority than the next employee eligible for upgrade in the same Common Locality.
- e) No employee will be downgraded to a lower classification in the event that the percentages of Regular Full-Time employees is higher than the percentages identified in Article 16.02.
- f) The transfer list prepared as per paragraph a) will be considered prior to both upgrade processes, on April 1st and October 1st. All names on the list will be removed after the October upgrade process is completed.
- g) Relocation costs are borne by the employee.
- h) Where an employee is transferred as a result of their request, the other request shall become null and void.
- i) When a permanent transfer has been filled in a common locality that has resulted in an employee being transferred, the transferred employee will be restricted from applying for another posting for a period of twenty-four (24) months from the date of their transfer.

VACANCY POSTING

- 20.02**
- a) If the departure on a Regular Full-Time employee in a Common Locality creates a vacancy in the RFT-1, RFT-2 or RFT-3 classifications, based on the percentages outlined at Article 16.02, the Company will communicate an internal posting of the vacant position to all employees of the bargaining unit bi-monthly. The posting will remain open for fourteen (14) days.
 - b) The Company shall give priority to the most senior employee who applies to the posting, provided the employee has more seniority than the next employee eligible for upgrade in the Common Locality where the posting was created. It is understood the employee will accept the status of the posted vacancy.
 - c) Should an employee decline an upgrade, the vacancy will reopen for a period not exceeding seven (7) calendar days to finalize the process of selecting the next eligible employee on the list. In the event that there are no employees that apply for the vacancy, the next employee eligible for upgrade in the Common Locality where the posting was created will automatically be upgraded.
 - d) When the Company hires new employees, an internal posting of the vacant position will also be communicated to all employees of the bargaining unit. The internal posting will remain open for seven (7) days. Priority will be given to existing employees, by seniority, before hiring externally. It is understood the employee will accept the status of the posted position.
 - e) When a vacancy has been filled in a Common Locality that has resulted in an employee being transferred, the transferred employee will be restricted from applying for another posting for a period of twenty-four (24) months from the date of their transfer.

TEMPORARY TRANSFERS

20.03 a) A temporary transfer shall not exceed ninety (90) calendar days. However, if the parties agree during the application of Article 10 (Force Adjustment - Full-Time employees), a temporary transfer may exceed ninety (90) calendar days. Any affected Locals must be notified of any temporary transfers.

b) In the case of a temporary transfer, the senior most volunteer will be selected. If there are no volunteers, the Company shall transfer an employee qualified to do the job having the least amount of seniority within the team.

ARTICLE 21 – TRANSPORTATION ALLOWANCE AND LIVING EXPENSES

21.01 Where the Company transfers an employee as per Article 20.03 and the employee spends the night out of town, the Company agrees that, provided availability, each employee should be accommodated with private sleeping quarters. On such occasions, expenses will be compensated by a daily allowance of seventy dollars (\$70.00) which covers all personal expenses incurred i.e. meals, telephone, laundry, etc.

21.02 a) i) When a garage or home dispatched employee travels more than one hundred (100) km from their usual work center to perform a task or participate in a training, the employee will receive an allocation for a meal when they work up to 10 hours:

- When an employee receives an allocation for a meal, the meal payable will be lunch (\$20.00).

ii) When an employee travels more than 100 km from their usual work center to perform a task or participate to training, the employee will receive an allocation for two (2) meals when they perform more than 10 hours of work and less than 12 hours of work

- When an employee receives an allocation for two (2) meals, the meals reimbursed will be:

a) Breakfast (\$15) and Lunch (\$20) when the employee starts work at 8 a.m. or earlier; or

b) Lunch (\$20) and Dinner (\$30) when the employee starts their workday after 8 a.m.

iii) When an employee travels more than 100 km from their usual work center to perform a task or participate in a training, the employee will receive an allocation for three meals (\$65) when they work 12 hours or more.

b) When an employee travels or has been transferred more than one hundred (100) kilometers from their regular reporting center as per Article 20.03 b), travel time shall be considered as part of their work day and appropriate regular and overtime rates shall apply as per Articles 16 and 17.

c) All distances referenced in article 21 are based on actual distances driven by an employee as calculated by Google Maps, understanding that normally this would be the shortest distance between points. However the shortest distance between points may not always apply when avoiding toll routes, unfavorable road conditions, construction activity, closures, or any other circumstance out of the control of the employee that may require choice of a longer route.

**ARTICLE 22 –
SICKNESS ABSENCES AND BENEFITS**

ABSENCES DUE TO SICKNESS

22.01 A Full-Time employee who is absent due to sickness without being hospitalized shall be paid by the Company in the following manner:

- i) 66.67% of their basic pay for the first three (3) scheduled working days of their absence;
- ii) 80% of their basic pay for the remaining scheduled working days or until their absence reaches seven (7) calendar days;
- iii) On the 8th calendar day of absence, the Full-Time employee shall be paid in accordance with the Benefits Plan.

22.02 A Full-Time employee who is absent from work for part of their scheduled day because of sickness shall be paid as follows:

- i) if the employee has worked more than half their day, they shall be paid at their regular hourly rate for the full day.
- ii) If the employee has worked less than half their day, they shall be paid at their regular hourly rate for their half day; and
- iii) The employee shall be paid 66.67% of their regular hourly rate for the remainder of the day. This half day is considered to be their first day of absence.

BENEFITS

23.03 All regular employees who have completed one (1) year of service are entitled to the following benefits:

- The Disability Benefit Plan;
From the age of 65, the benefit coverage is limited to 26 weeks until the employee's departure date for maximum periods of 15 weeks at the time, in accordance with the terms of the benefit plan
- The Long Term Disability Income Plan;
Employees who reach 65 years of age are no longer covered by the Long-Term Disability Income Plan
- The Medical Expenses Reimbursement Plan;
- The Dental Expenses Reimbursement Plan

22.04 Regular employees with more than six (6) months of service may make a voluntary contribution, of up to 2.5% of their base salary, into the Company group RRSP, which will be matched by the Company into the DPSP, (employee must register in both programs DPSP and RRSP).

These employees must contribute a minimum of 2.5% of their base salary to the RRSP and must register in both the DPSP and the RRSP program to be entitled to the Company contributions referred to herein. Upon a minimum 2.5% contribution from the employee, the Company will contribute five per cent (5%) of the employee's annual base earnings.

22.05 The Company shall maintain for the duration of the Collective Agreement, all Benefit Plans offered to the employees. The level of co-payment for a Regular Full-Time employee will reflect a seventy-five percent (75%) employer and twenty-five percent (25%) employee contribution. The level of co-payment for Regular Part-Time employee will reflect a sixty percent (60%) employer and forty percent (40%) employee contribution.

22.06 For the duration of the Collective Agreement, the Plans determined in Article 22.03 shall not be modified without the consent of the Union.

22.07 Notwithstanding Articles 22.03 and 22.04, if laws or regulations should have an effect on one of the Plans, the Company shall adjust the Plan according to the law or regulation. However, such adjustments shall not reduce the overall level of benefits.

22.08 A copy of the benefits booklet shall be given to each insured employee.

22.09 The Company recognizes that employees sometimes face situations of violence or abuse in their personal life that may affect their attendance or performance at work. For that reason, the Company and the Union agree, when there is adequate and timely verification from a recognized professional (i.e. doctor, lawyer, registered counsellor), an employee who is in an abusive or violent situation will not be subject to discipline if the absence can be linked to the abusive or violent situation. Absences which are not covered by sick leave or disability insurance will be granted as absence with pay, up to a maximum of five (5) days per calendar year.

ARTICLE 23 – TOOLS

23.01 The Company shall decide what tools are required for the job and make them available and replace them as, in its judgement, they become obsolete or worn out. Each employee shall recognize the value of the tools assigned to them and should make every effort to safeguard this important asset.

ARTICLE 24 – COLLECTIVE AGREEMENT

24.01 The Company agrees to supply each employee with a copy of this Collective Agreement.

ARTICLE 25 – BULLETIN BOARDS

25.01 The Company agrees to supply and install bulletin boards in all its establishments for use by the Union for posting notices with respect to Union business. The Company also agrees to provide access to the existing system used for communicating with employees for the purpose of conducting daily operations. Such access will be dependent upon following guidelines provided by the Company.

ARTICLE 26 – JURY OR WITNESS DUTY

26.01 An employee who has been exempted from a regular work assignment because of jury duty, or to act as a witness in Court under subpoena shall be granted pay at their basic hourly rate. However employees shall provide a copy of the subpoena or their summons to their manager.

26.02 An employee shall report for regular duties when temporarily or finally excused from such duties before the Court.

26.03 Where, before leaving work on the day preceding their vacation, an employee is called upon in proper and due form to attend jury duty and the time stipulated for attendance at Court falls within the time schedule for the employee's vacation, the Company shall, if the employee so requests, reschedule their vacation at a date that is mutually agreed upon by the employee and their Operations Manager. The employee's vacation selection is subject to the provisions of Article 19.06.

ARTICLE 27 – BEREAVEMENT LEAVE

27.01 In the event of the death of their spouse, common-law spouse, same-sex spouse, son/step-son, daughter/step-daughter, father/step-father, mother/step-mother, the employee has the right to bereavement leave with pay for up to five (5) paid days. This leave shall normally be taken between the death and the funeral or cremation.

**ARTICLE 27 –
BEREAVEMENT LEAVE (cont'd)**

- 27.02** In the event of the death of their grandparent, mother-in-law, father-in-law (including same sex spouses), grandchild, brother/step-brother, sister/step-sister, son in-law/daughter in-law or a relative that lives in the principal residence of the employee, the employee has the right to bereavement leave with pay for up to three (3) days. This leave shall normally be taken between the death and the funeral or cremation.
- 27.03** In the event of the death of their aunt or uncle, the employee has the right to bereavement leave for one (1) unpaid day. This leave shall normally be taken between the death and the funeral or cremation.
- 27.04** Where it is necessary for the employee to leave the city in which they work and travel more than two hundred kilometers (200 kms), the Company will add one (1) paid day to the bereavement leave provided for in Articles 27.01 and 27.02. The employee entitled to a leave under Article 27.03 shall be granted one (1) additional day of unpaid leave.
- 27.05** Where an employee is granted a bereavement leave as per Articles 27.01 and 27.02, at their request, the Company shall grant a leave of absence (TGP, PGU or VAC) for a maximum period of two (2) weeks. Such leave shall not be subject to the percentage calculations in Articles 17 and 19.

**ARTICLE 28 –
MATERNITY AND PARENTAL LEAVE**

- 28.01** Maternity and parental leave provisions shall be those which are stipulated under the Canada Labour Code.

**ARTICLE 29 –
JOB ADAPTATION**

- 29.01** The Company and the Union recognize the need to achieve equality in the workplace and to provide disabled employees with reasonable accommodation, without undue hardship, whenever possible, so that no person shall be denied employment opportunities for reasons unrelated to ability.

ARTICLE 30 – BARGAINING PROCEDURE

- 30.01** Three (3) Bargaining Agents authorized by the Union shall be granted time for bargaining purposes, such time will be without any deduction of the time worked for the Company and without wage loss.
- 30.02** Nineteen (19) Representatives, including the Bargaining Agents, may attend the Bargaining Caucus for a period not exceeding four (4) days without any deduction of the time worked for the Company and without wage loss. The names of the participants will be supplied to the Company upon request.
- 30.03** All negotiations with the purpose of concluding a Collective Agreement or bringing about changes or modifications to this Agreement shall be conducted between authorized Union Bargaining Agents and the designated Company Representatives.
- 30.04** The Collective Agreement cannot be deemed valid unless it is signed by the Bargaining Agents authorized by the Union and by the Company.
- 30.05** Should the parties consider that simultaneous translation is necessary; the Company agrees to cover all costs of the simultaneous translation expenses during bargaining meetings. At the expiry date of the Collective Agreement

or the date that conciliation assistance is requested, whichever date is later, translation expenses shall be borne by the parties in equal shares.

**ARTICLE 31 –
DURATION**

- 31.01** This Agreement becomes effective on the date it is signed, except as otherwise provided, and shall remain valid until May 9, 2026. Notwithstanding the foregoing provisions, the working conditions determined in this Collective Agreement shall remain valid until either party exercises its right to strike or to lock-out.
- 31.02** Either party to this Collective Agreement may, by written notice given to the other party at least ninety (90) calendar days before the expiry of this Collective Agreement, require the other party to commence collective bargaining for the purpose of renewing or revising this Collective Agreement or entering into a new Collective Agreement.
- 31.03** The Union shall consider the notice to bargain valid if it is addressed to Unifor, 115 Gordon Baker Rd Toronto, ON M2H 0A8. The Company shall consider the notice to bargain valid if it is addressed to Bell Technical Solutions Inc., 75 rue J.A. Bombardier, Boucherville, QC J4B 8P1.

**ARTICLE 32 –
COMPANY POLICIES**

- 32.01** A copy of the Company's policies related to employees who are members of this bargaining unit will be made available for viewing in printed form at each work centre.

IN WITNESS WHEREOF, the parties have signed the present Agreement through their duly authorized bargaining agents, this day of June ____ 2022.

Bell Technical Solutions

Mireille Bergeron
Director Labour Relations

Louis Costa
Operations Director

Sara Mansoor Ali
Senior Project Manager
Workforce Management and Logistics

John Kearney
Senior Manager – Field
Operations

David Trepanier
Senior Manager - Workforce
Management

Unifor

Clayton Nunn
National Representative

Kevin Paddon, President Local 31

Colum Lynn, Bargaining Agent of
Local 1996-O Local 1996-O

Jim Fling Local, President
Local 34-O

Mike Snell, Chief Stewart
Local 30-O

TECHNICIAN WAGE SCHEDULE

For Technicians with Regular Full-Time and Regular Part-Time Status

Step	FULL-TIME Interval between Steps (months)	REGULAR PART TIME Accumulated service (hours)	Hourly Rate as of May 8, 2022	Hourly Rate as of May 8, 2023	Hourly Rate as of May 8, 2024	Hourly Rate as of May 8, 2025
1	Beginning		\$19.00	\$19.48	\$19.97	\$20.46
2	6	1040	\$19.70	\$20.19	\$20.70	\$21.22
3	6	1040	\$20.78	\$21.30	\$21.83	\$22.37
4	6	1040	\$21.84	\$22.39	\$22.95	\$23.52
5	6	1040	\$22.92	\$23.49	\$24.08	\$24.68
6	6	1040	\$23.99	\$24.58	\$25.20	\$25.83
7	6	1040	\$25.06	\$25.69	\$26.33	\$26.99
8	6	1040	\$26.13	\$26.78	\$27.45	\$28.14
9	6	1040	\$27.30	\$27.98	\$28.68	\$29.39
10	6	1040	\$28.27	\$28.98	\$29.70	\$30.44
11	6	1040	\$29.35	\$30.08	\$30.83	\$31.60
12	6	1040	\$30.31	\$31.07	\$31.84	\$32.64
13	6	1040	\$31.27	\$32.05	\$32.86	\$33.68
14	6	1040	\$32.56	\$33.38	\$34.21	\$35.07
15	6	1040	\$34.07	\$35.18	\$36.32	\$37.50

LOGISTICS ATTENDANT WAGE SCHEDULE

For Logistics Attendants with Regular Full-time or Regular Part-time status

Step	FULL- TIME Interval between Steps (months)	REGULAR PART TIME Accumulated service (hours)	Hourly Rate as of May 8, 2022	Hourly Rate as of May 8, 2023	Hourly Rate as of May 8, 2024	Hourly Rate as of May 8, 2025
1	Beginning		\$17.53	\$17.97	\$18.41	\$18.88
2	6	1040	\$17.95	\$18.40	\$18.86	\$19.33
3	6	1040	\$18.37	\$18.83	\$19.30	\$19.78
4	6	1040	\$18.79	\$19.26	\$19.74	\$20.23
5	6	1040	\$19.22	\$19.70	\$20.19	\$20.70
6	6	1040	\$19.74	\$20.24	\$20.74	\$21.26
7	6	1040	\$20.25	\$20.76	\$21.28	\$21.81
8	6	1040	\$20.79	\$21.31	\$21.84	\$22.39
9	6	1040	\$21.32	\$21.85	\$22.40	\$22.96
10	6	1040	\$21.85	\$22.40	\$22.96	\$23.53
11	6	1040	\$23.47	\$24.06	\$24.66	\$25.28
12	6	1040	\$24.20	\$24.99	\$25.80	\$26.64

CABLE PULLER WAGE SCHEDULE
For Cable Pullers with Regular Full-time or Regular Part-time status

Step	FULL- TIME Interval between Steps (months)	REGULAR PART TIME Accumulated service (hours)	Hourly Rate as of May 8, 2022	Hourly Rate as of May 8, 2023	Hourly Rate as of May 8, 2024	Hourly Rate as of May 8, 2025
1	Beginning		\$17.53	\$17.97	\$18.41	\$18.88
2	6	1040	\$17.95	\$18.40	\$18.86	\$19.33
3	6	1040	\$18.37	\$18.83	\$19.30	\$19.78
4	6	1040	\$18.79	\$19.26	\$19.74	\$20.23
5	6	1040	\$19.22	\$19.70	\$20.19	\$20.70
6	6	1040	\$19.74	\$20.24	\$20.74	\$21.26
7	6	1040	\$20.25	\$20.76	\$21.28	\$21.81
8	6	1040	\$20.79	\$21.31	\$21.84	\$22.39
9	6	1040	\$21.32	\$21.85	\$22.40	\$22.96
10	6	1040	\$21.85	\$22.40	\$22.96	\$23.53
11	6	1040	\$23.47	\$24.06	\$24.66	\$25.28
12	6	1040	\$24.20	\$24.99	\$25.80	\$26.64

1. The Company may award a Technician, Logistics Attendant or a Cable Puller an hourly rate corresponding to one of the steps within the above wage schedule.
2. Progression from one step to the next will be automatic every six (6) months for Regular Full-Time.
3. Progression from one step to the next will be automatic based on every 1040 hours worked for Regular Part-Time.
4. A Regular Part-Time Technician, Logistics Attendant or Cable Puller who has reached five (5) years of service and has not yet been upgraded through the upgrade process will proceed to an automatic step progression every six (6) months.

APPENDIX “B”

NPA	COMMON LOCALITY
705	Sudbury
	North Bay
	Sault Ste. Marie
	Espanola – Elliott Lake
	Parry Sound
	Huntsville
	Bracebridge
	Orillia
	Midland
	Collingwood
	Barrie
	Peterborough
	Lindsay – Haliburton
613	Ottawa Valley (Barry’s Bay, Renfrew, Pembroke, Arnprior)
	Bancroft
	Belleville
	Cornwall
	Brockville
	Kingston
	Smiths Falls
Ottawa Metro	
519	Windsor (Windsor, Leamington)
	Chatham
	Sarnia
	London
	Kitchener
	Guelph
	Orangeville
	Owen Sound
	Stratford
	Woodstock – Simcoe – Brantford
416	416 East
	416 Core
	416 West
905	St. Catharines
	Burlington – Hamilton
	Oakville – Mississauga
	Brampton
	Markham
	Oshawa Bradford

APPENDIX “C”

SERVICE TERRITORIES

705 N	613 N	519 N	905 E
Sault Ste. Marie Elliot Lake Espanola Sudbury North Bay	Ottawa Valley Bancroft	Owen Sound Kitchener Stratford Guelph Orangeville	Cobourg Port Perry Oshawa Markham Bradford
705 C	613 E	519 S	905 C
Huntsville Parry Sound Bracebridge	Smiths Falls Ottawa Metro Hawkesbury Cornwall Brockville	Woodstock Brantford Simcoe	Brampton Mississauga Oakville
705 S	613S	519 W	905 W
Midland Collingwood Barrie Orillia	Marmora (Madoc) Belleville Kingston	London Windsor Leamington Sarnia Chatham	Hamilton St. Catharines
705E			416
Lindsay Peterborough Haliburton			Toronto

APPENDIX “E”**TRANSFER TERRITORIES (Article 20)**

Sudbury	Renfrew, Barry's Bay, Pembroke	Orangeville
Sault Ste. Marie	Bancroft	Owen Sound
Elliot Lake	Kingston	Stratford
Espanola	Brockville	Woodstock, Simcoe, Brantford
North Bay	Cornwall	Toronto – East
Parry Sound	Hawkesbury	Toronto – West
Huntsville	Ottawa	Toronto – Core
Bracebridge	Arnprior	Cobourg
Midland	Smiths Falls	Oshawa
Orillia	Leamington	Markham
Collingwood	Windsor	Bradford
Barrie	Chatham	Brampton
Peterborough	Sarnia	Mississauga
Lindsay	London	Oakville
Haliburton	Kitchener	Hamilton
Belleville, Marmora	Guelph	St. Catharines

BELL PRODUCT PROMOTION PROGRAM

Bell Technical Solutions will modify its Bell Product Promotion Program to reflect a new “monetary incentive” system from its current “points rewards” system.

- a) Current administration of this program will remain similar; however, all incentives will be reflected on employee’s pay, upon confirmation from the Sales Team.
- b) All monetary incentives will include the taxable portion of the remuneration.
- c) The Product Promotion Program will remain voluntary however; employees shall distribute all promotional material, authorized by the Company, at all residential visits or when deemed necessary. Sales volume related to product promotion will not be part of the employee evaluation.

The Company will publish the current list of rates via the Company Intranet.

APPENDIX "G"

16.02 d) SCHEDULING EXAMPLES

The following are examples of scheduling following the agreement between the company and the union on consecutive days of rest for Regular Full-Time employees.

These examples are not exhaustive of all possible scenarios

16.02 d) 8-HOUR SHIFTS

	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
RFT1/2/3	DOR	DOR	R	R	R	R	R	DOR	DOR	R	R	R	R	R	DOR	DOR
RFT1/2/3	DOR	DOR	R	R	R	R	R	R	DOR	DOR	R	R	R	R	DOR	DOR
RFT2/3	DOR	DOR	R	R	R	R	R	R	R	R	R	R	DOR	DOR	DOR	DOR
RFT3	R	DOR	DOR	R	R	R	R	R	DOR	DOR	R	R	R	R	R	DOR
RFT1/2/3	DOR	DOR	R	R	R	R	R	DOR	DOR	DOR	R	R	R	R	R	DOR
RFT3	R	R	R	R	R	DOR	DOR	R	R	R	R	R	R	DOR	DOR	DOR
RFT3	R	R	R	R	DOR	DOR	R	R	R	R	R	DOR	DOR	R	R	R

16.02 d) 10-HOUR SHIFTS

	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
RFT1/2/3	DOR	DOR	DOR	R	R	R	R	DOR	DOR	DOR	R	R	R	R	DOR	DOR
RFT1/2/3	DOR	DOR	DOR	R	R	R	R	R	DOR	DOR	DOR	R	R	R	DOR	DOR
RFT2/3	DOR	DOR	DOR	R	R	R	R	R	R	R	R	DOR	DOR	DOR	DOR	DOR
RFT3	R	DOR	DOR	DOR	R	R	R	R	DOR	DOR	R	R	R	R	DOR	DOR
RFT1/2/3	DOR	DOR	DOR	R	R	R	R	DOR	DOR	DOR	DOR	R	R	R	R	DOR
RFT3	R	R	R	R	DOR	DOR	DOR	R	R	R	R	R	DOR	DOR	DOR	DOR
RFT3	R	R	R	DOR	DOR	DOR	R	R	R	R	DOR	DOR	DOR	R	R	R

16.02 d) i) Example with TGP approved (8h Shifts)

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	R	R	R	R	R	DOR	TGP	R	R	R	R	R	DOR

Example with TGP removed to grant a consecutive DOR (8h Shifts)

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	R	R	R	R	R	DOR	DOR	R	R	R	R	R	DOR

16.02 d) i) Example with TGP approved (10h Shifts)

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	DOR	R	R	R	R	DOR	TGP	R	R	R	R	DOR	DOR

APPENDIX "G"

Example with TGP removed to grant a consecutive DOR (10h Shifts)

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	DOR	R	R	R	R	DOR	DOR	R	R	R	R	DOR	DOR

16.02 d) ii) HMP example: Employee preference for Tuesday after HMP

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	DOR	R	R	R	R	DOR	HMP	DOR	R	R	R	DOR	DOR

HMP example: Employee preference for Wednesday after HMP

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
R	DOR	DOR	DOR	R	R	R	R	DOR	HMP	R	DOR	R	R	DOR	DOR

16.02 d) iv) Scheduling may be done out of seniority to fulfill consecutive days of rest requirements.

*Schedules displayed by order of seniority

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
DOR	DOR	R	R	R	R	R	DOR	DOR	DOR	R	R	R	R	R	DOR
DOR	DOR	R	R	R	R	R	R	DOR	DOR	R	R	R	R	DOR	DOR

APPENDIX "H"

16.01 b) WEEKENDS COUNT PER 8 WEEK

This appendix outlines all of the eight (8) week schedules for the duration of the collective agreement and the sequential numbering of weekends as it pertains to article 16.01 b).

	Saturday	Sunday	WC		Saturday	Sunday	WC		Saturday	Sunday	WC
5/1/2022	4/30/2022	5/1/2022	1	2/5/2023	2/4/2023	2/5/2023	1	11/12/2023	11/11/2023	11/12/2023	1
	5/7/2022	5/8/2022	2		2/11/2023	2/12/2023	2		11/18/2023	11/19/2023	2
	5/14/2022	5/15/2022	3		2/18/2023	2/19/2023	3		11/25/2023	11/26/2023	3
	5/21/2022	5/22/2022	4		2/25/2023	2/26/2023	4		12/2/2023	12/3/2023	4
	5/28/2022	5/29/2022	5		3/4/2023	3/5/2023	5		12/9/2023	12/10/2023	5
	6/4/2022	6/5/2022	6		3/11/2023	3/12/2023	6		12/16/2023	12/17/2023	6
	6/11/2022	6/12/2022	7		3/18/2023	3/19/2023	7		12/23/2023	12/24/2023	7
	6/18/2022	6/19/2022	8		3/25/2023	3/26/2023	8		12/30/2023	12/31/2023	8
6/26/2022	6/25/2022	6/26/2022	1	4/2/2023	4/1/2023	4/2/2023	1	1/7/2024	1/6/2024	1/7/2024	1
	7/2/2022	7/3/2022	2		4/8/2023	4/9/2023	2		1/13/2024	1/14/2024	2
	7/9/2022	7/10/2022	3		4/15/2023	4/16/2023	3		1/20/2024	1/21/2024	3
	7/16/2022	7/17/2022	4		4/22/2023	4/23/2023	4		1/27/2024	1/28/2024	4
	7/23/2022	7/24/2022	5		4/29/2023	4/30/2023	5		2/3/2024	2/4/2024	5
	7/30/2022	7/31/2022	6		5/6/2023	5/7/2023	6		2/10/2024	2/11/2024	6
	8/6/2022	8/7/2022	7		5/13/2023	5/14/2023	7		2/17/2024	2/18/2024	7
	8/13/2022	8/14/2022	8		5/20/2023	5/21/2023	8		2/24/2024	2/25/2024	8
8/21/2022	8/20/2022	8/21/2022	1	5/28/2023	5/27/2023	5/28/2023	1	3/3/2024	3/2/2024	3/3/2024	1
	8/27/2022	8/28/2022	2		6/3/2023	6/4/2023	2		3/9/2024	3/10/2024	2
	9/3/2022	9/4/2022	3		6/10/2023	6/11/2023	3		3/16/2024	3/17/2024	3
	9/10/2022	9/11/2022	4		6/17/2023	6/18/2023	4		3/23/2024	3/24/2024	4
	9/17/2022	9/18/2022	5		6/24/2023	6/25/2023	5		3/30/2024	3/31/2024	5
	9/24/2022	9/25/2022	6		7/1/2023	7/2/2023	6		4/6/2024	4/7/2024	6
	10/1/2022	10/2/2022	7		7/8/2023	7/9/2023	7		4/13/2024	4/14/2024	7
	10/8/2022	10/9/2022	8		7/15/2023	7/16/2023	8		4/20/2024	4/21/2024	8
10/16/2022	10/15/2022	10/16/2022	1	7/23/2023	7/22/2023	7/23/2023	1	4/28/2024	4/27/2024	4/28/2024	1
	10/22/2022	10/23/2022	2		7/29/2023	7/30/2023	2		5/4/2024	5/5/2024	2
	10/29/2022	10/30/2022	3		8/5/2023	8/6/2023	3		5/11/2024	5/12/2024	3
	11/5/2022	11/6/2022	4		8/12/2023	8/13/2023	4		5/18/2024	5/19/2024	4
	11/12/2022	11/13/2022	5		8/19/2023	8/20/2023	5		5/25/2024	5/26/2024	5
	11/19/2022	11/20/2022	6		8/26/2023	8/27/2023	6		6/1/2024	6/2/2024	6
	11/26/2022	11/27/2022	7		9/2/2023	9/3/2023	7		6/8/2024	6/9/2024	7
	12/3/2022	12/4/2022	8		9/9/2023	9/10/2023	8		6/15/2024	6/16/2024	8
12/11/2022	12/10/2022	12/11/2022	1	9/17/2023	9/16/2023	9/17/2023	1	6/23/2024	6/22/2024	6/23/2024	1
	12/17/2022	12/18/2022	2		9/23/2023	9/24/2023	2		6/29/2024	6/30/2024	2
	12/24/2022	12/25/2022	3		9/30/2023	10/1/2023	3		7/6/2024	7/7/2024	3
	12/31/2022	1/1/2023	4		10/7/2023	10/8/2023	4		7/13/2024	7/14/2024	4
	1/7/2023	1/8/2023	5		10/14/2023	10/15/2023	5		7/20/2024	7/21/2024	5
	1/14/2023	1/15/2023	6		10/21/2023	10/22/2023	6		7/27/2024	7/28/2024	6
	1/21/2023	1/22/2023	7		10/28/2023	10/29/2023	7		8/3/2024	8/4/2024	7
	1/28/2023	1/29/2023	8		11/4/2023	11/5/2023	8		8/10/2024	8/11/2024	8

APPENDIX "H"

	Saturday	Sunday	WC		Saturday	Sunday	WC		Saturday	Sunday	WC
8/18/2024	8/17/2024	8/18/2024	1	3/30/2025	3/29/2025	3/30/2025	1	11/9/2025	11/8/2025	11/9/2025	1
	8/24/2024	8/25/2024	2		4/5/2025	4/6/2025	2		11/15/2025	11/16/2025	2
	8/31/2024	9/1/2024	3		4/12/2025	4/13/2025	3		11/22/2025	11/23/2025	3
	9/7/2024	9/8/2024	4		4/19/2025	4/20/2025	4		11/29/2025	11/30/2025	4
	9/14/2024	9/15/2024	5		4/26/2025	4/27/2025	5		12/6/2025	12/7/2025	5
	9/21/2024	9/22/2024	6		5/3/2025	5/4/2025	6		12/13/2025	12/14/2025	6
	9/28/2024	9/29/2024	7		5/10/2025	5/11/2025	7		12/20/2025	12/21/2025	7
	10/5/2024	10/6/2024	8		5/17/2025	5/18/2025	8		12/27/2025	12/28/2025	8
10/13/2024	10/12/2024	10/13/2024	1	5/25/2025	5/24/2025	5/25/2025	1	1/4/2026	1/3/2026	1/4/2026	1
	10/19/2024	10/20/2024	2		5/31/2025	6/1/2025	2		1/10/2026	1/11/2026	2
	10/26/2024	10/27/2024	3		6/7/2025	6/8/2025	3		1/17/2026	1/18/2026	3
	11/2/2024	11/3/2024	4		6/14/2025	6/15/2025	4		1/24/2026	1/25/2026	4
	11/9/2024	11/10/2024	5		6/21/2025	6/22/2025	5		1/31/2026	2/1/2026	5
	11/16/2024	11/17/2024	6		6/28/2025	6/29/2025	6		2/7/2026	2/8/2026	6
	11/23/2024	11/24/2024	7		7/5/2025	7/6/2025	7		2/14/2026	2/15/2026	7
	11/30/2024	12/1/2024	8		7/12/2025	7/13/2025	8		2/21/2026	2/22/2026	8
12/8/2024	12/7/2024	12/8/2024	1	7/20/2025	7/19/2025	7/20/2025	1	3/1/2026	2/28/2026	3/1/2026	1
	12/14/2024	12/15/2024	2		7/26/2025	7/27/2025	2		3/7/2026	3/8/2026	2
	12/21/2024	12/22/2024	3		8/2/2025	8/3/2025	3		3/14/2026	3/15/2026	3
	12/28/2024	12/29/2024	4		8/9/2025	8/10/2025	4		3/21/2026	3/22/2026	4
	1/4/2025	1/5/2025	5		8/16/2025	8/17/2025	5		3/28/2026	3/29/2026	5
	1/11/2025	1/12/2025	6		8/23/2025	8/24/2025	6		4/4/2026	4/5/2026	6
	1/18/2025	1/19/2025	7		8/30/2025	8/31/2025	7		4/11/2026	4/12/2026	7
	1/25/2025	1/26/2025	8		9/6/2025	9/7/2025	8		4/18/2026	4/19/2026	8
2/2/2025	2/1/2025	2/2/2025	1	9/14/2025	9/13/2025	9/14/2025	1	4/26/2026	4/25/2026	4/26/2026	1
	2/8/2025	2/9/2025	2		9/20/2025	9/21/2025	2		5/2/2026	5/3/2026	2
	2/15/2025	2/16/2025	3		9/27/2025	9/28/2025	3		5/9/2026	5/10/2026	3
	2/22/2025	2/23/2025	4		10/4/2025	10/5/2025	4		5/16/2026	5/17/2026	4
	3/1/2025	3/2/2025	5		10/11/2025	10/12/2025	5		5/23/2026	5/24/2026	5
	3/8/2025	3/9/2025	6		10/18/2025	10/19/2025	6		5/30/2026	5/31/2026	6
	3/15/2025	3/16/2025	7		10/25/2025	10/26/2025	7		6/6/2026	6/7/2026	7
	3/22/2025	3/23/2025	8		11/1/2025	11/2/2025	8		6/13/2026	6/14/2026	8

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- No. 2** JOINT SKILLS DEVELOPMENT COMMITTEE (JSDC)
- No. 3** SEASONAL LEAVE
- No. 4** WORK BELONGING TO THE BARGAINING UNIT
- No. 5** TRAINING ACTIVITIES
- No. 6** RESTRUCTURING OF TEAMS OR TEAM TERRITORIES
- No. 7** UPGRADE OF STATUS FOR ALL CATEGORIES OF EMPLOYEES
- No. 8** MISCELLANEOUS
- No. 9** BRANDED CLOTHING
- No. 10** JURISDICTION OF WORK
- No. 11** VOLUNTARY PRE-RETIREMENT PROGRAM
- No. 12** REGIONAL LABOUR MANAGEMENT MEETINGS (RLM)
- No. 13** STRUCTURED CABLING DIVISION
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- No. 17** ADDITIONAL BENEFIT COVERAGE
- No. 18** MENTAL HEALTH

LETTER OF AGREEMENT NO. 1

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto, ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON THE LABOUR RELATIONS COMMITTEE (LRC)

Whereas the intent of the Union (Unifor) and Bell Technical Solutions is to work together in an ongoing effort to strengthen the working relationship throughout the entire organization,

Whereas both parties wish to formalize a joint committee responsible for administering the application of various processes and obligations, within the current Collective Agreement,

Whereas both parties wish to formalize a forum to develop the consistent application of the current Collective Agreement and to discuss other matters that may affect the workforce,

Therefore, the parties agree as follows:

- 1) To create a joint committee, namely the "Labour Relations Committee" (LRC)
- 2) The mandate of the LRC will be :
 - a) to apply all processes within the Collective Agreement
- namely but not limited to upgrades, transfers, inter-provincial assignments, employee benefits, etc.,
 - b) the forum for discussing any changes in the business that could affect the workforce,
 - c) to review and suggest changes to all new or modified policies issued by the Company,
 - d) to clarify the application of various articles of the Collective Agreement as required,
 - e) to review trends of grievances or issues that may arise from time to time,
 - f) to establish and mandate future committees when the need arises,
 - g) to review the effectiveness of various forums created by this committee,
 - h) to jointly communicate outcomes derived from this committee.
- 3) The LRC will have no authority over grievances that are currently in the grievance process

LETTER OF AGREEMENT NO. 1 (Page 2 of Letter of Agreement No. 1)

4) The LRC will be formed by equal members as follows:

Company	Union
<ul style="list-style-type: none">• Senior Manager – Labour Relations• Two (2) Directors from Operations• One (1) Senior Manager from Operations	Bargaining Committee Members National Representative

◆ Any additional guests / resources may be invited to attend these said meetings

5) The LRC will meet in person every two (2) months at the Company’s Corporate Office or at any other mutually agreed-upon location.

6) All discussions of the committee that take place at an LRC meeting are “working discussions” and do not constitute an agreement to modify the existing language or procedures in the Collective Agreement.

7) Any discussion that results in a change to the application of the Collective Agreement in whole or in part shall be in the form of a Memorandum of Agreement signed by the parties.

8) Any Memorandum of Agreement signed by the parties will be posted on the Company website with the posted minutes of the meeting.

9) It is understood that the above does not limit the ability of the Company to issue policies.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 2

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON JOINT SKILLS DEVELOPMENT COMMITTEE (JSDC)

Whereas the intent of the Union (Unifor) and Bell Technical Solutions is to work together in an ongoing effort to strengthen the working relationship throughout the entire organization.

Whereas it is in the mutual interest of both parties to work together, for the continuous growth and success of the organization.

Whereas effective training and development of unionized employees is a key component in achieving the above-mentioned objectives.

Therefore, the parties agree as follows:

1) To create a committee, namely the «Joint Skills Development Committee» (JSDC), in an effort to continuously improve unionized employees' skills in a safe and healthy work environment.

2) The mandate of the JSDC will be to

- a) to collaborate in the review and evaluation of current and future skills development programs,
- b) to support consistency in the current and future skills development programs province wide,
- c) to support the development of effective and up-to-date skills for unionized employees,
- d) to develop methods of encouraging experienced technicians to act as Mentors and Trainers

3) The committee will be formed by equal members as follows:

Company	Union
<ul style="list-style-type: none">• Senior Manager - Technical Training and Development• Senior Manager - Workforce Management• Senior Manager - Operations	<ul style="list-style-type: none">• Health & Safety (5.06)• The Representatives of the Bargaining Committee

a) The Union Representatives of the JSDC will be comprised of the Bargaining Committee and the Article 5.06 Health and Safety Representative.

b) A Unifor National Representative and the Director - Human Resources (or their Representative) may attend said meetings as ex-officio members.

c) Any additional guests/ resources may be invited to attend these said meetings

4) The JSDC will meet in person every two (2) months in conjunction with the Labour Relations Committee (LRC) meetings at the Company's Ontario Corporate Office or at any other mutually agreed-upon location. The parties will allow the use of technology when agreed upon and mutually convenient.

5) The Labour Relations Committee (LRC) will conduct an annual review on the effectiveness of the committee.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 3

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON SEASONAL LEAVE

This letter confirms the agreement reached during bargaining for the renewal of the Collective Agreement.

90/10 and 80/20 Seasonal Leave

Provided that the employee agrees to take a maximum of two (2) weeks of vacation, as per Article 19.06, during the period of June 1st through September 30th, a 90/10 or 80/20 seasonal leave with income averaging will be offered to regular employees subject to mutual agreement between the Company and the employee.

1) 90/10: The period of time not worked will be five (5) weeks and one (1) day and may be taken in one (1) or multiple blocks of time during the period of October 15th through May 15th and within the one (1) year income averaging period, subject to the needs of the business.

2) 80/20 The period of time not worked will be ten (10) weeks and two (2) days and may be taken in one (1) or multiple blocks of time during the period of October 15th through May 15th and within the one (1) year income averaging period, subject to the needs of the business.

The one (1) year income averaging period must begin sometime during the duration of the Collective Agreement.

The normal Company practices associated with 90/10 and 80/20 seasonal leave will be applicable. Service credits will be granted for the entire leave.

TGP Seasonal Leave

Upon written request, regular employees may take TGP seasonal leave for a minimum period of one (1) week to a maximum period of seven (7) weeks subject to mutual agreement between the Operations Manager and employee. It is understood that this TGP allocation may be in excess of the vacation percentages as stated in Article 19.06, subject to the needs of the business. This period of leave shall be taken between the months of October 1st through April 30th.

TGP Seasonal Leave will be granted by seniority; however, if similar requested time has been previously granted to a junior employee, said time shall not be displaced by a senior employee.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 4

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON WORK BELONGING TO THE BARGAINING UNIT

Although the Collective Agreement does not include specific limitations on Operations Managers performing work belonging to the bargaining unit, we clearly intend to support the following principles:

- 1) All Operation Managers, either permanent or temporary, have many responsibilities and will not be used to replace Technicians, Cable Pullers and Logistics Attendants.
- 2) On the other hand, this principle should not prevent an Operations Manager from working with their team members to reinforce their training, get a better understanding of appropriate work methods or provide support.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 5

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON TRAINING ACTIVITIES

Although the Collective Agreement does not include specific rules on how training activities should be dealt with, it is our intention to manage them based on the following principles:

- a) All training activities related to skills upgrade and/or equipment that we use shall be scheduled and part of the regular work week.
- b) All training activities will be offered to volunteer(s) in the Common Locality and will be accepted in order to meet the percentages split between Regular Full-Time employees and Regular Part-Time employees (65%-35%). If there are no volunteers for the training, the Company will assign the training to employees in reverse order of seniority
- c) In all cases, travel time to and from any training session will be part of the employees regular work schedule and the appropriate regular and overtime rates shall apply as per articles 16 and 17
- d) Any employee in a full day training session will not be subject to the rules set out articles 17.04 and 17.05.
- e) The parties understand that training activities require flexibility to meet the demand for training and the employer's ability to train employees on various schedules. When the Company must schedule Regular Part-Time trainers, they will be scheduled from Tuesday to Saturday with the exception of when they are on a weekend off. When the Company requires Part-Time trainers and must provide them with a weekend off, they will be scheduled to train from Monday to Friday. Regular Full-Time trainers will be scheduled as per the requirements of article 16, seniority shall apply according to the requirement of the job.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 6

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON RESTRUCTURING OF TEAMS OR COMMON LOCALITIES

In cases where the Company creates, abolishes or merges Teams or Common Localities or, notwithstanding Article 10, where business needs necessitate force reduction within a specific Team or Common Locality as defined in Article 8.08, the following procedures will apply:

- 1) The Company will notify the Union. The Stewards representing the affected Team or Common Locality will be consulted to identify possible solutions to minimize the impact on employees
- 2) The Company will establish the required number of employees to be added or subtracted per Team or Common Locality, by status (Full-Time and Part-Time) and job requirements
- 3) The employees will have the opportunity to identify the Team they would like to be assigned to
- 4) Should the parties be unable to reach an agreement within fifteen (15) calendar days, employees will be assigned between Teams or Common Localities in reverse order of seniority, taking job requirements into consideration
- 5) If not enough volunteer employees meet the Company needs for each Team, the Company will assign employees in reverse order of seniority to the Teams of its choice, taking qualifications into consideration.

It is understood that this letter applies only to the restructuring of Teams or Common Localities and will not be used to change the status of employees or to designate surplus employees.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 7

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON UPGRADE OF STATUS FOR ALL CATEGORIES OF EMPLOYEES

The Union and the Company agree that the Labour Relations Committee will meet twice per year, in April and October, in order to define the number of upgrades for the province of Ontario.

The effective date of the upgrades will be the first of the eight-week schedule immediately following the upgrade meeting. Upon receipt of the upgrade offer the employee will have four (4) weeks to return all necessary documentation duly completed and signed to Labour Relations. In such cases, the salary adjustment as well as DPSP contributions will be retroactive to the effective date of the upgrade. In the event, an employee has not returned the documentation within the specified time-frame, it will be understood that the employee has forfeited their upgrade and the upgrade will be offered to the next eligible employee on this list.

A list of employees will be prepared as of April 1st and October 1st, and the LRC will work towards the following percentages in order to provide the required flexibility in the common locality:

- i) 65% of technicians as Regular Full-Time Employee
 - 15% RFT-1
 - 15% RFT-2
 - 35% RFT-3
- ii) 35% of technicians as Regular Part-Time Employees

During the regular LRC meetings, held every two (2) months, the committee will review the number of employees who have left the bargaining unit since the last LRC meeting. If the number of Full-Time employees leaving the bargaining unit causes the percentages of Full-Time employees to drop below the percentages in point (i) above, the Company will replace these Full-Time employees.

Logistics Attendant Upgrade Process

At the same time the LRC meets to define the number of upgrades for Technicians, they will also define the number of upgrades for Logistics Attendant. Logistics Attendants are subject to the upgrades based on the Letter of Agreement on Logistics Attendants.

Logistics Attendants will be offered an upgrade or a transfer to a RFT position in I&R when their seniority date is higher than the seniority date of an I&R Technician being considered for upgrade to RFT in the same common locality. The Company agrees to put the Logistics Attendant in the next class of I&R Technician training being held for the Common Locality.

Structured Cabling Division Upgrade Process

Cable Puller:

At the same time the LRC meets to define the number of upgrades for Technicians, they will also define the number of upgrades for Cable Pullers and will work towards the following percentages in order to provide the required flexibility by Common Locality:

- i) 65% of Cable Pullers as Regular Full-Time Employee
 - 15% RFT-1
 - 15% RFT-2
 - 35% RFT-3
- ii) 35% of Cable Pullers as Regular Part-Time Employees

Cable Pullers will be offered an upgrade or a transfer to a RFT position in I&R when their seniority date is higher than the seniority date of an I&R Technician being considered for upgrade to RFT in the same common locality.

The Company agrees to put the Cable Puller in the next class of I&R Technician training being held for the Common Locality.

Technician:

At the same time the LRC meets to define the number of upgrades for Technicians, they will also define the number of upgrades for Technicians and will work towards the following percentages in order to provide the required flexibility by Common Locality:

- i) 65% of Technicians as Regular Full-Time Employee
 - 15% RFT-1
 - 15% RFT-2
 - 35% RFT-3
- ii) 35% of Technicians as Regular Part-Time Employees

Structured Cabling technicians will be offered an upgrade or a transfer to a RFT position in I&R when their seniority date is higher than the seniority date of an I&R Technician being considered for upgrade to RFT in the same common locality.

The Company agrees to put the Technician in the next class of I&R Technician training being held in the Common Locality in order to provide the required skills upgrade.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 8

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON MISCELLANEOUS ITEMS

Although the Collective Agreement does not include specific limitations on these subjects, we clearly intend to support or implement the following principles:

- 1) Advance for daily allowance: whenever an employee is transferred as per Article 21.01 the Company shall make every possible effort to provide the employee with an advance prior to their departure.
- 2) The LRC agrees to meet once a year to discuss our present Benefits Program.
- 3) Reimbursement for work-related expenses: all employees are responsible to claim their reimbursable work-related expenses by filling out the appropriate form and having it approved by their Operations Manager. The Company shall make every possible effort to process the approved form through the payroll system within the shortest delay possible.
- 4) Communication of vacant positions: employment opportunities are currently distributed by various means (e-mail, fax, etc.) to employees. In addition, employment opportunities are also posted on Company Intranet and bulletin boards. Employees may submit a résumé for positions they are interested in and will be considered for acceptance based on their skills and qualifications. Seniority will be taken into consideration however; this may not be the deciding factor in all cases.
- 5) Leave of absence: the Company will maintain the existing policy which stipulates the conditions in which a leave of absence will be approved.
- 6) Educational assistance: the Company will maintain the existing policy covering educational assistance. It is understood that the Company has the right to modify it as it deems necessary.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 9

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON BRANDED CLOTHING

It is the Company's desire that branded clothing be the first choice for employees to wear. As of fall 2018, branded clothing will be provided by the Company, in accordance with the point system established under the terms and conditions below. Whether the employee chooses to order company clothing under the program described below or not, it is understood that in order to ensure employee and public protection, employees should maintain a professional appearance during working hours.

The Program

- a) The clothing allocation will be based on a points system, to be granted to each employee every year. Employees will use the points to purchase clothing items, based on their needs and the items value, as described in paragraph b).
- b). The yearly allocation of points for clothing will be as follows:
 - 350 points for new hires
 - 250 points for employees with one (1) year of seniority or greater
- b) The clothing item value is listed below. Additional items may be made available by the Company via the ordering system. All employees will be able to buy additional clothing if so desired. The price list will be made available via the Company Intranet.

Item	Value
Baseball cap	5 pts
Tuque	5 pts
Long sleeve T-shirt	10 pts
Bermuda shorts	20 pts
Long sleeve shirt	20 pts
Short sleeve shirt	20 pts
Polo	20 pts
Pants (4 seasons)	25 pts
Hoodie	25 pts
Cardigan	30 pts
Softshell	45 pts
Winter coat	80 pts
Winter pants	90 pts
Winter coat - orange	100 pts

General

- a) The Company is committed to maintain the same quality and standard of clothing for the duration of this agreement. The Union will be consulted when selecting or changing the branded clothing. The Company will give preference to union-made products in Canada as long as pricing is competitive.
- b) It is agreed that the clothing may be replaced, at no cost to the employee, by the Company if obvious wear and tear due to normal usage or unintentional damage is evident.
- c) It is understood that an employee who participates in the clothing program commits to wear the ordered clothes each working day.
- d) It shall be the employee's responsibility to ensure that no removal of current branding and no addition of any other logo may be applied or visible with the branded clothing. It shall be the employee's responsibility to maintain the branded clothing presentable. All cleaning costs will be the employee's responsibility.
- e) In the event of an employee's departure, the employee shall return their tools and at the same time, their work clothing in order that the latter be destroyed to ensure the safety of the customers and their family.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON JURISDICTION OF WORK

It is understood that the work performed by Entourage Technology Solutions on behalf of Bell Canada at the time of Entourage (Subco)'s creation will henceforth be performed by Bell Technical Solutions, under similar conditions and in compliance with the terms and conditions set out in the Memorandum of Agreement – Entourage Technology Solutions (ETS) included in Bell Canada's current Collective Agreement.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON VOLUNTARY PRE-RETIREMENT PROGRAM

After discussions, the Union and the Company have concluded that it will be to the benefit of senior employees to have access to a voluntary Pre-Retirement Program that will allow them to transition into retirement.

This program may include all or some of the following options and benefits:

- a) working reduced number of days in a week
- b) working reduced number of hours in a day
- c) access to seasonal work for parts of the year
- d) maintain Benefits as a Full-Time Employee
- e) maintain seniority and status

This program will be available to employees fifty-five (55) years of age or older, who are in their last two (2) years of employment. After two (2) years or any time during this period, if the employee decides not to retire, they will return to their prior work schedule.

Each case will be subject to a separate Letter of Agreement established at the LRC, between the employee, the Union and the Company and a work schedule will be established as per the needs of the Company.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON REGIONAL LABOUR MANAGEMENT MEETINGS (RLM)

Whereas, the intent of Unifor and Bell Technical Solutions, is to work together in an ongoing effort to strengthen the working relationship throughout the regions;

Whereas, both parties wish to formalize a forum for discussions between the Local Union Representative and the Regional Manager for each region;

Therefore, the parties agree as follows:

- 1) Convene Quarterly meetings at a Regional level
- 2) The mandate of the RLM will be :
 - a) to update the Local Union Representative on the business direction
 - i)recruitment
 - ii)productivity
 - iii)quality
 - iv) financial
 - v) other subjects of interest
 - b) to discuss implementation of new processes or projects
 - c) to discuss and address Union issues and concerns
- 3)This meeting will not be a forum to discuss any individual grievances.
- 4)The RLM will be formed as follows:

Company	Union
<ul style="list-style-type: none">• Regional Manager• Any additional guests / resources may be invited to attend as requested by the Regional Manager	<ul style="list-style-type: none">• One Representative by Local• National Representative or their representative may attend

5) The RLM will meet face to face every quarter, where some participants may attend via a conference call.

6) The meeting will be held at the Regional Office or at any other mutually agreed location

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON STRUCTURED CABLING DIVISION

Whereas the purpose of this Letter of Agreement is to define the terms and conditions applicable in the cabling division;

Whereas Cabling technicians working in the Common Localities as identified in Appendix B shall form Common Localities independent of I&R Common Localities except for the determination of vacations;

1) Parties agree to the following for Cable Pullers:

- i) A Cable Puller may not perform the duties of a technician that are above and beyond that of a Cable Puller's job description.
- ii) Cable Pullers will only be required to report to one location per day. Where there are instances that additional locations are required to travel, the Company will provide transportation.
- iii) The Company will meet with the union to review the common localities of the cable pullers in order to redistribute them to localities closer to where they reside.

2) Parties agree to the following for employees with Riser Skill:

- i) Riser customer impacting riser work will be scheduled to I&R Technicians with this specific skill in the I&R Common Locality
- ii) Current Riser skilled technicians with Riser as their primary tasks in the Structured Cabling Division will be transferred by seniority on a voluntary basis (or reverse seniority in the event of insufficient volunteers) to the I&R Division and scheduled as I&R Technicians in their Common Locality in accordance with articles 16 and 17 of the Collective Agreement.
- iii) The above-mentioned Technicians will be offered to be reclassified as per their seniority within their I&R Common Locality.
- iv) If positions become available in the Structured Cabling Division, these employees will be given priority.

3) The ratios of Regular Full-Time employees provided for at article 16.02 e) of the Collective Agreement and Regular Part-Time employees provided for at article 16.04a) will be applicable to the structured cabling Common Localities included in the Structured Cabling Division.

4) When Structured Cabling Division duties are required in a Common Locality where there is no Structured Cabling Common Locality, the company will offer the work to employees of the regular I&R common locality who are able to perform the work. If such work becomes sustainable to the extent the work is permanent, the company will increase the number of Structured Cabling Technicians and or Cable Pullers required, in order to meet the demand in the Common Locality.

5) Employees included in the Structured Cabling common localities of the Service Territories that are part of the GTA area (416, 905E, 905C, 905W) will be scheduled by structured cabling common localities but may work on various projects in the GTA area based on the needs of the business and skills. Daily transfers may occur outside of the GTA area for special projects or national accounts.

6) Employees in the Structured cabling common localities that have the I&R skill may be scheduled on I&R work when there is no structured cabling work. Their schedule will appear on the eight (8) week schedule. In this case they will be scheduled based on their seniority and skills in the Structured Cabling Common Locality. Notwithstanding Articles 16 and 17, the schedule of the technicians and cable pullers of the Structured Cabling Division will be subject to the projects requirements. In the case of a Regular Part-Time technician and cable puller, their guaranteed day(s) will also be subject to the project requirements.

CABLE PULLER JOB DESCRIPTION

Reporting to the Field Operations Manager, the Cable Puller is responsible for the placement of copper and fiber optic cable, including telecommunication equipment, maintaining high standards for quality and customer service, and ensuring the security of material and equipment on site.

ACCOUNTABILITIES AND RESPONSIBILITIES

- 1 May interact with customers at job sites.
- 2 Communicates regularly with dispatch, technicians and the Project Manager.
- 3 Completes forms for the purpose of time reporting, personal expenses, and assigned task tracking for work performed in that day.
- 4 Maintains on a continuous basis, working knowledge of policies and administrative procedures and their proper application for the completion of all job assignments.
- 5 Contributes to work team to ensure proper equipment is available for the completion of job assignments and ensures the security of all company equipment from loss, theft or damage.
- 6 Adheres to all Bell Technical Solutions' Health and Safety policies and procedures.
- 7 Supports the organization of the team's daily activities and with a work crew of Technicians and other Cable Pullers.
- 8 Participate in safety plans and processes.
- 9 Support technicians on jobs to place fiber and copper cabling (E.G. Cabling projects, Construction Cabling etc). Cable pullers will only be assigned to a job where a technician is providing the final sign off and completion.
- 10 As work functions evolve with Technological Advancements the Company will discuss with the union at LRC on how to modify job functions. The parties agree to meet at least forty five (45) calendar days prior to finalizing such work. No changes will be made to the work function of the cable puller without the mutual agreement or the parties.
- 11 A Cable Puller will not perform any work functions of a Technician.

COMPETENCIES AND QUALIFICATIONS

- 12 Ability to approach all work assignments with great professionalism, exceptional customer service skills and a solid work ethic.
- 13 Proficient in English (written & verbal)
- 14 Ability to take direction while under the supervision of a lead technician
- 15 Willingness to learn and undertake new challenges and complete work within assigned timeframes
- 16 Ability to climb ladders, work at heights and in small spaces; cannot be afraid of heights or claustrophobic.
- 17 Ability to frequently lift up to 55 lbs... or more with assistance
- 18 Ability to distinguish colour-coded wire, read blue prints, and work with tools
- 19 Ability to perform duties with minimal supervision; may be required to work alone in some situations

WORKING CONDITIONS

- 20 Flexibility to work full time hours, with the possibility of evenings and weekends
- 21 This position typically operates at a customer's site and/or other field locations
- 22 Must have a valid G2 driver's license and personal transportation with the ability to commute to various customer sites.
- 23 Mix of indoor and outdoor work; customer locations including construction sites
- 24 Climbing is required - step and extension ladders
- 25 Work in small spaces will be required
- 26 Frequent exposure to all types of weather conditions (e.g. snow, rain)

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 14

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON PAID EDUCATION LEAVE (PEL)

The Company agrees to pay into a special fund an amount of three cents (\$0.03) per hour for regular hours to provide for a Unifor Paid Education Leave (PEL) program.

Such payment will be remitted on a regular basis into a trust fund established by Unifor effective from the date of ratification.

Payments will be sent by the Company to the following address:

Unifor Paid Education Leave Program
115 Gordon Baker Rd
Toronto ON M2H 0A8

Candidates for PEL shall be selected by the Union to attend. The Union will provide written confirmation to the Company of such selection. Employees on PEL leave of absence will continue to accrue seniority and service.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON UNIFOR SOCIAL JUSTICE FUND (SJF)

The Company shall pay on behalf of all employees in the bargaining unit, an amount equivalent to one cent (\$0.01) per regular hour worked for the purposes of the Social Justice Fund (SJF).

The Company agrees to forward contribution to:

Unifor Social Justice Department 205 Placer Court
Toronto, Ontario M2H 3H9

Additional information, the Local Union Number and Bargaining Unit covered, with copies of the correspondence to the Local Union will be mailed to the following address at the same time as contributions are made.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

LETTER OF AGREEMENT NO. 16

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON DRUG, ALCOHOL AND GAMBLING ADDICTION

The Company agrees to work with the Union to assist employees suffering from alcoholism and drug and gambling addiction.

Subject to the approval of a representative of the Company, and only in cases supported by a medical recommendation, the Company undertakes to assume all or a portion of the costs incurred for alcohol, drug and gambling addiction treatment, at a specialized centre, for all employees who have received a medical recommendation for such treatment. It is understood that the costs incurred for such treatment shall apply only once per employee. The Company is committed to respecting the principle of confidentiality essential to effective intervention. Under no circumstances may the information obtained be used for purposes other than the application of this letter of agreement.

LETTER OF AGREEMENT NO. 16 (Page 2 of Letter of Agreement No. 16)

Upon approval, the Company will assume up to fifty percent (50%) of the costs of a second specialized treatment for alcohol, drug or gambling addiction after the Company already assumed all or a portion of the costs mentioned above. The Company's approval will be subject to the specific circumstances of each case, including but not limited to: length of time since last treatment, adherence to post care treatments, cost of treatment and medical information.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND
Mireille Bergeron
Director Labour Relations
Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

Clayton Nunn
Unifor National
Representative

AGREEMENT ON ADDITIONAL BENEFITS COVERAGE

During bargaining for the renewal of this collective agreement, the parties agreed to add the following improvements to group benefits:

The Company agrees to provide unlimited coverage for mental health support services such as licensed psychologists, psychotherapists, family therapists, couples counsellors and social workers. Eligible services are to be reimbursed at the percentage specified in the group benefit plan with no annual maximums for employees or family members covered.

The Company agrees to maintain optical care to \$100 per year or \$200 every two years.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON MENTAL HEALTH

In September 2010, Bell Let's Talk began a new conversation about mental health in Canada. At that time, most people were not talking about mental illness but the numbers spoke volumes about the urgent need for action. Millions of Canadians, including leading personalities engaged in an open discussion about mental illness, offering new ideas and hope for those who struggle, and those numbers grow every year.

Given Bell Canada's leadership in the area of Mental Health, Bell Technical Solutions and Unifor recognize the importance of ensuring a workplace culture which promotes and improves the mental health of all employees in the workplace. Bell Technical Solutions and Unifor have a common interest in promoting and enhancing a working relationship consistent with the principles of the Bell Let's Talk initiative.

In light of the above, Bell Technical Solutions and Unifor agree that within three (3) months of ratification of the collective agreement, the parties will convene a meeting to discuss mental health initiatives currently in place in the workplace and what can be done to enhance the mental health initiatives in the workplace.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON DAILY MOVEMENTS

Whereas during bargaining for the renewal of the Collective Agreement between Bell Technical Solutions and Unifor Ontario the union brought concerns and requests regarding daily movements of employees between Common Localities.

Whereas the Company explained that schedules are built based on forecasts and Article 16 by Common Locality. On Due Date, based on a variety of factors (load variation, due date losses, task assignment, etc.), employees may be required to perform jobs outside of their Common Locality.

Whereas the parties wish to provide a formal process to review situations of employees frequently being scheduled less favourable shifts in their Common Locality and working in other Common Localities where employees more junior to them have better schedules.

Whereas the parties fully and finally settled National Policy Grievance BTS-ON-19-01.

The parties agree to the following:

- 1 During each LRC meeting, the Company will review a report of daily movement per common locality.
- 2 The report will highlight instances of Regular Full-Time employees scheduled to work on Saturdays and were moved to other Common Localities on due date. The report will also show instances of Regular Full-Time employees scheduled to work evening shifts and moved to other Common Localities.
- 3 The parties will assess opportunities to better distribute Saturdays when the report shows Regular Full-Time employees being frequently moved into other Common Localities while more junior employees in the receiving Common Localities are not scheduled on Saturdays.
- 4 The parties will also assess opportunities to review distribution of evening shifts when the report shows Regular Full-Time employees being frequently moved into other Common Localities while more junior employees in the receiving Common Locality are not scheduled evening shifts.
- 5 The parties agree that scheduling is subject to numerous parameters in the Collective Agreement and that any change or distribution of shifts must be subject to Articles 16 and 17.
- 6 In the event that there is an imbalance of daily movements within a service territory, the company will review opportunities to provide upgrades in the receiving common locality and/or offer transfers.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON EARLY STARTS SHIFT PREFERENCE

Whereas regular hours of work for Regular Full-Time employees are provided for in article 16.02;

Whereas the Collective Agreement provides at article 16.02 c) that the company must give seven (7) calendar days' notice before changing the basic work schedule of Full-Time employees;

Whereas article 16.04e) provides that Regular Part-Time employees have guaranteed days of work which cannot be modified with less than seven (7) calendar days notice and have non-guaranteed days of work which can be confirmed, modified or cancelled by 7 p.m. on DD-1;

Whereas Regular Part-Time employees may be scheduled early start shift or later start shift on DD-1 depending on load requirement;

Whereas the parties wish to provide an opportunity for Regular Full-Time employees to benefit from an early start shift that could be available on DD-1;

The Parties agree as follows:

- 1 Regular Full-Time employees will have the option to enroll in the Early Start Preference Program, which allows employees to have their shift modified on DD-1 for a shift that starts earlier than the shift scheduled;
- 2 Regular Full-Time employees must indicate their intent to participate in the Early Start preference program in Orario preferences, prior to the 8-week schedule build during the open period.
- 3 This preference will remain in place for the entire 8-week schedule and Regular Full-Time employees will be informed of their earlier start time shift no later than 7 p.m. on DD-1. Beginning January 1st 2023, employees will be informed of their earlier start time no later than 5p.m. on DD-1.
- 4 Employees will have the option to change their preference for early starttime for specific days by no later than 10 a.m. the day before (DD-1). Employees who do not uncheck their preference will automatically be scheduled for the early start time if available.
- 5 Regular Full-Time employees will be able to remove themselves from the Early Start Preference Program at any time during the 8-week schedule, however they will not be able to opt in once the preference portal is closed.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON LOGISTIC ATTENDANTS

Whereas the parties acknowledge that business needs for Logistics Attendants implies that their schedules may differ from the schedules of Technicians.

Whereas the parties agree that Logistics Attendants may not be forced less favorable schedules than what is provided for in article 16.

Whereas the parties agree that Logistics Attendants' scheduling and reclassification will be in accordance with the rules hereunder:

8-week schedule

- i) The company will provide Logistics Attendants with an 8-week schedule per common locality containing scheduling options. The number of scheduling options will be the same as the number of Logistics Attendants in the locality.
- ii) Scheduling options will be based on business needs.
- iii) Logistics Attendants will have the opportunity to select a scheduling option. In the event that more than one Logistics Attendant meeting the requirements of the job apply for the same scheduling option, seniority shall apply according to the requirements of the job.
- iv) Regular Full-Time Logistics Attendants may choose to select a scheduling option that deviates from the rules laid out in article 16.02 but cannot be forced to do so.
- v) Part-Time Logistics Attendants guaranteed days of work can be subject to change depending on the scheduling option they select.
- vi) Scheduling options may be more favorable or less favorable than the conditions provided for in Article 16. However, no Logistics Attendant may be forced to choose a schedule less favorable than the conditions provided in article 16. In the event that a Logistics Attendant refuses to select a scheduling option, the Company must provide a schedule that meets the conditions set out in article 16.

Upgrades/Vacancy posting

- The company offers the number of classes of Full-Time Logistics Attendants to be filled by following the figures established in Table 1.
- In the event of a departure or several departures, of one or many Logistics Attendantt(s) and the company decides not to fill the class(es), the new distribution according to the number of Logistics Attendants(s) will apply.

Table 1 – Number of classes according to the total number of Logistics Attendants in a Common Locality:

# of Logistics Attendants	RFT1	RFT2	RFT3	RPT
1	1			
2	1		1	
3	1	1	1	
4	1	1	2	
5	1	1	3	
6	2	1	3	
7	2	1	4	
8	2	2	5	
9	2	2	5	
10	2	2	3	3
More than 10	Follow the percentages outlined in Article 16.02			

- If the departure on a Regular Full-Time employee in a Common Locality creates a vacancy in the RFT-1, RFT-2 or RFT-3 classifications, based on Table 1 and the company decides to fill the vacancy, the Company will communicate an internal posti of the vacant position to all employees of the bargaining unit bi-monthly. The posting will remain open for fourteen (14) days.
- The Company shall give priority to the most senior Logistics Attendants who applies to the posting, provided the Logistics Attendant has more seniority than the next Logistics Attendant eligible for upgrade in the Common Locality where the posting was created. It is understood the employee will accept the status of the posted vacancy.
- Should a Logistics Attendant decline an upgrade, the vacancy will reopen for a period not exceeding seven (7) calendar days to finalize the process of selecting the next eligible employee on the list. In the event that no Logistics Attendant apply for the vacancy, the next Logistics Attendant eligible for upgrade in the Common Locality where the posting was created will automatically be upgraded.
- When the Company hires new a Logistics Attendant, an internal posting of the vacant position will also be communicated to all employees of the bargaining unit. The internal posting will remain open for seven (7) days. Priority will be given to existing employees, by seniority, before hiring externally. It is understood the employee will accept the status of the posted position
- When a vacancy has been filled in a Common Locality that has resulted in a Logistics Attendant being transferred, the transferred employee will be restricted from applying for another posting for a period of twenty-four (24) months from the date of their transfer

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON HELP DESK

Whereas the parties recognize that BTS Help Desk in Ontario provides a significant competitive advantage for BTS while also offering opportunities for BTS employees;

Whereas the purpose of this Letter of Agreement is to outline the principals, terms and conditions applicable to the Help Desk work;

The parties agree as follows:

1. The parties agree that Help Desk is a skill for which selected technicians receive training. Technicians with this training may be scheduled on Help Desk work according to business needs by common locality.
2. The Company will maintain a ratio of 65% RFT and 35% RPT of Help Desk trained technicians per common locality.
3. It is understood that technicians trained on Help Desk may be scheduled interchangeably on I&R demand load and Help Desk work. The technicians trained on Help Desk who currently have home dispatch privileges, will continue to maintain them only to be used when performing I&R demand load work or in the event a technician needs to travel to a work center.
4. Technicians who require a medical accommodation may be scheduled on the Help Desk on a permanent basis as long as the accommodation is approved and maintained.
5. Overtime rules as per Article 17 will apply to all technicians performing Help Desk work. When overtime is forced in the common locality, technicians working on Help Desk will be assigned overtime by seniority, on the I&R demand load, excluding shift extensions.
6. All Technicians trained on Help Desk will be placed on the working and vacation schedules by seniority in their respective common locality.
7. The parties agree that all rules and provisions in the collective agreement apply to the employees working on the Help Desk.

Requirement for Help Desk work

8. When the Company identifies a need for Help Desk trained technicians, the Company will offer the training for the required number of employees, with the relevant qualifications, in all of the common localities, by seniority.

9. The Company will identify on the offer whether the work can be performed from the technician's residence or at a particular work location. Minimum internet speed may be required when Help Desk work is done from the technician's residence.

New initiatives on the Help Desk work

10. When the Company wishes to introduce new initiatives or tasks for Help Desk technicians, the parties will meet at least 30 days in advance to discuss any new initiatives in accordance with article 1.02) Following the meeting, the Company will offer the training in the common locality.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

AGREEMENT BETWEEN

Unifor
115 Gordon Baker Rd Toronto ON M2H 0A8

AND

Bell Technical Solutions Inc. 75 rue J.A. Bombardier
Suite 200 Boucherville, Québec J4B 8P1

AGREEMENT ON L1 WORK

Whereas the parties posted for L1 work at the beginning of the Covid-19 pandemic and, since March 2020, Bell Technical Technicians in Ontario have been performing L1 work;

Whereas the parties recognize that the L1 work is to the benefit of both the company and the employees represented by the union;

Whereas the parties agree to formalize their agreement on the L1 work to be performed by Bell Technical Solutions technicians in Ontario.

The parties agree as follows:

1. The parties agree that L1 is a skill and that technicians with this training may be scheduled on L1 work according to business needs by common locality.
2. The company will maintain a ratio of 65% RFT and 35% RPT of L1 trained technicians per common locality.
3. It is understood that technicians trained on L1 may be scheduled interchangeably on I&R demand load and L1 work. Technicians with L1 training who currently have home dispatch privileges will continue to maintain them, only to be used when performing I&R demand load work or, in the event a technician needs to travel to a work center.
4. Technicians who require a medical accommodation and who meet the L1 requirements may be scheduled on L1 work on a permanent basis as long as the accommodation is approved and maintained.
5. Overtime rules as per Article 17 will apply to all L1 trained technicians. When overtime is forced in the common locality, the L1 trained technician will be assigned overtime by seniority on the I&R demand load excluding shift extensions when scheduled on L1 work.
6. All Technicians trained on L1 work will be placed on the working and vacation schedules by in their respective common localities.
7. The parties agree that all rules and provisions in the collective agreement apply to the employees working on L1 work.

Requirement for L1 work

8. When the Company identifies a need for technicians to be L1 trained, the Company will offer the training with the required number of Regular Full Time and/or Regular Part Time employees who meet the requirement in the common locality.
9. The Company will identify in the offer, whether the work can be performed from the technician's residence or at a particular work location. Minimum internet speed may be required when L1 work is done from the technician's residence.
10. When the Company wishes to introduce new initiatives or tasks for technicians with L1 training, the parties will meet at least 30 days in advance to discuss any new initiatives in accordance with article 1.02) Following the meeting, the Company will offer e training in the common locality.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

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AGREEMENT ON SUPPORT FOR EMPLOYEES SUBJECT TO RACIAL DISCRIMINATION

The Company and Unifor are committed to take action and work toward eradicating racism in all forms and for all working people. The Company has undertaken numerous initiatives in the recent years to educate employees and managers on building an inclusive culture and eliminating bias and micro-aggressions.

The Company recognizes March 21st as the International Day for the Elimination of Racial Discrimination and supports numerous activities and groups that provide help and services to employees from groups that are affected by racial prejudice and intolerant attitudes through its Bell Let's Talk program.

Bell Technical Solutions and Unifor recognize the importance of ensuring that employees from the aforementioned groups are aware of the various support groups available to them, that they can participate in activities and provide their input. Furthermore, the parties agree to work together to promote a diverse workforce, prevent racism and intervene quickly in situations where employees are subject to racial discrimination and racial violence.

In light of the above, Bell Technical Solutions and Unifor agree to the implementation of an Anti-Racism Advocate

The parties agree as follows:

1. The Union will identify an Anti-Racism Advocate for the unionized employees working in the Province of Ontario.
2. The Anti-Racism Advocate is a workplace representative who will assist and provide support for employees whose role in the workplace will include:
 - Listening.
 - Promoting access to services provided by the employer and community and culturally appropriate services.
 - Collaborate with the Company on its Diversity and Inclusion initiatives.
 - Networking with allied organizations and local community partners.
 - Collaborate with the Company to eliminate racial discrimination and violence in the workplace and direct
 - the employees to the Company's appropriate support resources, processes, and policies.
3. All time off request for the Anti-Racism Advocate will be paid by the Union on the code OXP. The Union shall also be responsible for all training costs and associated expenses for the Anti-Racism Advocate.

Additional measures

1. The Company will invite the Bell Diversity and Inclusion Director and the Anti-Racism Advocate once a year during a Labour Relations Committee meeting to review the various initiatives put forward by Bell and its affiliated companies to support employees.
2. The Company and Unifor agree to discuss concerns or issues identified by the Anti-Racism Advocate once a year regarding racism or support available towards employees during its Labour Relations Committee Meetings.
3. Such time spent by the Anti-Racism Advocate during the above mentioned meetings will be considered company paid union time.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
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AGREEMENT ON GROUP BENEFITS AND OMNIFLEX PLAN

Whereas during the negotiations for the renewal of the collective agreement the parties agreed to implement a new flexible group benefit program for the collective agreement from 2022-2026 (the “Omniflex Plan”);

Whereas the parties agree that the Omniflex Plan’s implementation requires significant system changes and, as a result, this plan will be in force on May 6, 2023 at the latest;

The parties agree to the following:

Omniflex Plan

1. Upon implementation, all regular employees who have completed six (6) months of continuous service will be eligible to participate in the Omniflex Plan. Thereafter, all regular employees with six (6) continuous months of services will be eligible to participate in the Omniflex Plan.
2. The employee premiums in the Omniflex plan will be similar or lower than the premiums with the Industrial Alliance benefit plans, i.e. medical, dental, life and disability plans, applicable upon integration.
3. The employee paid portion of premiums in the Omniflex plan will be allocated to dental and medical plans only and future variation will be subject to dental and medical plans only.
4. Upon implementation, the Company will increase their premium contributions to eighty percent (80%) for Regular Full-Time employees and sixty-five percent (65%) for Regular Part-Time employees.
5. Enrolment in the Omniflex Plan will be made via a web platform/application. Communications will be sent to employees providing them with information regarding enrolment.
6. Notwithstanding article 22.08, all information related to the Omniflex Plan will be available via the web platform/application.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

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AGREEMENT ON VOLUNTARY SATURDAY SHIFT – REGULAR FULL-TIME 1

Whereas following the negotiations of the 2022-2026 collective bargaining agreement, The Technicians classified as Regular Full-Time 1 (RFT1) will no longer work Saturday shifts during the period of the Sunday preceding October 1st and the Saturday preceding May 30th.

Whereas the parties agree that Regular Full-Time employees will have the opportunity to volunteer for Saturday shifts during the period stated in the paragraph above.

Whereas the parties agree that when an employee is selected to participate in this program, he will work 36 hours in a week and be paid for 40 hours.

The parties agree to the following:

1. The Company may, at its discretion, make voluntary Saturday shifts available for which RFT employees may agree to work. Said Saturday shifts will be during the period of the Sunday preceding October 1st and the Saturday preceding May 30th.
2. Prior to posting the eight (8) week schedule or during the eight (8) week schedule, the Company may at its discretion, offer voluntary Saturday shifts in one or several localities. Such request will be granted by seniority according to the requirements of the job.
3. The voluntary Saturday shift schedule consists of four (4) days of nine (9) hours shifts per week, including Saturdays, totaling thirty-six (36) hours.
4. The employee receives a premium equivalent to four (4) regular hours per week and a fifth (5th) day of work is not scheduled. The employee is considered to have completed a regular workweek of 40 hours
5. Employees that volunteer on this program will not be scheduled single days of rest.
6. In the event that an employee wishes to return to a regular work schedule, he must notify the employer fourteen (14) days before the end of the current eight (8) week schedule.
7. It is understood that this program is only on a voluntary basis and no RFT1 employees will be forced to participate.

Schedule Examples

The following are examples of scheduling when a technician volunteers for the Voluntary Saturday Shift Program. These examples are not exhaustive of all possible scenarios.

Four (4) 9-hour shifts per week for 2 weeks

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
DOR	DOR	DOR	DOR	R	R	R	R	DOR	DOR	DOR	R	R	R	R	DOR

Five (5) 8-hour regular shift week two (2) and four (4) 9-hour shift week one (1)

S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
DOR	DOR	R	R	R	R	R	DOR	DOR	DOR	DOR	R	R	R	R	DOR

This Agreement is signed this day of June __ 2022.

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Director Labour Relations

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AGREEMENT ON VOLUNTARY SPERATION PACKAGE

Whereas during the bargaining for the renewal of the Collective Agreement between the Company and the Union, the parties agreed that the Company could offer 225 voluntary separation packages (VSP) to the members of the bargaining unit. The VSPs would be offered as follows:

- a) 75 VSP offered between in the fourth quarter of 2022
 - b) 50 VSP offered in the fourth quarter of 2023
 - c) 50 VSP offered in the fourth quarter of 2024
 - d) 50 VSP offered in the fourth quarter of 2025 or earlier
1. The VSP will be offered to all employees in the periods identified above who are actively at work and covered by the collective agreement at the period that the VSPs are offered and who are at least at step 10 of the salary grid.
 2. The VSP is a lump sum payment equivalent to 0.5 months of base salary (excluding overtime) for each completed year of service for a minimum of two (2) months, up to a maximum of nine (9) months, deposited in the Employee's bank account within 30 days following their departure from the Company.
 3. Employees who would like to apply for the VSP, must complete the application form. The form will be sent to all Employees via Company e-mail during the identified application period which will be determined by the Company.
 4. The most senior employees in the province of Ontario who apply for the VSP will be accepted up to the numbers identified above.
 5. Employee's Departure date will be determined by the Company and will take place during the fourth quarter of each year for the duration of the Collective Agreement.
 6. The Company will review all the applications received in accordance with paragraph 3 above and final selection will be done by seniority. Employees will receive updates about their application by email.
 7. Employees must be actively at work the day before their departure date in order to be eligible for the VSP. Any employee not active on the date of departure will not be eligible to the VSP.
 8. Employees selected for the VSP will have to sign a full and final release in favour of the Company.
 9. Employee who received confirmation from the Company of their departure date may in no case withdraw their applications and may not maintain their employment past the identified departure date.

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The employees selected for the VSP must take all their accrued vacation time before their departure date. The Company will have the right to schedule their vacation days based on business needs. Vacation accrued during the year of departure will be paid on a prorated basis based on the time worked by the employee in the reference year.

An Employee that has received the VSP as per paragraph 2 above may not be rehired by the Company or hired by any BCE Inc. wholly owned company for the period equivalent to the amount received.

Employees 55 years of age and over who take advantage of this offer, may continue to receive the 35% employee discount if their age and years of service results in a total of at least 80.

This Agreement is signed this day of June __ 2022.

Mireille Bergeron
Director Labour Relations

Clayton Nunn
Unifor National
Representative

CONTACT LIST

CONTACT LIST	
Local Steward	Office
	Pager
	Home
Operations Manager	Office
	Pager
	Home
INSURANCE	
THE PERSONAL Everywhere in Canada (home and car insurance)	1.888.476.8737
INDUSTRIAL ALLIANCE: (Have in hand your policy and certificate numbers) Life insurance Health care Dental care Customer care center for BTS employees Short term disability Long term disability	 1.877.422.6487 http://www.ia.ca
Emergency Out-of-Province Assistance Canada/U.S.A. * Have in hand your policy, certificate and Provincial Health care numbers before phoning Everywhere else in the World (call collect)	 1.800.203.9024 514.499.3747
RRSP / DPSP	
Industrial Alliance Toll free	1.877.780.5933
EMPLOYEE SAVINGS PLAN	
Morneau Sobeco Toll free	1.866.828.3539
EMPLOYEE ASSISTANCE PLAN	
Shepell-fgi Toll free	Ontario: 1.800.387.4765 Quebec: 1.800.361.5676
OTHER CONTACTS	
Employee Services number	1.888.729.8626 1.855.570.2232
Employee Services Fax number Human Resources central number	 1.888.542.3977
Human Resources Fax number	905.542.1295