COLLECTIVE AGREEMENT

between

Bell Technical Solutions

Bell Technical Solutions inc.

and

UNIFOR

theUnion | lesyndicat

and it's local

UNIFOR

Local1996-O

Clerical Employees – Ontario

From January 7, 2019 to January 6, 2023

BELL TECHNICAL SOLUTIONS
WORK ORGANIZATION

The Company and the Union recognize their common interest to put in place conditions favourable 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 **Purpose of Agreement** The purpose of this Agreement is to establish, maintain and promote harmonious relations between the Company and its employees, promote employee safety, provide fair and equitable working conditions and facilitate the settlement of any grievances that may arise.

1.02 The Company recognizes the Union as the sole and exclusive bargaining agent for all employees covered by the bargaining certificate in regards to working hours, wages and working conditions.

1.03 **Management Rights** The Company has the right and exclusive authority to manage its operations in accordance with its commitments, manage its affairs efficiently and direct its workforce. However, such rights and authority will not be exercised in a manner inconsistent with the provisions of this Agreement, and/or any legislation or charters.

1.04 Whenever a new job title is established during the term of this Agreement, the new job shall be covered by this Collective Agreement and the parties agree to negotiate wages and working conditions for the new positions.

1.05 The work of the clerical workers' bargaining unit can only be performed by the employees of this unit.

ARTICLE 2 –
DISCRIMINATION AND HARASSMENT

2.01 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.

2.02 The Company and the Union agree that they will not threaten, intimidate or unlawfully discriminate against an employee by reason of pregnancy, age, marital status, disability, sex, sexual orientation, race, creed, colour, ethnic origin, political affiliations with a legitimate political party or for exercising any of their rights under this Collective Agreement.

ARTICLE 2 –
DISCRIMINATION AND HARASSMENT (cont'd)

2.03 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 of The Company shall be subjected to racial, sexual, personal or psychological harassment or shall be required to tolerate such harassment at work.

2.04 The provisions of this Agreement are intended to be gender neutral, and will be interpreted on that basis.

ARTICLE 3 –
DEDUCTIONS

3.01 All employees shall pay union dues and be union members. Employees hired or transferred into the bargaining unit shall become members of the Union and shall pay dues within thirty (30) days of their hiring or transfer, as a condition of their employment.

3.02 The Company shall deduct union dues for each pay period based on hours paid (excluding overtime hours) from all employees in the bargaining unit.

3.03 Regular union dues are those determined by each Union Local as the dues payable and shall not include any other amount such as initiation fees, insurance premiums or special levies.

3.04 The Secretary-Treasurer of the National Union shall, from time to time, certify to the Company the amount of the regular union dues.

3.05 Within fifteen (15) days of the end of each month, the Company shall remit to the Unifor Secretary-Treasurer, the amounts so collected less any amounts paid by the Company on behalf of the Union. The Company shall furthermore provide a list showing the amounts deducted from each employee, by Union Local. The Union shall inform the Company to which Union Local each employee must pay their dues.

3.06 The Company will cease making such deductions when an employee is given a permanent non-unionized assignment. Employees on a temporary non-unionized assignment shall continue to pay dues.

ARTICLE 3 –
DEDUCTIONS (cont'd)

3.07 It is understood and agreed that the Union will defend and hold the Company harmless from any and all claims that may be made against it by any employee or on behalf of any employee or employees for amounts deducted from wages as per this Article.

HUMANITY FUND

3.08 The Company shall pay, on behalf of all employees in the bargaining unit, an amount equivalent to one cent (1¢) per regular hour worked for the purposes of the Unifor Social Justice Fund.

This deduction shall be processed on a monthly basis, within fifteen (15) days of the end of each month and be deposited in the account of the registered charitable organization designated as the Unifor Social Justice Fund.

ARTICLE 4 –
UNION OFFICERS

4.01 The Union shall inform the Company quarterly in writing of the names of Union Officers and Union Stewards.

4.02 The number of Union Stewards will be determined as follows.

Number of Employees	Number of Stewards
1-25	1
26-50	2
51-75	3
76-100*	4

*Additional Stewards will be added should the number of employees exceed 100, in keeping with the ratios above.

There will also be one (1) Chief Steward who may represent all employees. The Company shall also recognize any employee elected to the position of Union Local Officer.

4.03 The Company agrees that permission for representatives of the Union to enter the Company's premises will not be unreasonably withheld, provided that the Union gives notice.

ARTICLE 5 –
TIME OFF FOR UNION BUSINESS

5.01

a) An employee having a grievance or potential grievance 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 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.

c) It is understood that Union Representatives have work to perform for the Company and any time spent on Union matters during working hours will be devoted only to Union business as provided for in this Agreement. In keeping with that understanding, it is also agreed that Union Representatives have a legal obligation to provide proper representation and time off for union business will not be unreasonably withheld. Both the Union and the Company agree that the granting and use of time off the job will not be abused.

5.02

a) A Union Steward, Chief Steward or a Union 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 Union Local Officer, on behalf of the Union, at his basic rate of pay for all time off to tend to other Union business. Any amount so paid, including wage contributions payable by the Employer, shall be deducted from union dues as per Article 3.05. 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 by the Union with at least 48 hours advanced notice. In the event that the notice period is not met, the Company will endeavor to grant the request.

ARTICLE 5 –
TIME OFF FOR UNION BUSINESS (cont'd)

5.03 The employee, Union Steward, Chief Steward or Local Officer must arrange with their manager, subject to service requirements, for all time off the job required. If such time off cannot be granted for the requested date, the Manager will provide an alternate date within five (5) calendar days of the original requested date.

5.04 The time requested pursuant to this Article shall be made on a form provided by the Company or in the Union Time Management Portal. These platforms will be used to prepare the statement of account, which shall be remitted to the National Union.

ARTICLE 6 –
STRIKE AND LOCK-OUT

6.01 During the term of this Agreement, the Company agrees that there will be no lock-out and the Union agrees that there will be no strike, slowdown or any other stoppage or interference that would cause any interruption of work.

ARTICLE 7 –
DEFINITIONS

REGULAR FULL-TIME EMPLOYEE (RFT)

7.01 "Regular Full-Time employee" means a person who works forty (40) hours per week.

REGULAR PART TIME (RPT)

7.02 "Regular Part-Time employee" means a person who works at least thirty two (32) hours per pay period. However, at the Company's request, such employees may work up to forty (40) hours per week.

TERM EMPLOYEE

7.03 "Term employee" means an employee who is hired for a maximum of eighteen (18) months, specifically to replace another employee who is on an approved leave of absence (e.g. maternity/parental leave, personal leave, etc.) between six (6) month to eighteen (18) month duration.

ARTICLE 7 –
DEFINITIONS (cont'd)

PROBATIONARY PERIOD

7.04 The probationary period for a new employee is nine hundred sixty (960) regular hours of work. During the probationary period, an employee may be terminated for any reason whatsoever, at the Company's sole discretion. The Company agrees to provide the employee and their Union Steward with a copy of the notice of termination stating the reasons the Company deemed the employee unsuitable.

ARTICLE 8 –
SENIORITY

8.01

a) Service for the purpose of vacation and benefits is equal to the length of continuous service accumulated from the date of hire.

b) Seniority is determined by the length of continuous service accumulated within the bargaining unit.

c) If two or more employees have the same seniority date, the employee with the lowest employee number will be considered to have the most seniority.

SENIORITY LIST

8.02 The Company will prepare and post on the intranet site, in February and August, the seniority list of all employees in the bargaining unit. A copy of the list will be sent to the Union Steward.

NOTICE TO THE UNION

8.03 The Company agrees to notify the Union Steward in writing within seven (7) calendar days of any hiring, reclassification, permanent transfer or temporary transfer of more than fifteen (15) calendar days, or of a promotion to a position outside the bargaining unit. The Company further agrees to advise the Union Steward concerned of an employee's retirement, resignation, death or leave of absence of more than thirty (30) days.

RETURNING TO THE BARGAINING UNIT

8.04

a) An employee, who takes a position 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 this Agreement.

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

ARTICLE 9 –
WORKFORCE ADJUSTMENT

9.01 If, for any reason whatsoever, the workload is reduced to the extent that the Company contemplates layoffs, the Company and the Union will endeavor to reach an agreement on workforce adjustment

9.02 Where the parties are unable to reach an agreement on 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 with a layoff plan to the extent that it deems necessary.

9.03 However, it is expressly understood that if the Company adopts a layoff plan on expiration of the period of seven (7) calendar days, negotiations aimed at coming to an agreement relating to layoffs shall be resumed at the request of either party. Similarly, after an agreement has been reached regarding such a plan, either party may reopen negotiations at any time in an effort to bring changes to the adopted plan.

SURPLUS EMPLOYEES

9.04 If layoffs within a department are required, the Company will proceed to declare employees surplus in reverse order of seniority within the department.

A surplus employee in a Coordinator position will only be laid off if there is a senior surplus employee in a bargaining unit who has previously performed the Coordinator position satisfactorily, and is willing and qualified to perform the coordinator's role with a maximum of two weeks of re-training.

TEMPORARY REDUCTION OF HOURS IN A DEPARTMENT

9.05 Prior to layoff in a department the Company may invoke a temporary reduction of hours with the following conditions:

a) For a maximum of a twenty-six (26) week period, the Company may reduce hours of all other employees in the department.

b) The Company shall always give seven (7) calendar days notice before reducing the hours of work in a department.

c) During the reduction of hours in a department, the employees will be scheduled as follows:

i. Regular Full-Time employees' hours will be reduced to one of the following shifts:

- Four (4) days of eight (8) hours per week.
- Five (5) days of seven (7) hours per week.
- Other shifts may be utilized by way of agreement between the parties.

ii. Part-Time employees will be reduced to sixteen (16) hours per pay period with shifts of no less than four (4) hours per day worked, with the exception of employees identified in Article 15.06.

d) Shift requirements will be determined by the Company, and allocated to the employees by seniority.

e) While the hours of work are reduced in a department, the Company shall offer additional available hours of work by seniority to the employees in the department on reduced hours, providing that the offering of such hours by seniority does not generate overtime.

9.05 (cont.)

f) If the employees on reduction of hours are working full-time hours, the Company will give laid off employees, in order of seniority, the opportunity to work additional available hours that they are qualified to perform, up to the minimum hours required by status, not withstanding Article 15.13.

g) Any further plan for reduction of hours in a department may only be invoked following a period equal to the length of the initial reduction of hours period. (E.g. 6 weeks waiting period after a period of 6 weeks of temporary reduction of hours.)

BUMPING

9.06

a) The employee who is designated as surplus may, provided they are qualified to assume the full responsibilities of the job with a maximum of two (2) weeks training, bump an employee with less seniority within the bargaining unit or choose to be laid off.

b) Any RFT or RPT employee who bumps another employee under 9.06 a) will maintain their Full-Time or Part-Time status. However, if the employee bumps into a position with a lower hourly rate, their rate will be frozen at their current rate until the hourly rate for their step on the wage grid for the new position exceeds their current hourly rate. Further progression will occur in accordance with the new wage grid.

c) Any employee who is unable to bump another employee under this article will be laid off.

SENIORITY LIST

9.07

In the event of a layoff, the Company shall provide the Union with a revised seniority list for all employees in the bargaining unit within seven (7) calendar days.

LAYOFF PROCEDURE

9.08 It is understood that any plans for temporary reduction of work hours in the department will be terminated prior to layoffs in the department.

a) Should the workload decrease such that the Company needs to reduce employees, they will be laid off in reverse order of seniority within their department.

b) The Company will give laid off employees, in order of seniority, the opportunity to work additional available hours that they are qualified to perform, up to the minimum hours required by status notwithstanding Article 15.13.

c) Laid off employees shall be placed on a recall list where they shall remain for a period of two (2) years from the date of their last layoff.

NOTICE OF LAYOFF

9.09 An employee who is laid off will receive written notice in accordance with the applicable labour laws. A copy of the layoff notice shall be provided to the Union.

RECALL PROCEDURES

9.10

a) The recall list shall be established and maintained in the order of seniority.

b) Recall of employees shall be made on a seniority basis. The recalled employee must be qualified to perform the available work.

c) Regular Part-Time employees will not be recalled while there are Regular Full-Time employees on layoff.

d) When the Company wishes to recall an employee, it shall send a recall notice, by registered mail, to the employee's current address. The Company may recall employees by telephone in the presence of a Union Officer before sending the recall notice.

9.10 (cont.)

e) The date of the recall notice shall be the date the registered letter is sent to the employee's current address of record with the Company.

f) It is the responsibility of the laid off employee who wishes to be recalled to keep the Company informed of his current address and telephone number by notifying the Human Resources Department of any change.

g) The employee shall notify the Company of their acceptance within seven (7) calendar days of the date of the recall offer and must report for duty within fourteen (14) calendar days of receiving the recall notice unless otherwise mutually agreed.

h) Prior to hiring any new employee into the bargaining unit, the Company shall offer the position to the Regular Part-Time employee with the most accumulated seniority who is qualified to perform the work and whose name is on the recall list.

ARTICLE 10 –
HEALTH AND SAFETY

10.01 Both parties recognize the need to ensure the safety and protection of the health of all employees. Upon the signing of this agreement, Letter of Agreement 6 – Agreement on Health and Safety Representatives, will be in effect until the renegotiation of the existing Health and Safety Terms of Reference between BTS and Unifor, dated September 21, 2015. These Terms of Reference and any future Terms of Reference are subject to the grievance and arbitration process.

10.02 An employee may refuse to work if they deem such work may be dangerous to themselves or others as per CLC, part 2, section 128.

10.03 There will be a local health and safety committee of employees who will represent the clerical staff at any BTS Offices. This committee will consist of two (2) employee representatives and two (2) representatives of the Company. The Union and the Company will have to declare in writing to the other party the names of two (2) representatives and report any changes as required.

ARTICLE 10 –
HEALTH AND SAFETY

10.03 (cont.) The committee will meet monthly unless there is mutual agreement between the parties.

The Health and Safety Committee is governed in accordance with the applicable law.

10.04 Following any work accident there will be an official inquest that will include a Health and Safety Representative.

ARTICLE 11 –
DISCIPLINARY AND NON-DISCIPLINARY ACTION

11.01 Where disciplinary or non-disciplinary action is taken, the Company may, for just cause, issue a verbal warning, written warning or suspend, demote or dismiss an employee.

11.02 The Union Steward shall be present when disciplinary or non-disciplinary action – including verbal counseling - is taken or handed out. However, the employee may refuse to be accompanied by their Union Steward.

Such disciplinary action shall 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.

The term "verbal counseling" does not include the day-to-day discussions between management and the employee and is intended to address actions that, if not corrected, may lead to future disciplinary action. Verbal counseling shall not be considered as discipline and shall not form part of the disciplinary record.

11.03 The Company shall immediately notify, in writing, the Employee and their Union Steward of any disciplinary or non-disciplinary action that will be taken against them and provide specific reasons for such action.

11.04 Any disciplinary or non-disciplinary meeting called by the Company under Article 11 shall be held between the 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.

ARTICLE 11 –
DISCIPLINARY AND NON-DISCIPLINARY ACTION (cont.)

11.05 All disciplinary and non-disciplinary action taken is recorded in the employee's record and any action dating more than eighteen (18) months shall be removed from their record.

11.06 An employee is entitled to consult their disciplinary record upon request. They may, in this instance, be accompanied by their Union Steward. A Union Steward may, with the employee's express written consent, consult the disciplinary record of any employee who submits a grievance.

ARTICLE 12 –
GRIEVANCES

DEFINITIONS

12.01 "Grievance" shall mean a statement that is submitted in accordance with the applicable procedure contained in this Article and that sets out any difference in the interpretation, application, administration or alleged violation of any provision in this Agreement.

"Grievor" means the employee concerned, a group of employees, a Union Local or the National Union.

"Meeting": A grievance meeting may be held face to face, or with the consent of the Company and Union, be held through the use of video/teleconferencing facilities. It is understood that this consent will not be unreasonably withheld.

"In writing" shall mean any current method of written communication, i.e. email.

12.02 An employee should confer with his Union Steward, Manager, or both in an effort to resolve any issues prior to filing a formal grievance.

STEP 1

A grievance form shall be submitted by the Union within thirty (30) calendar days from the time the employee knew or reasonably ought to have known of the event allegedly giving rise to the grievance. Within the seven (7) days following, a meeting will be convened.

The Union Steward and Grievor, or Union Steward alone shall present the grievance to the Senior Manager (or designate).

12.03 The Senior Manager (or designate) shall render their decision and advise the Union in writing within fifteen (15) calendar days of the Step 1 meeting.

In the case of a grievance arising as a result of an employee termination, the grievance may be submitted directly to Step 2.

STEP 2

12.04 Where the grievance has not been settled at Step 1, the Union will notify the Director (or designate) in writing of the intention to proceed to Step 2 within fifteen (15) calendar days following the decision rendered at Step 1.

Within seven (7) days of receipt of the notification, the Company and the Union will agree on a meeting date.

The Director (or designate) will convene a meeting with the Chief Steward, the Steward and, if required by the Union, the Grievor, to hear the grievance and render a decision in writing within fifteen (15) calendar days of the Step 2 meeting.

A National Union Representative (or designate) may participate, as may another member of the Management Team.

STEP 3

12.05 Where the grievance has not been settled at Step 2, the Union will notify the Senior Manager of Labour Relations in writing of its intention to proceed to Step 3 within fifteen (15) calendar days following the decision rendered at Step 2.

Within seven (7) days of receipt of the notification, the Company and the Union will agree on a meeting date.

The Senior Manager or Director of Labour Relations (or designate), and the Labour Relations Consultant will convene a meeting with the National Representative (or designate), and Local Union Representative to hear the grievance at Step 3.

The Senior Manager of Labour Relations will render a decision in writing within fifteen (15) calendar days of the Step 3 meeting.

NATIONAL UNION GRIEVANCES

12.06

a) The National Union may submit grievances that are general in nature and for which a general remedy is sought.

b) Such a grievance shall be submitted to the Director of Labour Relations by a National Union Representative or Officer within thirty (30) calendar days from the time the National Union knew or reasonably ought to have known of such event.

c) The Director of Labour Relations 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. The Senior Manager of Labour Relations or another member of Management named by them may attend the meeting.

d) This procedure shall not be used for processing individual grievances.

12.07 Any grievance not submitted within the time limits stipulated in this Article shall be deemed to have been abandoned and may not be continued or re-opened. If the Company fails to respond or if a grievance is not settled at Step 1 or 2 within the prescribed time limits, the Grievor may proceed immediately to the next step.

12.08 The time limits may not be extended except by written consent of the two parties.

12.09 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

12.10 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.

ARTICLE 12 –
GRIEVANCES (cont'd.)

12.11 If a grievance is not settled, it may be submitted to arbitration.

ARTICLE 13 –
ARBITRATION

13.01 Where the Union wishes to submit a grievance to arbitration it shall advise the Senior Manager of Labour Relations in writing within thirty (30) calendar days of the date of the decision at Step 3, or the decision of the Director of Labour Relations in the case of a National Union grievance, was or should have been rendered.

13.02 The notice shall suggest the names of three (3) individuals it is prepared to accept as single arbitrator. The Company shall then have thirty (30) calendar days to decide on an arbitrator with the Union.

13.03 Where the parties fail to agree on an arbitrator, either party may apply to the Ministry of Labour to appoint an arbitrator.

13.04 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.

13.05 Arbitration costs shall be borne equally by the Company and the Union.

13.06 **MEDIATION PROCESS**
With mutual agreement between the Senior Manager Labour Relations and the Unifor National Representative, a grievance that is not settled at the third (3rd) step may be submitted for mediation at the Canadian Industrial Relations Board (CIRB) before being referred to arbitration. In such cases, time limits will be extended accordingly.

ARTICLE 14 –
REMUNERATION

14.01 The hourly rates until January 6, 2023 are set out in the wage schedule in Appendix A.

ARTICLE 14 –
REMUNERATION (cont'd.)

14.02 The interval between each step of the wage schedule and the progression from one step to the next is set out in Appendix A. The Company reserves the right to hire an employee at an hourly rate commensurate with his experience, training or education.

JOB TITLES

14.03 Subject to the provisions of Article 1.04, the job titles of employees are as follows:

A1 – Sales Associates
A2 – Bilingual Sales Associates
B1 – DD-1/Payroll Associates
B2 – 8 Week Scheduling/Training Scheduling Associate
C1- Purchasing and Logistics Associates
C2 – Purchasing and Logistics Coordinator
D1 – Orders/Customer Care and Billing/Invoice Payroll Associates and Riser Associates
D2 – Reporting and Control Centre Coordinators
E1 – Real Estate Coordinator

14.04 Each pay period is two (2) weeks ending Saturday. Employees shall be paid on the second Wednesday following the pay period. The pay shall include remuneration for overtime work and any other addition included in the pay period. Pay will be adjusted for unpaid absences that occurred during such pay period.

ARTICLE 15 –
HOURS OF WORK

15.01

a) "Basic hours of work" means the number of hours worked per day and per week as per this Article.

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

c) The Company endeavors to ensure that any changes to the schedule are kept to a minimum with as much advanced notice as possible, taking into consideration the requirements of the job.

15.01 (cont.)

d) When the eight (8) week schedule is issued, the Local Chief Steward may consult with the manager responsible for building the eight week schedule in order to review issues that may arise.

REGULAR FULL TIME (RFT)

15.02 Regular Full-Time employees work eight (8) hours per day. However, basic hours of work may be ten (10) hours per day, when mutually agreed by the employee and their immediate manager.

15.03 The basic hours of a Regular Full-Time employee are forty (40) hours per week, i.e. a five (5) day week. However the basic hours may be averaged over a two (2) week period on the basis of ten (10) days totaling eighty (80) hours. Where four (4) ten (10) hour days are scheduled as per Article 15.02 above, the basic hours may also be spread over a two (2) week period consisting of eight (8) ten (10) hour days.

REGULAR PART TIME (RPT)

15.04 Regular Part-Time employees work eight (8) hours per day, however basic hours of work may be ten (10) hours per day, when mutually agreed by the employee and their immediate manager.

15.05 The basic hours of work for Regular Part-Time employees are thirty two (32) hours per pay period. However, at the Company's request, such employees may work up to forty (40) hours per week.

15.06 Notwithstanding Articles 15.04, 9.05 c) ii), and any other relevant article, Regular Part-Time employees in the Sales and Promotions Department may be scheduled or assigned shifts with a minimum of four (4) hours per day.

ARRANGEMENT AND ASSIGNEMENT OF HOURS

15.07 The Company allocates work hours based on the following work schedules:

- Start of schedule: between 6:00 a.m. and 5:00 p.m.
- End of schedule: between 3:00 p.m. and midnight

15.08 The hours may be assigned to a tour of duty on any day of the week taking into account the requirements of the job.

15.09 The Company determines the hours and days of work based on the work and job requirements within the work group. The assignment of hours and days of work shall be determined by seniority.

The choice of hours of work and days of work shall be established by the work group taking into consideration requirements of the job.

a) If the work group is unable to come to an agreement, seniority shall apply for RFT.

b) Hours of work offered to RPT's shall be equitably distributed within the work group over a sixteen (16) week period.

15.10 Where a Regular Full-Time employee works their normal tour of duty over a two (2) week period [eighty (80) hours], their rest day shall be consecutive to another rest day.

15.11 The Company shall give seven (7) days notice before making any changes to the basic work schedule of a Regular Full-Time employee.

15.12 No Regular Full-Time employee shall be scheduled to work more than ten (10) consecutive days against their wishes.

15.13 For safety reasons, no employee shall work alone for a period of more than two (2) hours in the offices of the Company.

MEAL PERIOD

15.14 For all work schedules of six (6) hours or more, the duration of the unpaid meal period is one (1) hour. The unpaid meal period is one (1) hour unless agreed upon differently between the employee and their Manager.

If the Company is offering overtime, and based on the needs of the business, the employee may take a thirty (30) minute lunch, upon authorization from their Manager.

RELIEF PERIOD

15.15 An employee working a shift of eight (8) or more hours shall be granted a relief period of no more than fifteen (15) minutes around the middle of each half tour of duty.

An employee who works less than eight (8) hours shall be granted a relief period of no more than fifteen (15) minutes.

The Company reserves the right to limit the number of employees who can take a relief period at the same time to ensure sufficient staffing.

15.16 A Regular Part Time employee shall have one (1) weekend off per quarter on a schedule. A Regular Part Time employee who is still under probation must have worked thirteen (13) days in the quarter to be eligible for the weekend off.

ARTICLE 16 –
OVERTIME

16.01 "Overtime" for all employees means the hours worked:

i. In addition to eight (8) hours per day or ten (10) hours per day whenever such a schedule is used, as per Article 15.02 and 15.04.
ii. In addition to forty (40) hours per week or eighty (80) hours within a two (2) week period, as per Article 15.03.

16.02 An employee may work incremental overtime to complete their daily work assignment without consideration to seniority.

16.03 Subject to Article 16.02 and 16.04, all voluntary overtime hours, except incremental overtime, will be offered to employees by seniority, first within the department, then outside the department, provided they are qualified to perform the work. Overtime hours are paid at the normal hourly rate multiplied by one and one half (1.5).

16.04 If not enough volunteers are available, the Company may require an employee to work up to eight (8) hours of overtime per week or sixteen (16) hours per four (4) week period. The Company will choose qualified employee(s) within the department, in reverse order of seniority. If there is a further need, the Company may then choose qualified employee(s) from outside the department in reverse order of seniority.

16.05 The employee who works overtime shall have two options:

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

OR

b) Accumulate hours in a compensating time off bank at the rate of one hour and a half (1.5) for each hour worked, up to a maximum of three hundred (300) hours banked.

16.06 a) i. All banked hours can be scheduled and used at a date that is mutually agreed by the employee and their manager.

ii. The employee shall submit to their manager a written request to take banked hours and shall obtain a written response at least seven (7) calendar days before the requested date.

iii. Banked hours shall be granted by seniority and shall not exceed the percentage set out in 18.05. However, once an employee's request to take banked hours is granted, it cannot be cancelled or changed as the result of a request by an employee with more seniority.

b) Anytime during the calendar year, an employee may request payment of any amount of the outstanding balance in their compensating time off bank by completing and submitting a form to this effect to their manager. The payment will appear on the employee's regular pay.

c) An employee shall also have the ability any time during the year to transfer any amount of their TGP bank into Company Group Savings and Retirement Plan.

16.06 (cont.)

d) Where a Full-Time employee's request for TGP/HMP 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.

e) A request for TGP/HMP will not be granted unless the time accumulated is in the employee's compensating time off bank.

ARTICLE 17 – STATUTORY HOLIDAYS

17.01 The following days shall be recognized as statutory paid holidays and employees shall be paid according to the provisions of this Article:

1. New Year's Day
2. Good Friday
3. Victoria Day
4. Canada Day
5. Civic Holiday
6. Labour Day
7. Thanksgiving
8. Family Day
9. Christmas Day
10. Boxing Day

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

17.03 Where a paid statutory holiday falls on a day from Monday to Saturday inclusive, it is included in the weekly schedule of all Regular employees for that week.

17.04 Notwithstanding the provisions of 17.03, Boxing Day is governed by the following rules:

a) Where Boxing Day falls on a Monday, it is observed on the following day, unless Sunday is a working day;

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

ARTICLE 17 –
STATUTORY HOLIDAYS (cont'd.)

PAYMENT OF A PAID STATUTORY HOLIDAY

17.05 Where an employee is not required to work on a paid statutory holiday included in their weekly schedule, 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

17.06 Where an employee is required to work on a paid holiday which is included in their weekly schedule, they shall be paid at their overtime rate, in accordance with 16.05.

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

ARTICLE 18 –
ANNUAL VACATION

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

18.02 Vacation selection and the number of weeks to which an employee is entitled shall be made on seniority basis, in accordance with Article 8.

18.03 Between December 1 and January 15 of each year, employees will make their vacation request based on the organizational structure in place at December 1. The Company shall prepare the vacation schedule in accordance with article 18 for the following year and the Company shall post it no later than January 31.

18.04 Vacation rights for employees in a reference year starting February 1 are based on continuous accumulated service as of the preceding January 31 and are allocated as follows:

Less than 1 year	1 day per month, maximum 10 days
1 year to less than 5 years	2 weeks
5 years to less than 10 years	3 weeks
10 years to less than 18 years	4 weeks
18 years to less than 25 years	5 weeks
25 years and more	6 weeks
A maximum of three (3) weeks' vacation may be taken during the period from June to September.	

REGULAR FULL-TIME EMPLOYEE

For each allotted week of vacation, as set out in Article 18.04, Regular Full-Time employees shall be entitled to two percent (2%) of their gross salary earned in the previous reference year, by week of vacation, or the equivalent of forty (40) hours per week at their regular pay, whichever is higher.

REGULAR PART-TIME EMPLOYEE

For each allotted week of vacation, as set out in Article 18.04, Regular Part-Time employees shall be entitled to two percent (2%) of their gross salary earnings from the previous reference year.

18.05

a) The number of employees entitled to take vacation at the same time shall not exceed twenty percent (20%) of employees [rounded up when the first decimal is equal to, or greater than five (5)], by work group, taking into account work requirements [minimum one (1) employee].

b) The twenty percent (20%) mentioned above includes vacation, banked time (TGP), and leave associated with 90/10 and 80/20.

18.06 All vacation weeks shall be scheduled and taken in the reference year.

For all employees, vacation time not taken as of January 31 will be set by the

Company.

ARTICLE 18 –
ANNUAL VACATION (cont'd.)

18.07 Employees must provide written notice to their manager no later than 14 days prior to their scheduled vacation if they need to amend their vacation date and will be approved based on the needs of the business.

18.08 Unless there is an agreement to the contrary between an employee and their manager, vacations shall be taken in blocks of five (5) days and shall include the weekend before and after.

18.09 Where a statutory holiday falls during a vacation week, the eight (8) paid hours will be transferred to the compensating time off bank.

18.10 Where an employee falls 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 shall, if the employee so requests, reschedule their vacation at a later date of their choice. The employee's vacation selection is subject to the provisions of Article 18.05.

18.11 An employee who is absent from work for an indefinite period (LTD) when the vacation schedule is drawn up, as per Article 18.03, shall not be entitled to select their vacation time for the following year. However, the employee will be included in the calculation of the percentage, as mentioned in 18.05.

ARTICLE 19 –
JOB POSTING

19.01 In the event the Company wishes to create new job titles in accordance with 1.02 and 1.04 or to post a job within a work group as defined in Appendix B and Article 21:

- The Company will post the job for five (5) days on the Intranet site with the following information: work group, job title, required qualifications, number of positions available and, if applicable, duration of the mandate

- An applicant wishing to be considered by the Company must respond to the posting within the specified period

- The Company will select, by seniority, the employees with the required competencies and qualifications for the job

19.01 (cont.)

- It is understood that applicants will only be considered if their performance in their current position meets requirements

- A copy of the change form will be sent to the Union

Although the Company wishes to encourage hiring from within, where no internal candidates are qualified or available to fill the position(s), the Company may recruit externally.

19.02 ***RECLASSIFICATION PROCEDURES***

The Labour Relations Committee will discuss at its quarterly meetings the number of employees in each department by classification that shall be upgraded in accordance with the following percentages:

- RFT – 60%
- RPT – 40%

With the exception of sales which will be:

- RFT – 50%
- RPT – 50%

The effective date of the upgrades will be the first day 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 Employee Services. In such case the salary adjustment as well as DPSP contributions will be retroactive to the effective date of the upgrade.

In the event that 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 the list.

LEAVE OF ABSENCE BACKFILLING PROCEDURES

19.03 Where an employee is absent on an approved Leave of Absence, the employee's position may be backfilled as follows:

a) If the Leave of Absence is six (6) months or less, the Company may backfill the position with another employee in the bargaining unit or with an employee temporarily transferred from another bargaining unit of the Company. Priority shall be given to qualified employees in the bargaining unit first.

b) If the Leave of Absence is between six (6) months and eighteen (18) months, the Company may backfill the position with another employee in the bargaining unit, an employee temporarily transferred from another bargaining unit of the Company, or a Term employee. Priority shall be given to qualified employees in the bargaining unit first.

c) Prior to backfilling a position as outlined in (b) above, the Company will first provide a maximum of two (2) job posting opportunities (the original vacant position and the backfill position), so that other employees in the bargaining unit may apply for the temporary backfill positions created.

d) At the end of the Leave of Absence, employees in temporary backfill positions will return to their previous positions or, in the case of an external hire, will be released.

e) If an employee's position needs to be backfilled as a result of failing to return to their position, the position will be posted to replace the created vacancy. For Full Time positions, the next eligible candidate will be upgraded at the LRC as per Article 19.02 and LOA#1.

COVERAGE FOR EMPLOYEES ON DISABILITY

19.04 a) Notwithstanding Article 7.03, the Company may hire a term employee or temporarily transfer an employee from another bargaining unit for up to 30 months to cover the position of an employee on Disability Leave.

ARTICLE 19 –
JOB POSTING (cont'd.)

19.04 (cont.)

b) Prior to filling the position, the Company will first provide a maximum of two (2) job posting opportunities internally and externally (the original vacation position and the backfill position)

c) Upon the return of the employee from Disability Leave, or 30 months, whichever comes first, the term employee will return to their previous position, or in the case of an external hire the term employee will be released.

ARTICLE 20 –
TRANSPORTATION ALLOWANCE AND LIVING EXPENSES

20.01 Where the Company sends an employee out of town and the employee spends the night, the Company shall cover reasonable accommodation expenses. On such occasions, expenses will be compensated by a daily allowance of fifty-five dollars ($55) to cover personal expenses such as meals, telephone, laundry and other incidentals. Where the employee is away overnight and for a portion of the day, meals will be reimbursed to a maximum of ten dollars ($10) for breakfast, fifteen dollars ($15) for lunch and twenty-five dollars ($25) for dinner.

20.02

a) Where an employee works more than one hundred (100) kilometers from their regular work centre for all or part of a day, meals will be reimbursed to a maximum of ten dollars ($10) for breakfast, fifteen dollars ($15) for lunch and twenty-five dollars ($25) for dinner.

b) Where an employee works more than one hundred (100) kilometers from their regular work centre, travel time shall be considered a part of their work day and paid at the appropriate rate (regular or overtime), as per Articles 15 and 16. For travel time not associated with a regularly scheduled tour of duty, the employee shall be paid their regular hourly rate and such time will not be included in the accumulation of hours worked for overtime purposes. Travel time shall only be considered as hours not associated with regularly scheduled hours when accommodations are provided during the period for which the employee is out of town.

ARTICLE 21 –
SICKNESS ABSENCES AND BENEFITS

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

- 66.67% of their basic pay for the first three (3) scheduled working days;
- 80% of their basic pay for the remaining scheduled working days or until the absence reaches seven (7) calendar days;
- On the 8th calendar day of absence, they shall be paid as per the benefit plan.

21.02 A Regular Full-Time employee who is absent from work for part of their scheduled day due to illness shall be paid as follows:

a) If they have worked more than half their day, they shall be paid at their regular hourly rate for the full day;

b) If they have worked less than half their day:

1. They shall be paid at their normal hourly rate for half a day;

AND

2. They shall be paid at 66.67% of their normal hourly rate for the other half of the day.

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

- Group RRSP
- DPSP (Deferred Profit Sharing Plan)
- Life Insurance Plan
- Medical Plan
- Dental Plan

21.03 (cont.) All Regular Full-Time employees shall be entitled to the following benefits:

- Group RRSP
- DPSP (Deferred Profit Sharing Plan)
- Life Insurance Plan
- Weekly Indemnity Plan
- Long-Term Disability Income Plan
- Medical Plan
- Dental Plan

21.04 The Company will match the contribution of all Regular employees to the Group RRSP by making a contribution to the DPSP. To be eligible, employees must enroll in both programs (DPSP, RRSP). The Company will match the contribution of all employees to a maximum of four percent (4%) of their basic annual earnings.

21.05 The Company shall maintain all benefit plans offered to the employees for the duration of the Collective Agreement.

a) The contribution for Regular Full-Time employees shall be seventy five percent (75%) for the Employer and twenty five percent (25%) for Regular Full-Time employees.

b) The contribution for Regular Part-Time employees will be sixty percent (60%) for the Employer and forty percent (40%) for the employee.

21.06 The plans set out in Article 21.03 shall not be modified during the term of this Collective Agreement without the Union's consent.

21.07 The Company will provide Short Term Disability (STD) benefits to Full-Time employees commencing at age 65 and terminating on the employee's 71st birthday, or the date of retirement if earlier, as follows:

a) Subject to paragraph c) and d), the STD plan will provide weekly indemnity benefits beginning on the 8th consecutive calendar day of absence, to a maximum total of 26 weeks.

21.07 (Cont.)

b) The amount of weekly indemnity benefits is determined according to the formula set out in the Summary of Benefits of the STD plan.

c) For each period of disability, an employee will be entitled to receive a maximum of 15 weeks of STD benefits. For any new period of disability, the employee will only be able to qualify to receive further STD benefits after having returned actively to work for a minimum period of ninety (90) consecutive days without any sickness absence or unauthorized absence.

d) To clarify, employees' entitlement to receive STD benefits is capped at a total of 26 weeks of disability for the entire 6 year period commencing at the age of 65 an terminating at the age of 71, without regard to whether the disability period(s) are consecutive or not.

21.08 Notwithstanding Articles 21.03, 21.04, and 21.07 should any legislation affect any one of the plans, the Company shall adjust the plan so affected accordingly. However, such adjustments shall not reduce the overall level of benefits.

21.09 All insured employees shall receive a copy of the benefit booklets; in addition, the Company will maintain copies of the booklets on the Intranet site.

ARTICLE 22 –
COLLECTIVE AGREEMENT

22.01 The Company agrees to supply each employee with a copy of this Collective Agreement. In addition, the Company will supply electronic access to the Collective Agreement.

ARTICLE 23 –
BULLETIN BOARDS

23.01 The Company agrees to supply and install bulletin boards in establishments where the Clerical Bargaining Unit Employees work. This is for use by the Union for posting notices with respect to Union business.

ARTICLE 24 –
JURY OR WITNESS DUTY

24.01 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.

24.02 The employee shall report for regular duties when temporarily or permanently excused from such court duty.

24.03 Where, before leaving work on the day preceding their vacation, an employee is called for jury duty and is required to report for such jury duty during their scheduled vacation, the Company shall, if the employee so requests, reschedule his vacation for a later date. The vacation date selected is subject to the provisions of Article 18.05.

ARTICLE 25 –
BEREAVEMENT LEAVE

25.01 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.

25.02 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, 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.

25.03 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.

25.04 Where the death requires the employee to travel more than two hundred (200) kilometers from the city in which he works, the Company shall add one unpaid (1) working day to the bereavement leave provided for in Articles 25.01, 25.02 and 25.03.

25.05 Where an employee is granted bereavement leave according to Article 25.01, upon request from the employee, the Company may grant an additional leave of absence (PGU, TGP, VAC or HMP) for a maximum period of two weeks.

ARTICLE 26 –
PREGNANCY AND PARENTAL LEAVE

26.01 Pregnancy and parental leave provisions shall be those stipulated by the Canada Labour Code.

ARTICLE 27 –
BARGAINING PROCEDURES

27.01 Two bargaining agents authorized by the Union shall be granted time for bargaining purposes; such time is not to be deducted from the calculation of the time worked for the Company and without loss of pay.

27.02 All negotiations aimed at 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.

27.03 The Collective Agreement shall not be deemed valid unless signed by the Union's authorized bargaining agents and by the Company.

ARTICLE 28 –
DURATION

28.01 This Agreement shall be effective on the date of its signature except as otherwise provided and shall remain valid until January 6, 2023. Notwithstanding the foregoing, the working conditions determined in this Collective Agreement shall remain valid until either party exercises its strike or lock-out rights.

28.02 Either party to this Agreement may, by written notice given to the other party at least ninety (90) days before the expiry of this Agreement, require the other party to commence collective bargaining for the purpose of renewing or revising this Agreement or entering into a new Agreement. The party who receives the written notice shall acknowledge receipt to the other party. It is agreed however, that the discussions will commence no later than September 30, 2022.

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 –
COMPANY POLICIES

30.01 A copy of the Company's policies related to employees belonging to this bargaining unit will be made available for viewing on the Intranet site, and upon special request only will be available in printed copy.

IN WITNESS WHEREOF, the parties have signed the present Agreement through their duly **authorized bargaining agents**, this January 25 2019.

UNIFOR theUnion | Canada

Bell Technical Solutions

UNIFOR Canada

SAM SNYDERS
Unifor National Representative

LEE ZOMMERS,
President, Local 1996- O

RON HORI,
Local 1996 - O- Bargaining Committee

ROBIN WHALEY,
Local 1996 - O - Bargaining Committee

Bell Technical Solutions

LAURA-LEE HAMILTON,
Senior Manager, Labour Relations

JESSICA MITCHELL,
Consultant, Labour Relations

JUSTIN WIGGINS,
Manager, Workforce Management

WAGE SCHEDULE

REPORTING COORDINATOR
REAL ESTATE COORDINATOR
WORKFORCE CONTROL ASSOCIATES
SALES ASSOCIATES
PURCHASING AND LOGISTICS PLANNING ASSOCIATES
CABLING ASSOCIATES

Steps	Regular Full Time	Regular Part Time	Hourly rate as of ratification	Hourly rate as of January 7, 2019	Hourly Rate as of January 7, 2020	Hourly Rate as of January 7, 2021	Hourly Rate as of January 7, 2022
	Step Range	Hours of Service Accumulated					
1	Start		15.48 $	15.71 $	15.95 $	16.27 $	16.59 $
2	6	1040	16.36 $	16.61 $	16.85 $	17.19 $	17.54 $
3	6	1040	17.35 $	17.61 $	17.87 $	18.23 $	18.60 $
4	6	1040	17.70 $	17.97 $	18.23 $	18.60 $	18.97 $
5	6	1040	18.05 $	18.32 $	18.60 $	18.97 $	19.35 $
6	6	1040	18.42 $	18.70 $	18.98 $	19.36 $	19.74 $
7	6	1040	18.78 $	19.06 $	19.35 $	19.73 $	20.13 $
8	6	1040	19.34 $	19.64 $	19.93 $	20.33 $	20.74 $
9	6	1040	19.99 $	20.29 $	20.59 $	21.01 $	21.43 $
10	6	1040	20.69 $	21.01 $	21.33 $	21.75 $	22.19 $
11	6	1040	21.95 $	22.28 $	22.61 $	23.07 $	23.53 $
12	6	1040	22.39 $	22.73 $	23.07 $	23.53 $	24.00 $
13	6	1040	22.85 $	23.19 $	23.54 $	24.01 $	24.49 $
14	6	1040	23.30 $	23.65 $	24.00 $	24.48 $	24.97 $
15	6	1040	23.76 $	24.12 $	24.48 $	24.97 $	25.47 $
16	6	1040	24.49 $	24.98 $	25.48 $	25.99 $	26.51 $

1. Upon hiring, the Company may award a Regular Full-Time or Regular Part-Time employee an hourly rate corresponding to one of the steps within the above wage schedule.

2. Progression from one step to the next will progress automatically every six (6) months for Full-Time Employees, and every 1040 hours for Part-Time Employees.

PURCHASING AND LOGISTICS PLANNING COORDINATOR
CABLING CONTROL CENTRE COORDINATOR

Steps	Regular Full-Time	Regular Part-Time	Hourly Rate as of Ratification	Hourly Rate as of January 7, 2019	Hourly Rate as of January 7, 2020	Hourly Rate as of January 2021	Hourly Rate as of January 7, 2022
	Step Range	Hours of Service Accumulated					
1	Start		16.96 $	17.21 $	17.47 $	17.82 $	18.18 $
2	6	1040	17.45 $	17.71 $	17.98 $	18.34 $	18.70 $
3	6	1040	17.94 $	18.21 $	18.48 $	18.85 $	19.23 $
4	6	1040	18.44 $	18.72 $	19.00 $	19.38 $	19.76 $
5	6	1040	18.93 $	19.21 $	19.50 $	19.89 $	20.29 $
6	6	1040	19.42 $	19.71 $	20.01 $	20.41 $	20.82 $
7	6	1040	19.91 $	20.21 $	20.51 $	20.92 $	21.34 $
8	6	1040	20.41 $	20.72 $	21.03 $	21.45 $	21.88 $
9	6	1040	20.90 $	21.21 $	21.53 $	21.96 $	22.40 $
10	6	1040	21.17 $	21.49 $	21.81 $	22.25 $	22.69 $
11	6	1040	21.98 $	22.31 $	22.64 $	23.10 $	23.56 $
12	6	1040	22.78 $	23.12 $	23.47 $	23.94 $	24.42 $
13	6	1040	23.58 $	23.93 $	24.29 $	24.78 $	25.27 $
14	6	1040	24.38 $	24.75 $	25.12 $	25.62 $	26.13 $
15	6	1040	25.19 $	25.57 $	25.95 $	26.47 $	27.00 $
16	6	1040	25.99 $	26.38 $	26.78 $	27.31 $	27.86 $
17	6	1040	26.80 $	27.20 $	27.61 $	28.16 $	28.73 $
18	6	1040	27.60 $	28.15 $	28.72 $	29.29 $	29.88 $

1. Upon hiring, the Company may award a Regular Full-Time or Regular Part-Time employee an hourly rate corresponding to one of the steps within the above wage schedule.

2. Progression from one step to the next will progress automatically every six (6) months for Full-Time Employees, and every 1040 hours for Part-Time Employees.

WORK GROUPS

THE WORK GROUPS ARE AS FOLLOWS:

DEPARTMENT	WORK GROUPS
A – Sales and Promotions	**A1** – Sales Associates
	A2 – Bilingual Sales Associates
B – Workforce Management	**B1** – DD-1/Payroll Associates
	B2 – Scheduling Associates/Training Scheduling Associates
C – Purchasing and Logistics	**C1** – Purchasing and Logistics Associates
	C2 – Purchasing and Logistics Coordinators
D – Cabling	**D1** – Cabling Associates/Riser Associates
	D2 – Reporting and Control Centre Coordinators
E – Real Estate	**E1** – Real Estate Coordinators

LETTERS OF AGREEMENT

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LETTER OF AGREEMENT NO. 1

AGREEMENT BETWEEN:
UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND

Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON LABOUR RELATIONS COMMITTEE AND MEETINGS

The parties shall meet face-to-face, at least quarterly, for the purpose of discussing issues related to the workplace and the employees covered by the Collective Agreement.

The mandate of the LRC will be to:

- Apply all processes within the Collective Agreement
- The forum for discussing any changes in the business that could affect the workplace
- Review and suggest changes to all new or modified policies issued by the Company. However, it is understood that this does not limit the ability of the Company to issue policies
- Clarify the application of various articles of the Collective Agreement as required
- Review trends of grievances or issues that may arise from time to time but not to discuss active grievances
- Support the development of effective and up to date skills for employees

/cont'd. .

The Committee will be composed of 2 members each from the Union and the Company. The National Representative or their alternate and the Director of Labour Relations or their alternate may also participate. Any additional guests/resources may be invited to attend LRC meetings as required.

This Agreement is signed, this 25 day of January, 2019.

Laura-lee Hamilton	Sam Snyders
Senior Manager, Labour Relations	National Representative
BELL TECHNICAL SOLUTIONS	UNIFOR

LETTER OF AGREEMENT NO. 2

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND

Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON PRE-RETIREMENT PROGRAM

After discussions, the Company and the Union have agreed that it would be to the benefit of our senior employees to have access to a voluntary pre-retirement program to help them transition to retirement.

1. The pre-retirement program is subject to the following terms and conditions:

   a) The request must be made in writing at least ninety (90) days before the start of the agreement and stipulate the duration of such agreement

   b) These provisions may apply to an employee for a period of no less than twelve (12) months and no more than twenty-four (24) months

In addition, such a program may include all or some of the following options and benefits:

a. Work fewer days per week
b. Work fewer hours per day
c. Access to seasonal work for certain times of the year
d. Maintain benefits
e. Maintain seniority and status.

This program is intended to allow employees age 55 and over to work fewer days in the last two (2) years leading up to their retirement.

/cont'd. .

In the event that the employee would like to cancel and/or shorten this agreement and return to their position, they must notify their Manager in writing, providing a minimum of four (4) weeks' notice.

Each case will be subject to a separate letter of agreement, drafted by the Labour Relations Committee, between the employee, the Union and the Company. A work schedule will be established based on the Company's needs. The agreement may be extended beyond two (2) years subject to agreement between the employee, the Union and the Company.

This Agreement is signed, this 25 day of January, 2019

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 3

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND

Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON TRAINING AND DEVELOPMENT

This confirms the agreement reached during bargaining regarding the above-captioned matter and the position of Bell Technical Solutions on employee training and development.

The Company recognizes the importance of promoting employee mobility and employability.

The Company will provide its employees with the means to learn the tasks associated with their jobs and to maintain their acquired skills.

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:

1. All training activities related to skills upgrade and equipment should be scheduled and part of the regular workweek.

2. In all cases, time to and from any offsite training sessions will be remunerated according to the bargaining contract.

As well, the Company agrees to maintain the current program defining the conditions for obtaining personal development assistance outside business hours in its business plan. It is understood that the Company has the right to modify such program as it sees fit.

/cont'd.

This Agreement is signed, this 25 day of January, 2019

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 4

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON HEALTH AND SAFETY REPRESENTATIVES

a) In addition to the WHSC members as defined in Article 10.03 of Collective Agreement, there will be two (2) Health and Safety Representatives, one (1) chosen by the Union, representing the bargaining unit and one (1) chosen by the Company representing non-bargaining unit employees. The Health and Safety Representatives will be de-facto members of the Workplace Health and Safety Committee.

b) The Internal Complaint Resolution Process will include escalation to the Policy Health and Safety Committee as described in BTS-Unifor Terms of Reference dated September 21st 2015.

c) The BTS-Unifor Terms of Reference is currently being renegotiated. Once completed, the Terms of Reference for the clerical staff will be integrated accordingly under a single Terms of Reference.

d) Health and Safety Representatives responsibilities will include the existing duties in the current Terms of Reference, specifically 5.1.1, 5.1.3, 5.4 and 5.5.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton	Sam Snyders
Senior Manager, Labour Relations	National Representative
BELL TECHNICAL SOLUTIONS	UNIFOR

LETTER OF AGREEMENT NO. 5

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND

Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON SEASONAL LEAVE WITH INCOME AVERAGING

Requests for seasonal leave may be submitted using the Company provided enrolment form between February 22 and March 15 of each year and will be granted based on seniority and pursuant to article 18.05. Employees will be notified of the decisions made regarding their 90/10 or 80/20 requests by March 31.

A Regular Full-Time employee wishing to take a 90/10 seasonal leave agrees to the conditions outlined in the enrolment form available on the Intranet site, including reducing their salary by 10% during the income averaging period, and taking a maximum of two weeks of vacation between the 1st Sunday in June and the 1st Saturday in October. The duration of the leave will be five (5) weeks and one (1) day and may be taken in one (1) or two (2) blocks at any time except between the 1st Sunday in June and the 1st Saturday in October.

A Regular Full-Time employee wishing to take a seasonal 80/20 leave agrees to the conditions outlined in the enrolment form available on the Intranet site, including reducing their salary by 20% during the income averaging period, and taking a maximum of two weeks of vacation between the 1st Sunday in June and the 1st Saturday in October. The duration of the leave will be ten (10) weeks and two (2) days and may be taken in one (1) or two (2) blocks at any time except between the 1st Sunday in June and the 1st Saturday in October.

The income averaging period of one (1) year must begin while the Collective Agreement is in effect.

/cont'd.

Service and seniority will be maintained during the entire leave.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 6

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON SUPPLEMENTAL MATERNITY BENEFITS

Employees with at least six (6) months of continuous employment are eligible for this leave. Pregnant employees with less than six (6) months of continuous employment are eligible for a maternity leave, but under the terms of a personal leave.

For more information, please consult the Labour Program website of the Government of Canada.

BTS offers its employees taking a maternity leave income replacement through a Supplemental Allowance Plan. This is in addition to any Employment Insurance benefits or Quebec Parental Insurance Plan benefits. The eligibility for the Supplemental Allowance Plan benefits is subject to the terms and conditions listed below.

All employees with at least six (6) months of continuous employment prior to the commencement of their maternity leave are eligible to receive Supplemental Allowance Plan benefits provided they receive Employment Insurance benefits

During a maternity leave, Supplemental Allowance Plan benefits are payable for the duration of the leave up to a maximum of 17 weeks and are determined as follows:

- For the two-week Employment Insurance waiting period, Supplemental Allowance Plan benefits represent 80% of the employee's weekly base salary.
- For the remaining 15 weeks, Supplemental Allowance Plan benefits cover the difference between Employment Insurance benefits and 80% of the employee's weekly base salary.

/cont'd.

Obligations of Employees

In order to receive benefits under the Supplemental Allowance Plan, employees must send proof of their eligibility to receive Employment Insurance or Quebec Parental Insurance benefits, and proof of the amount of benefits payable under either program to bst-btsemplserv@bell.ca

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton	Sam Snyders
Senior Manager, Labour Relations	National Representative
BELL TECHNICAL SOLUTIONS	UNIFOR

LETTER OF AGREEMENT NO. 7

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON PAID DOMESTIC VIOLENCE LEAVE

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.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 8

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON WOMAN'S ADVOCATE

The parties recognize that female employees may sometimes need to discuss with another women matters such as violence or abuse at home or workplace harassment. They may also need to find out about specialized resources in the community such as counsellors or women's shelters to assist them in dealing with these and other issues. For this reason, the parties agree to recognize the role of Women's Advocate in the workplace. The Women's Advocate will be determined by the Union from amongst the female bargaining unit employees.

Any Clerical bargaining group employee facing situations of domestic violence or abuse may confer with the Women Advocate who can direct the employee towards the appropriate support mechanisms. The time required for the Women's advocate to carry out their role will be paid by the Company.

The Company agrees to provide access to a confidential phone line and voice mail that can be maintained by the Women's Advocate and that is accessible for female employees to contact the Women's Advocate. As well, the Company will provide access to a private office/board room so that confidentially can be maintained when a female employee is meeting with the Women's Advocate.

The Company and the Union will develop appropriate communications to inform female employees about the advocacy role of the Women's Advocate providing contact numbers to reach the Women's Advocate. The Company may also assign a management support person to assist the advocate in her role.

/cont'd.

The Women's Advocate position is in no way meant to replace resources and processes that are available already through the Mental Health and Workplace Practices Group. The Women's Advocate will participate in an initial 40 hour basic training program and an annual three (3) day update training program delivered by the Unifor National Women's Department.

The company will ensure that Women's advocates will be afforded the time off required for training which will be paid by the Union.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 9

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

PEL-PAID EDUCATION LEAVE

This letter will confirm the understanding reached between the parties regarding the Paid Education Leave.

It is understood that, the Company agrees to pay into a special fund an amount of two cents ($0.02) per hour for regular hours worked at the end of each year in 2019, 2020, and an amount of three cents ($0.03) per hour for regular hours in 2021, 2022. Payment will be sent by the Company to the following address:

Unifor Paid Education Leave Program
205 Placer Court
Toronto, ON
M2H 3H9

Candidates for PEL shall be selected by the Union to attend. The Union will provide written confirmation to the Company of such selection. All time off required for training including transportation, lodging, and incidental expenses will be paid by the Union. Employees on PEL leave will continue to accrue seniority and service.

/cont'd.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 10

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT DRUG, ALCOHOL, AND GAMBLING ADDICTION

The Company agrees to work with the Union to assist employees suffering from alcoholism, drug ad 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 in specialized houses for alcohol, drug and gambling addiction treatment for all employees having received a medical recommendation for these treatments. It is understood that these specialized house fees will apply only once per employee. The Company is committed to respecting the principle of confidentiality essential to an effective intervention. Under no circumstances may the information obtained be used for purposes other than the application of this letter of agreement.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 11

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON TECHNOLOGICAL CHANGES

Bell Technical Solutions will provide to the union, as much advanced notice as possible of technological changes, and no less than three months' notice of the proposed implementation of such changes. Along with the notice and implementation, the Company would identify the nature of the change, the dates they are to take effect, and locations affected by the technological change on the terms of employment, number of employees, potential layoff, new job classifications and any other pertinent information available at the time.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 12

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON FAMILY OR PERSONAL EMERGENCIES

This is to confirm our understanding reached during bargaining for the renewal of the Clerical Employees Collective Agreement.

The Company and the Union recognize that employees have family and personal obligations and those emergencies that are unpredictable and beyond their control could lead to unpaid absences from work:

- Home conditions (for example: flood, fire)
- Personal emergencies (for example: car accident, theft or burglary);
- Family emergencies (for example: sickness of a child or parent, school or daycare closure);
- Urgent medical or dental appointments that cannot be scheduled outside of working hours;
- Interruption or failure of public transportation;
- Road closure due to a major accident.

The Union recognizes that it is the employees' responsibility to find alternatives so as to avoid absences from work and to take the necessary measures in order to return to work as soon as possible.

The union recognizes that local management has the right to inquire as to the reason of the absence and to request, in certain cases when it deems it necessary, that the employee provide justification.

Where the criteria set forth in this Letter of Intent are met, the Company confirms that local management should authorize an absence for family or personal emergency.

It is also understood that, in order to minimize the financial impact on the employee, and depending on the circumstances, local management may authorize the employee to use paid time owing.

The parties also agree that any differences concerning this letter of intent may be brought to the joint labour relations committee for discussion.

Should any laws or regulations affect the agreement or entitlement to Personal Emergency Leave, the Company will adjust this letter in accordance with the law or regulation. However, these adjustments should not reduce the overall level of benefit.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 13

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON VOTE TO REPLACE REMEMBRANCE DAY FOR FAMILY DAY

During ratification, the Union will hold a vote to determine whether the bargaining unit would prefer to have Family Day or Remembrance Day as the 8th recognized holiday under article 17.01 in the collective agreement. Once the vote is finalized, the selected holiday will be honoured accordingly.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 14

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON MOMENT(S) OF SILENCE

Moment of Silence – December 6th

National Day of Remembrance and Action on Violence Against Women – The Company agrees to allow employees one (1) minute of silence at 14:00 on December 6th of each year in observation of the women killed in the Montreal Massacre.

Moment of Silence – day of mourning April 28th

The Company agrees to allow employees a moment of silence on April 28th of each year to remember and honour those workers who have died or who have been injured on the job.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 15

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

AGREEMENT ON SENIOR PART TIME EMPLOYEES FOLLOWING RATIFICATION

Our intention is to eliminate Senior Part Time Status. All Senior Part Time employees will be offered an upgrade to Regular Full Time status upon ratification of this agreement. Employees, who cannot work the guaranteed hours, will maintain their current status and benefits.

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 16

AGREEMENT BETWEEN:

UNIFOR
205 Placer Court
North York, ON
M2H 3H9

AND
Bell Technical Solutions
2000 Argentia Road, Plaza 2, 4th Floor
Mississauga, Ontario
L5N 1V9

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 expand reimbursement for services provided by psychologists and social workers to a maximum of $3,000 per year for each person covered by an employee's benefit plan. This applies to services received from January 6, 2019 onward. The Company agrees to cover the full cost of implementing this benefit until January 6 2023.

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

This Agreement is signed, this 25 day of January, 2019.

Laura-Lee Hamilton
Senior Manager, Labour Relations
BELL TECHNICAL SOLUTIONS

Sam Snyders
National Representative
UNIFOR

LETTER OF AGREEMENT NO. 17

UNIFOR BARGAINING UNIT OF BELL TECHNICAL SOLUTIONS in ONTARIO
Clerical – Local 1996
(Hereinafter the "Union")

And
BELL TECHNICAL SOLUTIONS

(Hereinafter the "Company")

LETTER OF AGREEMENT ON AVERAGING OF MAXIMUM HOURS OF WORK

This letter of Agreement (hereinafter referred to as "Agreement") defines the conditions agreed upon by the parties to permit members of the Union to work more than 48 hours in any specific week, within the parameters as stated by the Canada Labour Code (hereinafter the "CLC").

The above-mentioned parties agree that the regular work week is 40 hours per week, or 80 hours in a two week period as permitted in the Collective Agreement. It is recognized the CLC limits the hours of work for an employee to 48 hours per week.

As the nature of the work done by the Company may necessitate irregular distribution of the hours of work of an employee, section 172 of the CLC provides the ability to establish an agreement to average working hours over a period of two or more weeks.

The conditions agreed to are:

1. The Parties recognize that given the nature of the Company's activities, the workload can fluctuate based on customer demand during different periods in the year. The parties agree that the appropriate averaging period is 6 months as it allows the Company to meet customer demands and employees, members of the Union to work additional hours during busy periods;

2. The averaging periods will span 26-weeks and are defined as:

Start Date	End Date
October 28, 2018	April 27, 2019
April 28, 2019	October 26, 2019
October 27, 2019	April 25, 2020
April 26, 2020	October 24, 2020
October 25, 2020	April 24, 2021

Start Date	End Date
April 25, 2021	October 23, 2021
October 24, 2021	April 23, 2022
April 24, 2022	October 22, 2022
October 23, 2022	April 22, 2023

3. The maximum number of hours an employee may work in each of the periods stated above will be 1248 hours, the hours counted as or excluded from 'hours worked' are listed in Schedule 1 below.;

4. While this agreement permits an employee to work beyond the CLC weekly hour limit, such hours will be on a voluntary basis in accordance with the Collective Agreement and cannot be forced by the employer;

5. Employees who volunteer to work beyond the CLC weekly hours under this agreement will still be required to fulfill their previously scheduled shift obligations.;

6. New employees hired during the Averaging Period will be subject to this Letter of Agreement and will be subject to the Averaging Period on a prorated basis.;

7. Compensation for regular hours and overtime hours will continue to be paid as provided in the Collective Agreement.

This Letter of Agreement comes effective as of the date of the ratification of the clerical bargaining agreement. Any dispute that may arise shall be reviewed during regular LRC meetings. If resolution cannot be achieved, either party may cancel this agreement with 30 days notice.

Date January 25 2019

FOR BELL TECHNICAL SOLUTIONS

FOR THE UNION – UNIFOR

Schedule 1

Hours included or excluded in total hours worked*	
INCLUDED	***EXCLUDED***
• All regular working codes including O/T (paid and banked) • HMP – time taken off or the time worked on a holiday • MSP – paid sickness time • MIP – On-duty injury • VAC – Vacation time taken • POP – Obligatory Time Paid (i.e.) • PGP – Personal Granted Paid • PGB – Bereavement • PSP – Paid Suspension • TGP- Banked time scheduled	• MSB – medical benefits • MSA – medical unpaid • MIB – Medical absence work related • MSU – Incidental illness unpaid • TGP – Banked time cashed • PCU – unscheduled employee absence (not related to illness) • PGU – Approved personal absence unpaid • POU – Obligatory time off unpaid • PSU – Unpaid Suspension

The inclusion of the above codes in calculating hours worked does not necessarily correlate with the compensation provided to the employee.

Contact List

Local Steward :	Local Steward :	Local Steward :
Operations Manager :	Operations Manager :	Operations Manager :

INSURANCE

THE PERSONAL (home and car insurance)	**THE PERSONAL** (home and car insurance)	**THE PERSONAL** (home and car insurance)

INDUSTRIAL ALLIANCE: *(Have in hand your policy and certificate numbers)*

Life insurance	Life insurance	Life insurance
Health care	Health care	Health care
Dental care	Dental care	Dental care
Short term disability	Short term disability	Short term disability
Long term disability	Long term disability	Long term disability
Emergency Out-of-Province Assistance	Emergency Out-of-Province Assistance	Emergency Out-of-Province Assistance
* *Have in hand your policy, certificate and Provincial Health care numbers before phoning*	* *Have in hand your policy, certificate and Provincial Health care numbers before phoning*	* *Have in hand your policy, certificate and Provincial Health care numbers before phoning*

RRSP / DPSP

Industrial Alliance	**Industrial Alliance**	**Industrial Alliance**

EMPLOYEE SAVINGS PLAN

Morneau Sobeco	**Morneau Sobeco**	**Morneau Sobeco**
Shepell-fgi	Toll free	**Shepell-fgi** Toll free