

# Bell Technical Solutions

**To:** All Bell Technical Solutions Technicians in Ontario  
All Field Operations Managers and Senior Managers in Ontario  
All Workforce Management Team Members in Ontario

**From:** Mark Olmstead, Director, Workforce Management, Logistics Delivery, & Structured Cabling

**Subject:** Important update on vehicle utilization

Hello,

Since the Company started to use the Vehicle Matching Process, many technicians have benefited from the program. First, it allows many garage dispatch technicians to travel a lesser distance to work with their own vehicle to pick up a Company truck. Second, it allows BTS to continue to provide the home dispatch privilege to its employees and even to expand the program to some employees that are garage dispatched.

The Company will continue to use the Vehicle Matching Process. Obviously, this has raised some concerns in the past that we are confident have been addressed and resolved. You are probably aware that Unifor filed a grievance contesting the right of the Company to match a garage dispatch technician with the vehicle of a home dispatch technician. An arbitrator confirmed the validity and reasonableness of the Vehicle Matching Process. The arbitrator also confirmed that garage dispatch employees should not pick up the vehicle keys before the start of their shift.

As we want to make the process clear for everyone, you will find below a recap of the responsibilities for technicians involved in the Vehicle Matching Process.

If you have any questions on the above, please discuss your concern with your manager.

Thank you for your collaboration.

