



ROD HIEBERT
President, 3-year term

Hiebert re-elected President, 5 BA's re-elected

President Rod Hiebert has been re-elected for a three-year term.

Delegates to the TWU convention in Calgary gave Hiebert the nod over challenger Business Agent George Doubt.

Hiebert has been a Union officer for more than 20 years. He has served as TWU President for the past 13 years. Before that he served four years as vice-president, and before that four years as Business Agent. Hiebert told delegates he

intends to serve his full three-year term.

All incumbent Business Agents seeking re-election were successful.

Mick Shiels was re-elected B.A. for Calgary by acclamation.

Marjorie Shewchuk was re-elected B.A. for Edmonton by acclamation. Bobby Schneider had been nominated for the Edmonton position, but withdrew prior to voting on the Friday of convention week.

Three Burnaby Business Agents – Peter Massy, Fran Guillet and Betty Carrasco – were also re-elected. Two delegates seeking a Burnaby position – Nancy Curley and Marcel Lafond – were unsuccessful. Curley is also a TW Pension Plan Trustee and Lafond is a member of the Union bargaining committee negotiating with TELUS.

Delegates also selected members for three TWU committees.

Elected to the Constitution Committee were Monte Worthington, Don Stang, Ed Gerhardt and Sean Breckenridge.

Elected to the Finance Committee were Julie Labine, Colin Brehaut and Lee Riggs. Elected to the Education Committee were Carl Solarz, Ivana Niblett, Fran Miller and Patti Anderson.

Colin Anderson was elected convention chair and Tim Taylor was elected convention vice-chair.

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BROADWAY PRINTERS

TELUS flip-flops on binding arbitration ruling

The Canada Industrial Relations Board is expected to rule in the coming days on an appeal TELUS filed last month seeking to overturn a previous CIRB ruling ordering the company into binding arbitration

with the TWU. The two parties have been in contract talks for more than three years and this is the latest volley by the company to get terms that are more favourable to it.

Vice-President Bruce Bell says that until TELUS filed the appeal, discussions appeared to be heading toward a solution. Bell adds that both sides seemed satisfied that discussions were at least moving forward.

“We were looking forward to binding arbitration. They put down four terms of reference and we immediately said ‘we don’t agree with your terms of reference, but we can argue about all that stuff.’ So we met across the bargaining table shortly thereafter, moving into early February, and tried to hammer out some terms of reference and tried to hammer out an agreement on an arbitrator. It wasn’t going very far, very fast, and lo and behold February 16 they had a change of mind and they decided they were going to appeal.”

Prior to filing the appeal, the company appeared to wholeheartedly support the CIRB’s decision ordering binding arbitration.

“We welcome the opportunity to engage in binding arbitration. Binding arbitration provides a process whereby TELUS can arrive at a new collective agreement that supports our team’s future competitiveness,”



TWU bargaining team reports to convention delegates on status of negotiations with TELUS

TELUS president and CEO Darren Entwistle said in a January 29 news release, issued a day after the CIRB’s ruling.

The company set out four terms of reference similar to those established in other settlements. The Union has not agreed to them.

· The economic growth and competitiveness of the company given the changing needs of customers, technological advances and the competitive dynamics of the industry;

· The company’s ability to operate efficiently, improve productivity and meet acceptable standards of service;

· Comparability with other collective agreements within the industry; and,

· Importance of good labour-management relations.

Two weeks later, however, on February 17, TELUS made an about-face and announced that it appealed the CIRB ruling both to the CIRB itself and the Federal

Court of Canada. Despite filing the appeal, the company maintained that it would continue to meet with the union to select an arbitrator and to determine the terms of reference.

Bell says, however, that hasn’t happened. “Bargaining is not happening. The company is not very interested in meeting to bargain or to go into

binding arbitration, even though it is rare these types of decisions are overturned.” Meanwhile, the TWU is preparing to go back to Mme. Pineau, who made the original binding arbitration decision, to ask her to appoint an arbitrator for binding arbitration.

Adapted from an article in Network News

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April 28, 2004

**National Day of Mourning
for Canadian workers
killed or injured on the job**

**Check the website or hotline as the
CLC Day of Mourning approaches
for information on ceremonies in your region.**

LETTERS TO THE EDITOR



ROD GIDDENS

Retirement thanks

Dear TWU:
Thank you for the kind words and gift at my retirement party on January 30. I especially want to thank Don Fehr for putting the evening together. Also I thank Rod Hiebert for his kind words and the leadership he has provided the TWU over the years. Thanks also to Bruce Bell for leading us through this difficult set of negotiations.

I thank the members for all your support over the years. I am very proud of the TWU and all we have accomplished. I know we will have many more battles with the company, but together we will win.

I will always remember the words of Ken Georgetti as he addressed the many soon-to-be retirees at our 2003

Convention, "The Union person spends all his working life struggling to attain a better standard of living for his family, and spends the rest of his life struggling to maintain it."

I will be around to give you whatever support and help I can.

**In Solidarity,
Rod Giddens**

Dear TWU:

I am writing to express my appreciation for the \$1000 cheque, plaque and pin received when I recently retired. I would not have been able to retire in such comfort had you not worked so diligently over the years to obtain from BCTel and TELUS the best labour contracts possible. I wish you continued success at the bargaining table.

**Sincerely,
Glen Harris
Local 9**

Dear TWU:

I'm writing to thank the TWU for my recent retirement gift of \$1000 and the nice plaque and pin. I have enjoyed the benefits and my association made possible by the TWU over the past 31 years. I truly hope that saner heads will prevail and everyone gets a revised collective agreement that everyone can live with soon. I will continue to support the TWU in any way that I can.

**Thanks again,
Cliff Brougham
Local 35, Campbell River**

Dear TWU:

I would like to take this opportunity to thank the TWU for the retirement cheque, pin and Honourary Life Membership.

It has been a pleasure working with all my brothers and sisters in the past and I would like to wish them all the best in the years to come.

**Jack Campbell
Local 2, Victoria**

Dear TWU:

Thank you very much for the Honourary Life Membership, Retirement pin and the \$1000 retirement gift. Also, thanks to Karen Whitfield for the presentation at the Nelson Retirement Party.

All the best to TWU in negotiations and future battles with TELUS.

**Sincerely,
Dave McMichael (retired)
Local 4**

Dear TWU:

Thank you very much for the cheque for \$900 for my Retirement from TELUS after 18 years.

**Sincerely,
Arlene Kraft, Local 16**

Dear TWU:

Thank you so much for the \$1000 retirement gift, pin and honorary life membership in the TWU. My best wishes to you all, now and in the future.

**Sincerely,
Shirley Pellegrin,
Coquitlam**

Dear TWU:

Thank you so much for my retirement gift, the cheque, the pin and the Honourary Life Membership.

I appreciate all the hard work to provide me with my pension and the working conditions and wages that you made possible.

Thank you for all you have done for me and my fellow brothers and sisters. Stay strong.

**In solidarity,
Betty Blackburn
Abbotsford**

Dear TWU:

Please accept this letter as my long overdue thank you for the \$1000 retirement cheque and lifetime membership in the TWU. Time flies when you're having fun in retirement!

At this time I would also like to encourage the membership to stand strongly behind the union this current battle with a company that cannot and will not bargain in good faith.

As a retired employee who now reaps the benefits of a very hard fought for pension plan, I would like to remind everyone that it wasn't the company that gave us wage increases, medical benefits, vacation entitlements, technological change/contracting out clauses and numerous other benefits in the collective agreement. It was only through the efforts of the TWU and a very strong membership that these benefits were achieved.

Continue to fight the good fight.

**In solidarity,
Shirley Shorten
Kelowna**

Dear TWU:

Thanks so much for the Retirement Gift, pin and Honourary Life Membership.

It was an honour to be a Shop Steward for the TWU and Local 5.

All the best in negotiations for all the sisters and brothers.

**Sincerely,
Dan Coyle
New Westminster**

Dear TWU:

Thank you so much for the long term disability that I receive each month. It helps me to try and lead a normal life as best I can.

A big heartfelt thanks.

**Very sincerely,
Polly Hawkins
Port Coquitlam**

Dear TWU:

Thank you for making early retirement possible. Also for the group medical coverage with Blue Cross. I am Diabetic and would not have been eligible for a drug plan otherwise. Thank you for the retirement gift and honorary life membership and pin.

I am proud to say that I am a member of a union who really cares about their members' needs - even after retirement.

Hoping that all members will acknowledge that their present and future well-being was made possible by collective bargaining, and will stick together and move forward.

**Sincerely,
Karen Larson
Local 10, Vancouver**

Dear TWU:

Please find enclosed a cheque for \$21 to maintain my associate membership in the TWU until I reach 55 years of age. Happy New Year to all the executive and thanks for all the support over the years. I will be watching how things progress as to achieving a collective agreement and will be available to assist wherever it's needed.

Thanks again.

**As always, in solidarity,
Derm Kennedy
Kimberley**

Dear TWU:

I would like to thank you for my \$1,000 retirement gift and life membership in the TWU. I was fortunate to be able to take advantage of the separation package and also fortunate over the years to have met and worked with some really great people. It is unfortunate however that working for Telus was no longer a pleasant experience and it was not hard to leave. The future is going to be tough. Good luck to you all.

**Mike Cooke,
Local 8**

Dear TWU:

After a 32-year career with BC TEL/TELUS, it is time to recognize in writing the contribution of the TWU and how it has been a part of my success and quality of life. It is with great appreciation, and sincerity, that I thank the Union and President Hiebert for representing me and my co-workers over all those years. You have done so with class, dignity and rational resolve, and I consider myself fortunate to have been represented so well.

Thank you for my honorary lifetime membership, the \$1,000 cheque from the Benevolent Society, and continued good fortune as you work toward a new collective agreement.

**Yours truly,
James E. Robinson,
Local 2**

Local 7 thanks

Dear TWU:

I am writing to thank the members of Local 7, as well as members of other Locals, for their generosity in helping a Brother in our Local in a time of great distress.

The Brother and his family had to temporarily re-locate to Toronto so their daughter could get a double lung transplant.

Local 7 held a raffle to raise money to assist the family with their expenses. On behalf of the family, and myself, I want to thank all of the members of Local 7 who generously donated or purchased tickets for the raffle. Members of other Locals also donated, and purchased tickets, and I want to wholeheartedly thank them as well.

Special thanks go to Brother Neil Southworth, who not only organized the raffle, but also built one of the prizes.

**In Solidarity,
Marcel Lafond,
President,
Local 7**

Praise for ads

Dear TWU:

Re: the TV ads: All I can say is brilliant, witty, to the point, effective and creative. The ads were a stroke of genius. I have taken marketing classes, advertising and public relations, and never have I seen a campaign that hits the spot like this. Talk about getting the consumer on the side of the union.

I have had several people comment to me how effective the ads are. Having the SUIT, who looks amazingly like a tent weasel, try and catch the monkey is just too much. I am glad to see the union take the innovative high road toward a company run by an arrogant disrespectful kid. I am glad to see that President Hiebert stuck around to see this battle through.

Congratulations, you have done us proud, keep up the good work.

**In solidarity,
Bruce Eckhoff,
Winfield, BC**

Sports thanks

Dear TWU:

We, the Castlegar Aquanauts Swim Club, were the successful applicant of a Minor Sports Sponsorship here in Local 4 of the West Kootenays. We really appreciate the \$500 sponsorship. We have purchased an underwater video camera for stroke analysis. It works great!

Thank you very much.

**Castlegar Aquanauts Swim Club
Allan Ceccon, Local 4**

The 34th annual

TELUS GOLF TOURNAMENT

will be held

Saturday, June 12, 2004

at the

Revelstoke Golf Club

in Revelstoke

Entry fee: \$65

Deadline May 20, 2002

Contact Dave Henry
at 604-453-2277

2nd floor, 9100 Glenlyon
Blvd, Burnaby, BC, V5J 5J8

e-mail:

davehenry@telus.com

Tournament is open to all
current and retired TELUS
employees

BOYCOTTS

All readers are asked to support the following trade union sponsored consumer boycotts. Please do not patronize or purchase any of these goods, services and/or retail outlets:

All Non-Union Postal Outlets
Dispute with CUPW
Philips Electronic Products, Quebec
CLC/USWA 7812
Essex Kent Mushroom, Essex
Continental Dist. Inc. or
Unionville Farms, Kingsville
CLC/BCFL - UFCW National

EDMONTON OFFICE
#103 - 10525-170 Street
Edmonton, Alta, T5P 4W2
Ph. 780-444-6945
Fax: 780-488-6911

CALGARY OFFICE
#255 - 525-28 St. S.E.
Calgary, Alta, T2A 6W9
Ph. 403-237-6990
Fax: 403-802-2381

TWU phone ... (604) 437-8601

TWU fax (604) 435-7760

Pension Plan
office (604) 430-1317

TWU hotline .. (604) 435-2224

TWU Website addresses:

TWU Home Page: <http://www.twu-canada.ca>
TW Pension Plan:
<http://www.twu-canada.ca/twpp/pptoc.htm>
TW Benefit Plan:
<http://www.twu-canada.ca/twbp/bphome.htm>
TWU Email Address (Union Office):
twu@twu-canada.ca
TW Pension and Benefit Plans:
general@twplans.com

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ACPS

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Five Business Agents re-elected, two by acclamation



MARJORIE SHEWCHUK
Edmonton, acclamation



MICK SHIELS
Calgary, acclamation



BETTY CARRASCO
Burnaby



PETER MASSY
Burnaby



FRAN GUILLET
Burnaby

Three candidates unsuccessful in bids



GEORGE DOUBT
Challenger for Presidency



NANCY CURLEY
Burnaby BA bid



MARCEL LAFOND
Burnaby BA bid

Two 'Scottish lasses' retire



MARGARET JOHNSTON has retired from the TWU after 22 years with the Union. Margaret accepted the TWU buyout offer to senior staff, and left the Union in mid-February.

Born and raised in Scotland, where she apprenticed as a bookbinder, Margaret came to Canada in 1968. She worked as a bookbinder for 12 years, and was a member of the Graphic Arts Union.

Margaret started with the TWU in 1981 and worked in the mailroom for the entire 22 years she was with the Union. She was a member of the OTEU (now OPEIU) since 1981, and served as a shop steward for about 10 years.

In her retirement, Margaret will continue to live in New Westminister. She plans to travel to Scotland this summer, her first trip back in 30 years.

Friends and colleagues at the TWU and the OPEIU wish Margaret a long and happy retirement.



ANNE KENNEDY retired from the Calgary office of the TWU at the end of February, where she worked as General Assistant.

Anne has worked for a Union representing TELUS workers for more than 20 years. She has been employed with the TWU since the merger of the Unions representing BC TEL and TELUS in 2000, but prior to that, she had worked for the IBEW for the previous 18 years. She is taking the buyout offered to senior staff members by the TWU.

Originally from Scotland, Anne moved to Canada with her husband and first child in 1963. They lived in eastern Canada for more than a decade, moving to Calgary 27 years ago. Her first job with the Union movement was with the Plumbers Union, where she remained for a few months before going to work for the IBEW.

In addition to her work with the TWU, Anne represented her Union OPEIU 379 in bargaining with the TWU in 2003.

Anne's cheerfulness, organizational skills and positive influence on the office will be missed.

Anne is a widow, and spends a lot of time with her four children and four grandchildren. She has bought a condo to enjoy in retirement and will be moving in this spring.

She enjoys traveling, and gets down to Las Vegas at least once a year. She also hopes to get back to Europe for a visit in the next year or two.

Friends and colleagues in the TWU and OPEIU wish Anne a long and happy retirement.

Shaw members ratify contracts

Members of the Telecommunications Workers Union employed at Shaw Cablesystems in Vancouver and Surrey voted overwhelmingly in late February to accept the negotiated agreements with Shaw. The members in Vancouver voted 79.6% in favour. Those in Surrey voted 77.6% to accept.

"After years of conflict, the parties realized that each side might benefit from a degree of mutual accommodation," declared TWU Business Agent Tim Williams. "While we did not get everything we wanted, the Union did achieve major gains in the areas of jurisdiction, lay-off language and protection against the contracting out of our members' work."

The new agreement will have a duration of four years, with a 2% wage increase in each of those years. In addition, the new contract includes a new provision for a retirement package for employees who reach 60 years of age and who have 20 years of service. Finally, the employer made a major contribution to the members' Health and Welfare package.

Software company workers ratify contract

The employees working for BC-based rivusglobal.com, Inc. voted to join the Telecommunications Workers Union in May 2003 after the TWU applied for certification through the provincial Labour Relations Board. The Union is happy to announce the employees have ratified the first collective agreement in February 2004.

The company is based in New Westminister.

The new Union members at the innovative document management solutions company, part of TWU Local 7, work with leading edge technologies to provide the Company's clients with an easy and cost-effective way to manage their documents.

Employees have developed specialized software including iScribe.NET, a customized software solution for rapidly

searching and managing paper-based documents in a digital format. iScribe.NET indexes data and employs powerful categorization, search, and retrieval technologies.

Additional information on rivusglobal.com Inc. and the products and services they offer can be found on their corporate website at www.rivusglobal.com



Delegates to TWU convention held in Calgary March 1-5

Labour Appreciation

The Edmonton and District Labour Council is holding their Labour Appreciation Night on Saturday, April 17, at Edmonton's Shaw Conference Centre.

The event will include the presentation of the Jim Shawchuk Award to the union member who has proven their commitment to their union, community and United Way.

Tickets are \$45 each. Labour members are invited to purchase tickets through Perri Garvin at 780-990-1000 or e-mail pgarvin@uway.ab.ca

Great Financial Plans



By **BILL BILES, CFP**
Financial Planner

Van Tel/Safeway Credit Union

Today's topics are a little dry, but they seem to be on one everyone's minds – I have had dozens of people ask me versions of these two questions over the past few weeks. Both topics, however, are quite technical and, as usual, I invite you to visit me anytime for further information. Good luck!!

1. *Question: I departed TELUS (with a VDIP or ERIP) on December 31, 2003 and received my payout in January 2004. How do I claim the RRSP receipts I received from Van Tel/SCU?*

Answer: Employees departing TELUS in December and late November 2003 generally did not receive their actual payouts until January 2004. The taxable portion of the payouts, less withholding taxes, should have reached your bank accounts in the first few weeks of January. The RRSP contributions and eligible allowance transfers from your packages should have reached your RRSPs by the end of January. You will not receive a T4A for the payout from TELUS until early 2005, since it is taxable income for the tax year 2004. Your RRSP contributions and transfers, however, will generate receipts dated "in the first 60 days of 2004".

The receipts associated with your contributions (i.e. the amounts your tax assessments say you may contribute and deduct for 2003) may be applied against your 2003 income, or carried forward to any year in the future. You are best to apply the receipts against the earliest taxable income earned in the highest marginal tax bracket (which will be from the year 2003 for many of you).

The receipts associated with the transfer of eligible allowances, however, must be used in the same tax year that the payout is taxable in. If the RRSP receipt for this transfer is dated in 2004, you cannot deduct the receipt until you claim the T4A income associated with the package (i.e. with your 2004 return, filed in

2005). You cannot deduct this receipt against 2003 income (unless, of course, you actually received the package payout in 2003).

If both the contribution and the transfer allowance are on the same receipt, file the receipt with your 2003 return and indicate in an attached note that the amount associated with the transfer will be deducted on next year's return against the T4A 2004 income to be reported from the package. The transfer amount will show up as an over-contribution on your 2003 income tax assessment, but CCRA will not levy the 1% per month penalty against it.

Finally, if you have read these preceding paragraphs more than once and they still don't make sense, give me a call, I'd be happy to walk you through any of the concepts on my tax software.

2. *Question: I see the Dow Jones Industrial Average and the Toronto Stock Exchange index have each risen 20 to 30% in the past 12 months. Should I start buying some mutual funds now, or are individual stocks better?*

Answer: Today's historically low returns in term deposits and GICs, coupled with the sharp positive turnaround in the major stock markets over the past year, have revived considerable interest in equity investments.

Most readers know I advocate investing your regular or systematic contributions to investment plans directly to your "personal investor profile", regardless how the markets are doing. Determine what portion of your portfolio should be in Fixed Income (cash equivalents, term deposits, bonds or bond mutual funds) and what portion should be in Growth (stocks and equity mutual funds), and then split and invest your regular contributions accordingly.

Any larger lump sums you may currently have set aside in money market or short term savings and deposits, both inside RRSPs and outside, should be moving toward to your investor profile now as well. There is probably greater risk to being out of the markets than being in them – for the long term anyway. Just remember the normal caveats regarding diversification and remaining invested to profile.

If you would like to know what your "personal investor profile" is, or if you would like to discover how your current investments match up with your profile, come in for a visit. I can review your portfolio and give you some comment on your

allocations and the specific term deposits and mutual funds you own.

As to whether it is better to buy mutual funds or individual stocks, let me first remind you that "mutual funds" can include equity funds (which buy primarily stocks) and income funds (which buy bonds, debentures and other income generating investments). There are dozens of different types of mutual funds and thousands of different individual mutual funds.

When you build a diversified, balanced portfolio, you generally include some fixed income investments and some equity investments. The equity side should include Canadian, U.S. and International equities. Many people further diversify their equity holdings into "core investments" (i.e. broadly based equity holdings representing entire geographical markets, like an index fund) and "sector investments" (i.e. specific exposure to smaller sectors of the overall market, like precious metals, resources, small caps, health sciences, etc.).

To create a well-diversified exposure to the Canadian markets, for example, one would have to own at least ten different Canadian stocks. A single Canadian equity fund may have 50 to 100 different stocks in it, representing even better diversification. To buy individual stocks one would need a few thousand dollars for each stock position, quickly multiplying to tens of thousands of dollars to properly diversify the Canadian, U.S. and International equity markets in a stock portfolio. You can buy a well diversified Canadian, U.S. or International equity mutual fund portfolio with as little as a few hundred dollars.

There are different costs and commissions associated with stocks and mutual funds, and different investors have varying degrees of aptitude and interest in maintaining investment portfolios. There is obviously no universal answer to which is better, stocks or mutual funds, but again, come in for a visit and I can help you determine what is right for you.

If you're still with me, congratulations and thanks for persevering. Next issue, I promise I'll find something lighter to talk about.

You can call Bill Biles at (604) 656-6289, email at bbiles@vantelsafeway.com, or contact a Van Tel/Safeway Member Service Representative at (604) 656-6200 or toll free at 1-800-663-1557. Please visit [Van Tel/Safeway's website at www.vantelsafeway.com](http://www.vantelsafeway.com).

Federation Presidents urge labour solidarity



LES STEELE

The Presidents of the Alberta and British Columbia Federations of Labour addressed delegates to the TWU convention, issuing calls for labour solidarity and stepped up efforts to protect the rights of unions and Canada's social programs.

Alberta Federation President Les Steele decried moves in Alberta toward public funding of private health and education services and related it to a larger pattern of "the creeping corruption of Canada's social system."

Steele noted that after World War Two, a labour pact was struck in Canada in which labour agreed to give up wildcat strikes and settle disputes through bargaining and arbitration, in return for the right to organize unions.

While that unwritten social contract largely held for three decades, it faced a serious attack with the wage and price controls of the mid-1970s, and "the labour climate (in Canada) has steadily declined since then." Now, he said, corporate and government contempt for workers' rights can be seen across the board. He noted that the telephone system in Alberta and B.C. has been damaged under the leadership of Darren Entwistle and telephone service has declined seriously through insufficient staffing, due to the company's attack on labour.

Steele also said health care workers in Alberta are hampered and undermined by anti-union legislation, stemming from a provincial government that believes employer convenience is more important than workers' rights.

"Employers think labour is a paper tiger," Steele said. "They think globalization has put a nail in the coffin of labour."

Steele said there is no easy answer to labour's dilemma. We can and will continue to fight rearguard actions, but it is getting harder for even the biggest and strongest unions to protect their members from the twin attacks from corporations and government.

"So unions must stick together and support one another in our struggles. Then we become a movement, not just a service organization."

Steele said we need to mobilize working people, and encourage the participation of working people not just in their unions, but also in the political process, at the federal, provincial and municipal levels.

"We need to rethink our strategies," he concluded. "We need to get creative, militant and radical."

B.C. Federation President Jim Sinclair also decried the cuts in education and health care under the Campbell government, and the weakening of labour laws.

Sinclair said the lives of working people have been enhanced over the



JIM SINCLAIR

years, directly through the organization of unions, and flowing from that, through the organization of medicare and other social programs.

"What could be more profound for working families than the organization of medicare," he asked. He charged that the governments of B.C. and Alberta are undermining the principle of equal treatment and universal access to medicare through increasing privatization and contracting out of services.

"Canadian medicare is not perfect, but it nothing like the nightmare in the U.S.," he said.

Sinclair also took a strip off TELUS and praised the TWU's efforts to preserve jobs and service.

"The company says the more workers they lay off, the better the service is, but you (in the TWU) know the opposite is true. Service gets worse as people are laid off, and particularly so in rural parts of the province."

Sinclair charged that the beginning of the decline in service can be traced back to deregulation. Under the regulated system, everyone got service, he said, while deregulation means "drive down wages". The monopoly telephone company was a good place to work, and provided good service, he said.

Sinclair suggested the TWU is now fighting not only for its own members, but for the entire labour movement. "If your collective agreement goes down, we all lose." Deregulation, privatization and contracting out are the cancer of the labour movement."

Sinclair said there are two pillars to our success. The first is collective bargaining, and without that, we would not have achieved what we have today.

"The second pillar of our success is democracy," Sinclair said. "We must support governments that support our rights. We need to be strong, tough and united, and we need to engage in democratic action. Businesses support conservative parties, and we need to support the NDP. We must work to defeat the ideas of Gordon Campbell, Ralph Klein and Paul Martin by working to defeat their governments," he told the delegates.

"Greed will not build a decent world," Sinclair said. "People will build a decent world. Our challenge is to turn over a better world to our children."

To achieve that, Sinclair said, our challenge is to do more, to get our co-workers more involved in the political process. We're going to have a conversation with the people.

"I leave you with this thought," Sinclair concluded. "Working people never got anything we didn't fight for, and working people don't get anything unless we fight for it."

Human Rights Committee report to convention

Following are excerpts from the report of the TWU Human Rights Committee to Convention 2004

The Human Rights Committee met for two days, January 12-13, 2004, at the Union office in Burnaby, BC. Although the retirement of our previous Human Rights Officer, Sister June Lewis, has brought a change to the Committee, it is our aim to continue the work that began under her direction. The past year has been very intense and emotional and 2004 seems to be following the same pattern.

OUR GOALS FOR THE COMING YEAR

- Continuing the Healthy Workplace Campaign.
- Training re changes in Human Rights legislation.
- Aggressively pursuing Human Rights violations to the fullest extent.
- Continuing to protect and to educate members re Privacy Rights and all issues that arise in the workplace.
- Continuing to challenge Company policies and practices.
- Encouraging members to send us articles, questions or issues you would like to see addressed.

HUMAN RIGHTS REPORT

In BC we implemented a Healthy Workplace Campaign in 2003 to address management's continuous attack on the rights of our membership

within the workplace. We subsequently introduced the program in Alberta as well. Every shop steward and counsellor have played a significant part in addressing management abuses of our members and in acting in supportive and advocate roles.

Over the last year, the Company has aggressively and openly challenged members receiving benefits and has denied benefits based on the Company doctor's evaluations rather than the assessments of the member's doctor on the PAF forms. This situation is unacceptable, as should the Company need more medical information from a doctor, they are required to send a written request to said doctor and copy the employee. In Alberta it is a requirement of the Collective Agreement that the assessment be done by an "independent" doctor (paid by the Company). There are ongoing issues there with said "independent" doctor giving diagnoses in favour of the Company's requirements rather than the member's actual condition. This amounts to harassment of some of our most vulnerable members. It increases their stress levels and impedes their recovery. Many members are being forced by the Company to return to work before they have recovered under threat of discipline or possible termination. The Company's aim seems to be to eliminate respect and human dignity from the workplace and to create an environment of fear. Employees are viewed as numbers instead of individuals, monitored constantly and

pressured continuously to meet statistical standards that are always being raised. We are seeing record numbers of denial of benefits, of failure to accommodate and of discriminatory/coercive practices in general. We strongly urge our membership to invoke the grievance process and to file Human Rights complaints when their rights have been compromised. In Alberta and BC, where the Duty to Accommodate processes are different, the problems remain the same. In some instances, members have been waiting for so long for workplace accommodation that their recovery has been negatively impacted. As a result, complaints to the Human Rights Commission have increased exponentially.

We are meeting with legal counsel on an ongoing basis to explore the most effective means of responding to the Company's continuous refusal to accommodate our members in an appropriate manner under the EAP/MAP programs, the coercive action plan and our Benefits program. Arbitrations and Human Rights complaints are currently in the works as well.

On a slightly more positive note, Workplace Harassment Workshops have been re-implemented in BC, although it remains a challenge to get the Company to facilitate training sessions. At TELUS Mobility we have had six introductory sessions, each lasting approximately 45 minutes for the purpose of evaluating membership knowledge of harassment policies. It

became clear over those sessions that general knowledge was prevalent but more detailed study of policy was necessary. Both the TWU and TELUS agreed to follow the introductory sessions with full training courses in 2004. For TELUS wireline, two training sessions were completed in Victoria in the Clerical/Operator Services areas and four sessions are scheduled for the first quarter of 2004 in Vancouver central offices. Additionally, in November 2003 BC Human Rights Officer, Fran Guillet, met with Stratcom management and presented the Harassment Training course to them in the hope that they would proactively offer the same training to their employees. Although their harassment policy is not part of their Collective Agreement, we developed and incorporated their policy into our training package. Stratcom and the TWU agreed jointly to present the training to all employees, both management and bargaining unit in 2004.

Alberta is still governed by different Collective Agreements and by different policies so, to date, no harassment training has been implemented. This will occur once both provinces are under the same agreement and following the same policies. There are other pressing concerns in Alberta re harassment; one of the primary ones being that the investigation of harassment complaints in that province is under the sole jurisdiction of the Company. Our Albertan Human Rights Officer, Marjorie Shewchuk, has had to

make harsh inquiries as to why the complainant/defendant involved in an harassment investigation are not interviewed while their colleagues usually are. Additionally, at no time during the investigation does the Company consult with the Union so we can only guess at how they arrived at their conclusions whereas in BC, the Joint Workplace Harassment Policies applies.

Brothers, Sisters, in reviewing the past year and in planning for 2004, we recognize that the challenges we face are increasing and the work that we do is becoming more difficult. It is with full hearts and extreme gratitude that we offer our thanks for your unstinting efforts on behalf of our membership. You have been instrumental in addressing management abuses, in assisting our members and in reassuring them that they are not alone. You continue to speak out against injustice in the workplace to protect the rights for which we have fought so hard. We have to continue the fight and find new and innovative ways to combat the tyranny that is TELUS. In solidarity we will succeed.

Respectfully submitted,
TWU HUMAN RIGHTS COMMITTEE
Kavita Parasram, Chair
Fran Guillet, Human Rights Officer, BC
Marjorie Shewchuk, Human Rights Officer, Alberta
Wes Nakano, Human Rights Committee member

Health and Safety Committee report to convention

Following are excerpts from the Health and Safety Committee report to convention.

INTRODUCTION

Last year, we told Convention that we were losing the struggle to make TELUS comply with the Labour Code and Regulations. We reported that the Policy Committee and most of the workplace committees at TELUS were finding it increasingly difficult to discharge the responsibilities they have under the legislation and regulations. The situation has not improved. We are now unable to discharge our responsibilities under the Canada Labour Code and the Regulations. The Company has no intention of compliance with any rules that interfere with their absolute domination of the safety committee structure.

Many of the workplace committees are effectively dysfunctional. They are dominated by the managers, aided by close supervision of the Company Safety Consultants. Very few committees do effective workplace inspections in the manner required by the Code, or participate in all the hazardous occurrences that happen in their jurisdiction. Few are populated with appointees who were chosen by the Union Locals. Many are not dealing with any substantial issues.

The purpose of a workplace health and safety committee is to address employee safety complaints and complaints about employer non-compliance with the Code. Considering that a workplace committee needs consensus before it can make recommendations to address an employee safety complaint, respect needs to exist between the parties. The program needs to be backed up with a tough approach by the HRDC Safety Officers. Certainly, we would never let our industrial relations grievances be put into such a weak forum.

A steady flow of simple, logical complaints to the HRDC Safety Officer has backfired. HRDC has failed us with rulings that hand over control to the Company by ignoring the plain language in the Code in favour of specious discourse on the "intentions" of the Code. They ignore a majority of our complaints and the logical points we make in the ones they actually address.

We have withdrawn support for the system of "umbrella" health and safety committees that has been so outrageously abused. Part Two of the Canada Labour Code requires a separate health and safety committee for each workplace with twenty or more employees. It requires a Health and Safety Representative for each workplace that has fewer than 20 employees, including unmanned sites like remote central offices and concentrator huts. A Health and Safety Representative has most of the powers and responsibilities of a full committee but is not fettered by a need for management's agreement before taking action. This gives them a great deal more power and effectiveness.

In consultation with our Locals, we intend to train and nominate our Shop Stewards and Convention Delegates as official Health and Safety Representatives (as defined in the Code) for the workplaces with nineteen or fewer workers. For these small workplaces, they will take over responsibility for handling safety complaints, along with their other duties.

Only members trained in Health and Safety should be appointed by the Locals to workplace committees for workplaces with 20 or more employees. We will refer to them as Committee Health and Safety Representatives. Some of their powers will be restricted by the limitations imposed on committees by the Code but they will

retain the responsibility to deal with employee safety complaints.

One by one, we will insist that the large jurisdiction committees be broken up. Only single workplace committees will be recognized or populated by the Union in exact compliance with the Code. If there are instances where "umbrella" committees are a better idea, we will insist upon following the provisions of the Code that would set them up legally. We ask you to read Attachment 1 with quotes from the Canada Labour Code, so that you will be up to speed on the legislation and the issues, as well as the importance of the Locals in this process. After discussion at this Convention, it is imperative that we go forward with a plan that will work. We are in a tough fight and we are in the right, so we will need the clear-headed support of all the activists in the Union to get this done. The lives and the personal safety of some of our members will depend on it.

Individual issues of particular interest are listed under their own headings below. Our minutes for the past year have more detailed information. We encourage all Delegates to read them as a regular habit.

BOMB THREAT POLICY

There was considerable improvement in the Bomb Threat Policy but we have gotten nowhere on the crucial "bomb sweeper" part of the controversy. This is a deal-breaker because, in addition to the irresponsible idea of putting untrained people at risk in a search of the premises, it also means that a completely untrained person will be deciding that there is no bomb, thereby causing evacuated workers to be ordered back into a building. It is not enough to shrug off the risk to those who will volunteer to get themselves blown up in this activity. They are endangering the other employees as well as themselves. Those who are ordered back into the building have a

right to a safe occupancy of their workplace, but under this Policy, some idealistic fool who would not know a bomb from a Popsicle will be telling our members that the building is free of explosives! We cannot endorse such a Policy. ***The Union does not endorse people volunteering as bomb sweepers.***

The only other issue left in dispute is the notification of the Workplace Safety Committee or Representative in the building where a "non-specific" threat is received. On this provision of the Policy, TELUS Corporate Security is being uncooperative for no good reason. We will continue to insist upon proper committee notification for all bomb threats. Otherwise, it would be too easy for the Company to hide real threats by designating them as "non-specific".

TERMS OF REFERENCE FOR WORKPLACE COMMITTEES

Once again, we remind the Delegates it is imperative that existing committees stick with the Recommended Terms of Reference that were approved for Workplace Committees. Too many committees are being tricked into signing watered-down versions of this document, which prevents them from being effective. Any committees that have not adopted these Terms of Reference should consider doing so as soon as possible, without changing the provisions set out in the posted documents. Without a full written set of procedures, a committee has very little recourse when the Company members refuse to take appropriate action or when they begin to subvert the committee's efforts. This usually comes to a head over the safety of our members. Without clear Terms of Reference, your access to intervention by a Safety Officer is seriously degraded. Safety Officers will usually enforce a committee's Terms of Reference, if it exists and if it is clearly

written. Included in this report is a copy of the jointly approved Terms of Reference (Attachment 2). We would ask the Delegates to become familiar with it and ensure the committees under their Local's jurisdiction are aware of the danger of making significant changes to it. It will take some time before we can complete the changeover to Health & Safety Representatives, so please promote this document in your areas.

LOCAL HEALTH AND SAFETY COMMITTEES

Each Union member of the TWU HEALTH AND SAFETY COMMITTEE is assigned as a contact person for several of the Workplace Health and Safety Committees. As a contact person, the Committee member acts as a resource to the Local Committee and as an interface between the Local Committee and the Policy Committee. To fulfill our obligations, it is important that we establish and maintain contact with the Local Committees – and that we maintain communications with the emerging corps of Health and Safety Representatives.

Respectfully submitted,
TWU HEALTH & SAFETY COMMITTEE
Rob Pagacz, Chair
Don Stang, Vice-Chair
Allan Haggstrom, Secretary
Ernie Iwaskow
Robin Lyman
Tim Williams, Business Agent
Mick Shiels, Business Agent

Note: Wayne Bennetts, Don Jones and Joyce Hill all took the Early Retirement Incentive package. The Committee wishes to thank them for their contributions and services to the Health and Safety Policy Committee over the years. We wish them the best in their future endeavours.

Contracting Out and Technological Change Committee report to Convention 2004

Following is the report of the Contracting Out and Technological Change Committee to convention

The Contracting Out and Technological Change Committee met throughout the year on wireline and wireless issues. This separation of the Committee began in September of 2001 when TELUS announced its supposed sale of TELUS Mobility to T l mobile. As a result, there are generally two meetings a month. It is the intention of the Union to push for an end to these separate meetings as a result of CIRB decision 244 handed down in September of 2003. This year saw the retirement of a long standing COTC Committee member, who has more history and more seniority on the Committee than anyone else we know, Rod Giddens. He is gone but we know he is not far. We are pleased to announce that we have a new member on the Committee, Tony Candido, a member of Local 5.

* * *

Three main challenges faced the Contracting Out and Technological Change Committee this past year. Two were noted in the March 2003 report but have escalated since then.

First, TELUS management both in wireline and in wireless have used the ongoing dispute over Mobility to confuse and obscure contracting out issues. Case in point, TELUS Mobility argues that building trailers is not work regularly performed because they have no Shoppersons. TELUS wireline argues that they are a contractor to Mobility and they do not build the steel stud trailers that Mobility wants. The issue still remains outstanding, however, TELUS (including Mobility) have committed that there will be a hearing on construction of trailers before anymore are contracted out.

Second, they both have resorted to challenging the jurisdiction of the Committee to hear specific cases and argue those cases using legal counsel. This delays hearings, frustrates the Committee and is unnecessary.

Third, it is obvious that TELUS management had anticipated that a contract without the COTC clause would be in place by now. Two things occurred as a result. First,

managers are pushing ahead with projects as if the COTC clause was gone. Second, Company representatives on the Committee feel that they can ignore the clause and proceed because they think it will be gone. This will increase the contracting out violations considerably and this is reflected in the information your Committee has received from individual members.

While these three challenges have made dealing with contracting out issues difficult, we have pushed ahead raising issues and challenging the contracting out of work regularly performed. Much of the credit must go to the membership for passing along information and sources of information.

ACTIVE CONTRACTING OUT ISSUES

Face to Face Customer Sales, Demo Day, Cydcor and ICM

These are all companies that TELUS has contracted out direct customer contact work. Demo Day representatives are no longer in existence and we are seeking remedy. Cydcor and ICM sell, door-to-door, ADSL business and residential in the lower mainland, Calgary and Edmonton. An Agreement on facts has been reached between the parties on ICM in anticipation of a hearing, which has yet to be scheduled. Demo Day representatives remedy may also be included.

Call Centre/Customer Service

We are currently investigating a company called Faneuil operating out of Winnipeg. They are in-bounding and out-bounding residential ADSL sales. They are entering orders via ITOCS into the Calgary office. We have discovered that TELUS is in the process of giving them direct customer access. This issue went to hearing February 18th to 20th. Also under investigation is Bottom Line Productions and the new Montreal Call Centre. The Montreal Call Centre was originally set up to bring back in-house the tier one residential internet support.

The Sale of Directory Services is still a live issue. Several hearings were required to get us a look at the contract between TELUS and Super Pages. At the same time we have intervened at the CRTC over the transfer of liability protection

from TELUS to Super Pages. The CRTC ruled that TELUS could not transfer liability protection.

Pay and Talk (Mobility)

The Union is still after the Company to bring this work back into Western Canada. Pay and Talk is handled in Ontario and replaces prepaid service here. TELUS argued that it was not technologically feasible and then provided the dealers with the access.

Activation of Pagers - Dealer - Self Service Functionality (Mobility)

The Union received information regarding the ability of dealers to access and perform work on TELUS' systems. It was agreed by the Committee that we would leave these issues on the agenda pending the outcome of the contempt appeal. The result of that appeal will determine what part of the dealer - self service functionality we deal with at the Committee.

Accounting/Ordering of Supplies, Alarm Monitoring (Mobility)

These are on the agenda and will remain on the agenda pending a decision on Clearnet.

Customer Service Mobility West

The Company has been transferring Mobility West post paid customer calls to the East. This issue was brought up with the Company on February 11th.

Wifi (Mobility)

This is wireless internet access points install in various public commercial areas such as airports, malls, etc. This work is currently done by members in advanced com and installed by our members. Mobility management has determined that they have no one who does this work and has contracted out the engineering and installation. The issue is before the COTC Committee and will eventually go to a hearing.

Generator Maintenance (Mobility and Wireline)

TELUS management in both areas are attempting to contract out this work. In wireline, the maintenance was and is conducted by mechanics, radio microwave persons or electricians. Mobility has in the past used contractors as well as TWU members.

Gilmore Building Maintenance (Mobility)

The Union is looking at the contract award for maintenance of the TELUS leased Gilmore building. Originally this was awarded to a unionized firm. A new contract was tendered and awarded to a non-union firm.

Installation and Maintenance of Cellular Radio Site Equipment

This is a contracting out dispute involving former Clearnet contractors on TELUS sites including former Clearnet sites, installing equipment associated with the Mike system. It also includes the former Clearnet employees whom the Company wants to train on existing TELUS Mobility cellular equipment.

Van Equipping

TELUS decided to contract out the installation of the GPS units despite a request by the Chair of the Committee to wait for a meeting. Van equipping has already been decided in a previous hearing. The Committee needs information regarding the installation of cell phones, laptops and other equipment in TELUS vehicles.

Logistics (Supply Operations)

There are ongoing discussions with the Company. This is a complex issue that involves the use of corporate credit cards, corporate express and SAP just to name a few. While the Union has amassed considerable information, it is difficult to nail down exactly which piece of the puzzle results in which lost jobs. This includes members in supply, as well as, other areas of the Company. More meetings are on the agenda.

AGS Phoenix

The Company has contracted with AGS Phoenix to perform functions that include work that was done by bargaining unit persons. This includes the use of a system to analyze and detect troubles on switches, feature audits and running reports. The Union presented this information to the Company who will be responding.

Hello Phone Pass Card

This is a longstanding unresolved issue. The Company is or has replaced the Hello Phone Pass card with a TELUS prepaid card previously used in Alberta. This new card operates

on a platform owned by a company called ILink. The Union is asking that the administration and call completion on operator handled calls, for the prepaid card, be done by TWU members. The Company is setting up meetings with management.

Issues for the Agenda (not an exhaustive or final list)

- Conference (Operator Services)
- 800 directory
- CCAD
- Building Maintenance
- Drafting (geometrics)

Other issues and presentations

- CPE on line
- Boss
- Online offer Manager (mobility)
- Accenture
- ITOCS Phase II
- Alcatel contract
- Document services and printing
- Construction of portable trailers (still active)
- Retail sales 1.5 and 2.5 MBPS (ITOCs phase I)
- Remote Dealer Access (contempt appeal)
- TELUS Mobility retail structure

Formal Hearings

Faneuil (Contracting out of Customer Services Work)

Fleet (Sale and Lease Back of Heavy Vehicles, Maintenance Contracted Out) ruling in favour of the Company.

Formal Hearings Heard or Pending

- Demo Day (remedy) Cydcor/ICM
- Sales of Directory
- GPS installation.
- Generators/Mobility
- Construction of Portable Trailers (remedy and issue)
- Remote Dealer Access (contempt appeal)
- Logistics
- Wifi

Respectfully submitted,

**CONTRACTING OUT
AND
TECHNOLOGICAL
CHANGE COMMITTEE**

Julie Labine

Tony Candido

Betty Carrasco, Business Agent

Peter Massy, Business Agent

Rod Hiebert, President

Bruce Bell, Vice-President

Education Committee report to convention

Following are major excerpts from the report of the Education Committee to Convention 2004.

“The struggle continues...” – no other commonly used labour truism reflects the reality for labour activists these past few years as accurately as that simple statement. Neo-conservative strategies, developed in the late seventies and early eighties, had a profound effect in undermining the electorate’s ability to fully appreciate the end results of free trade agreements, privatization and the ongoing decentralization of federal responsibilities. The continual downloading of social investment costs throughout the 1990’s, as engineered by Paul Martin, permanently transformed relations between federal, provincial and municipal governments. Since the mid-nineties, we have observed further shrinking in the scope and role of government as transfer payments were drastically cut. We felt a certain helplessness as big businesses won, at least for a time, the propaganda war as they warned of dire consequences if we did not stop spending on ourselves and embrace the corporate outlook. As each and every social agency came under review, we were informed that no government service should ever be considered “core” – that the “social contract” was no longer sustainable and that our expectations were very much out-of-line with the “new” reality. We were told to embrace market-driven initiatives and to challenge our beliefs and values through the lens of this new environment. As these new values filtered through the school system, our children memorized this mantra and lowered their expectations to minimum wage jobs and contract work without benefits or pensions.

Today, as that agenda has unfolded, corporate profits are up, productivity is up, CEO and executive compensation is obscene and the average worker is remarkably undervalued. Average real wages have been stagnant since the mid-eighties. Though we have experienced strong growth in terms of economic capacity – continued under-investment in health care, education and social services mean that basic provisions are no longer guaranteed and public service infrastructures continue to crumble. The number of “working poor” is on the rise and poverty is more of an issue today than ever. According to the Canadian Centre for Policy Alternatives, rents are rising at twice the rate of inflation and poverty and, in terms of homelessness and hunger, it is a significant problem. For instance, 44 homeless people died in Toronto in 2001 – in 2003 that figure rose to 308. In 1981, Canada’s first food bank opened – today over 639 food banks exist and there are now more than 2,200 agencies helping the hungry (more

than 40 per cent of the users are children).

One would never have imagined that this would be taking place in one of the richest countries in the world, yet it is still not enough for our corporate masters who cast a jealous eye towards our neighbours to the south. For example, the Canadian Council of Chief Executives has now developed an action plan (the North America Security and Prosperity Initiative) which calls for Canada’s integration with American security and military operations, a continental resource policy (which includes energy) and harmonized regulations and standards. It also wants a common trade policy, common currency, harmonized tax systems, and more. (CCPA Economic Facts, Figures and Analysis – December 2003).

As voters, we face narrowing opportunities to correct laws that were enacted to limit our right to rule as we see fit, to protect our land, water and social values and to ensure the fair distribution of wealth. As workers, we do our part to struggle against the corporate agenda – one foothold at a time. The pushback to expand our rights and benefits has been hampered by slick campaigns to permanently reduce employee expectations in terms of wages and benefits (while at the same time, there seems to be no limit in what they will require in terms of productivity and profit margin).

It is an uphill battle. So, what can we do to convince our members to keep up the good fight and take further and more determined steps in the global struggle to resist? We must keep our stewards ready with the facts they need and engage in communication strategies that are accurate and responsive. We must support our activists by thinking “outside the boss” and promote training that upholds analytical thinking skills and, more importantly, we must not be afraid to focus on political redress.

In terms of education, we must respond to employer propaganda in a way that encourages employees to use their own common sense approach. It is unreasonable to run a company without meaningful input from its workers. It is wrong to treat employees with suspicion and derision. It is an infraction of our privacy and dignity to constantly monitor and oppress workers. Yes, there should be a focus on innovation, but it would be better supported if training and job security were priorities. Workers who are not supported are not innovative – it’s a simple fact. We all want to do the best for our customers but how is that achieved when we can’t work together – when every department is forced to compete with each other – when every worker is pitted against each other? These corporate strategies have not been proven to be successful and we should not embrace them no matter who

considers them valuable. We need to push back avarice with our own values system. Our values embrace justice and dignity, our values embrace freedom of speech and expression, and our values embrace balance and fairness. Our values say that workers should also profit from their efforts (made on the company’s behalf) and enjoy the fruits of their labour. Our values include looking after the aged and infirm and our values conflict with those that would cast aside those who cannot work through no fault of their own. Our values reflect human worth – not human capital.

As before, the Education Committee has been studying the continued ill effects of the corporate strategy and we have determined, not surprisingly, that more work needs to be done to better educate our members and to provide our stewards with the facts and training that they need to address shop floor issues, and to encourage further activism from their membership.

In 2003, the Committee put on several basic training classes as well as some advanced training opportunities. Although we suffered from some scheduling difficulties, this year’s program included two Harassment, Discrimination and Duty to Accommodate training sessions, seven Basic Shop Steward programs and three Advanced Shop Steward classes. We are happy to report that we were also able to train another group of TWU instructors in order to be able to further meet training demands. All in all, together with the CLC and the provincial/federal educational opportunities, we were able to provide some 340 training opportunities, and it is our hope to accomplish even more in the next year.

Convention will note that our budget is in sound shape, but we want to be careful to point out that a significant portion of surplus funding will be spoken for as we build nationally, charter eastern Locals and train new activists there (an expensive proposition to say the least). Further to that, it is our goal to allocate more time and money on program updates and new curriculum development to further support our activists as they continue to lead the charge on the frontlines in the battle for justice and equity.

* * *

Once again, the Education Committee wishes to extend its appreciation for the members’ continued input and support. We would like to thank all of you for your valuable feedback and, as always, we look forward to your comments and suggestions.

In solidarity,
**TWU EDUCATION
COMMITTEE**
Lori Ruggles, Chair
Alanna Depree, Secretary
Al Friesen
Fran Miller
Michael Thompson
Rod Hiebert, President
Bruce Bell, Vice-President

Secretary-Treasurer’s report to convention

Following are excerpts from the report of Secretary-Treasurer Jim Christensen to convention.

Well, we seem to have made it through another year. I ended last year’s speech by stating “when this Union stays the course and is patient in its endeavours, it will reach its goal.” We just need to continue in that vein.

I count it as a privilege to be completing my second year serving as your Secretary Treasurer. This has not been an easy year for me, as far as my family goes, but I have worked hard to perform the duties of a Table Officer to the best of my abilities.

For the past fiscal year, which ended on Sunday, revenues were even less than what the Finance committee projected and to this point expenditures are a little bit higher than what was projected. In basic terms that means we will finish the year in a deficit position for the first time in quite a long time. We do have funds available to us but we couldn’t do this forever.

Much of this could be expected. This was one year when certain expenditures had to be made in order to continue the work towards a revised, respectful, Collective Agreement with TELUS, this Union’s largest employer. Legal costs are up. This has been especially due to the manner in which they have been treating our members, as in “fire them first and ask questions later” as well as appealing rulings from the Canada Industrial Relations Board every time we have been successful.

This does not mean that we have not continued to be vigilant in how we handle our members’ money. We have worked hard to ensure that we are making good use of that money. We have to take care that we don’t let our attention slip on this area. If we know we are traveling to a certain area we need to ensure that we are purchasing tickets in time to not be charged higher prices if that is at all possible. We cannot have people upgrading their hotel rooms without receiving proper permission or we will be in even worse shape than where we are now.

At this time, I would like to thank the Bargaining Committee for continually looking for ways by which money could be saved. The Bargaining Committee’s budget was not overspent. This is in spite of the fact that the Finance Committee did not count on the fact that Bargaining would still be ongoing as of March 2, 2004.

Last year I mentioned that the TWU was working on a manner to allow some of our more senior employees to retire. It was my intention to bring that motion to Convention to expend the money to honour our employees that were eligible to retire in the correct manner. The Finance Committee even had the issue in their report and had a fourth recommendation prepared to propose to Convention. Unfortunately the employees took a strike vote and it was impossible to bring the issue forward at that time without compromising our bargaining position. Executive Council did follow through on that issue and six of our employees accepted the offer.

It will be different in the offices but the remaining staff have worked very hard and are learning many

new tasks as the work to be done is shared in a different manner that it has before. I would like to express my appreciation to the staff who have been very helpful in ensuring the information that needed to get out to the delegates got there in a timely manner. The offices were in a bit of turmoil with all of the strike votes going on and various boxes laying all over the place.

Through the year I was privileged to lead as we negotiated two Collective Bargaining Agreements with the OPEIU employees in Alberta and British Columbia. There are additional costs relating to the agreements as you will notice in our financial statements but in the end we have the ability to provide the needed services to our members in both provinces. I am especially proud of the fact that part of the negotiations led to wage parity for the employees in both provinces under the two separate Collective Agreements. We are currently working with the OPEIU to come up with Job Descriptions that correctly describe the duties of staff within our offices. This will ensure that there is equal pay for equal work.

The accounting processes are working in a manner that allows us to receive the financial information in a timelier manner. At the year-end we have a much better picture of what is going on. The auditors mentioned that the process was much easier this year as financial information is easily accessible.

There has been a request from a Local to ensure that Letters of Agreement be made available as stated in General Policy 37 but there has been a little problem that has arisen. Before we send out this information we must try to get an answer regarding the new privacy acts (PIPA and PIPEDA) and the distribution of disciplinary letters, or any letters, with our members’ names on them. Do we have the right to do that without their express written consent? We are not sure. Once that issue is settled the letters will be sent out to delegates. The letters are available to all of your Business Agents and they can request an alert as every Letter is emailed to them. Many now make use of this feature and this means that they have the information available to them in a manner that is easily accessible. The other program being worked on in our offices by the I-Scribe group is the issue of having Grievances and Arbitrations available online. This should make it quicker for our delegates to receive copies of Arbitrations either in soft or hard copy. This should be coming online in a very few months.

There is a desperate need for training as many of our long time Local Secretary Treasurers retired or left TELUS. I am trying to put something together whereby I can hold meetings on a regional basis to provide assistance to the many brand new Secretary Treasurers. It is so important for the health of the Union Locals that we have trained members performing these duties. I’m sure all of you understand this is vital.

In closing may I again say that I do this work because I believe this statement, as slightly adjusted: “I am asking what I can do for the Union, not what the Union can do for me” and you know in doing that I have received more that I could ever have imagined.

Excerpts from Executive Council report to convention

The Executive Council report to convention covers a wide variety of topics. Many of them have been reported on, some extensively, in previous Transmitters. Following are a few of the topics from the report which have not been covered, or have only touched upon, in editions of the Transmitter over the past year.

A YEAR AT A GLANCE

TELUS has made it clear over the past three years that they are on an outright attack on our members and their rights, wages and working conditions. It is clear the Company is determined to decimate the contract by throwing out our agreement and fashioning a totally new agreement in order to bend our members and the leadership to their will. In short, they are determined to gut the Collective Agreement, come hell or high water, and continue to dig in their heels against any reasonable attempt at serious negotiations.

The Company gravely underestimates the determination of our members to resist their efforts to undermine our hard-won and longstanding rights. They fail to appreciate that the Union has cards to play and the will to play them. We thank the members and the Bargaining Committee for their efforts and solidarity.

Our decision to seek a strike mandate and the high vote we achieved, was one strong message to the Company that the Union was willing and able to put up a fight and that the Alberta and British Columbia membership are solidly behind the Union in our efforts to get contract talks moving.

The unprecedented Board ruling in late January giving the Union the option of going for an arbitrated settlement threw a huge monkey wrench into the Company's plans to bargain directly with our members. The Union weighed the option with great care, but in the end, the Executive concluded unanimously to endorse the Bargaining Committee's unanimous recommendation to seize the opportunity and have the contract settled by binding arbitration.

FEDERAL MEDIATION AND CONCILIATION SERVICES CONFERENCE

The Union was asked to participate in a panel discussion on "Negotiating in Difficult Times – Mergers, Acquisitions and Bankruptcy Protection" at the Federal Mediation and Conciliation Services (FMCS) Conference in September 2003. This Conference highlights the current key labour relations issues affecting employers and unions in the federal sector. About 200 key labour, company advocates and lawyers attended. Many of the presentations were given by high profile lawyers. Some of the key points of our presentation under the current CIRB process were companies who have issues such as illegal strike declarations dealt within an expedited fashion. Unions, however, are required to

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wait sometimes years for a hearing and a decision until any remedy is moot. We also raised our concern that there is a lack of consistency in awards and timing that have compromised our ability to bargain and our ability to effectively represent our members. The Union also complained about the lack of adequate and fair protections for workers, their benefits and their pensions during bankruptcy proceedings.

WORK JURISDICTION

The Work Jurisdiction Committee deals with matters in disputes involving assignment of work to non-bargaining unit employees under the terms of the BCTEL/TWU Collective Agreement and a Letter of Agreement from January 1989.

The faces on the Work Jurisdiction Committee have changed dramatically over the last year. The past Umpire, Donald Munroe, withdrew from his position as Umpire in June 2002 and was replaced by Andrew Sims. Mr. Sims is a very experienced arbitrator from Edmonton and the Union was pleased when he accepted his appointment as Umpire.

With the retirement of Brother Neil Morrison, Business Agent Ron Williams is the new Executive Council Committee member. Two new Committee members have been appointed, Tony Zacharias of Local 10 and Don Fehr of Local 5. The fourth member of the Committee is Mike Irving of Local 5.

The Work Jurisdiction Committee lost a very important player with the retirement of long time member Rod Giddens. We would like to thank Rod for all his hard work in the past.

The Committee has had several meetings with the Company in an effort to resolve issues without a formal hearing, and has had two formal meetings with the new Umpire Andrew Sims to assist us.

Most of the files that are currently before the Committee deal with the attempts by the Company to move work to non-bargaining unit people in Alberta and more recently, Toronto. The past Chair was reluctant to deal with these issues until the CIRB had somewhat clarified the issues relating to the bargaining unit. With the recent Board decisions that have been clarified, your Committee hopes to have some more definitive decisions from Mr. Sims in the near future.

Also of concern to the Committee is the ratio of engineers to technicians. While on the surface the Company is complying with the agreed upon ratio of three Technicians to one Engineer, they are also assigning what used to be Technicians' work to other classifications such as Specialists and Consultants.

CLERICAL TEMP COMMITTEE

2003 has been a very frustrating year for the Clerical Temp Committee. As of January 26, 2004, there were 308 temps in BC, 251 in wireline and 57 in wireless.

The areas of concern are as follows:

Customer Service Residential

Throughout 2003 the number of temporary employees in Customer Service has been on a steady increase. With many experienced members leaving on VDIP and ERIP, the need to fill their positions became critical. With the Quality of Service campaign and the CRTC pushing TELUS, the Company's response was to hire off the street. The problem which it created was the newly trained who have no experience. In turn, this has created a whole new mess, so the Company continues to hire and train more temps, and the problem continues to get worse. At time of writing this report, the number of temporary employees in Customer Service Residential outnumbers the number of regular full-time.

Burnaby: Regs, 154; Temps 146
Prince George: Regs 24; Temps 25
Victoria: Regs, 13; Temps 7

Although there is a pending arbitration that covers these areas, the Company has only recently posted 10 jobs. There are 17 temporary Communication Service Clerk II and it appears that the Company has no intention of ever posting another job in this classification.

The Joint Committee agrees there is misuse in those areas. It is the perception of the Union's Committee members that the Company's Labour Relations Department has now power to force job postings in any area. The Committee believes the decisions are made at the line-of-business level. The only way to get job postings will be to have them awarded through an arbitration.

Customer Service Small Business

Seventeen Communication Representatives V were hired off the street August 18th, 2003. The Committee is aware of many grievances around this issue. Employees should have been offered an opportunity to relieve in a higher classification before the Company hired off the street.

TELUS Enterprise Solutions

Prior to going to arbitration, a resolve was reached. Under a Letter of Agreement, the Company posted 8 full-time jobs. Since then, the number of temporary employees has dropped from 49 to 27. The Company states that the remaining temporary employees are working part-time and on an on-call basis. We will continue to monitor this area and have advised the Company that continued misuse would lead to pursuing an arbitration.

Mobility

We have made good progress with Mobility. They continue to post and fill jobs in most areas. There is an ongoing issue in the technical care area where the Company wants the job reclassified and will not post jobs in that area until that is resolved.

Other Areas

There are individual areas that continue to be a problem throughout

the Company. These are identified and are dealt with at our monthly meetings.

Once again, the Committee would like to thank those who have assisted us. We are dedicated to make this Committee work.

PAY EQUITY AND EMPLOYMENT EQUITY COMPLAINTS

Last September we finally had some movement on our Pay Equity complaint filed with the CHRC in December 1994. A little background on the latest hurdle is in order. In 2001 the Federal Court upheld a Human Rights Tribunal ruling in relation to a pay equity complaint on behalf of flight attendants at Air Canada and Canadian Airlines that determined that the cockpit of a plane is a separate establishment from the passenger cabin of the plane and therefore no comparisons could be made between the male-dominated pilots and the female-dominated flight attendants. That decision is currently working its way through the appeal courts.

TELUS had jumped on this bandwagon when it was first decided and claimed that Plant, Operator Services and Clerical were three different establishments and therefore comparisons could not be made between them.

The Human Rights Commission investigated and they have now ruled that there are major differences in the cases and that the three divisions of Plant, Operator Services and Clerical are indeed considered one establishment and that comparisons can be made. The major difference in the Airline case to ours is that we have only one collective agreement with common payroll and Human Relations Policies throughout. (Remember this is based on a complaint filed by the TWU prior to the merger.) At Canadian Airlines, there were three different unions and collective agreements all separately administered. Finally, after many months the investigator referred our complaint back to the Commission to proceed with our complaint and asked for a mediator to be assigned to get the parties moving.

We have also finally had some movement on our employment equity complaint filed at the same time as the pay equity complaint in December 1994. Since that time, the Commission has regularly asked the TWU for additional information, evidence and clarification of our complaint. In the summer of 2002 they wrote to us and indicated that they felt the issues in our complaint would be resolved through our pay equity complaint. We disagreed and asked them to identify what and how the issues would be resolved.

In September, they sent us a detailed investigator's report addressing the issues we raised in the complaint. Some they still feel are better dealt with in the pay equity arena and some they agree are discriminatory. The areas they agree with us on to date are: access to craft job postings, excessive monitoring in female-dominated jobs, aptitude

testing and the shelf life of the test results in Clerical vs. Plant. The investigator also agrees that other issues such as transfer expenses, wage treatment on transfer and prerequisites appear to be discriminatory practices but contends that they can be dealt with under the pay equity complaint. While we were happy to have them acknowledge the discriminatory practices, we do not agree that they can be dealt with by the pay equity complaint and have advised the Commission why. Nevertheless, we have asked for a commitment that if these issues are not dealt with under the employment equity complaint that they definitely will be included with the pay equity complaint. The investigator's report and our comments were referred to the Commissioners to determine the next steps.

This January we received news of the Commissioner's ruling. They have referred both our Pay and Employment Equity complaints to their new Alternate Dispute Resolution Department and have recommended voluntary conciliation with former Alberta Court of Appeal, Judge Roger Kerans, who now resides in Victoria. This would be a final stage to try and bring the parties together to reach agreement before it reaches the tribunal stage. It would be long overdue, in our view, to have the parties meet on these issues. Since the filing of both complaints in 1994, the Company has done nothing but resist, reject or undermine every opportunity to resolve the issues. The Union has agreed to participate but we have not yet heard from the Commission as to whether TELUS will agree.

In the controversial "TELUS Responds with the Facts" bulletin dropped in mid-January, we were all surprised to read: "Pay equity is key to TELUS' core values, reflects our proud history and traditions and positions team members and TELUS for future success." Given this, it will be especially interesting to see how the Company responds to the Commission.

MAP

The Member Assistance Program continues to face many challenges. Many of our members are experiencing stress and anxiety due to the direction TELUS has taken on a host of workplace issues. The requirement for referrals has skyrocketed, particularly in the areas of workplace stress management, family crisis and substance interventions, primarily due to the incredible pressures placed on our members.

The EAP program at TELUS still has only one person working one day per week, as was the case last year. Although the Company offers this service to members, they are extremely reluctant to use it, largely to mistrust, which increases the MAP workload even more. We will continue to assist our members in their individual struggles and pursue every avenue available to serve.

Political Action Committee report to convention

Following are excerpts from the report of the Political Action Committee to convention.

Politics matter in our lives. There are many reasons why union members should be politically active. Our economic, social, and political environment affects our ability to bargain effectively. We are politically active because we want to build better lives for ourselves and for others in our communities and beyond.

We must be seen to be supporting the Federations of Labour, other unions, and community groups. We will need help and support from them in our struggles and we must earn that support.

The challenge for the future is to reconnect members to the political process on the local, provincial, national, and international levels. The way to connect with members is through issues that are important to our daily lives. When we work together we can have a say in the way our issues are dealt with.

The first step in the reconnection process is to listen to the members. Members have told the Committee that the following issues are important to them.

PRIVATIZATION OF HEALTH CARE AND EDUCATION

Universally-accessible Medicare and public education support not only social equality but also the economic efficiency of our country. We must continue to work with other groups to protect and strengthen Medicare and public education.

PENSION PROTECTION

There have recently been several high-profile cases where corporations have gone into bankruptcy and put the pension benefits of union members at risk. In response to those threats, the Union put forward the following resolution to the 2003 BC Federation of Labour Convention:

Whereas workers' pensions are placed behind governments, banks, suppliers and other secured creditors during bankruptcy proceedings; and

Whereas banks, governments and other creditors can write off losses or spread them out over many transactions while workers are often unable to put food on the table for their families while they look for another job; now

Therefore be it resolved that the BC Federation of Labour through the Canadian Labour Congress lobby the federal government to amend the Bankruptcy Act to ensure that workers, as a first priority, are entitled to receive full wages, benefits, severance expenses and pension credits before

consideration is given to any other creditors.

The motion was amended by the Resolutions Committee to include:

Be it further resolved that the BC Federation of Labour, through the Canadian Labour Congress, oppose any interference in pension plans and collective agreements in bankruptcy proceedings.

Our motion did not make it to the floor of the convention due to time constraints but the issue is worthy of continued lobbying with all levels of government in order to protect our pensions.

REGULATION OF TELECOMMUNICATIONS SERVICES AND FOREIGN OWNERSHIP

The availability of universal, affordable high-quality telecommunications service in a regulated market has provided many benefits for consumers as well as opportunities for members of the TWU. Various players in the marketplace are working to deregulate telecommunications service.

Internet-based phone service is here now. VOIP opens the market and makes competition easier for existing players. Internet-based telephony will mean a fundamental change in the technology used to provide telecommunications service to consumers. The regulation of Internet-based phone service seems unclear.

The TWU should take the position that current rules governing the sale of local phone and long distance service apply regardless of the technology used to deliver the service. Those regulations include pricing, quality of service obligations, and reliable connections to 911. The enforcement of quality of service regulations has proven to be of benefit to members of the TWU. Quality service helps us simply because good service requires good people.

The CRTC stated in 1998: "The Commission is of the view that it is not appropriate to define the market for telecommunication services with reference to technology. Instead, service attributes should be the focus of the analysis." Primus Canada may agree with that as they have said 911 will soon be available on their service.

The TWU should actively encourage the CRTC to continue guaranteeing that the consumer has access to universal, affordable high-quality telecommunications service.

There is some pressure to open telecommunications service to unlimited foreign ownership. Changes to these regulations could have profound effects on the ownership of and access to

universal, affordable high-quality telecommunications service. The TWU should form a policy and actively lobby the federal government with regard to foreign ownership rules.

EMPLOYMENT INSURANCE

The recent downsizing by Telus had a huge impact on members of our Union. In dealing with the aftermath of the tragedy, it became clear that political action is needed on issues of unemployment and poverty.

Paul Martin, as federal Finance Minister, relied on Employment Insurance fund surplus to claim that he had balanced the federal budget. Those surpluses were generated from a horrendous cut in the coverage and benefits available to Canada's unemployed.

A recent CLC study of EI programs showed that the percentage of unemployed workers who receive EI benefits fell from 74% in 1990 to 36% in 2001. At the same time, a gender gap has appeared that is getting wider every year. In 2001, only 25% of unemployed women in Alberta received benefits as compared to 32% of unemployed men. We need to lobby the federal government to right these injustices.

BC RURAL WOMEN'S PROJECT

The Telus downsizing program had a disproportionate impact on women. It is a fact that many women who left Telus during the downsizing program are now living in poverty. The results of this study are particularly relevant to members of the TWU.

The BC Rural Women's Project examined rural women's experiences of poverty and access to communication technology during a 14-month project funded by Status of Women Canada and the Canadian Rural Partnership. The project was funded to organize 6 community dialogues with women in 6 regions of British Columbia in order to learn more about their experiences, raise awareness of the realities facing rural women, and influence public policy. Qualitative research was conducted in order for women to describe their experiences, shared successes, and recommendations for improvement.

In the end, women identified similar themes among their communities regarding issues of low-income and access to communication technologies. These themes include cost of living, childcare, housing, transportation, phone and Internet communications, health services, education, government services, and support services.

Recommendations were identified by project participants

that reaffirm women's realities of living on lower incomes in rural and remote communities. Improvements are needed to address the affordability and availability of childcare, transportation, education options, and communication technology. While women and their communities continue to be creative in attempting to address the barriers and reduction or elimination of services, the discrepancies facing smaller, rural communities and realities faced by those who are marginalized cannot continue to be ignored.

NEW DEMOCRATIC PARTY RENEWAL

Labour's traditional relationship with the NDP is changing but it continues to be the only party that shares our values, and is prepared to advance meaningful and progressive alternatives.

The TWU is not affiliated with any political party. Because we are not affiliated, the only voice we have in that relationship is through the Political Action Committees of federations of labour and the Canadian Labour Congress. Individual members are free to join the political party of their choice and, in keeping with our direction of encouraging political action at all levels, we encourage members to be active in local riding associations and to actively participate in the process.

BRITISH COLUMBIA

The BC provincial NDP has made a commitment to change and to rebuild the party. **Carole James** was elected as the new leader in November of 2003 and is building support continually. Union members continue the call to make the NDP a more responsive party. The key to change is local member involvement. The BC NDP is clearly a stronger party and once again the only real alternative to the BC Liberals.

ACTION ON OUR ISSUES BC Fed. of Labour Action Plan

Last year The BC Federation of Labour organized Campaign BC to fight back against the government cuts. Campaign BC has had success and continues this year. Local action and working together with community groups is a key to this ongoing program. Seniors, and particularly retired union members, have been and will continue to be an important part of actions.

The BC Federation of Labour adopted an eight-point political action plan at the 2002 convention. The Action plan fits well with this Union's policies and plans. The TWU and this Committee fully endorse it. We continue to work with the BC Federation Political Action

Committee to build strong support within union households for our issues. We will use that support to bring our members issues to the forefront in municipal, provincial and federal politics.

Coquihalla Highway Campaign

This Committee moved quickly to support the campaign to oppose the privatization of the Coquihalla Highway. We booked a member off work to assist community activists, local labour councils and the BC Fed in building a local network to oppose the scheme.

The campaign succeeded in forcing the government to back away from the sale. Demonstrations, media work, polling and local organizing made all the difference.

When we have been able to pool staff and resources, the results have been compelling. Quick response, shared resources and common messaging helped intensify opposition to the government's privatization. This campaign will serve as a template for union political activism.

A similar campaign by the BCGEU forced changes to planned liquor store privatization.

Municipal Politics

The TWU will continue to step up our level of support to municipal campaigns. Labour action in concert with community groups has had a profound affect on municipal elections. We intend to continue expanding our activity in upcoming municipal elections. Active local members can help to put in place leaders who will listen to our community issues. Municipal politicians have been extremely useful allies in our quality of service campaign.

THE COMMITTEE

The efforts of the Union over the last year have focused on the priorities of bargaining and protecting our members in the face of the draconian downsizing campaign by Telus. As a result the Political Action Committee has not yet been expanded. The committee should be expanded to include more delegates. The delegates should represent members from all of the different areas within the Union.

Many Locals have appointed Political Action Coordinators. To be fully effective we need the active participation of all Locals.

We will work with the Canadian Labour Congress, federations of labour, and other groups to focus the union's political actions on issues important to members and their families. We will reconnect members and make their voices heard in all political forums.

Respectfully submitted,
Brian Wolfe
George Doubt, Business Agent

TW Benefit Plan report to convention

Following is the report of the Telecommunication Workers Benefit Plan to TWU Convention 2004.

The Administration office is pleased to report that the operation of the Benefit Plan has gone very well over the past year.

PART(s) A, B & C – TELUS (BC) Employees

The Trustees have communicated to the Union and the membership for a number of years that in the absence of employer contributions and mandatory coverage of all members it would be necessary to implement an increase in the required member contributions to the Plan to ensure that it continues to operate on a financially sound basis.

It was also communicated that in order to ensure the continued operation of the Plan on a fiscally sound basis that it was necessary to eliminate PART A coverage.

Effective July 6, 2003 the following changes were implemented.

1. The contribution for PART B & C was increased from 1.2% to 1.5% for regular employees and from .75% to 1% for temporary employees.
2. PART A was eliminated and all members covered by PART A were automatically covered under PARTs B & C.
3. All regular employees and all eligible temporary employees who had no coverage under the Plan including members who were refused coverage in the past, were given the opportunity to enrol into the Plan between July 18, 2003 until September 19, 2003 without the requirement of medical evidence of insurability.

Due to the increase in membership and the increase to contributions revenues currently are up approximately \$100,000 per month.

The total Plan membership as at December 31, 2003 was 5460 in PARTS B & C (up by 636). A total of 516 members have waived coverage and will not be members of the Plan.

The Benefit Plan booklet was recently updated and sent to all TWU members.

As of December 31, 2002 the Plan actuaries had indicated that there was an estimated unfunded liability in the Benefit Plan in excess of \$1 million. They also indicated that the unfunded liability was growing. At this date, the actuaries have not yet completed their calculations as of December 31, 2003. However they have indicated that they expect the Plan's financial position to have improved from 2002 due to:

1. The increased contributions commenced in 2003.
2. Inclusion of essentially all TELUS BC members in the Plan and Trust.
3. Favourable mortality experience during the year.

PART D – Shaw Communications Inc. Employees

The total Plan membership as at December 31, 2003 was 300 in PART D (down by 70).

While year end values are not yet known, the actuaries anticipate these will show that the Shaw Communications Inc. Division of the Plan has:

1. An excess of assets over accrued liabilities.
2. Had recent adverse claims experience, particularly health care, which is eroding the excess of assets over accrued liabilities.

We have been advised that a new collective agreement has recently be agreed upon under which the employer will make a fairly large lump sum contribution. This, together with the existing excess of assets over accrued liabilities should enable the Plan to continue for a considerable period of time without any benefit adjustment or additional contributions by the employees.

PART E – Campbell Goodell Traynor

Effective June 30, 2003 PART E was terminated due to the employer terminating its operation. Members in receipt of LTD at the time the Plan terminated continue to receive LTD benefits from Great West Life. Members who have a Health Spending Account balance have until April 30, 2004 to submit their receipts for prescriptions, medical and dental services, glasses etc. that occurred prior to June 30, 2003.

When this Plan is terminated in 2004 the Trustees expect that there will be a small deficit that will need to be absorbed by the other participants of the Plan.

Administration and Financial Information

As at December 31, 2003 the approximate market value of the assets as reported by the Custodian was \$21,165,377 and the Plan had a rate of return for 2003 of 7.44% per annum.

During 2003 the Trustees have taken a number of steps to increase the Plan's yield without abandoning the basic asset/liability matching concept that is the foundation of the investment policy.

These steps include adding mortgages and higher yielding bonds to the portfolio.

There will be additional and actuarial material distributed at the Convention.

Income tax is payable on taxable investment income less operating expenses (net taxable income). The series of trades undertaken by the Investment Manager in 2003 will result in a taxable capital gain to the Plan. For 2003 the net taxable income will be approximately \$314,700 and the Plan will be required to pay approximately \$138,000 in income tax. The income taxes paid for the last seven years have been as follows:

1996	\$476,478
1997	\$178,107
1998	\$216,240
1999	\$168,437
2000	\$ 11,413
2001	\$ 0
2002	\$357,221
2003	\$138,000 (Projected)

Ron Ritchey served as Chairperson and Denise Buchan retired December 2003.

For the information of the delegates the following are the current Trustees of the Plan.

Lori Ruggles
Peter Massy
Ron Ritchey
Steve Taylor
Cindy Sadowski

Debbie Ellis, Administrator

TW LTD Plan report to convention

Following is the report of the TW LTD Plan to Convention 2004

During the year there were 56 new disability claims (41 in year 2002), 3 deaths (4 in year 2002), 10 who retired (20 in year 2002) and 0 who returned to work (6 in year 2002).

The total number of disabled members at December 31, 2003 was 240 and the total benefits paid for the year was \$5,732,552.

At the December 2003 meeting the Trustees decided not to grant an increase to the disabled members for 2003. Disabled members receive increased CPP Disability benefits that reflect the increase to CPI (Consumer Price Index). The Trustees will continue to review benefits indexing on an annual basis.

As at December 31, 2003 the estimated market value of the assets according to the Custodian in approximately \$43,402,068 million and the Plan had a rate of return for 2003 of approximately 7.84%.

During 2003 the Trustees have also taken a number of steps designed to improve the fund's investment performance. These included an asset/liability study to determine the appropriate duration of the assets and changing certain of the assets (ie bonds for mortgages, use of higher yielding bonds etc.) in order to improve the fund yield without modifying the basic concept of asset/liability matching which is inherent in the investment policy.

The actuary prepared an actuarial report in 2003 and determined that the assets of the Plan together with future employer contributions should be sufficient to finance the cost of the LTD benefits. The actuary recommended that for the 2004 calendar year the Trustees approve the contribution to the LTD Plan at 0.75%, of gross bargaining unit payroll. The actuary also reported that as of January 1, 2003 the assets of the Plan exceeded the accrued actuarial liabilities by some \$8.9 million.

There will be financial and actuarial material distributed at the convention.

Company Trustee Joan Dedora was replaced by Rob Gardner and Judy Shuttleworth was replaced by Michel Belec. Union Trustee Linda Tait was replaced by Lee Riggs.

For the information of the delegates the following are the current Trustees of the Plan. They are available to meet with members to answer any questions or concerns.

Company Trustees	Union Trustees
Rob Gardner	Rod Hiebert
Rob Beynon	Nancy Curley
Garnet Andrews	Jim Christensen
Michel Belec	Lee Riggs

Debbie Ellis, Administrator

TW Pension Plan report to convention

Following is the report of the Telecommunication Workers Pension Plan to Convention 2004.

THE PENSION PLAN

A total of 3271 (target estimate was 3200) employees were reported to have taken the ERIP/VDIP package offered by the Company in 2002. All members who took the ERIP have been processed to the end of 2003. The processing of members who took the VDIP is being finalized as the administration office receives their final 2003 payroll data.

In 2003 the administration office and the Board of Trustees have continued to have problems with the integrity of the payroll data. It has been a continuing challenge working with the Company to resolve data issues and the company's inability to deliver accurate data within a reasonable time. These issues continue to delay the processing of benefits and the ability to provide current calculations and information to members.

The administration office can confirm that with correct payroll data, information and calculations can be processed and sent within a couple of days of a member's request and in most cases the same day.

Due to the delay in receiving accurate payroll data, it was unknown how many members were short Days of Pay in the year and were eligible to purchase service. In order to give members the opportunity to purchase service, letters were sent to members who have previously purchased service over the last two years or who inquired about the program. A total of 9 members responded to the opportunity to make additional contributions to maximize their membership service. Given the limited interest in the program the Trustees are examining whether or not to continue the program.

For the 2003 Plan Year, the Trustees deemed a Day of Pay without receipt of Purchased Service Contributions for each Day of Pay in respect of which a participant was in receipt of WCB benefits, sick benefits or was on a leave of absence as a result sickness, ill-health, strike or lockout.

The Trustees have decided not to grant an increase to retired members in 2003.

An update of accrued pension benefits was approved by the Trustees for active members effective January 1, 2004. The update will result in the earnings for 2001, 2002 and 2003 being used to calculate accrued pension benefits at December 31, 2003. These updated earnings are limited to the average of member's daily rate at December 31 of 2001, 2002 and 2003 times 260.89.

While still being finalized, it is expected that the rate for voluntary contributions for 2003 will be similar to last year (when it was 4.5%).

THE PENSION FUND

The Trustees had an actuarial valuation of the Plan conducted as at December 31, 2001. The valuation showed results which took into account the effect on liabilities resulting from the over 3000 members who left the Company under either the ERIP or VDIP programs. It also considers as an asset the present value of the special contributions TELUS is obliged to make to the Plan as a result of the ERIP/VDIP, in accordance with the Letter of Agreement of September 2002 (see below).

Set forth below are the most significant results of that valuation with the effect of ERIP/VDIP taken into account for both liabilities and assets.

I. Accrued Plan Position at December 31, 2001

Actuarial liabilities in respect of service to the valuation date = A	(\$million)
Actuarial value of assets = B	\$1,960.8
Excess of assets over actuarial liabilities C = B-A	\$2,038.8
	\$ 78.0

The valuation showed the Plan's assets exceeded the actuarial liabilities for service to date by \$78.0 million.

II. Total Benefits and Assets (Past and Future)

Cost of all benefits and expenses expected to be earned after valuation date = D	\$ 534.7
Actuarial liabilities in respect of service to valuation date = A	\$1,960.8
Total Liabilities = E = D+A	\$2,495.5
Present value of future member contributions = F	\$ 192.6
Present value of future Company contributions = G	\$ 356.5
Total present value of future contributions = H = F+G	\$ 549.1
Actuarial value of assets = B	

\$2,038.8

Total Assets = I = H+B	\$2,587.9
Total Assets - Total Liabilities = I - E	\$ 92.4

The above indicates that for the membership at the valuation date - i.e. assuming no future new entrants into the plan - the present value of current and future assets exceeds the present value of earned and future benefits by \$92.4 million.

III. Earnings Updates

The actuary also divided that the estimated cost (calculated as of the valuation date) to do earnings updates (for the calculation of pensions) at the beginning of 2003, 2004 and 2005 would be as follows:

- For an update at January 1, 2003: \$11.3 million
- For an update at January 1, 2004: \$7.1 million
- For an update at January 1, 2005: \$16.3 million

Based on the above information, the Trustees granted an earnings update as of January 1, 2003.

Financial Impact of the ERIP/VDIP on the Pension Plan

The plan's actuary calculated the amount of extra plan contributions TELUS has to make in accordance with the Letter of Agreement. The amount of these extra contributions are:

- \$20 million on December 31, 2003 (which was paid on that date);
- \$23.8 million on December 31, 2004; and
- \$23.8 million on December 31, 2005.

The total of these extra contributions to be made by TELUS is \$66.6 million.

The financial impact on the Plans (after allowing for the contributions payable by TELUS) was about \$10.7 million.

PLAN ASSETS AT DECEMBER 31, 2003

The following figures are approximate amounts - these values are based on interim information provided by the Custodian and may change should the Custodian revise their December 31, 2003 statement.

	Amount	(in \$millions)	Percentage of Total
Real Estate	\$	147.2	6.4%
Mortgages	\$	196.3	8.5%
Fixed Income	\$	1,913.8	82.6%
Equities	\$	11.9	0.5%
Cash*	\$	46.7	2.0%
Other	\$	0.0	0%
Total Assets	\$	2,315.9	100%

*Cash includes short term notes of less than one year.

There will be further financial and actuarial information distributed at the Convention.

The contributions received for 2003 were \$37,003,476 from the employer and \$18,297,701 from employees. As mentioned above, there was also an additional employer contribution made on December 31, 2003 in the amount of \$20,000,000 relating to the ERIP/VDIP program.

As at December 31, 2003 the approximate number of retired members was 5175 and the approximate retirement benefits paid for the year was \$118,166,000.

The above indicates that the pension payments each year are well in excess of the contributions being made to the Plan. The investment earnings of the Fund are well in excess of this shortfall between contributions and pensions. The Plan is "mature" which means that there are now a very large number of pensioners and the Plan's assets are large relative to the annual contributions. This is common for plans that have been around for a long time and should not be a concern to Plan members. The Trustees manage the assets of the Plan recognizing the financial and liability structure of the plan.

The return (market value basis) on the fund for the year 2003 was approximately 9.3%. This figure is based on interim information provided by the Custodian. This value may change should the Custodian revise the final year end statements.

ASSET LIABILITY STUDY

The Trustees carried out an asset/liability analysis as part of the January 1, 2002 actuarial valuation. The study enables the Trustees to establish the Plans investment policy consistent with the asset/liability matching strategy they have adopted. Based on this study, the Trustees are now considering modifications to the Plan investment policy. This will lead to some changes in the plans investments.

ANOTHER ACTUARIAL VALUATION

The Trustees carried out an asset/liability analysis as part of the January 1, 2002 actuarial valuation the actuaries to conduct another actuarial valuation of the Plan as at December 31, 2003. It was felt that the Trustees should have as up-to-date information as possible about the plan's financial position in order that they can manage the assets in the most effective way.

REAL ESTATE

Pacific Point Development: The total rental income received in 2003 was \$342,313. This amount was lower than in previous years because Pacific Point decided to suspend distributions until a final determination is made as to the cost of making certain needed repairs to the building.

Bamberton Investments Ltd.: David Podmore will be attending the Convention to report on the status of the Bamberton project.

Concert Properties Ltd.: David Podmore will be attending the Convention to give an up to date report on Concert Properties Ltd.

Mortgage Fund One (MFO): The Plan's investment in MFO as at December 31, 2003 is approximately \$108,365,000 which represents about 38% of the total assets of MFO. The one year return in 2003 was 6.06%, and the 3 year compounded annual return to December 31, 2003 was 7.49% per annum. Mike Taylor will be attending the Convention to give an up-to-date report on MFO.

Mortgage Fund Two (MFT): The Plan's investment in MFT as at December 31, 2003 is approximately \$50,436,000, which represents about 31% of the total assets of MFT. The nine months return in 2003 was 9.49% (not annualized).

INVESTMENT INITIATIVES

Over the past year, the Trustees have undertaken a number of initiatives in order to try to increase the yield on the Plan's assets without modifying the basic principles of the investment policy. They are discussed below:

Hedge Funds:

The Trustees are considering making a small to modest investment in this type of security using a structure that retains the underlying bond portfolio which is the cornerstone of the Plan's assets. This structure, together with the hedge fund investment, is designed to produce a rate of return of some 2% to 3% in excess of that which the bonds will provide.

Mortgage Fund Two (MFT):

This fund is comprised of very long term high-quality mortgages which operate much like a bond. The mortgages only pay interest each year (no principle is paid down) and the full amount of the mortgage is paid off at the end of the term. MFT anticipates it will earn a higher rate of return for the plan than would a comparable term bond.

Equities:

The Trustees invested a small percentage (less than 1% of the whole fund) of the plan's assets in the Phillips Hager & North "Special Equity Fund". This fund is comprised of stocks that have the following characteristics:

- They pay higher than average dividends
- They have low price/earnings multiples
- They are interest sensitive (and thus behave like a bond)

The Trustees were provided advice that this type of portfolio should be able to earn, over the long term, a somewhat higher return than would be achieved on bonds.

THE TRUSTEES

Company Trustees Joan Dedora and Judy Shuttleworth were replaced by Rob Gardner and Michel Belec. Union Trustee Linda Tait was replaced by Lee Riggs.

For the information of the delegates the following are the current Trustees of the Plan.

<i>Company Trustees</i>	<i>Union Trustees</i>
Rob Gardner	Rod Hiebert
Rob Beynon	Nancy Curley
Garnet Andrews	Jim Christensen
Michel Belec	Lee Riggs

Debbie Ellis, Administrator



Rod Hiebert

Following are excerpts from the address of President Rod Hiebert to convention 2004.

Good morning brothers, sisters and honoured guests and welcome to our fourth annual Convention as a National Union.

Thank you all for your hard work and solidarity during the past year.

We live in exciting times and the TWU is making history. In times when many others are forced to accept concessions and are having their collective agreements devastated, we have been moving ahead strategically and positively.

The spirit, solidarity and energy of the TWU again are proving that we are the Union that could!

We must congratulate our TWU bargaining team at Shaw and Local 60.

• They have successfully concluded a collective agreement with major gains in the areas of jurisdiction, lay-off language, and protection against the contracting out of our members' work.

• A new retirement package for members who are 60 years of age with 20 years of service.

• A healthy wage increase.
• And a major contribution to the member health and welfare package.

Let's hear a good round of applause for Local 60 and their bargaining team.

The TWU and our bargaining team at TELUS continue to hold our resolve after nearly four years despite the fact that:

President's Report

President's address to convention

• For the past three years TELUS has mounted a concerted, vicious, premeditated attack on the TWU and our members.

• They have viciously cut our membership by one-third, pushed members to work harder and faster, doing the work of those who left.

• They have refused to bargain in good faith.

• They have interfered in our strike vote trying to confuse our members and turn them against us.

• They have been on a mission to divide and conquer:

• To whipsaw Alberta members against BC members and BC members against Alberta members.

• To whipsaw Clearnet and Wiltel members against the TWU and its members.

• To taunt, threaten and mislead our members.

• They have used the CIRB to control TWU's actions with illegal strike declarations.

• When we tried to protect jobs by instituting an overtime ban, the Board ruled it was an illegal strike and issued a cease and desist order.

• A shameful ruling.

• They have moved work outside our bargaining unit.

• And they have done everything possible to knock us off track.

• But brothers and sisters – they didn't count on the TWU getting stronger and they didn't count on us getting an 86 per cent strike vote despite their unprecedented and insidious interference.

• The Company has a number of other major fights on their hands:

• With the competition.

• With their employees and the Union.

• With customers.

• The investment community is nervous about the actions of TELUS.

• And they've been found guilty of an unfair labour practice and interfering in the administration of the TWU.

• And they have been forced to offer us binding arbitration.

One day TELUS welcomes this binding arbitration – they tell shareholders that binding arbitration has advantages for both parties.

The next day they want to appeal the decision and ask for reconsideration.

And they want another 12 days to sell their latest offer to the membership.

How can we bargain effectively with a company that behaves in this manner?

The TWU will rise to the challenge of binding arbitration and move ahead positively while protecting our members and contract language that is critical to our future.

We have a strong position going into binding arbitration, we know how the process works and we will win a collective agreement this year.

But we can't afford to put all our eggs into one basket. The process could still fall apart with the Company dealing directly with our members and facing a possible lock-out. We must be prepared.

There is no time to rest.

We must continue our fight for Human Rights, Women's rights, equality and social justice.

Over the next year, we must begin to review our constitution and policies to address the issues inherent in becoming national. Soon, we may require full time staffing for offices in Montreal and Toronto. We will not be able to micro-manage every issue.

When a member sends a letter, the whole Executive shouldn't have to debate it when it hasn't even gone through the Local or to debate every word in every Local Letter of Agreement. There has to be a better way. We should look at conducting some business regionally. Look at the possibility of holding regional meetings once per month and national meetings of the full Executive four times per year. In the future I think it makes sense to assign Alberta arbitrations to the Alberta Vice-President and BC arbitrations to the BC Vice-President.

Despite the incredible challenges we have faced, we have the strength and the resolve to move forward across Canada as a united, strong national union.

We must accelerate our efforts to grow and develop the TWU across Canada, leaving behind the notion that we are just a BC or just a western union.

Over the next year, the Clearnet decision will be issued.

Our team presented a strong, well thought out case and I am confident that we will win.

Over 2,000 members of TELUS Mobility must be brought into the TWU and we will be faced with the challenge

of building the TWU in Ontario and Quebec.

We must ensure that TELUS National Systems (Wiltel) and other operations and acquisitions are brought into our collective agreement.

We must continue to build this wall around our work in order that the Company cannot siphon off our work and our jobs and so that the lost work will return to the TWU.

And we must ensure that all of those members are included, involved and think of the TWU as their Union.

We must ensure that the Company is stopped from moving jobs out of our unit into non-bargaining unit positions or to areas that the CIRB has not yet ruled on.

Brothers and sisters, we have started to gain momentum in turning the process around to start ensuring that members and jobs are added to our bargaining unit instead of being deducted.

We are hopeful and confident that in conclusion, all members at TELUS will be included in the Letter of Agreement on work jurisdiction in order that their jobs and those of the future are protected.

We have a lot of work to do this week, and in the years ahead.

I wish you all good luck. I hope you have a good positive convention and for our members – let's ensure that we leave this convention united and excited about what we can do for our members.

The TWU is the Union of the future.

TWU, Telus working on tax assessment problem

By RON WILLIAMS, BA

Approximately 500 TWU members in British Columbia have recently received Tax Assessment notices for the taxation year 2000 from the Canada Revenue Agency. The amounts, which range from an increase in taxable income of \$500 to an increase in taxable income of \$6000, are thought to be the total of out-of-pocket and board and lodging expenses where the member did not have accommodations receipts. The CRA says that this is the result of Telus issuing new T-4's, but Telus claims that they have not issued new T-4s, and it was caused by the CRA auditing Telus's books. It would appear that the Company is correct about this.

The Union has met with Telus on four occasions to discuss this

problem. The Union and Telus agree that the amounts should not be taxable, and we are working together to come up with a procedure to file objections to the new assessment, and will be sending that information out shortly. We are also dealing with a tax lawyer to get legal opinions on some of the issues. We will develop templates to do the appeals, and provide any help that we can, but unfortunately the members have to file the objections themselves. We will be sending the procedure for doing that shortly, after getting advice from our lawyer. The Union will be coordinating the objection process for those who want assistance. There will be a consent form available early in the week of March 29 that

members will have to sign to allow us to act on their behalf. Members who wish to file objections will have up to 90 days from the sending of the original assessment. You can elect to pay or not pay the outstanding amount until after the appeal period, but interest keeps accumulating and must be paid if you lose the objection. The tax lawyer that we consulted recommends paying the amount, and then filing an objection because the process could take a long time, and interest is accumulated on the outstanding amounts.

It is interesting to note that Federal Government workers have expense entitlements that are far higher than the amounts that we get, and they are not considered taxable.

Canadian tax laws state that the CRA can't take back amounts from any refund that they owe you until the objection period is over, however several of our members have had their 2003 refunds affected by this 2000 re-assessment. The Company is dealing with the CRA on this issue, and we will keep members informed.

The Union believes that the onus is on the Company to pay any outstanding tax amount, as these costs were accrued on their behalf. The Company of course contests this and believes that because of members got the benefit, they are responsible for the tax.

There could be further assessments coming for the tax years 2001, 2002 and 2003 and it could affect your taxes for the

2004 tax year which we are in now.

Given this re-assessment by the CRA and the Company attitude about re-imburement, members are advised that they should consider long and hard before going on non-receipted meals of any kind, when the other option is to have the Company provide accommodation and fully receipted meals.

Those members who wish to be part of the coordinated objections can contact either rick.fleming@twu-canada.ca or ronald.Williams@twu-canada.ca, and please include an e-mail address so that we can respond to you quickly. Rick Fleming can also be reached at 604-437-8601.

Further information will be available via hotlines and bulletins to the members.