

Bell takes reins from President Hiebert

Bruce Bell was elected as the TWU's new President at the 2005 Convention in Burnaby, after President Rod Hiebert announced that he plans to retire.

As Vice-President since 1999, Bell has worked closely with Hiebert for several years

so he's well-versed in the job. A TWU member for 32 years and an Executive Council member since 1992, Bell knows he has big shoes to fill. But he's ready for the challenge. Bell will serve out the two years remaining in Hiebert's term.

Hope Cumming also ran for President, but her term as Vice-President wasn't over, so she remains in her current role as Vice-President for Alberta.

Bell's Vice-President position was open, and Business Agents Peter Massy

(see *Convention 2005 - page 7*)



New President Bruce Bell (left) with retiring President Rod Hiebert (right)

The Official Publication of
the Telecommunications
Workers Union

The Transmitter

Spring 2005

Vol. XXVII

No. 1



BROADWAY PRINTERS

President's message on bargaining

In this, my first column for the *Transmitter*, I want to start by conveying what an honour and privilege it is to have been elected President of the TWU.

It will come as no surprise that my top priority as President is the same as yours: achieving a revised, respectful Collective Agreement. To attain that goal, it's essential for me to explain what Telus is up to and what we plan to do about it.

What we are experiencing at the hands of Telus is symptomatic of what is happening in the country as a whole. The sad fact is that our political leaders are allowing corporations to ride roughshod on the rest of society.

As you know, Telus has been unwilling to bargain with us for nearly five years now. Time after time, we have explained to the Canada



The TWU Bargaining Committee, with its new members from Alberta, working for a revised, respectful Collective Agreement (note: some members missed the photo shoot)

Industrial Relations Board the nature and extent of Telus' abuse of the bargaining process:

1. Bringing "issues and

objectives" rather than concrete bargaining proposals to the table in 2001.

2. Agreeing – after nearly two years at the table – to

bring us a comprehensive offer on November 14, 2003.

3. Tabling a final offer, removing it, and then retabling (see *Money means - page 3*)

MAIL POSTE

Canada Post Corporation / Société canadienne des postes

Postage paid / Port payé
Publications Number

40022297
VANCOUVER, B.C.

TWU kicks off the Telus: Another Wrong Number Campaign

The Telecommunications Workers Union kicked off the Telus: Another Wrong Number Campaign (www.anotherwrongnumber.com) on Monday, May 2 to a standing-room only crowd at the Hotel Vancouver.

President Bruce Bell said the Union is calling on the public and the labour movement to support the TWU by making a

(see *TWU asks - page 5*)



Left to right: TWU President Bruce Bell, BC Federation of Labour President Jim Sinclair and Canadian Labour Congress Pacific Regional Director David Rice spoke at the Campaign launch

Return undeliverable
Canadian addresses to:
Circulation Dept. TWU
5261 Lane Street,
Burnaby, BC, V5H 4A6

LETTERS TO THE EDITOR

Dear TWU:

Thank you very much for my retirement gift, the cheque, the pin, and the honorary life membership.

Kathie Rutter, Local 3 – Nanaimo

Dear TWU:

Thank you so much for the honorary life membership and the \$1000 retirement gift. I would also like to convey my appreciation to fellow TWU members. Their dedication helped support all aspects of my 33-year career, especially during such changing times in the telecommunications industry.

Sincerely,

Ron Corea, Local 8 – Kamloops

Dear TWU:

Thank you for the monetary gift of \$1000. It is most appreciated.

Jennifer Layne

Dear TWU:

Thank you to TWU members, past and present, for my honorary life membership, and the \$1000 cheque. Both are welcome and appreciated. Leaving work two years ago, it seems like I have already been retired for two years, but now it officially comes true. Thanks to the members of the TWU, we can enjoy our retirement. As Secretary-Treasurer of Local 33 for many years, I passed out a few of these retirement packages but never really looked at the Retirement Member pins

I was passing out in the envelope. What a surprise to actually receive one, and look at it, and now I will wear it every day with pride! Thanks to you all!

P.S. Just remember the Union will be there long after Dilbert Tinwhistle is gone! Keep up the fight! For those still working, don't forget one day you too will be retired, please don't forget about us.

Doug Gent, Local 33

Dear TWU:

Thank you for the valued lifetime membership and to the Benevolent Society for the \$1000.

It was a privilege to have been an active member of the TWU for 27 years. I didn't know how important that would be when I was hired as a part-time and temporary employee all those years ago. Not only did I enjoy the advantages of a good paying job and benefits (bargained by the TWU) but I've started reaping the rewards of our pension plans as well.

Those years passed all too quickly and I am grateful to have been a part of the TWU. I appreciate the effort and dedication required to maintain these benefits in such a changing environment.

Thank you once again and my sincerest best wishes for a peaceful contract resolution and our continued success.

Yours truly,

Carol Douglas, Local 6

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

The Transmitter

The Transmitter is the official publication of the Telecommunications Workers Union.

Member of
CALM
ACPS
Canadian Association of Labour Media
Association canadienne de la presse syndicale

Editor: Kim Fehr

President: Rod Hiebert

Vice-Presidents: Hope Cumming & Bruce Bell

Sect.-Treasurer: Jim Christensen

5261 Lane Street, Burnaby, B.C. V5H 4A6

Publication number 40022297

(Return undeliverable Canadian addresses to: Circulation Dept. TWU at above Burnaby address)

Dear TWU:

I would like to thank you for the \$1000 cheque I received and the honorary lifetime membership and the pin that I will proudly wear everywhere I go.

I wish, in 2005, for a resolution to our long overdue collective agreement.

In solidarity,

Cecile Pearson

Dear TWU:

Hopefully you are all well – still don't miss work, retirement really is the way to go. And if it wasn't for all of your hard work, I wouldn't have retirement – thank you again! Blessings to all of you.

Jaromey Ryon & her dog Angus

Dear Brother Hiebert:

Thank you very much for the Honorary Life Membership Certificate and the \$1,000 gift that I received recently upon my retirement. They are greatly appreciated.

I look forward to still being part of the Union by participating and attending any social functions that will be held in the future. Thank you again.

Yours sincerely,

Krishna Sharma

Dear TWU:

Thank you for the honorary life membership and the \$1000 cheque I received on my retirement. I appreciate the hard work the TWU has done for its members during my 34 years and 10 months with BCTel/Telus. Well done, and again, thank you.

Naida Thomsen

Dear TWU:

Thank you so much for providing the disability insurance that I paid for with my 21 years of dues. I really didn't think I would ever need it, but it provides me with a decent quality of life. I hope others who are sick will have the same benefit. Also, thank you Rod, Bruce and Hope for representing us so well over the years.

Very sincerely,

Polly Hawkins

Brother Doubt:

Many thanks to you and your Political Action Committee for your support in the District of North Vancouver.

In solidarity,

Doug Hill

Dear George Doubt,

I'm writing to express our thanks and appreciation for the support and \$10,000 contribution made by the TWU to the Alberta NDP during the recent provincial election. The labour movement has always contributed significantly to the Alberta NDP cause, and the support of the unions like TWU is very much acknowledged and appreciated throughout the Party.

This election required many resources to get our message out to voters. We ran both a grassroots campaign with locally-trained pollcat canvassers and a professional phone bank, as well as a media campaign with radio/TV and billboards. The support we received from the labour movement made a big difference to our campaign, especially in the final days of the election.

Because of the additional resources we were able to increase the number of pollcat canvassers on the doorsteps – canvassers who were identifying supporters at a very critical time in the campaign; we were able to hire the phone bank for additional days and evenings, including e-day; we were able to produce a last-minute direct mail brochure and increase our radio advertising during the last weekend to help fight the strategic-voting message that threatened our priority campaigns.

None of this could have been possible without the support we received from TWU and other unions.

Our new caucus of four will be able to provide a strong alternative in Alberta that will challenge the Tories and provide the first line of defense to their wrong-minded policies. I look forward to working with you on issues of importance to working people.

Thank you again for your support.

In solidarity,

Brian Mason, Leader, Alberta NDP

To All:

I wanted to express my thanks to the Executive Council and the Union for the support I received in the Provincial Election. Being able to campaign full-time allowed me to meet a lot of people in my constituency of Calgary Buffalo and really engage the complex issues facing the area. I knocked on thousands of doors and heard from a lot of people who aren't seeing the Alberta Advantage in their lives.

I didn't win, but province-wide the Tories were given the message loud and clear that their free ride was over. More than half of Albertans voted against the Tories. The PC candidate won by barely 500 votes in my riding. The Liberals (in Alberta they still actually seem to be Liberals) won 17 seats up from five – including three in Calgary, which had been a Tory stronghold. Most importantly the NDP doubled their seats and got back official party status, which will give us the resources to really hold Ralph Klein's feet to the fire on social and labour issues. Right now the Tories look an awful lot like the Socreds circa 1967: In 1971 they were annihilated and swept from power. I plan to remain active in the provincial NDP. As the candidate, I'm President of the local constituency association and I plan to build an organization in Calgary Buffalo that will win it next time. I also want to be active in the TWU's political activities.

Again, my thanks for the support I received from the Executive.

Cliff Hesby

Dear Brother Hiebert:

I want to thank you very much for your contribution to making the CLC National Pension Conference the great success that it was. Some days after the Conference was over, I was back in Winnipeg and people there were still talking enthusiastically about it. The only criticism I encountered was that we don't hold them often enough!

I want to thank you for being a speaker at the Conference. Well done. We have received nothing but good feedback about the presentations at the Conference. I am pleased that the trade union membership has so many people like yourself who are very knowledgeable on pensions to draw on at an event like this. The Conference was a great success for the CLC and I hope that it proved to be worthwhile for you too. Thank you once again.

In solidarity,

Kenneth V. Georgetti

President CLC



Jason Anhorn's swim team, the Alberta Marlin Aquatic Club

Dear Brother Hiebert:

I would like to take this opportunity to thank you for your work as Co-Chair of the Resolutions Committee at the BC Federation of Labour's 48th Convention.

This year, we had more than 1,200 delegates registered. Your commitment and hard work were imperative to the success of the Convention and to ensuring that all events and procedures ran smoothly. Thanks again.

In solidarity,

Jim Sinclair, President BCFED

Dear Brother Hiebert:

I am writing to thank you for supporting our fundraising dinner at the Bear Creek Community Hall on November 7, 2004. It is people like you who made this event very successful.

This is an exciting time for New Democrats as we start to gear up for the election next May. I feel Gordon Campbell is leading British Columbia in the wrong direction. He is not looking out for the ordinary people in this Province. With your continued support we will make a difference. Together we will send Gordon Campbell and the BC Liberals a strong message in the next election.

Once again than you, Brother Hiebert, for your valuable support.

Sincerely yours,

Harry Bains,
MLA Candidate,
Surrey Newton NDP

Dear TWU Scholarship Committee:

Thank you for awarding the TWU Scholarship to me. It will be a tremendous help towards the purchase of textbooks and living expenses. I have been accepted into the Engineering program at the University of Victoria and am just starting the spring session.

Without the help of bursaries and scholarships from generous donors like you, I would not have the opportunity to attend a university. When I graduate and become an engineer, you will have been a part of my success.

Thank you again,

Took Heisler

Dear TWU:

I would like to take this opportunity to thank the TWU for providing a cheque of \$250, with respect to a Minor Sports Application which was made on our behalf.

I have been swimming with the Alberta Marlin Aquatic Club for the last 11 years and this year I was able to accomplish a huge goal of making the Western Canada Championships, in Victoria, B.C. and Club Nationals which will be in Winnipeg, Manitoba, along with a few of my teammates.

On behalf of myself and the Alberta Marlin Aquatic Club, I would like to thank you for sponsoring us in the sport that we enjoy participating and competing in. Yours truly,

Jason Anhorn

(see picture below)

Money means nothing without job security, says Bell

(continued from page 1)

another final offer. (When is a final offer really final?)

4. Telus has refused to offer anything resembling *quid pro quo* proposals that would enable us to engage in real bargaining. Their approach amounts to presenting us with a list of one-way concessions.

5. Now, Telus is again interfering with the operation of a trade union by going directly to members in order to undermine the Union's Bargaining Committee by sending the Telus offer directly to the Bargaining Unit employees.

The attitude of the Company is straight out of an ad for Buckley's cough syrup: it may taste awful, but you should swallow it anyway because we think it's good for you!

To date, the Board has done nothing to put an end to Telus' arrogant behaviour, even when it flaunts the Board's own rulings. If this Company is allowed to get away with such outrageous behaviour, other companies will seize this as an



President Bruce Bell speaks at a press conference and rally in front of the Telus Boot on Monday, April 25, jointly hosted with Member of Parliament Peter Julian (NDP)

opportunity to treat their employees in a similarly outrageous manner. So much for free collective bargaining in Canada...

Telus has sent their latest "final offer" directly to Bargaining Unit members.

Telus insists that it's a good offer. Your Bargaining Committee does not agree. The Company is trying to sidestep the Union in hopes of pulling a fast one on what they believe is a gullible membership. Based on our

2004 strike vote of 86.4 percent and what is a growing level of support from Bargaining Unit members since then, we think Telus is wrong.

Why? Because the Company's offer includes nothing by way of job protection. Their plan is to offer enough cash that members will ignore this all-important issue. But we all know that without strong protection against contracting out, none of our jobs will be secure for very long.

Furthermore, Telus refuses to agree to wage parity between members in Alberta and B.C., and the rest of Canada. For us, this refusal is another show stopper. A continuation of the existing wage disparities constitutes discrimination against our members in Alberta. At the same time, it undermines the job security of our members in B.C. by giving the Company an incentive to transfer their work to Alberta and eastward.

Telus insists that fundamental, drastic changes to the collective agreement are necessary because the existing agreement prevents them from being competitive. Yet the Company recently revealed that Darren Entwistle and George Cope each made more than \$6.5 million in compensation and stock options last year, while Robert McFarlane made a

total of \$4.05 million – compensation increases of 54 percent, 88 percent, and 200 percent respectively!

According to Telus spokesman, Nick Culo, the three were given these rewards because Telus was the global telecom leader with respect to revenue, earnings and cash-flow growth rates. With the Company doing so well, why do they insist on pretending that they have to gut our Collective Agreement simply to survive?

The Another Wrong Number Campaign

As I write this, I have in mind the local meeting I just attended where I reported to members about the current state of bargaining. Sisters and brothers, I was inspired by members' strong support for and commitment to the Union and what it is trying to achieve. TWU members clearly have a good understanding of where we are at and what is at stake. Despite Telus' best efforts, our members know why it is essential for us to achieve a revised, respectful Collective Agreement.

We all know that the Union had to fight for everything that's in the contract now and that we will have to fight to defend those gains. To that end, TWU has launched the Telus: Another Wrong Number Campaign, www.anotherwrongnumber.com.

In addition to generating pressure on our politicians and the Company to go for binding arbitration, as the campaign unfolds we hope to enlist the help of customers. If there is a lockout, we will be asking them to cancel some or all of the services they get from Telus until we get an agreement. In a competitive environment, customers who sympathize with TWU members and who share our concerns about the way the Company is acting can have a tremendous impact.

Solidarity is the key to all of this. The bottom line is that the more you get involved the greater our success will be.

**In solidarity,
Bruce Bell, President**

Two more letters

Members of Parliament, House of Commons

Dear Honourable Members:

Canadians expect quality telecommunication services and they are essential to the efficient functioning of our society and a vibrant economy.

Unfortunately, there is a problem at Telus and it is going to affect customers. Telecommunications Workers Union (TWU) members are in their fifth year without a Collective Agreement. This employer has cut 6000 jobs and routinely violates Collective Agreement provisions. Its attitude and actions towards its staff and their union has completely poisoned the bargaining process and a long overdue resolution is impossible without outside intervention. A lockout or strike will be disruptive and will devastate customer service.

Telus has already been found guilty of unfair labour practices by the Canada Industrial Relations Board (CIRB), and the company has failed to meet Canadian Radio-television and Telecommunications (CRTC) minimum phone service standards. The company has been forced to issue customer rebates.

A labour dispute is completely unnecessary. On behalf of the 42,000 members of the Hospital Employees' Union, I encourage you to act now and ask the Minister of Labour to appoint an arbitrator and use binding arbitration to resolve this dispute.

Yours truly,
Fred Muzin, President
Hospital Employees Union

Dear Brothers and Sisters:

From the bottom of my heart, I would like to say thank you. Thank for years and years of negotiations for which all of your members benefited! Thank you for encouraging all of our brothers and sisters to be strong together, united. I truly appreciate my union and always will.

The \$1,000 retirement gift and lifetime membership is both a lovely gift and an honour.

Sincerely,
Gail McGrath

MP slams Telus for “absolutely shameful” behaviour



Burnaby-New Westminster MP Peter Julian (left) and TWU President Bruce Bell (centre) field questions from a Vancouver Sun reporter



A large crowd of media and TWU members gathered in front of the Telus Boot for the press conference, including TWU Business Agent Fran Guillet (left)

B.C. Member of Parliament Peter Julian slammed Telus for its deplorable American-style anti-labour tactics, at an April 25 press conference in front of the Telus Boot in Burnaby.

“Myself and Bill Siksay, the Member of Parliament for Burnaby-Douglas, and Libby Davies, Member of Parliament for Vancouver East, are all working hard on your behalf in the House of Commons to make sure that Telus workers get their due,” said Julian. “We will continue to be pressing the Minister of Labour to bring Telus to binding arbitration if these negotiations do not work.”

Julian vowed to make sure Telus’ American-style labour tactics aren’t successful.

Also speaking at the press conference were TWU President Bruce Bell, Vancouver City Councillor Tim Louis, and Canadian Labour Congress representative Gordie Larkin. An enthusiastic crowd of 200 gathered outside the Telus

Boot, along with the television cameras and reporters.

TWU President Bruce Bell said, “These are trying times for us, especially the way that Telus is acting in this unprecedented move of their latest shenanigan of sending out the contract. We would prefer them to do this across the bargaining table. That’s where it belongs.”

He said the Bargaining Committee hopes to hammer out a deal if at all possible.

“But we know if we can’t get a deal, that you folks are there for us and you’re there for yourselves and this Company now knows that you think their tactics are wrong and I know you’ll be showing them that in the future,” said Bell.

He said the Company had not fulfilled the sections of the Labour Code they need to fulfill to come to an end at this round of bargaining and proceed with a lockout.

Vancouver City Councillor Tim Louis said, “There is going to be a winner. There is going to be a loser. The

winner is going to be you the workers and the TWU, and the loser is going to be Telus. And I want to tell you, that’s not pie in the sky.”

He said the TWU will win because we are united, we are right and we are not just fighting for ourselves. “Your victory will be a victory for workers in all industries, all the way across Canada that are facing the slow but steady in road into Canada of deplorable American style labour relations that have absolutely no place in a fair

and just society, and your victory is going to turn the tide.”

Every day that goes by is a day closer to that historic victory, he said.

Representative Gordie Larkin reaffirmed the Canadian Labour Congress’ commitment to support the TWU. “Let me give a commitment today on behalf of the 2.3 million members of the Canadian Labour Congress that we will be there for you, no matter which roads you go down because

an injustice to one is an injustice to all. It’s long overdue, and it’s time to settle this contract, get back to the table and get a fair deal for Telus workers.”

Bruce Bell ended the conference saying, “You can see here the solidarity we have, the support we have, the friends we have. We’re in this with a lot of people. It’s going to take a lot of us to do it. We want to bargain but if that doesn’t work out, sometimes when you’re right, you’ve got to fight.”

Union takes Telus to task for unfair labour practices

The TWU filed an unfair labour practice complaint against Telus for interference in the operation of a trade union and bargaining in bad faith for violating the communication ban by going directly to the membership with information that should be at the bargaining table.

This was also for implementing the lockout measures while still talking at the bargaining table and introducing proposals.

“They have not fulfilled bargaining, but they’ve done lockout measures,” said President Bruce Bell.

This was in response to the company repeatedly violating collective bargaining laws and regulations, including emailing a misleading contract offer to all employees.

Bell said Telus CEO Darren Entwistle is trying to sabotage

negotiations by emailing a contract offer directly to employees instead of negotiating with the Union at federally-mediated bargaining sessions. Telus’ negotiators even said they were open to Union counter-proposals at the same time the company was secretly emailing its offer to members, Bell added. “Telus is obviously out of control – it is desperately breaking every rule in the book to get its way but our members are not going to be fooled by company tricks,” Bell said. “Sending our members the offer and not explaining the enormous concessions they would have to accept is not only against the rules, it is contemptible.”

The Telus move came shortly after the company announced it will implement a partial lockout of TWU

members on Monday, April 25, in which it suspended pay raises, first day of sick pay, increases in vacation time and new grievances.

Telus has already been found guilty of unfair labour practices by the CIRB last year, Bell said, when it violated the Federal Labour Code by interfering with the operations of the Union. The TWU has been trying to reach a revised and respectful collective agreement for nearly five years, he added. “Telus and Darren Entwistle don’t want to negotiate fairly, they don’t want to put a decent offer on the table and they don’t want to play by the rules,” Bell said. “Their actions are not only harming relations with Telus employees and their Union, they are harming the company’s best interests.”



The enthusiastic crowd at the Telus Boot

TWU asks public to sign up to cancel key services, in the event Telus locks out the Union

(continued from page 1)

commitment to cancel certain services with Telus such as voice-mail and long distance.

"We have been trying to bargain a new collective agreement with these guys for nearly five years," said Bell. "But bargaining involves give and take on both sides. Telus' current game plan involves us giving and them taking." Bell said people might understand Telus' hardline position if the company was hurting financially, but Telus' share price was up 40 per cent last year. And the company was the global telecom leader with respect to revenue, earnings and cash-flow growth rates. Meanwhile, said Bell, the company's customer service leaves a great deal to be desired.

"That's why we've launched our campaign," Bell said. "We're trying to enlist members of the public in an effort to pressure Telus into acting responsibly. We're asking them to access our campaign web site, www.anotherwrongnumber.com, to sign and clip out the ads we're running in community newspapers across Alberta and B.C. this week, and to contact the Federal Minister of Labour, Joe Fontana. Our goal is to put pressure on Telus to come to their senses and bargain a new collective agreement. We all have an interest in getting this thing settled."

Bell also said he expects Telus to lock out the Union late this week or earlier next week. "This is a nasty employer – there's no need for this. It's corporate greed," said Bell.

Also on hand to endorse the campaign were B.C. Federation of Labour President Jim Sinclair and Canadian Labour Congress Pacific Regional Director David Rice. Media attending the event included CBC radio and TV (French and English), BCTV news on Global, CTV, CKNW, Broadcast News (which is the radio division of Canadian Press), Reuters, Dow Jones, the Vancouver Sun, the Province and Co-op radio.

Campaign targets labour councils and city councils

The Another Wrong Number Campaign is systematically contacting



Marcel Lafond of the Bargaining Committee fields questions from French CBC after the press conference



There was widespread media coverage of the press conference

Labour Councils and City Councils in B.C. and Alberta to enlist their support for our campaign. The TWU has submitted resolutions for the councils to endorse. Members of Executive Council and Delegates will give presentations at the councils and ask them to take action on our behalf.

May Day rally

The TWU's situation was a focus of the May Day rally on May 1 in downtown Vancouver, where TWU Business Agent George Doubt and other labour movement leaders spoke about the

unacceptable way Telus treats its workers. Over 400 people attended, including many TWU members.

Over 2,000 turn out for Info meetings in Alberta

There was also a huge turnout in Calgary and Edmonton for Special Information meetings on bargaining issues. Over 1,000 members came to the Shaw Conference Centre in Edmonton and 1,200 came to the Round-Up Centre in Calgary's Stampede Park. The TWU would like to thank members for an outstanding turnout on short notice.

Sign the Letter of Support below and return it to the TWU

Another Wrong Number

I oppose Telus locking out its workers and cutting the quality of service



I/we, _____ (name), support Telecommunications Workers Union members who work for Telus. They are fighting for better quality of service and a reasonable contract settlement. I understand that they need my support because of the company's refusal to negotiate in good faith and its continuing efforts to undermine the union. *In the event Telus locks out these employees*, I also understand that TWU may call on me to provide tangible support for these TWU members by taking one or more of the following steps:

- 1) Cancelling one or more of my special calling features such as call waiting
 - 2) Cancelling my automatic bill payment and requesting a printed copy of my bill
 - 3) Consider moving my long distance service to an alternate service provider for the duration of the dispute.
- Dated this ___ day of _____(month) 2005

Name (please print)

Address

Telephone

Email address

Signature

Your information will be kept strictly confidential and you will be notified if these actions are needed.

Return this letter to:

Telecommunications Workers Union
5261 Lane Street, Burnaby, BC V5H 4A6
Ph: 604-437-8601 Fax 604-435-7760
twu@twu-canada.ca

www.anotherwrongnumber.com

Another Wrong Number: what you can do!

You can tell Telus to get it right. Nearly five years of waiting for a revised, respectful Collective Agreement — that's just wrong.

The Union is launching the Another Wrong Number Campaign to fight for a revised, respectful Collective Agreement and we are asking for your help. There are two focal points.

One is a Letter of Support, which people can sign to show their support for TWU members. By signing, they join a list of TWU



supporters that we can call on to exert pressure on Telus. The letter says that if TWU is facing a lockout the Union may call upon its supporters to cancel key phone features

such as call waiting, change their method of bill payment or move their long distance service. This hits Telus in the only place the Company really cares about: the bottom line.

The other is a political campaign asking the Federal Government to use binding arbitration to settle our dispute.

As a second choice, the Government could appoint an Industrial Inquiry Commission.

What you can do

- 1) Sign and return the Letter of Support at www.anotherwrongnumber.com.

- 2) Please fill out the card on page 7 of the Transmitter and send it to the Minister of Labour.

- 3) Write your own personal letter to your Member of Parliament. Sample letters are available on

www.anotherwrongnumber.com or you can link from the TWU Web site. You can also use the Fax your MP option on the Web site, which allows you to instantly send a letter to your MP, though it is always better to personalize your letter.

- 4) Phone your MP and tell *(see page 7 - Send a...)*

The TWU seals the deal

Shaw

The Union and Shaw Cable were successful in negotiating a revised four-year Collective Agreement for the Vancouver and Surrey certifications. The contract was ratified February 25, 2004.

Shaw took a different attitude towards negotiations. They saw the competition heating up in the telecommunications market and came to the bargaining table in good faith with a will to get the job done. Together, the Union and Shaw Cable were successful in securing a revised Collective Agreement in a short time frame.

The revised agreement gives members an annual two percent raise for the next four years. The Union negotiated an improved health and benefit package, which required a considerable investment from Shaw. Stronger contracting out language was also negotiated, which restricts the Company's use of other contractors.

The Union has also negotiated a revised Collective Agreement for the Abbotsford certification.

Eurest

In December 2004, the Union successfully re-negotiated the existing Collective Agreement for the cafeteria workers at Eurest, a division of Compass Group Canada that handles cafeteria service at Telus. Local 64 members voted 100 percent in favour of the one-year deal, which gave them a two percent wage increase retroactive to July 1, 2004.

Tiger Tel

In December 2004, the Union successfully re-negotiated the Collective Agreement for the Call Centre Agents at TigerTel. The ratification vote was 72 percent in favour of the revised four-year contract. Members will receive a two percent pay raise for the first year and one-and-a-half percent for each of the next three years. The Union successfully negotiated a reduction to wage service credits so our members advance to the highest pay scale two years faster. There were also some improvements to medical coverage and increases to pay differentials in the afternoon and graveyard shifts and when Union members perform management functions.

Setting the record straight

The following was submitted to the Vancouver Sun in response to its editorial of Wednesday, April 27, 2005. To see what was printed, visit the TWU Web site.

By Bruce Bell, President Telecommunications Workers Union

Your editorial is unbelievably off the mark. (*It's time for the union to do its share toward a solution at Telus, April 27*) What follows is an attempt to explain the factors that have created the sour relationship between Telus and the TWU.

You are simply wrong when you state that credit for this week's resumption of negotiations goes to the company. For the past 4½ years, Telus has gone through the motions of negotiating with us. Its real purpose has been to dictate the terms and conditions of a completely new collective agreement.

You state that, "In all that time, the TWU has not tabled a single proposal." Whoever wrote your editorial was either badly misinformed or intentionally misleading your readers. At the onset of negotiations in 2000, our elected Bargaining Committee tabled a comprehensive set of proposals. In marked contrast, Telus has refused to table proposals of its own, insisting instead on discussing vague "principles" and "concepts." Early on it became clear why the company was taking this approach: it was determined to gut our existing agreement and to write a new one from scratch.

It's not surprising that a company might behave so aggressively. Some managers have always entertained similar fantasies. But is a union that's confronted by such tactics expected to go along with them?

You accuse us of having taken some of our disputes with Telus to court and to labour tribunals. I smell a double standard here. What would you have written if we had chosen to use extralegal means to redress these wrongs?

You argue that TWU "hasn't taken a positive step with a set of proposals that might bring to an end years of fruitless collective bargaining." This statement is simply false. The Union has tried on countless occasions to get the company to address specific bargaining proposals. But we have used the existing contract as our starting point. By contrast, Telus insists on writing a brand new agreement.

You praise Telus for shaking up the Canadian labour relations system by putting the company's offer directly to its employees. Such practices will, indeed, shake up Canadian labour relations. But it is not clear that Canadians are anxious to embrace this confrontational, American-style approach to labour-management relations. Down the road, if the company chooses to deploy a host of "replacement workers" – known in

the labour community as "scabs" – will the *Sun* be writing editorials in praise of that move, as well?

You praise Telus' offer as "generous" and argue that employees would be "fully compensated" for every concession. If we focus solely on monetary aspects of the proposal, some might argue that it's not bad. But whoever wrote your editorial apparently doesn't understand why our Bargaining Committee insists on protecting our contracting out protections. These provisions of the existing contract are essential to preserving our members' jobs and ensuring their job security.

You say that TWU members will have guaranteed job security under the company's proposals. But Telus proposes to run its operations with a *minimum* of 25 percent temporary employees and no maximum on that number. These temporary employees would be working with few, if any, benefits and absolutely no job protection. Furthermore, our organization is keenly aware of what has happened to thousands of workers across the telecommunications industry over the past 15 years. Without strong protection against contracting out, our jobs can be sent anywhere in the world at the flip of a switch. Without such contract language, verbal assurance from management that our jobs will be secure won't be worth the paper they're written on.

It is true that Telus employees have been having a difficult time performing their jobs and arranging their personal lives because their conditions of employment have been up in the air for so long. But this is not a crisis created by the union's intransigence. Rather, the crisis has its roots in the attempt by this company to break the union.

You argue that this dispute has been harmful to Telus because it puts the company at a disadvantage in its battle with the likes of BCE, Rogers and Shaw. If this is the case, the responsibility for any fallout lies at the feet of the Telus Board of Directors, who have chosen to treat their employees with such disdain.

Yes, Telus employees now have the details of Telus' bargaining position. And as they become familiar with them, they are communicating a combination of outrage at the company's high-handedness and strong solidarity for the position their bargaining committee has been taking.

In closing, your editorial argues that it's time for Telus and the TWU to start working together so that the company can provide a profitable investment for shareholders, a high standard of living for employees, and good service for its customers. We strongly agree. In light of the fact that Telus is a global telecom leader with respect to revenue, earnings and cash-flow growth rates, isn't it time for the company to get serious about meeting its employees' needs and providing decent customer service?

Frequently Asked Questions on the lockout and other issues

Q. Do we need a strike vote if we are locked out?

A. No, a strike vote is not required under the Canada Labour Code once an employer implements a partial or full lockout.

Q. Did Telus provide the TWU with an employee list of Mobility employees in Central and Eastern Canada?

A. Yes, but the TWU and Telus are currently working with the Canada Industrial Relations Board (CIRB) to determine who would be in the bargaining unit.

Q. I thought Telus wasn't allowed to communicate with employees on negotiations?

A. The Union will be seeking an order from the Canada Industrial Relations Board to stop the Company from communicating directly with employees until the company has bargained in good faith.

Q. Telus has been providing a copy of their latest deal. What should we do?

A. First, there has been NO DEAL!!! The document that Telus provided the Union with on April 13 is not a negotiated agreement - it's simply the working conditions they want to impose on you! The offer is available on the TWU Web site.

Q. There is a significant wage offer included in the deal. What good is money in the short term when you won't have a job in the long term?

A. When Telus went over the index at the bargaining table they

referred to the contracting out clause as a Job Security clause. The proposed Contracting Out clause reads as follows: 29.01 No Regular employee will be laid off as a direct result of the Company contracting out work that is normally and currently performed by bargaining unit employees. The Company further agrees that it will not contract out any bargaining unit work in the job classification and headquarters area where there are employees on lay-off who are capable of doing the work, providing the necessary tools and equipment are available.

29.02 The Company will give notice in writing to the Union before contracting out any work that has been historically done by the employees in the bargaining unit. Such notice will state the reasons for the contracting out. Does this sound like Job Security to you?

Q. Does my manager have to do my job if I'm locked out?

A. No, there are protections under the Canada Labour Code. Links to: Grundy Decision -1981-12-09 — <http://www.twu-canada.ca/images/docs/Grundy811209.pdf> Grundy Decision -1983-07-19 — <http://www.twu-canada.ca/images/docs/Grundy830719.pdf>

Q. How can I get bulletins and hotlines in a timely fashion?

A. Sign up on the Web site at TWU Mail List Sign-up. You must be a member and will need a personal email address, not a telus.com address.

Convention 2005 names Peter Massy new VP

(continued from page 1)

and George Doubt vied for the position, with Massy being the successful candidate.

Massy brings over 17 years of experience as a Business Agent to the job. His extensive resume includes bargaining, working on the Contracting Out and Technological Change Committee and much more. Members will also know him as the voice of the Tactical Hotline.

George Doubt, whose term as Business Agent Interior was up, was nominated on Friday for



Calgary Business Agent Sandi Mutter said she was humbled to be re-elected.

Burnaby Business Agent, and was elected by acclamation after fellow candidate Nancy Curley withdrew. There are two years left on the term.

Lesley Hammond was re-elected to her position as Burnaby Business Agent over challenger Greg Lorne, a member of the Bargaining Committee and Local 50.

Alternate Business Agent Rick Fleming was elected as Business Agent for the Interior. Kelowna's Lee Riggs, a member of the Finance Committee, also ran for the position.

Several incumbent representatives were able to heave a sigh of relief after Monday.

Secretary-Treasurer Jim Christensen, Edmonton Business Agent Allison Kuzyk, Calgary Business Agent Sandi Mutter and Prince George Business Agent Ron Williams were all re-elected by acclamation (no one decided to run against them).

Two new Alternate Business Agents were chosen: Stacey Properzi from Local 207, and John Gallant from Local 32. Ivana Niblett from Local 213 also threw her hat into the ring.

Tim Taylor of Local 7 was

the lucky winner of the hot seat as Chair of Convention. Miranda Jersak of Local 207 was elected as Vice-Chair.

There were elections for two-year committee positions. The successful candidates were as follows.

Constitution Committee: Sean Breckenridge, Lloyd Egeto and Lawrence Singh.

Finance Committee: Jim Davies, Don Fehr and Rob Pagacz.

Education Committee: Sandy Catala, Bruce Kennedy and Chris Stephens.

Eight members were elected as Canadian Labour Congress Convention Delegates for this year: John Bass, Jim Davies, Kelly Gray,



Burnaby Business Agent Lesley Hammond



Left to right: VP Peter Massy, Burnaby Business Agent George Doubt and Secretary-Treasurer Jim Christensen.

Marcel Lafond, Shaun Musgrave, Chris Stephens, Lee Riggs and Lance Trevison.

The TWU would like to congratulate all candidates for making the effort to come forward and show leadership.



Edmonton Business Agent Allison Kuzyk



Prince George Business Agent Ron Williams

Send a message to Ottawa loud and clear

detach and send

(continued from page 5)

them about your concerns, or request to meet them in person on this issue.

5) Write a letter to your paper about our situation.

6) Spread the word by asking your friends and family to participate by signing the Letter of Support and faxing their MP.

Five things to remember while contacting your MP

- 1) Ask your MP to urge the Labour Minister to use binding arbitration to solve this dispute
- 2) A lockout will devastate Telus' already bad customer-service situation.
- 3) Ask your MP to let you know what action he or she has taken
- 4) Let the Union know what you have done and what response you have received.
- 5) Keep following up. You have a right as a constituent to ask your MP to take action

and to make them accountable. You deserve more than a form letter.

The issues

It is important to discuss Telus' customer service issues because that is an issue for the public, and the politicians.

The Company has made some bad decisions that have a negative impact on customer service. For example, laying off staff, demanding Customer Service Representatives deal with calls in as little as 30 seconds, and pressuring employees to work overtime in excess of the hours allowed by the Canada Labour Code are decisions that can adversely affect service.

Forcing the Union into a lockout will devastate an already bad customer service situation.

The public should also be concerned with Telus' renegade behaviour when it comes to the law.

As the campaign progresses, other initiatives will be launched. The Union plans to target major customers of Telus. We will approach major customers concerning the impact of a lockout and possible disruptions.

The Union has always wanted a peaceful, respectful solution. But after nearly five years, it is time for an arbitrated solution to this labour dispute. Binding arbitration, or as a second choice, an Industrial Inquiry Commission. The Federal Government can make this happen. You just have to tell your politicians what to do. Please do everything you can do to help. Visit the Campaign Web site www.anotherwrongnumber.com or TWU Web site for more details at www.twu-canada.ca. Keep checking for updates because things will change quickly.

Dear Honourable Joe Fontana, MP, Minister of Labour and Housing:

There's a problem brewing at TELUS and it is going to affect customer service. Telecommunications Workers Union (TWU) members are in their fifth year without a Collective Agreement. A lockout will be disruptive and devastate customer service.

TELUS has a disturbing record. It was found guilty of unfair labour practices by the Canada Industrial Relations Board (CIRB). The company also failed to meet Canadian Radio-television and Telecommunications Commission (CRTC) phone-service standards for more than six months in 2004. TELUS has been ordered to give customer rebates and is still not meeting customer service requests.

A labour dispute will make things much worse. And it is completely unnecessary. After nearly five years, it is time for an arbitrator to resolve the situation.

The solution is simple. Please use binding arbitration to solve this dispute.

In 2004, the CIRB said binding arbitration was the only way to resolve this dispute. It is still the best solution.

Please act now before the TELUS dispute completely disrupts our telephone service.

Signature: _____

Name: _____

Address: _____

www.anotherwrongnumber.ca

Hockey mom ready for battle as Alternate BA

She's a hockey mom, so she's no stranger to a good fight. She's not afraid of elbow grease: she often helps her husband build Hot Rods. And she's a fighter.

These experiences should all come in handy for Stacey Properzi as she takes on her new role as TWU Alternate Business Agent for one year remainder of term.

"I'm hoping I'll have the opportunity to get some experience," says Properzi, acknowledging that Alternate Business Agents are on-call and don't always get asked to act for the Union.

Her reason for being involved with the Union is simple: to make a difference.

Currently a Customer Services Representative in Edmonton, Properzi lives in Spruce Grove with her family, including her husband, two children and a stepson.

It's been a big year for her. In November, she was elected as Vice-President of Local 207, which has over 1,000 members. And at 2005 Convention, she was elected as Alternate Business Agent.

Properzi is ready for additional responsibility — she has served on the IBEW Negotiation Committee and was first elected as a Shop Steward in 1994.

"I got involved because I wanted to have a voice," says Properzi. "I find a lot of people don't want to stand up for their rights. And I wanted to help them. I'm a fighter."



New Alternate Business Agent Stacey Properzi

Ask the Minister of Labour for binding arbitration: Mail your card today!

no postage required

**Honorable Joe Fontana, MP
Minister of Labour and Housing
House of Commons
Ottawa, ON K1A 0A6**

New Interior Business Agent ready to listen



Rick Fleming, ready to reach out to members as a Business Agent serving the Interior

Interior Business Agent candidate Rick Fleming had four key points for his election speech at the TWU Convention.

They were: he doesn't want to move the Business Agent office out of the Interior, he's old enough to have experience but not so old he's going to retire, he's honest and his ears are ready.

"The most important aspect I bring to the Union is my ears," Fleming told delegates at Convention. "You have to be willing to listen and change your mind. Otherwise why do we debate? Brothers and sisters, I'm here to listen."

Good thing, because he got the job. As the newly elected Interior Business

Agent, Fleming will serve TWU members in Kamloops, Vernon, Kelowna, Penticton and Castlegar.

As Alternate Business Agent since 2003 (and previously in 1999-2000), Fleming is well prepared to step up to the plate, and as many may have noted at Convention, he's not shy. He has been dealing with Revenue Canada expense income issues where several members were re-assessed and told to pay taxes on their expense income. To date, the Union and Fleming's work on this has led to 250 members having their tax bills wiped clean.

"There's nothing like fighting the taxman," says Fleming. "It's just like doing

grievances. You've got to do the research, you get to argue your points and present the facts."

No stranger to the Interior, Fleming has worked in Kamloops for 19 years. He's excited about the traveling the Business Agent job entails, and not just because it will require extensive travel on his motorcycle through the scenic interior.

"I want to get out and meet the people on the shop floor," says Fleming, who has been a member of the TWU for 33 years.

In the Company, he works in Special Services, Combo A, which means he services ADSL lines to business, does internal computer support for Telus and works on the lottery terminals.

Active in the community, he's a member of a Harley owners' group which raises money for Muscular Dystrophy. The group is hosting a charity event on June 4 this year.

He told convention delegates: "I understand that I'm an old dog. I shaved my head and I can grow it back again if I have to. Because I'm an old dog I have a lot of experience And even though I'm an old dog, I've got a lot of life left in me."

Bilingual Alternate Business Agent eager to put his French to use

Newly elected Alternate Business Agent John Gallant once came very close to losing his job with Telus due to a layoff.

"My job was saved by Union," says Gallant, who works in Installation and Repair in Abbotsford. "I knew from that point on you had to be involved because there are people out there working on your behalf. They're working hard to help you. I didn't want to just watch. I wanted to help too."

Now Gallant is in a very good position to help out. As an Alternate Business Agent, he's ready to step up to the plate if duty calls, and he's hoping it does.

A TWU member since 1981, Gallant has been a Shop Steward and a BC Fed Delegate, and is currently Vice-President of Local 32 and a trained TWU facilitator. Like many, it was the support of his brothers — Larry Smallwood, Wes Nakano, Marcel Lafond and Ron Driscoll to name a few — that encouraged him to take on more responsibility in the union.

Brought up in Quebec, John hasn't had many



John Gallant works in Installation and Repair in Abbotsford

opportunities to use his French lately, so he's eager to help out with the eastern expansion.

"I'd always hoped I'd be able to make use of my French," he says. "I'm really looking forward to helping out any way I can."

President Bell union born and bred



TWU President Bruce Bell is sworn in by Convention Chair Tim Taylor

He comes from the grassroots. He's union born and bred. With 32 years of Union membership under his belt, he's been around a long time, but at age 51 there are still many years ahead of him. Introducing the TWU's new President, Bruce Bell.

No stranger to the hot seat, he has been a TWU Vice-President since 1999 and chief bargaining spokesperson with Telus since 2001.

Bell knows bargaining. Colleagues will tell you he's quiet, patient and forceful. He never shows his anger.

"As president I'm staying on the Bargaining Committee to ensure our members get what they deserve – a revised, respectful Collective Agreement," says Bell. "My hair was black when I started bargaining. It's grey now, and I'll keep going till I'm bald."

He first honed his skills as chief bargaining spokesperson on some of the smaller TWU certifications – Kilo Flagging in 1994 (a company that provides staff to flag traffic during construction), Tri-Com in 1996, Restauronics in 1999,

Campbell Goodell Traynor from 1998-2000.

But his biggest is the Telus certification. "No comment," says Bell, who like all good bargainers holds his cards close to his chest. But he will say this: "Bargaining is one of the things I enjoy the most. That's where you can achieve the most progress for working people at one time. You show solidarity, patience, tenacity and strategic thinking. You have to keep your wits about you. With one deal, you can secure benefits for everyone. When you complete a collective agreement, you experience a certain high. You can't please everyone, but you can please most people."

Bruce Bell has come far from his first job at BC Tel. At 18, he took a job as a CoinTel Installer with BC Tel.

The first legacy of his career was converting the three-slot payphones (where there was one slot for each type of coin) to the one slot payphones in downtown Vancouver.

As a new member of the union at BC Tel, Bell started

attending meetings. "You learn by going and listening to others who have experience."

Encouraged by the other members of his crew, Bell became a Shop Steward at the young age of 20. In 1986, he became a Convention Delegate. A year later, he was elected as Convention Vice-Chair.

His big year was 1990: Bell became Chair of Convention, President of Local 7 and an Alternate Business Agent. In 1992, he became a full-fledged Business Agent.

Since 1996, he has been intensely involved in bargaining. As Vice-President since 1999, Bell has been mentored by retiring President Rod Hiebert, and acted as President when Hiebert was away.

"I was brought up union," says Bell. "I believe unionism starts at the dinner table with discussions about social activism, respect and dignity."

That's the way it has been with Bell's family in Pitt Meadows, where he lives with his wife Judy and one grown son (his daughter has become a teacher in Los Angeles). And that's the way it was when Bell was growing up.

Bell's father incidently holds the honour of being the longest-standing member of the Plumbers Union, with 60 years' membership under his belt as he turns 80.

Bell is thrilled and honoured about his new job.

"I hope I can make a difference," says Bell. "When leadership is required and tough decisions have to be made, I'm ready to make them. But I want to be inclusive and I want input and ideas."

New Vice-President no stranger to challenges



New Vice-President Peter Massy has been a Business Agent in Burnaby since 1988

When Peter Massy was first elected as a Business Agent in 1988, he was assigned the task of challenging a government-approved 12-month averaging plan used at BC TEL. He didn't know what an averaging plan was, let alone fully understand the Canada Labour Code, but that didn't stop him. The process took three years, but his challenge was successful.

It was one of many examples in his Vice-President election speech at the 2005 TWU Convention in Burnaby.

"I believe this tells you that I am no stranger to challenges and the unknown is not daunting. I don't have to be asked to take on things that need to be done, working hard comes with the job and the knowledge I gained yesterday carries me forward," said Massy, who was elected as TWU Vice-President.

His speech also emphasized the need for members to unite and show solidarity in this most difficult of times.

As Vice-President, Massy plans to continue his work on the Bargaining Committee as spokesperson for Operator Services, and as a member of the Contracting Out and Technological Change Committee.

Massy's voice is likely familiar to many members—he has been the passion and the drive behind the TWU Tactical and Solidarity Committee Hotline since 1996. He has also done research for and testified in front of the Canada Industrial Relations Board and participated in the Union's successful case for members of Telus Mobility East.

He's the first to admit he's sometimes unorthodox, but that often worked in his favour as a Business Agent, where creative solutions are sometimes the only way.

Massy said: "All the events, the moments, the lessons, the failures and the successes over 17 years as a Business Agent have shaped who I am and the Vice-President I believe I can be... I believe that I have proven myself as a Business Agent. And now I will have to start proving myself all over again, as your Vice-President."

Liberals and Conservatives defeat anti-scab legislation

OTTAWA - NDP Leader Jack Layton expressed deep frustration when a vote on a private member's bill (C-263), to amend the Canada Labour Code to prevent the use of replacement workers, was defeated by Liberals and Conservatives.

"It is shameful that 72 Liberals joined forces with the Conservatives to block this

legislation which would have made a real difference in the lives of working Canadians," said Layton. "Striking workers under federal jurisdiction deserve to know that their jobs are protected when they exercise their legal right to strike. They deserve to be protected from the destructive and hostile practice of strike-breaking.

"Working Canadians have been forgotten by Paul Martin's Liberals. After twelve long years of Liberal government, working Canadians are no further ahead. Despite more than a decade of Liberal promises, Canadians continue to pay out of pocket for healthcare, incomes have not grown in over a decade, and we still have no national

child care plan," said Hamilton Centre MP David Christopherson, NDP Critic for Labour. "Liberal contempt for working Canadians is driven home when they vote in overwhelming numbers to defeat legislation that would protect workers' rights, and foster an atmosphere of more harmonious labour relations in this country."

The use of replacement

workers has a highly negative impact on workers, their families, communities and even employers. Labour disputes tend to be longer, and needlessly bitter.

"The NDP believes in workers' rights to bargain for fair and equitable treatment without the threat of coercive tactics," said Layton.

Labour Movement mobilized in fight against TELUS

The Canada Labour Congress (CLC) was there in the form of President Ken Georgetti. Top executives of the Alberta and B.C. Federations of Labour came. The Communications, Energy and Paperworkers Union of Canada (CEP) was there every day.

They all came to the TWU's Annual Convention in Burnaby to show their support as TWU prepares to take on the fight of its life against Telus.

CLC President Ken Georgetti lent the support of his three million members, offering the organization's help in "taking on this giant and bringing them down to earth."



BC Federation of Labour President Jim Sinclair



TWU President Rod Hiebert with CEP President Brian Payne, BC Fed Secretary Treasurer Angela Schira, CEP Regional VP Dave Cole and Canadian Labour Congress President Ken Georgetti, who are supporting the Another Wrong Number Campaign

Georgetti told Convention Delegates the main problem with the union movement today is we've let our members take us for granted. He recalls that when he was growing up he'd have to have a really bad toothache before he went to the dentist because his family didn't have a dental plan. Now people take it for granted that you'll have a dental plan. He says we're learning that if you take it for granted, they'll take it away.

"The CLC will do anything you ask us to do to get your labour contract and, if they fail to listen to you, they'll listen to the muscle of the labour movement."

Kerry Barrett, President and Secretary-Treasurer of the AFL said, "Telus is trying to grind you down and wear

you out."

Angela Schira, Secretary-Treasurer of the BC Federation of Labour, said the TWU's battle is part of a larger fight against corporate and political forces on the right dedicated to breaking the labour movement. "Our vision of a friendly future includes friendly workplaces where workers are respected and jobs are protected, not contracted out," she said. "No matter what the company says publicly, this is not a fight about their survival, it's a fight about corporate greed."

Jim Sinclair, President of the BC Federation of Labour, recalled the two times in his life he was fired. The first person who fired him was Conrad Black. He said, "Take a look at Conrad Black today.

It took a long time for justice to come, but it did. The other guy that fired me was Gordon Campbell. I'm not willing to wait that long for justice to come for him."

He said three years ago, 2,800 people were getting apprenticeships in this province. Last year only 1,200 people had apprenticeships. He says instead we are inviting tradespeople from poorer countries, lesser able to train them, to move here and do our work.

Sinclair hopes B.C. Premier Campbell is defeated in the May 17 election, and he made the point, "What the election is about is what your struggle is about... The government believes the fact that we get paid well is a problem for the economy.

We've got to stand up for a decent pay cheque in this province."

Sinclair is with the TWU: "If you lose, we lose. If you win, we win. Entwistle has to get the message that it's not just the TWU he's fighting with. It's the entire labour movement. When we defeat Gordon Campbell, that will send a strong message to Darren because this is the worst anti-union government in the history of this province."

Representatives from the CEP were also on hand for the week, including President Brian Payne, President, Regional VP Dave Coles and Director of Communications Joe Hanafin. As President Hiebert said, "the CEP has been with us all of the way."

CEP President Brian Payne said: "The CEP and TWU are comrades in arms. We're going to stand together... No company will ever divide and conquer telephone workers. We will not let them." Payne recalled how the TWU and the CEP supported the AC&TWU as it went on strike against Aliant in the summer.

The CEP is creating a TWU solidarity working group to support to the Another Wrong Number Campaign.

International Lonsshore and Warehouse Union President Tom Dufresne also came out, among others.

News from the Pension and Benefit Office

Want to find out about the Pension Plan, the Benefit Plan or Long Term Disability? The Plan's Administration Office has launched a Web site at www.twplans.com, where you can find a lot of information about the plans.

Also, the full report from Convention 2005 is available online on the TWU Web site in the Members Section under Pension Plan.

Benefit Plan

As of December 31, 2004, the approximate market value of the assets was \$23,747,591. The Plan's rate of return for 2004 was 9.59 percent.

The Trustees continue to

operate under the policy where the Plan's assets are invested so as to match the Plan's liabilities. As a result, the financial position of the Plan with respect to accrued liabilities (not future) is not significantly affected by changes in interest rates. The Investment Manager and Strategic Consultant continue to review possible ways of improving yield on the Plan portfolio within the current framework of investing to match the Plan liabilities.

Long Term Disability

The Plan continues to be in excellent financial condition,

but there has been an increase in the rate of members becoming disabled. The Trustees expect this to stabilize now that early retirement incentives programs are complete, but they will continue to monitor the situation.

As of December 31, 2004, there were 276 disabled members.

Pension Plan

The return on the fund for 2004 was approximately 10.97 percent. The rate for voluntary contributions for 2004 is expected to be approximately 5.5 percent.

The plan is mature. While the pension payments exceed

contributions to the plan, the investment earnings more than make up the difference.

The Trustees decided not to grant an increase to retired members in 2004

As of December 31, 2004, 81 percent of the plan's assets were in fixed income, nine percent in mortgages, eight percent in real estate, and less than one percent each in cash and equities. We are a major shareholder in Concert Properties and Mortgage Fund One and Two.

Calgary District Labour Council School rallies for the TWU

On Saturday, April 9, a very successful rally was held in conjunction with the CDLC weekend Labour School. Over 100 union activists from labour unions in the Calgary area marched in support of TWU members and our struggle for a revised, respectful Collective Agreement. The group chanted: "Hey, Hey, Ho, Ho, Corporate Greed has got to go" and "No more on hold. Five years is long enough."

The Legal saga continues

CIRB denies interim relief from lockout measures

At a hearing on Sunday April 24, the Canada Industrial Relations Board (CIRB) denied the TWU's application for interim relief from Telus' plans to introduce lockout measures against the Union. The Board found the remedy the Union was seeking did not fit the harm outlined by the Union in its application. The Board did not rule on whether or not Telus had met section 89 (a) to (d) of the Canada Labour Code which outlines what needs to be done prior to implementing a lockout.

President Bruce Bell said he is disappointed with the decision of the Board. Bell said he was happy that Telus was finally ordered to give the full list for the employees in the East. The Board also appointed John Vines of the CIRB to oversee the parties as they determine who from east of Alberta is included in the bargaining unit.

On April 22, the Federal Court of Appeal dismissed the Union's application for a Stay of the decision overturning binding arbitration. The Court found there was no evidence of irreparable harm at that time. However, the Court did allow for the Union to file another application on short notice should the TWU consider it necessary.

Binding's big day scheduled for end of May in Toronto

The TWU's many issues continue to meander through the Canada Industrial Relations Board (CIRB) and higher courts, but the one to watch is coming soon. The Judicial Review of the CIRB decision to overturn binding arbitration (Decision 1193) is scheduled from May 31 to June 1 in the Federal Court of Appeal. This is the one we are waiting for.

The CIRB finally released its reasons for Letter Decision 1193 on April 20, 2005.

Several related issues have been consolidated into the Judicial Review as of March 14, 2005. These include our application alleging bias against the CIRB which asked the CIRB to recuse itself from hearing the reconsideration and the CIRB's decision to dismiss the application. The consolidation also includes Telus' applications for a Judicial Review of an interim decision from January 17, 2004 ordering a communications ban as well as the part of Decision 1193 which continued a communication ban. Also included was Telus' request for a Judicial Review of the Letter Decision 1004 which ordered binding arbitration in the first place and found that Telus committed unfair labour practices. Also included are the Reasons for Decision 271, which explains Letter Decision 1004 in greater detail.

CIRB backtracks on Binding

The CIRB overturned its decision that ordered Telus to offer the Union Binding Arbitration on February 2, 2005.

Over a year ago the CIRB said binding arbitration was the answer and ordered Telus to offer binding arbitration to the Union. Telus was never forced to comply and now, after a year of inaction, the CIRB backtracked. Its decision upheld previous CIRB findings that said Telus is guilty of unfair labour practices but removed the remedy, which was binding arbitration.

The decision also reinstated a communications ban first imposed on January 17, 2004, that blocks Telus from communicating with bargaining unit members on labour relations and collective bargaining issues.

The communications ban order, as it was issued January 17, 2004, says, "It is ordered that the employer refrain from any further written communications with employees of the bargaining unit concerning labour negotiations, the Union's strike vote and labour relations issues, whether directly or otherwise."

It also ordered Telus to refrain from holding any meetings with employees of the bargaining unit on those same subjects.

The Union would ask that members please report any violations of this communications ban immediately to the Union as this is against the Canada Labour Code.

Union sought Stay to protect members

After the CIRB tossed binding arbitration out the window, the Union applied to the Federal Court for a Stay to protect the Union from a lockout until the issue is decided in the Federal Court.

The Federal Court of Appeal dismissed our application to Stay the decision that overturned binding arbitration. This was done "without prejudice" to the right of the TWU to bring a fresh Stay application should we consider the circumstances to have changed so as to render irreparable harm imminent.

However, Justice Rothstein suggested the TWU could file a fresh Stay application if the threat becomes more immediate and Telus serves notice they plan to shut the doors. The TWU's lawyers are ready with this application if it is needed.

Justice Rothstein said, "It may be at some point the negotiations will fail and that an imminent strike or lockout is inevitable. The Stay application will be dismissed without prejudice to the right of the TWU to bring a fresh Stay application should it consider the circumstances to have changed so as to render irreparable harm imminent."

Court says Telus Mobility East belongs in TWU

Telus Mobility East (former Clearnet) employees are included in the TWU's bargaining unit for TELUS, confirmed the Federal Court of Appeal in a unanimous decision released December 17, 2004.

Telus had requested a judicial review, asking the Court to overturn the Canada Industrial Relations Board (CIRB) decision that included former Clearnet employees in the TWU bargaining unit. The Judicial Review took place before three Federal Court of Appeal Justices in Toronto on October 4 and 5, 2004.

Justice Evans said, in his reasons for judgment, that the key question was: "When company A takes over company B, can the Board lawfully include the employees of company B in the bargaining unit to which the employees of company A belong, without first ascertaining and taking into account whether the employees of company B wish to be included in this or any other bargaining unit?"

Telus argued that the CIRB's decisions were "patently unreasonable" because they didn't take into account the wishes of the new employees and the fitness of the TWU to represent them, and because they violated employees' rights under the Charter.

The Court was not persuaded and concluded that the CIRB was right when it considered the wishes of the new employees, not as members of a distinct group, but as members of the entire employee group of Telus. The Court decided that the CIRB was not "patently unreasonable" because including the new employees would not erode support for the TWU by a majority of bargaining unit employees, since there are 3,000 employees in Telus Mobility East and nearly 12,000 in the TWU.

The Court also concluded the employees' rights were not violated under the Charter.

As to the TWU's fitness, the Court decided that the CIRB was right in concluding that the majority of the members of the expanded bargaining unit are the ones who should decide the fitness of the TWU to represent them.

Telus seeks to take Clearnet to the Supreme Court

Telus showed no love for the union on Valentines' Day. On February 14, 2005, the TWU received notice that Telus is seeking to appeal the Telus Mobility East decision to the Supreme Court of Canada. TWU lawyers say that typically the Supreme Court takes three month to decide whether or not to hear an appeal. The TWU filed its response to the application on March 16, 2005.

Account managers: we want them in the TWU!

On January 31, 2005, the CIRB released decisions 1189 and 1191 on Tele-Mobile and Telus' requests for reconsideration of CIRB Decision 244. Originally released September 2, 2003, this decision decided whether certain classifications and positions were in the bargaining unit or not.

Telus sought clarification from the Board on February 9, 2005, reconsideration on February 21, and applied for a Judicial Review on March 2, request a Stay of this until 30 days the CIRB decides on the reconsideration.

Decision 244 excluded the position titled Account Manager from the bargaining unit, but the TWU filed an application to the CIRB to have this position included. A flurry of filings from Telus and the union took place in January and February this year and now the parties are awaiting direction from the Board.

Time line

December 17, 2004: Federal Court upholds Clearnet Decision

January 31, 2005: CIRB issues decisions 1189 and 1191 on

reconsiderations of Decision 244, which decided whether certain classifications and positions were within the TWU bargaining unit.

February 2, 2005: CIRB takes away binding arbitration

February 14, 2005: Telus seeks leave to appeal Clearnet to the Supreme Court of Canada

March 2, 2005: Federal Court dismiss our Stay application

April 22, 2005: TWU denied a Stay application on the lockout measures

April 24, 2005: Telus ordered to provide lists of Mobility employees

CEP's fight for pay equity: 12 years long and it's not over yet

Bell Canada has been putting Louise Grenier on hold for 12 years. One of 5,000 telephone operators involved in a pay equity dispute that became a saga, she's not hanging up until she gets what she wants – a pay equity settlement. In March, she went on tour in B.C. to promote the Put Bell On Hold Campaign, run by the Communications, Energy and Paperworkers' Union (CEP).

The Campaign – check out www.putbellonhold.ca – encourages B.C. residents not to sign up for any new service Bell offers until the company settles its pay equity dispute with the operators.

The struggle to achieve pay equity for the operators began 12 years ago and the case has been in front of the Canadian Human Rights Tribunal since 1996, excluding a detour to the Supreme Court when Bell challenged the Tribunal's right to hear the case. The Supreme Court ruled unanimously against Bell and now the hearing is back at the Tribunal.

"Bell has not lessened our resolve to gain justice for these women," said CEP President Brian Payne. "No matter how long it takes, the CEP will not walk away from our commitment to obtain pay equity for these operators."

The \$200 million Bell spent to snare the Vancouver 2010 Olympic sponsorship deal is money that belongs to those operators, said Payne.

The pay equity case is based on a study sponsored by Bell and the CEP in 1991, which examined the responsibilities and skills of operators.

"It was not a pick a number out of a hat kind of thing," said Payne. "The study concluded that operators were paid about \$4 less per hour than men doing work of equal value when you look at their job responsibilities."

Once the amount was quantified, the company refused to implement the outcome, even though they had supported the original study, said Payne.

Trish Blackstaffe, who was a national representative with the CEP and a key player in the pay equity dispute, was grilled on the tribunal stand for 74 days in between May 23, 2003 to November 19, 2004 by Bell's lawyers.

The Canadian Human Rights Commission recently tried to adjourn the hearings and send the case to mediation, but the CEP said no to adjourning the hearings but would welcome the opportunity to negotiate a settlement.

Meanwhile, the number of operators at Bell Canada has dwindled. Grenier is one 250 who are still on the job. Most were laid off, some have died, others still struggle to find work. Delay, avoid, and delay seems to be the tactic for Bell Canada.

"Bell needs to see that were not going to die off and do nothing about it," said Grenier.



Bell Canada Telephone Operator Louise Grenier and CEP President Brian Payne are promoting the Put Bell on Hold Campaign: visit www.putbellonhold.ca

TWU pay equity battle: 10 years and we're still fighting

The CEP's pay equity complaint against Bell Canada has been ongoing for 12 years. A complaint by the Public Service Alliance of Canada against the Federal Government took over 14 years to resolve. The TWU's complaint has dragged on for over 10 years.

"Brian Payne said the CEP is not going to give this up and neither will the TWU," said Business Agent Karen Whitfield, who has been steering the complaint.

The TWU originally launched the complaint after analyzing the skill, effort, responsibility and working conditions in certain jobs typically done by women and finding the work was not fairly compensated when compared to work of similar value done by men.

In early 2004, the Canadian Human Rights Commission referred the TWU's pay and employment equity complaints to voluntary conciliation. Even though it was

scheduled to start in late spring, TELUS didn't sign the agreement to participate until fall, and insisted on a strict confidentiality clause. The Union can't say what happened, other than that conciliation began on November 24, 2004 and ended unsuccessfully by December 15, 2004. With that, the complaint went back to the Canadian Human Rights Commission, a grossly under-funded organization which recently disbanded its Pay Equity branch. Now, the Commission has three options: it can send the case back for further investigation, appoint a human rights tribunal, or dismiss the case point-blank.

Meanwhile, the TWU has decided to join the fight for political change. Whitfield and the TWU have joined the Pay Equity Network. This group of 160 women's groups, labour unions and community organizations are working together with the National Association of Women and the Law to lobby Parliament for pro-active pay equity legislation.

Pro-active pay equity legislation was recommended in May 2004 by the Federally appointed Pay Equity Task Force, which the TWU and Canada Labour Congress made presentations to in 2002. Proactive pay equity legislation would put the onus on the employer to implement pay equity, rather than requiring individuals and unions to launch expensive and lengthy court cases to achieve equal pay for work of equal value.

The Pay Equity Network is asking women's organizations to sign a declaration calling for the implementation of the Task Force recommendations.

On February 14, the Network launched its campaign with a news conference by sending Valentines Cards to MPs with the message: "Pay Equity is at the Heart of Equality." More events are being planned. Even though Valentines' Day is over, it's not too late. Go to www.nawl.ca and look under lobbying and then Pay Equity and send your MP a card. Better late than never with pay equity. Because it's the right thing to do.

Political climate poses a challenge for organizers

The TWU and the rest of the Labour Movement across North America are looking for creative ways to attract new members as corporations continue their anti-union practices.

Organizing poses a challenge in our current political climate, but this is a challenge all unions must rise to. Labour laws, employment standards and Labour Boards aren't always providing a level

playing field. Concerned members can work toward making progressive changes by taking an active role in upcoming elections.

The Committee would like to thank all members who contacted the Organizing Department with leads over the past year. Although not all leads are contacted or end in an active certification campaign, there is a growing number of unrepresented

workers employed in the Communications Sector that need our help. We encourage all members to spread the word about our Union at these non-Union employers.

The TWU has had many inquiries over the years from all types of Shaw employees seeking union representation.

The Committee continues to work at organizing additional Shaw members in various communities. Part of

this work included preliminary preparation as the Committee examined new target locations. This included learning more about Shaw's varied coverage and licensed territories along with active site scouting.

The Committee continues to update and modify the campaign web site (ShawUnite.ca). A card designed and printed with the Web site address has proven

an effective way of spreading the word. To date, it has been leafleted by TWU members and organizers in many Alberta and BC Shaw locations.

Please contact the TWU Organizing Committee if you have any suggestions or leads.

Call her the journeyman



Stephanie Kestle is becoming the first female journeyman at Shaw in B.C.

Stephanie Kestle doesn't think it's a big deal that she's finishing her apprenticeship as an Electronics Technician in Broadband Systems. But her accomplishment is unique. When she graduates, she will become the first female journeyman at Shaw in BC. And that's journeyman to her, not journeywoman or journeyperson.

"It shouldn't be a big deal," she says. "It should be status quo, but it's not."

Kestle, a member of Local 60, didn't set out to break new ground but she's the type who likes to take things all of the way. She has found it hard to have jobs that make her sit at her desk all day and her work is the antithesis of that.

Originally from Cornwall, Ontario, Kestle graduated from Bishops University in Quebec, with a double major in Geography/Business.

Becoming a journeyman was her goal when she started taking the Electronics Common Course at BCIT night school in 1999. She had already left some desk jobs behind: real estate, accounting, Rogers Call Centre Representative and Manager. Her job at Rogers was hands

on as Technical Field Rep, but she wanted to learn more.

In 2001, she became an Installer and in September of that year started a posted apprenticeship as a Maintenance Technician. In July 2004 she completed her in-house schooling in CATV 1 & 2 at Shaw with the Broadband Institute and in May she'll be done.

"This job is who I am," she says. "You have to be able to work outside and step out of your comfort zone. You're working on 28-foot ladders and in crawl spaces, sometimes with mice, rats and spiders." Kestle says she is not the only woman at Shaw doing this type of work, just the first to acquire journeyman status.

Working outdoors makes her happy. "I love the fact that each day presents a new and different set of physical and mental challenges," she says.

Members at Shaw who graduated from the CATV 1&2 course along with Stephanie: Dimas Cabral, Eduardo Sommers, Gary Knihnitsky, Murray Peacock, Peter Siemens, Randy Fischer, Wade Sherren and Wallace Koopmans.

Education Committee reaches out to eastern members

(condensed version of Convention Report)

The Education Committee created a TWU Welcome Handbook for our new eastern members. The union also hosted orientation seminars in Scarborough and Barrie, Ontario.

Plans are in the works to continue with more orientation seminars as well as basic shop steward courses.

Last year the Education Committee educated members in Basic Shop Steward, Advanced Shop Steward and Parliamentary Procedure courses.

Members also attended

AFL Fall School in Jasper, BC Fed Winter School at Harrison Hot Springs as well as weekend seminars hosted by the CLC and BC Fed.

Currently, we have 24 facilitators that have been through the Train the Trainer course.

With two meetings by conference call and one live meeting, the Committee projects a budget of \$5,183 for the next fiscal year, an exemplary example of fiscal restraint.

While the Union recognizes the immense need

for education, there is also a need for fiscal restraint due to our unstable labour situation. The Finance Committee has clipped funding for education next year. Funds will be reinstated if our situation improves.

The Education Committee members were Co-chairs Fran Miller and Alanna Depree, Secretary Ivana Niblett, Al Friesen, Michael Thompson, Carl Solarz, President Rod Hiebert and VP Bruce Bell.

Notes from Harrison by Editor Kim Fehr

If I learned one thing in Harrison Hot Springs, it was from my Advanced WCB Instructor Sarah O'Leary: "Being stoic gets you screwed." Many people get turned down for WCB because they don't immediately report their injury to their employer, but instead continue working through their pain, thinking it will go away. If you are injured at work, even if it's not serious, you should create a paper trail with your employer. If you miss work or seek medical attention, you must report your injury to the WCB.

*

B.C. NDP Leader Carole James spoke to students on Monday Night. She said, "In three-and-a-half years, the Campbell government has torn apart things that took decades to build." Changes have been implemented to women's centres, apprenticeship training, the WCB, healthcare and education.

She pointed out that when the Liberals came into power, the NDP had left them with two balanced budgets and the lowest small business tax in Canada, and yet the Liberals



From left to right: TWU members at Harrison Hot Springs from January 23 to 28: Kimberley Barratt, Dale Warner, Kavita Parasram, Deepak Suri, Noble Purba Booth, Bernice Karroll, Bryant Boyd and Darrell Eagle.

are taking credit for B.C.'s economy.

After her speech, a member of the audience said, "I don't have a \$1,000 bucks to go play golf with Gordon Campbell, so I'd like to invite you to come play walleyball with us." James seemed very sorry she had another engagement.

*

The Canadian Labour Congress (CLC) brought a special guest from India to speak to students. Anup Srivastava made a presentation about the Child

Labour Project in India, which is run by the International Federation of Building and Wood Workers (IFBWW) and supported by the CLC.

The project is in the brick kiln sector which employs about 25 percent migrant workers. They aim to get children off the job and into schools by supporting parents in negotiating better salaries so their children aren't sent to work. Over 2,200 children have attended their schools. They've also set up centres for workers' development and literacy programs for adults.

Tax bills cleared for 250 members

For the past year, Rick Fleming and Telus staff have been digging through mountains of expense records in Whalley. The result: the Union successfully cleared the tax reassessment bills for 250 of the members who were told to pay taxes on their expense income from the year 2000.

"This process has been extremely slow, due to the

immense paperwork involved and the challenge of digging out timesheets and other information from four years ago," says Business Agent Rick Fleming. Fleming has spent the last year on this project as an Alternate Business Agent, with his wages being paid by the Company.

In March 2004, about 580 members received notice from

the Canada Revenue Agency (CRA) that their taxes were being reassessed for the year 2000 and that some of their expense income would be taxed. The situation varied from member to member, but generally targeted expense income without receipts and expenses incurred by people in the same metropolitan area that they live in. In total, 504 members filed objections to

their reassessment.

The Union's investigation found many errors in the information used by CRA as the basis for deciding to tax the expense income of our members.

"I can't emphasize enough how important it is to keep good records," says Fleming. "When you're hit with a \$3,000 tax bill from four years ago, having good

records can make all of the difference."

Fleming would also like to thank Kim Fowler, the Coordinator of clerical staff at Whalley, as well as Laurie Sewell, Tammy Southworth, Helen Kimmel, Rosemarie Fraser, Angela Davidson, Nickie Pannu and Val Turner for their assistance with the investigation.

Another busy year for the COTC

(condensed version of Convention report)



COTC Committee members Betty Carrasco, Peter Massy and Tony Candido at the front of Convention 2005

The Contracting Out and Technological Change Committee (COTC) kept busy last year, meeting over 25 times including 12 regular meetings with the committee chair.

Committee members Julie Labine, Tony Candido, Business Agents Betty Carrasco and Peter Massy, President Rod Hiebert and VP Bruce Bell continued to be vigilant against the company's contracting out agenda.

Issues raised in 2004 are still around: the Committee has informed the company they want to end the practice of having separate wireline and wireless meetings now that the Federal Court of Appeal has upheld the Clearnet decision.

Telus' insistence on using lawyers for all hearings is still creating delays. As a result the Union insisted on hearing dates being set for the year.

There are 28 items currently on the Committee's agenda.

Hearings have taken place on the contracting out of Telesales work for ADSL to Faneuil, Jurisdiction of the Committee Chair, Contracting out of the installation of public Wireless Internet Access (WIFI) in venues like airports and hotels, and the construction of portable trailers.

The Chair ruled that the Company was not in violation of the contracting out clause when they had Faneuil to do the Telesales work associated with ADSL sales. The Chair ruled that the construction of portable trailers was work regularly performed by the Bargaining Unit. The committee reached an agreement that installation, maintenance and monitoring of wireless Internet access sites was work regularly performed. The Committee is still dealing with the issue of engineering.

Ongoing hearings include transportation and distribution of materials, directory service, and the installation of GPS systems.

In 2005, there are hearings scheduled for the contracting out of the Hello phone pass calling card administration, and ICM/ Demo days/CIM/Cydcor (all contractors hired to sell TELUS services and products).

We have hearings pending on dealer self serve which includes the issue of key accounts, online offer and associated systems, card repair, reprographics, and the printing of business cards etc.

The Union is also aware that Telus national service, which we are awaiting a Canada Industrial Relations Board decision on, is now using Caribou Tel, Roytel and other interconnects to get around the contracting out clause. The employees of these companies are wearing Telus ID.

Any information you may have on this situation would be greatly appreciated.

The Committee has also met with the Company on technological change issues including Voice-over Internet Protocol (VOIP) and the conversion of Customer Service Systems to an AMDOCS system. The advent of VOIP will eventually lead to the significant reduction in the number of local and toll switches and the associated work. So far the union has only been given broad overviews on the conversion of Telus' Customer Service Systems to an AMDOCS system, scheduled to be done by late 2005 or early 2006.

Former Committee Chair Bryan Williams ruled in June 2004 that he had the right to issue cease and desist injunctions to stop the contracting out of work. Telus appealed Williams' decision to the courts and the decision was overturned. The Union is currently appealing.

Convention 2005 in pictures



Nancy Curley of Local 21 with Glenn Hardaker of Local 5

Oh that Constitution



Shaun Musgrave of Local 209 talks with Vice-President Hope Cumming



Ron Driscoll of Local 32



Lance Trevison of Local 4



Michelle Stephens of Local 203 made the first bilingual resolution in the history of the TWU



Al Friesen of Local 32 won a draw prize from VanTel/Safeway Credit Union, presented by VanTel's Douglas Walker

On the campaign trail with the Political Action Committee

Campaign is the rallying cry for the Political Action Committee, consisting of Miranda Jersak, Marc Johnson, Steve Lewis, Brian Wolfe and Business Agents George Doubt and Len Stepanyk.

The Committee's immediate priority is the B.C. provincial election on May 17, 2005.

"No union member can afford to sit this election out," writes the Committee in its report to Convention. "We saw in the 2004 federal election that every vote counted – and a few more votes for New Democratic candidates would have meant over a dozen more seats in Parliament. Members not only need to vote, they need to work in campaigns to get their families, their co-workers and their neighbours to vote on May 17, 2005."

The TWU and other unions are contacting their members and discussing issues that face working people as part of the B.C. Federation of Labour's Count-Me-In Campaign

(www.count-me-in.net).

Support is needed at every level of the union, not just for this campaign but for other political action issues. If you are interested in getting involved in political action within the union, please fill out the political action form on the TWU Web site .

Business Agent George Doubt reminds members that municipal elections will be up next, and the union is ready to endorse members who want to campaign for local government office.

In Alberta, the Committee donated \$10,000 to support the NDP in last fall's provincial election, who doubled their number of seats. Convention delegate Cliff Hesby commented: "The election scared the heck out of the Tories. They saw losing those two seats as a major blow... By Alberta standards, this was a huge success for the opposition."

Federally, the TWU supported the Canadian Labour Congress Better Choices Campaign. The election gave the NDP a

central role in a minority Parliament. The TWU contributed \$2,263.20 (Changes to Canada Elections Act in 2003 means unions are no longer allowed to support political parties or candidates with donations of funds or services) to the CLC's Campaign and TWU members went to job sites in BC to present the campaign to members. That election was the labour movement's first experience under new Canada Elections Act rules. The labour movement now must rely solely on talking to our members about the impact politics and political parties have on their everyday life.

The Political Action Committee is also supporting the TWU's campaign to get politicians to pressure the Federal Minister of Labour to use binding arbitration to resolve our labour dispute. The Committee was responsible for getting the Fax your MP software onto the TWU Web site, which makes it very easy for people to contact their politicians.

Comments from the floor:

"All of these things happening in bargaining to us are the result of having right-wing governments in Ottawa that support corporations. That is why we are having problems today."

— Ron Driscoll

"Every one of us has to get out there and put our support in. I can't tell you how many times the NDP has gone to bat for the TWU. I hope all of you can get behind them and support them in this election."

— Rod Hiebert

Fort McMurray: A Union Town!!

The TWU paid \$2,238.78 to participate in the Fort McMurray and District Labour Council's Union Billboard project. The Billboard will stand for five years in Fort McMurray, Alberta.



Victoria Alumni Group

Attention all previous employees of BC Tel or Telus. There is now a reactivated Victoria Alumni Support Group meeting the first Wednesday of each month at 3980 Quadra Street in Victoria. We will be planning future social and volunteer opportunities for alumni and employees and we would like to hear from you. Please contact Karen Hilder, place5@telus.net or 250-652-2959, or Neil Fawdry, nfawdry@telus.net or 250-642-5980.

Local 60 supports food banks

Members of Local 60 presenting Food Bank Director Dave Murray with some cash to get them through the year ahead. With all of the attention lately on the flood victims in Asia, the Local wanted to make sure that our community needs were not forgotten. Donations were also made by Local 60 to other Food Banks from Vancouver to Abbotsford. This is the second year Local 60 has donated a total of \$2,400 to each of the Lower Mainland Food Banks. From left to right are Randy Johnson, Scott Stefanko, Dave Murray, Mark Walsh, Kelly Hope and John Van Ardenne.



Count me in, Liz!



Liz Fletcher is coordinating phone banks for the Count-Me-In Campaign

Liz Fletcher is one of many TWU members volunteering for the B.C. Federation of Labour's Count-Me-In Campaign which is mobilizing union members to support the NDP in the upcoming B.C. election on May 17.

"I felt I had to do something because the government is corrupt," says Fletcher, a member of Local 50. "Socially we are going backwards and the only way to change things is to get involved."

Fletcher had firm plans to volunteer for the NDP, but when the opportunity came up to volunteer with the B.C. Federation of Labour's campaign she decided to get started early.

Every day, she finds another reason to get involved. She believes the elderly are not getting the care they deserve because the government is privatizing caregivers. Students and teachers have been hit by government cutbacks. Fletcher was also inspired by the fact that B.C. Government

has ripped up union contracts in health care and education.

"They stripped the minimum age for working down to 12 years and that's appalling," says Fletcher. "How did this happen? How did the fathers who are politicians decide it is okay for a 12-year-old to work?"

As a volunteer for the campaign, Fletcher has been coordinating a member-to-member phone bank where TWU members will phone other TWU members to talk about the issues around the campaign. She has been attending cross-union meetings and leafleting door-to-door in her riding. Fletcher has also attended the workshops run by the Count-Me-In Campaign on talking politics.

She's ready to make a difference. And you can too. Volunteer for Count-Me-In by visiting www.count-me-in.net. Attend one of their free talking politics workshops so you can understand the issues. And most importantly, on May 17 get out there and vote!

Health and Safety always an issue: Committee

(from the Health and Safety Committee Convention Report)

The Health and Safety Committee continues to be vigilant in its efforts to insist that Telus complies with or exceeds all aspects of Part II of the Canada Labour Code.

Efforts to get the message out included two Health and Safety seminars in Alberta and a new booklet for members with little experience in health and safety issues. The Committee, consisting of Chair Rob Pagacz, Vice-Chair Don Stang, Secretary Allan Haggstrom, Ernie Iwaskow, Robin Kirby, Patti Anderson, Business Agents Tim Williams and Mick Shiels, urged locals to make health and safety part of their meeting agendas.

Health and Safety News

Propane transport

To resolve issues regarding the safe transport of propane, trucks required to carry propane internally will be retrofitted to incorporate an enclosed, vented system that meets or exceeds required standards.

Health and Safety Inspections

Members of the Workplace Health and Safety Committee (WPHSC) or in some cases, a Health and Safety Representative are available to inspect the workplace for safety concerns.

Tailgate conferences

Working in new surroundings or on a new job can pose safety hazards. A form has been developed to ensure that employees get the pertinent information on safety issues associated with work in the area as well as Local Safety Committees and other contact numbers. These "tailgate sessions" are mandatory.

Safety Repair Orders (SRO)

The SRO process currently used in BC will be reintroduced in Alberta in 2005. Proper training will be given to all affected employees.

Contractors

Report serious safety violations by contractors immediately to your Local Safety Committee or Representative. All

contractors are required to follow Telus safety practices.

Fibre Optic Exposure

End caps are not being replaced in fibre optic bulk heads and on optical cards resulting in members being exposed to hazardous levels of laser radiation. When removing covers from fibre optic panels and optical cards, exposure to laser radiation is possible if end caps are not in place and the panel is at or near the eye level.

A procedure has been developed for removing fibre optic panel covers. This procedure includes wearing protective goggles whenever patch panel covers are removed or when connectors are exposed on transmitter cards. The full procedure can be found on the Safety Web site on the Telus Intranet.

Ergonomics Working Group

The Ergonomics Working Group (EWG), a Joint Union-Management Committee comprised of five Union and five management members, is available to perform workplace audits. Union members include Co-Chairperson Allan Haggstrom,

Robin Kirby, Cindy Orivolo and Business Agent Tim Williams.

They are available to help improve workstations and work areas, do ergonomics awareness training, show you stretching exercises and more. Telus has finalized a new

Ergonomics Policy, which is on the Telus Intranet.

Ladder Handling

An ergonomic tip sheet with instructions for lifting and carrying ladders is also posted on the Intranet.

The Value of First Aid



Stuart Gilbertson of Local 50 came to Convention 2005 as a living testament to the value of First Aid training. On May 24, 2004, he had a heart attack. "I dropped dead at work due to a sudden death heart stoppage. Four people were on me immediately. All of the doctors said it was a miracle that it happened at work and I was where I was, because I'd have died if it had been anywhere else. I want to say thank you to the Union for the first aid. You just don't know how important it is until something happens."

Sick time contentious issue, says Human Rights Committee

(condensed from the Human Rights Committee Convention Report)

The demand for accommodations on compassionate and medical grounds has increased significantly, reported the Human Rights Committee (comprised of Chair Mimi Williams, Recording Secretary Kavita Parasram, John Bass, Wes Nakano and Business Agents Marjorie Shewchuk and Fran Guillet, who are also the Union's Human Rights Officers).

Over the last few years, sick time has become an increasingly contentious issue. Too many TWU members are facing discipline for absenteeism which stems from various types of sick leave and we are seeing an excessive number of letters of concern distributed to our members. The Committee is

concerned about these "non-disciplinary" letters because there is no mention of letters of concern in any of the collective agreements and no mechanism in place to force the company to remove the letters from members' files.

Bullying continues to be an issue in the workplace. Most bullying occurs top down (i.e. manager to employee) and is a major factor in workplace stress.

An innovative Private Member's Bill (C-451) from the Bloc Québécois aimed to prevent psychological harassment in the workplace and to amend the Canada Labour Code, appears to have died after the second reading in the House of Commons last year.

Toxic stress doesn't belong at work

Many of our members have been under toxic stress at work.

The workplace can be stressful, but there's good and bad stress. How do you know when the stress created at work is above and beyond the norm?

The TWU's Human Rights Committee has produced a Toxic Stress Brochure to help members tell the difference between normal stress and toxic stress.

The brochure explains that normal stress is in response to an immediate threat. It comes, you deal with it and it passes. Stress becomes toxic when the immediate threat does not stop and you have no way of dealing with the stress. You can't relax, and the cause of the stress is persistent and unrelenting.

A lack of control over work is usually the most common cause, as well as excessive workplace demands. Bullying and harassment can also lead to toxic stress.

The Human Rights Committee has conducted a poll of the membership to determine toxic stress levels in

the workplace and is compiling the results. The information will be used to decide how to help.

Bell condemns Telus' sabotage allegations

TWU President Bruce Bell condemned Telus' sabotage allegations as bogus, in a press release issued April 25, 2005.

"Our organization has always absolutely and unconditionally rejected any attempt to sabotage telephone company facilities," Bell said. "We don't know of any incidents of sabotage of company facilities that have taken place in recent weeks."

Bell was responding to Telus' claims that some company facilities have been sabotaged in the days since the Company announced lockout measures against the TWU.

"This Telus claim should be seen for what it is – a red herring designed to make the company look like the victim of rampaging union members," said Bell. "Let's get serious. What we have here is a situation where ordinary hard-working people are facing a company that is determined to undermine their standard of living and their job security. And the TWU is determined to prevent that from happening. Let's not lose sight of that reality whenever the company makes some outrageous allegation."

Solidarity Action Campaign launches with big rally in Edmonton

Strong turnout braves flurries for Edmonton Tri-local



TWU President Rod Hiebert rallies the troops

Over 200 members braved the cold outside Telus' building in Edmonton to attend the first event of the Solidarity Action Campaign, a peaceful drive aimed to put pressure on the government and the company to help us achieve a revised, respectful Collective Agreement.

The crowd gathered as TWU President Rod Hiebert took the microphone, surrounded by television cameras.

"When is enough enough?" said Hiebert. "We've played by the rules. We've waited patiently for the Canada Industrial Relations Board (CIRB) to decide our issues and for Telus to comply with the Board decisions. Our members have been forced to

work more for less. They have not had a raise in five years."

Several labour leaders and Alberta NDP leader Peter Mason spoke in support of the TWU. Kerry Barrett, President of the Alberta Federation of Labour and President of the Edmonton District Labour Council Tom Olenuk were there. CEP Western Region Administrative President Don MacNeil came too, along with several CEP members.

The entire demonstration took just over an hour and concluded peacefully and was covered by the A Channel, the Edmonton Journal and CFRN, Edmonton's CTV station.

Rallies were also held in Vancouver and Kamloops.



Listening intently to speeches at the rally in Edmonton



Rallies also took place Kamloops (above) and Vancouver



TWU Secretary-Treasurer Jim Christensen, President Bruce Bell, Alberta NDP Leader Brian Mason, AFL President and Secretary-Treasurer Kerry Barrett and TWU VP Hope Cumming at the Tri-Local Meeting



Joe Benn of Local 207, also a member of the Bargaining Committee



Jay Klause of Local 212 spoke out the dismal voter turnout of 40 percent in the Alberta elections

A snowy night didn't stop almost 300 stalwart TWU members from attending a Tri-Local Meeting (207, 208 and 212), hosted by Executive Council on Thursday, January 20, 2005 in Edmonton. The top item on the agenda was the TWU's Solidarity Action Campaign, which had its first rally the next day.

"Is Telus above the law?" said TWU Vice-President Bruce Bell. "They just don't want to get on with it. When will Darren Entwistle move on? We need to contact our MPs to put the pressure on the government and the company to move forward." Vice-President Hope Cumming said: "If they need to fund the Canada Industrial Relations Board more, that's what they should do. Even talking to the MLAs is good because they can push the feds. Start laying the groundwork to let them know you've had enough."

Several prominent political and labour figures also faced the flurries to show their support. "If they (the Company) put half as much effort into negotiating as they do to fight their employees a deal would have been reached

a long time ago," said Alberta Federation of Labour President Kerry Barrett.

Alberta's NDP leader Brian Mason said: "I want you to know the NDP in Alberta is squarely behind the TWU in its fight for a fair collective agreement." As the NDP in Alberta, he points out that, "We're not afraid in Alberta to take on guys a lot bigger than us." Last fall, they doubled their caucus in the Provincial Legislature from two to four.

Tom Olenuk, President of the Edmonton District Labour Council, lent his support to the TWU by agreeing to put a Fax your MP page on the Council's Web site for the TWU. "Let's put the heat on and send a message to get the CIRB off its butt and enforce its decision to get you the collective agreement you deserve," said Olenuk.

A lively question and answer session followed the speeches. When the next PulseCheck survey asks: "What would you like for lunch?" Miranda Jersak suggested members could skip the hotdogs and hamburgers and ask for something with a little more meat: a new Collective Agreement.

There were complaints about how Telus treats its employees. Vice-President Hope Cumming pointed out, "The company is treating everyone the same. If you are working in your own little area, you may not realize it, you may feel like it's only happening to you. But they are doing it to everyone."



Left to right: Miranda Jersak, Amber Garbencius and Sean Chalifoux, all of Local 207

Great Financial Plans: Telus shares and the taxman



By **Bill Biles, CFP**
Financial Planner
Van Tel/Safeway Credit Union

Telus' share prices have been pretty healthy lately. Following are a few of the countless questions I have received concerning the shares and the Team Telus Options.

Question: Can I apply capital losses against the gains I receive when I exercise my Team Telus share options?

Answer: When you choose the "cashless exercise" for these share options, the difference between the market value of the shares on the date you exercise and the grant price is

taxable. It's considered income from employment for the year you exercised your options.

For example, if the Telus Non-Voting shares are at \$36.15 and you exercise your options at \$16.15, you create a stock option benefit of \$20 per share, or \$2,000 for the one hundred shares, less the \$29 cost of exercising. You will be entitled to a stock option deduction equal to half the benefit, so in this example, only \$985.50 would be taxable (i.e. half of \$2,000 - \$29). This benefit is treated like a capital gain for tax purposes, but it is still employment from income, so you cannot use capital losses to reduce this benefit (as you could to reduce capital gains). If you happen to be in the broad "middle tax bracket" (i.e. you have taxable income between \$35,596 and \$66,123), your marginal tax rate is 31.15 percent. You would owe about \$307 in taxes on the \$2000 gross benefit you would have received in this example.

While I am talking about these options, I'd like to remind anyone who has retired from Telus or taken an Early Retirement Incentive Package after March 1, 2001 that you may have some outstanding options you can

exercise. Team Telus Options granted prior to October 1, 2001 vested immediately when you retired and had to be exercised within three years. Options granted after October 1, 2001 will vest in accordance with the normal vesting schedule and you will have three years from your retirement date to exercise them. There is currently little value in the first set of options (with a grant price of \$34.88), but if you were eligible for the later options and they have not expired, there may be some valuable stock option benefits to be had. Contact Investor Relations at 1-800-667-4871 if you believe you may have some Team Telus Options to exercise.

Question: Should I increase my Employee Share Purchase Plan (ESPP) to 10 percent?

Answer: You are now able to contribute a maximum 10 percent of your eligible compensation (increased from a six percent maximum) to the ESPP, and Telus will now match your contributions at a rate of 45 percent (up from 40 percent), but only on your contributions up to the original six percent maximum. For those people looking to

increase their holdings in Telus shares, increasing your participation to 10 percent is a good idea, just realize you do the last four percent on your own without any matching contribution from Telus. If you already have a good exposure to Telus shares in your portfolio and are just looking to take advantage of the contribution matching, don't participate beyond six percent.

Remember the old investment axiom about too many eggs in one basket – too much of any single investment may make your portfolio liable to many of the same market risks of that one investment. Diversification doesn't necessarily add return to a portfolio, but it certainly can reduce risk and volatility.

Question: Canada Revenue Agency (CRA) has notified me that I have more RRSP contribution room now due to a PAR? What is a PAR and how do I take advantage of it?

Answer: PAR stands for Pension Adjustment Reversal and is available under certain circumstances when you transfer commuted funds from a Defined Benefits Pension Plan to a personal RRSP. For example, if you left Telus and

transferred the commuted value of your Telecommunication Workers Pension Plan (TWPP) to a personal locked-in RRSP, the commuted value may have been less than the actual combined contributions made by you and TELUS to the TWPP on your behalf. The value of these over-contributions to the TWPP resulted in lost RRSP contribution room, and this lost contribution room is recovered with the PAR.

You may find you have recovered thousands of dollars in contribution room through the PAR for your RRSP. You don't have to take advantage of the recovered room immediately. It is yours for life, and will become valuable when and if you resume working or begin receiving other taxable income.

Send your questions to 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.

Join your retirees' association

The British Columbia Association of Retired Telecommunications Workers (BCARTW) would like to issue an open invitation to all retirees to join their organization.

Their goal is to improve the lives of retired TWU workers. Please call President Alec Telfer at 250-729-3612 or email a&ptelfer@telus.net for more information about joining this organization.

Extended Health from Clarica/Sunlife

The following information is not an endorsement of Clarica/Sunlife but for your information only and is intended to help you start the process of finding an extended health provider.

Employees of Telus are currently covered by a group extended health and dental plan provided by Clarica. Once an employee terminates with Telus, Clarica has an individual plan that former employees of the group plan can convert to without taking a medical examination. It is called their "Health Coverage Choice" plan. Other insurers offer individual extended health and dental plans, but may require a medical examination or other information in order to determine the premium rates.

Former members of the Telus group plan have 60 days from the time they leave the group plan to sign up for the Clarica conversion plan. The list of benefits and costs are available through Clarica. Anybody interested in getting more information should contact Shawn Ferryman at Clarica 604-534-9169, fax 604-534-9196 or shawn.perryman@clarica.com. You may wish to contact the Clarica office closest to you but we are putting Shawn's name forward because he is becoming familiar with our situation.

Goodbye, Marion! Hello, retirement

Marion Scott is looking a bit giddy these days. An Accounting Assistant in the TWU's Burnaby office, she had been counting down the days for over two years. But March 30 was the day. Marion made it to the finish line and retirement bliss began.

When asked if she was excited her smile spanned from ear to ear and she said, "Oh yes."

Not that she didn't like working in the TWU accounting office. She says the TWU has been lucky for her – soon after she got the job she won \$25,000 in the lottery.

"This is one of the most pleasant jobs I have ever had," said Marion, who has equally fond memories of working at Duthie Books, where she especially enjoyed the free books.

Working part-time at the TWU for almost four years has been a really nice way to ease out, she said. The TWU first hired her to deal with the

accounting crunch created by adding the new members in Alberta. After that was under control she began working part-time.

Over the years her career has included various other union jobs, stints with provincial medical services plans and much more. She lived in Ontario and worked for a bank that no longer exists – Canadian Imperial Bank of Canada – in a town that no longer exists – Galt, Ontario. (The town was amalgamated). In Dawson Creek, she learned how to milk a cow – a skill she says has been really useful living in Vancouver.

Now, she's looking



Marion Scott enjoying her retirement dinner

forward to not working. She owns an East Vancouver house with her son and daughter, but everyone has separate suites so they have their own space. Her retirement plans include playing with her grandson, fixing up the house and travel.

Congratulations, Marion! You made it.

Rod Hiebert tribute

Forty years of dedication to the TWU



Bargaining Committee, 1986 (left to right): Carol Nagy, Doug Booth, Rod Hiebert, Barb Morris, Roy Olsen, Theresa North, Alf McGuire, Tom Nankarrow, Maralyne Little and Larry Armstrong

President Rod Hiebert has lived and breathed the TWU for 40 years — first as a member and shop steward, then as a Business Agent in 1983, then as Vice-President in 1987, and as President ever since 1991.

He'd stayed on five years longer than he'd planned.

"After 19 years as an Officer of the Union and for other personal reasons, it's now time to retire," he told delegates at the TWU's 2005 Convention. "I have full confidence that the present elected Officers and Bargaining Committee will achieve a revised and respectful collective agreement that covers Union members across the country."

Hiebert, 59, has created a legacy to make any trade unionist proud. He has made history, several times over.

"Rod's an extremely dedicated and hard worker, with a huge amount of foresight. His contributions to the union have been endless. He has been able to balance many issues and plot the best course for the union. Most of all he's a really nice person," said Business Agent Karen Whitfield, who has worked alongside Hiebert for many years. "He was always thinking first and foremost about the Union and its members."



Left to right: Rod Hiebert, Al Haggstrom and Don Fehr in their younger days

First elected president in 1991, Hiebert guided the Union through some of its most trying challenges. The TWU counts the successful merger campaign between the IBEW and the TWU five years ago, overseen by Hiebert, as one of the Union's greatest achievements. That gave us one bargaining unit across Canada.

Thanks to the contributions he made when he served as Chair of the Bargaining Committee and Chief Bargaining Spokesperson in several rounds of negotiations, the TWU has been able to secure and protect unequalled contracting out language that has enabled the Union to create and protect union jobs.

Throughout his career, Hiebert enthusiastically

supported and promoted some of the union's most forward-thinking policies, including the jointly-trusted pension plan with Telus. Also a Trustee of the Plan, Hiebert was the one who insisted the plan move out of stocks into bonds and other safer holdings before the tech meltdown in 2000. Because of that, the TWU plan is secure and healthy.

In addition to handling his duties as TWU President and as Vice President of the B.C. Federation of Labour, Rod is one of the Fed's longest serving officers.

"I want to thank Rod Hiebert for the years of work he has done at the Federation



Hmm, fishing



Rod getting sworn in as President by Cathie Young

of Labour," B.C. Fed Secretary-Treasurer Angela Schira told TWU Delegates at Convention. "He has put a lot of time in on behalf of your union... We're disappointed in the news because he's been so dedicated, but also really because we've enjoyed working with Rod so much."

Born and raised in Kelowna, B.C., Hiebert began his career in the telecommunications industry in 1964, working as an Installer, Lineperson and Technician.

Now his involvement in the Union has become so extensive it is impossible to list everything he has done: he is a member of the Board of Directors for Concert Properties, a 100 percent union real estate development company, he has served many years on the Contracting Out and Technological Change Committee, and he has been active on the international stage. He promoted creative strategies among the member unions of the National Alliance of Communications Unions and is the Canadian

representative to the World Executive Board of Union Network International.

In the TWU, Hiebert promoted the involvement of Union officers and members in the preparation of grievances and arbitrations. As a result, TWU has enjoyed a high rate of success in arbitration and in the courts. Hiebert has been a mentor to many TWU members, including new President Bruce Bell, who has worked with Rod for many years.

Hiebert is looking forward to enjoying his retirement with his wife Lena.

Hiebert told Delegates at Convention: "The TWU has been my life for many years, I will always be there if the Union needs my assistance. I plan to continue involvement in the labour movement and I leave happy and totally committed to the labour movement."

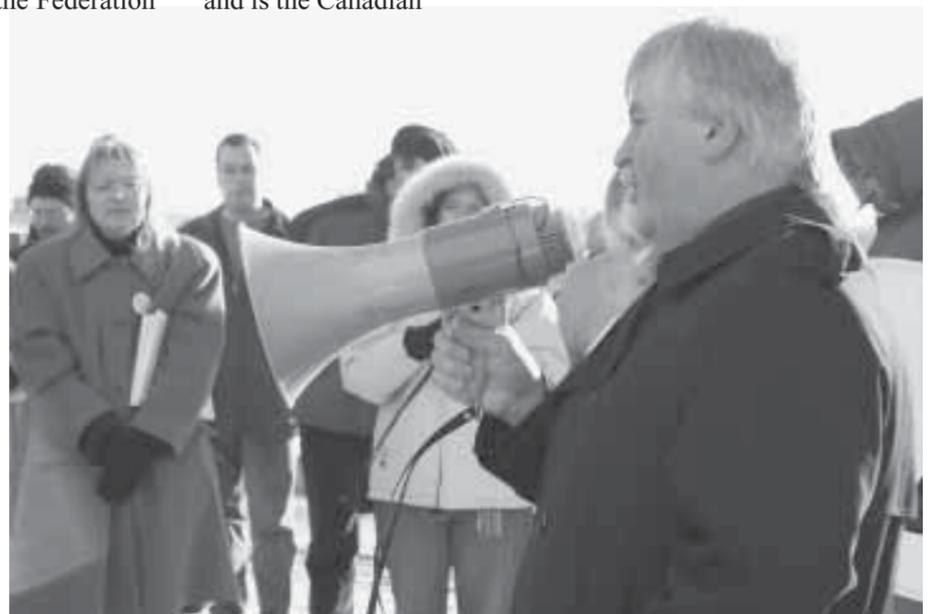
Best wishes, Rod and thank you for everything you've done — we'll be calling!



Rod with Lena, his wife



At Convention 2005



Rod at the Solidarity Action Campaign launch in Edmonton in January

Out-going President's Report

We can win! And we will win this battle with Telus

Condensed from President Hiebert's Convention speech

Telus remains adamant on imposing their management rights and terms of surrender on our membership. They have intensified their all-out attack on the TWU and our membership since the CIRB overturned binding arbitration.

They have refused to bargain and are giving us an ultimatum.

They think they can force us to sign an unconditional surrender. Are we going to let Telus strip away all of our hard-won rights? Allow them to force our members to work excessive overtime? Allow them to contract out all of our jobs?

Are we prepared to fight for a revised, respectful agreement? And most importantly – are we united in our resolve?

That's the type of energy, unity and solidarity it will take to secure the agreement that our members need for the future.

The Executive Council has adopted a strategic plan that we believe will lead us to that revised, respectful agreement our members deserve. This plan, called the Another Wrong Number campaign, will have a part for every Delegate, every Executive member, every member and every supporter in the labour movement.

It will take our combined efforts to win this battle and the good news is: We can win! And we will win this battle with Telus.

Any revised agreement must ensure fairness, job security, good wages and working conditions, and equality for our members in Alberta and B.C., our new members east of Alberta, for TWU women and equity seeking groups, and for all of our members regardless of their gender, sexual orientation, colour, marital status or age.

What we desire for ourselves brothers and sisters we wish for all.

These are the goals that I have been personally fighting for since the early seventies. At this Convention I will be passing on the torch of leadership and President of the TWU for someone else to hold it high in the struggle for justice as I have for nearly a decade and a half. This decision was due to personal reasons and did not come easy. There have been many challenges and we have had many victories during the 22 years I have served on Executive Council.

I am happy in the belief that my efforts have contributed in making life better for working people.

I have many fond memories and I have gained many friends through our common struggles for justice and dignity for workers. The TWU has



been my life for many years now.

I joined the TWU 15 years after it was certified as the Federation of Telephone Workers and accepted a leadership position in the early days.

I learned early that the test of leadership was not an easy one — it can be lonely.

As President of the TWU you don't have personal power but you have a tremendous responsibility.

True leadership is not about taking the popular point of view or summarizing the views of the majority. It is not about looking over your shoulder to count votes in order to decide what is right or wrong. It is about doing your homework and making the right decision for the right reasons. It is about supporting those who are disadvantaged. Real leadership is about real change, not just talking about it.

In the mid-70's I was active in promoting the drive to unify the three divisions: Traffic, Clerical and Plant into one Union – the TWU.

Across-the-board increases at that time were not the most popular issue. As a Plant Councillor, I believed across-the-board increases and pay equity strengthened the Union and enhanced solidarity.

In 1978 I was on the bargaining team that facilitated the merger between BC Tel and Okanagan Tel.

I fought to attain same sex benefits in the Collective Agreement. The ratification trip was lonely. We were constantly challenged, and it was nasty. We had little or no support from the floor.

I have always been proud to stand beside and to fight for all of our brothers and sisters.

Through the last five years my record will stand in the fight for positive change. The status quo has never been good enough. We were faced with the challenge of a major merger, a mega corporation with four

Unions and five collective agreements and a company that wanted four different bargaining units divided along corporate lines. They wanted to strip away all our rights and escape the TWU Agreement.

Against the odds, we attained one bargaining unit for TELUS workers across Canada through third-party mediation. It was one of the most significant victories in TWU history.

In 2001 we were faced with the prospect of losing the TWU and everything we had fought for in a run off vote with the IBEW. We put it all on the line – I was happy to represent the TWU as Chief Spokesperson in meetings throughout Alberta and BC. Former IBEW members and Executives fought hard for their Union. There is nothing wrong with that. People should fight for what they believe in. We fought hard and won the right to represent Telus workers across Canada.

Another significant victory for the annals of TWU history was adding Mobility East to our membership, after nine weeks of formal hearings and hundreds of hours of research study. It was a solid decision and significant in terms of labour history to have 3,000 members brought into a bargaining unit without a vote.

It is also very significant that we have held up strong and even gained membership support throughout one of the biggest, nastiest, concerted anti-

Union campaigns in Canada.

It is unprecedented for the Canada Industrial Relations Board (CIRB) to find a company guilty of unfair labour practices and interference in the administration of a Trade Union and cite them for insidious communications, poisoning the collective bargaining process, destroying the trust and undermining the Union's efforts to conclude a collective agreement.

Despite this we have kept people on the job drawing paycheques, strong and committed to our struggle.

The decision to order Telus to offer binding arbitration in itself was monumental. It is unfortunate that this decision has been temporarily overturned. But the issue is under judicial review and we have more avenues to pursue.

As I look back over the 22 years as a paid officer and the last 18 years as a top officer, it is clear that we have been in constant change which has accelerated dramatically over the past five years. The TWU has taken ownership of those changes and advanced across the country. We must maintain our commitment to fight for positive change.

I am convinced that we must maintain solidarity and continue to build the TWU. It is the actions of the Company that we must unite against if we are to get an agreement that our members deserve.

To that end, I urge you all to unite in solidarity for the Another Wrong Number campaign to get the agreement you deserve. We have to push back against Telus' Union-busting strategy.

The TWU has been my life for many years, I will always be there if the Union needs my assistance. I plan to continue my involvement in the labour movement and I leave happy and totally committed to the labour movement and union principles.

Good luck and best wishes to the TWU and its members.

I wish you the best in the future and I will be there to help in anyway I can. Thank you for your support over the years.

Report on Business gives Telus poor marks

The Report on Business magazine ranked Telus fourth out of seven in the telecom industry for Corporate Social Responsibility. Manitoba Telecom was first, Bell Canada second and Aliant third.

The report on Telus said. "Once a

CSR leader, Telus has dug in its heels during a long and now-soured collective bargaining process, and failed to meet CRTC-mandated minimum telephone service standards for more than six months in 2004."