

# The Transmitter



- ASKING QUESTIONS THAT MATTER
- WEIGHING THE PROS AND CONS
- LOOKING TOWARDS A BETTER FUTURE

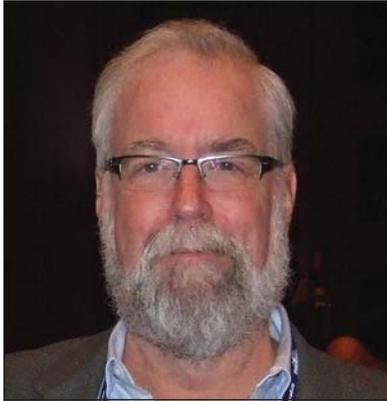


## TWU MEMBERS RATIFY NEW COLLECTIVE AGREEMENT

Photo: Courtesy of Dave DiMaria



# Message from the President



Dear Members,

The Collective Agreement between Telus and the Telecommunications Workers Union (TWU) was officially ratified on June 8, 2011. Union members were asked to vote yes or no to the question “Are you in favour of accepting the proposed agreement?” The voting results were: Yes – 2146, No – 514, Spoiled Ballots – 18. The new

Agreement will be in effect until the next round of negotiations in 2015. TWU members can access the Agreement on the TWU website at

seen many changes since the last Policy Convention. We have all had to make some tough decisions and, consequently, tighten purse strings. Again, thanks to all members for your many kind words of support and understanding.

This year has seen many unions in the collective bargaining process and more to come. With a corporate agenda of greed and profit, and a conservative government bent on weakening unions, it is more important

**“With a corporate agenda of greed and profit, and a Conservative government bent on weakening unions, it is more important than ever for workers to stand together in solidarity and truth.”**

[www.twu-stt.ca](http://www.twu-stt.ca) under the heading “Member Resources” and subheading “Collective Agreement”.

I would like to thank the Bargaining Committee and everyone who worked to support the Committee’s efforts throughout the negotiation process. Countless hours of research, study, strategizing and negotiating went into this process. I also wish to recognize and thank all the Committee’s families who supported them despite the long hours and disruption of regular schedules. Words cannot express our gratitude.

The TWU Policy Convention took place in Surrey, B.C., this past May. It is always a pleasure to welcome TWU delegates, visitors and guests every year. There is a lot of work and preparation that goes into each convention and this one was no exception. I would like to recognize and thank the TWU staff members for their hard work. The TWU has

than ever for workers to stand together in solidarity and truth. We have all fought long and hard for very important gains and we simply cannot and will not stand idly by as governments and corporations try to destroy decent salaries and benefits.

Please stay tuned as we keep you informed of all the TWU’s initiatives in the coming months. We encourage everyone to visit the TWU website daily ([www.twu-stt.ca](http://www.twu-stt.ca)), read the Hotline, Transmitter, bulletins, attend local meetings and call your local shop steward with any questions and comments.

In Solidarity,

George Doubt

## Printing of Transmitter Publication Suspended

In a continued effort to reduce operational costs, the TWU has decided to suspend the hard copy printing of the Transmitter until further notice. The Transmitter will continue to be published online and can be found on the TWU website at [www.twu-stt.ca](http://www.twu-stt.ca) under the heading “Stay Informed”. If you would like to receive an electronic copy of the Transmitter, please forward your current email address to [editor@twu-stt.ca](mailto:editor@twu-stt.ca) or complete the electronic form on the TWU website under “E-News”.

# TWU – Telus Collective Agreement Ratified

*Submitted by: TWU Bargaining Committee*

Your Bargaining Committee has completed the ratification tour and all of the ballots have been counted. TWU members employed at Telus have a new Collective Agreement that came into effect June 9, 2011.

After 16 months consumed with preparations, face-to-face meetings with the Company and the ratification process, the Bargaining Committee has returned home to friends and family. The work will continue for all of the Committee members in helping to implement the new Collective Agreement. The officers will be assisting the other members of the Executive Council and the rank and file members will be very active on the shop floor. The

Committee is proud they were able to make all decisions by consensus and felt that this helped to make every member of the Committee a strong resource for the TWU membership.

The Bargaining Committee would be remiss if we did not comment on our concern about the low membership turnout during the ratification meetings. It is only through the solidarity of the membership that we will be able to achieve your goals. We would like to remind all members about the importance of staying informed and involved. We would like to thank everyone who supported us during this process.

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## NDP Elected Official Opposition

*Submitted by: TWU Political Action Committee*

With the New Democratic Party's (NDP) "orange wave" sweeping the country on May 2, 2011, Canadians elected as the Official Opposition a party that puts working families first. It was a historic occasion that saw 102 NDP Members of Parliament elected. The Liberals fell to third place in the standings, losing an unprecedented number of seats, including their leader, Michael Ignatieff's Etobicoke-Lakeshore riding, which led to his resignation following the election. Bloc Québécois leader, Gilles Duceppe, also resigned after his party lost more than 40 seats, including his own seat, to a little-known NDP candidate.

We are now faced with the frightening prospect of four years of a Conservative majority government. The Conservatives have now reintroduced their budget. The party had made comments during the campaign that they would contain over \$4-billion a year in unspecified cuts with many speculating that vital services such as public Medicare and the Canada Pension Plan (CPP) are on the chopping block. And this is only the beginning. The Government has already made it clear that it is looking to continue the sell-off of public services and assets such as Canada Post, which would have the added advantage of damaging the public sector unions. The Conservative stronghold also makes it highly improbable that there



will be any progressive legislation, including a much hoped for anti-scab legislation.

When the Tories held a minority government, they had proposed three different methods of changing the restrictions to foreign ownership of telecommunications companies, but were unable to push any through because of the opposition parties. It is important to keep in mind that Telus did participate in talks to allow for foreign ownership of telecommunications companies. The new majority government gives them more space to open the doors to foreign competition. Obviously, any change to the foreign ownership laws could greatly impact the membership of the TWU.

In light of all of this, the Political Action Committee encourages members to stay informed and get involved in what is going on, especially considering that these issues can have a direct impact on your life and livelihood.

# TWU Welcomes Two Newly Elected Business Agents

Perry Pasqualetto has been a member of the TWU since 1994. His commitment to the labour movement is reflected in his dedicated involvement in Union activities. Perry began as a Shop Steward in 1995 and went on to hold positions as Local Councillor, Local Vice President, Local President and Union Instructor. He has served two separate terms as an Alternate Business Agent in addition to working on several TWU committees. The Union is pleased to welcome Brother Pasqualetto and wishes him all of the best in his work as Business Agent – Burnaby, representing Locals 7, 30, and 32.



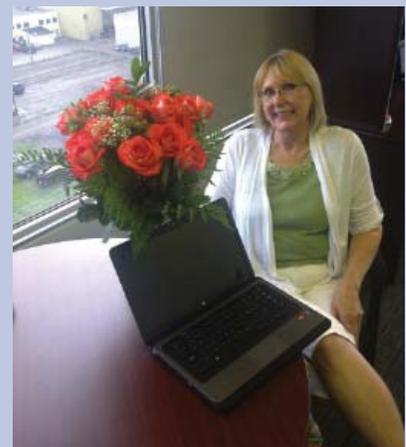
Juanita West joined the TWU as a member in 1995. Sister West was recently elected as Business Agent – Calgary, representing Local 204 and assisting with Local 213. Her involvement in the labour movement spans over 25 years. She has served as a TWU Shop Steward since 2006, Activist Trainer, Union Instructor, Trial Board Coordinator, Alternate Business Agent, Director (2005), and then Vice—President of Local 213 (2006 – 2011), in addition to her work on several TWU committees. Sister West is a dedicated Union member who is passionate about her Union and volunteer work. The TWU wishes Sister West all the best moving forward in her new position.

## Delores Pilsl Retirement

It is with a mix of joy and sadness that we say goodbye to our friend and colleague, Delores Pilsl, who happily embraced her retirement recently. Delores was hired by Telus in 1996. Her commitment to community and union values led her to become more involved in TWU activities where she occupied several positions, notably Local President, served on numerous committees, and, finally, was elected as a TWU Business agent in 2008 until her retirement. The TWU would like to sincerely thank Delores for her hard work and dedication to the Union and the members in Calgary that she represented over the years.

In an article written when Delores was first elected as a Business Agent, which reflects her caring and characteristic matter-of-fact manner, she explains the reason why she became involved with the TWU. “Anytime someone takes a part of my paycheque, I’m definitely going to get involved.” She continues, “There’s right and there’s wrong. I believe in the values and community of the union movement.”

Delores will be missed by many who had the pleasure of working with her. On behalf of everyone at the TWU, we are profoundly grateful for Delores’ contributions and wish her much health and happiness.



Delores with her retirement gifts.

# 2011 Policy Convention

The 2011 TWU Policy Convention took place in Surrey, B.C., from May 2-6, 2011. TWU President, George Doubt, addressed all delegates, visitors, and guests at the opening of convention, urging members to “stand together on our challenges...and leave convention in solidarity and in a spirit of cooperation.”



L to R: Donna Hokiro, Local 207, Rod Hiebert, former TWU President, and Joe Benn, Local 207.



Newly elected Secretary Treasurer, Michael Thompson, addressing convention.

The TWU also welcomed invited guest, B.C. Federation of Labour President, Jim Sinclair, who addressed convention. Brother Sinclair touched on several important issues such as immigration, reaching out to young people, minimum wage, corporate tax cuts and other political lies, among others. He spoke at length about the importance of increasing contributions to the Canada Pension Plan. “We have a right to retire with dignity,” he said. “It is unacceptable that 17-20 per cent of Canada’s seniors live below the poverty line.” Brother Sinclair also stressed the need to work together in solidarity. He ended by saying, “We make history fighting for other people’s rights. Let’s fight for our own.”

With over 30 positions up for election, the nominees delivered powerful speeches throughout the week that reflected their sincere dedication to the TWU. The voting and subsequent election results took place on the last day of convention followed by the swearing in of elected officials (see results on next page).



TWU President, George Doubt, and B.C. Federation of Labour President, Jim Sinclair.

## TWU Constitution Committee Needs Your Input

The 2011 TWU Policy Convention elected new Constitution Committee members, Steve Lewis, Local 3, Nanaimo, B.C., Tamara Wong, Local 203, Calgary, Alberta, Mike Lucas, Local 16, Kelowna, B.C., and Lauren Harrington, Local 501, Barrie, Ontario. They will be joining Guy Mousseau, Local 37, Williams Lake, B.C., and Bruce Kennedy, Local 2, Victoria, B.C.

The Committee’s mandate is to receive resolutions from locals respecting Constitutional and Policy issues and make recommendations of concurrence or non-concurrence to Convention. The Committee is also mandated to independently review Constitutional and Policy issues and to forward resolutions to Convention.

The 2011 TWU Policy Convention passed the following motion for the Committee to review the TWU governance structure with a view to separating Business Agents from Executive Council and make proposals on how best to achieve member representation on Executive Council:

THEREFORE BE IT RESOLVED that the Constitution Committee bring back proposals to the 2012 Policy Convention for establishing an Executive Board made up of the Table Officers of the Union and a number of TWU members to be known as Executive Officers of the TWU; and

BE IT FURTHER RESOLVED that the Constitution Committee bring back recommendations establishing the process of election of Executive Officers

BE IT FURTHER RESOLVED that the Constitution Committee bring back proposals to the 2012 Policy Convention which allows the Business Agents to continue to fulfill all of their present duties except for being members of Executive Council; and

BE IT FINALLY RESOLVED that the Constitution Committee bring back proposals to the 2012 Policy Convention for hiring and electing Business Agents

The Committee will begin this task with a review of 12 national unions regarding their structures, governance and staffing. We will be looking at their representation process to research if officials are elected nationally, regionally, by referendum vote or national convention, whether their servicing staff is elected or hired, number of members they have, how frequently they meet, etc. The Committee wants to hear from members as well and involve them in the review process. We are requesting any members or locals who have ideas or concerns about their Union’s structure and governance to, please, email your thoughts to: [constitution.committee@twu-stt.ca](mailto:constitution.committee@twu-stt.ca). Thanks for your support.

Photo courtesy of Ron Palmer



Swearing in of Officers during Convention.

# Convention 2011 Election Results

**Vice-President (1)**

3-year term  
Betty Carrasco

**Secretary Treasurer (1)**

3-year term  
Michael Thompson

**Business Agent – Burnaby (1)**

1 year remainder of term  
Perry Pasqualetto

**Business Agent – Calgary (1)**

3-year term  
Juanita West

**Business Agent – Edmonton (1)**

3-year term  
Dale Warner – Acclaimed

**Business Agent – Kelowna (1)**

3-year term  
Lee Riggs - Acclaimed

**Business Agent – Prince George (1)**

3-year term  
Robin Arndt

**Business Agent – Montreal (1)**

3-year term  
Paolo Réhel

**Alternate Business Agent – Ont. (2)**

3-year term  
John Hockley  
Brian Turner

**Alternate Business Agent – Québec (2)**

3-year term  
Hans-Woosley Balan – Acclaimed  
Alessandra Cerroni – Acclaimed

**Alternate Business Agent – Alta. (1)**

3-year term  
Derek Dabrowra – Acclaimed

**Alternate Business Agent – Alta. (1)**

2 years remainder of term  
Harmony Jackson

**Alternate Business Agent – BC (1)**

3-year term  
Jennifer Bucholtz – Acclaimed

**Constitution Committee – (3)**

2-year term  
Bruce Kennedy  
Mike Lucas  
Tamara Wong

**Constitution Committee – (3)**

1-year remainder of term  
Steve Lewis

**Constitution Committee – Alta. (2)**

1-year term  
Lauren Harrington – 1st  
Sabrina Daniels – 2nd

**Finance Committee – (3)**

2-year term  
Liz Fletcher  
John Hockley  
Chris Stephens

**Finance Committee Alternate – (2)**

1-year term  
Wendy Hail – 1st  
Steve McWhirter – 2nd

**Education Committee (3)**

2-year term  
Karen Phillips – Acclaimed  
Sheri Rose – Acclaimed  
Holly Lawson

**Education Committee (3)**

1 year remainder of term  
Kristine Pawluk

**Education Committee Alternate – (2)**

1-year term  
Paul Hutchinson – 1st  
Leighann Bourne – 2nd

**CLC Delegates (8)**

Alessandra Cerroni – Acclaimed  
Bonnie Devine – Acclaimed  
Roy Driver – Acclaimed  
Brenda Forward – Acclaimed  
Holly Lawson – Acclaimed  
Mike Lucas – Acclaimed  
Karen Phillips – Acclaimed  
Paolo Réhel – Acclaimed  
Jacqueline Straw – Acclaimed

# TWU Annual Scholarship Deadline

The application deadline for the TWU Scholarships is August 1, 2011. Three educational scholarships of \$750 and four scholarships of \$1000 are available to all active TWU members' children who meet the eligibility requirements listed below:

## Criteria:

- Graduating from highschool (or Cegep)
- The child of an active member of the TWU

## Other Requirements:

- Students must be registering for courses at a public or approved private institution

## Application Requirements (to include):

- Complete application form
- An updated transcript
- A letter of reference from a teacher or employer

## Send applications to:

By Mail: Attn: TWU Scholarship  
Columbia Institute  
1200 – 1166 Alberni St.  
Vancouver, BC V6E 3Z3

By Fax: (604) 408-2525

\*Please do not staple pages together or include any additional information other than the information required.

## For more information contact:

Lisa Maree  
Awards Administration  
Phone: (604) 408-2500  
Email: [awards@columbiainstitute.ca](mailto:awards@columbiainstitute.ca)

For more information regarding TWU Scholarships and eligibility requirements, please refer to the TWU website at [www.twu-stt.ca](http://www.twu-stt.ca). Click on the heading "Member Resources", then "Forms" and scroll down to the subheading "TWU Scholarship Forms" to download a scholarship application. This information can also be found on the Columbia Institute site at [www.columbiainstitute.ca/scholarships](http://www.columbiainstitute.ca/scholarships).



Tamara Wong, Loyalty and Retention FFH, Local 203 member.

## Why My Union Matters to Me

My involvement with the TWU did not begin when I was hired by Telus. It was not until getting to know other Union activists that I was keen to join the Union. Their enthusiasm was contagious so it was not long before I was hooked.

As I began to discuss Union matters with others in the workplace, I quickly understood that there was a knowledge gap. At the time, my own knowledge was lacking so I was unable to respond to questions or issues as adequately as I would have liked. It was disheartening to see that some people still held onto hard feelings due to events which took place during the last Collective Agreement negotiation in 2005. I was hungry to know more and to get involved, to learn to understand the importance of solidarity, the role of my Union, and to feel knowledgeable enough to comfortably inform those around me about Union issues, or enter into a friendly debate if necessary.

Shop steward training was extremely beneficial to me. I learned a lot about the principles and policies of the Union and how to conduct oneself in the workplace to best represent the members. I learned how I could help to educate those who simply did not know differently.

Local 203 is made up of many young members. Over time, the things that are important to younger people generally shift away from a self focus to a community and family focus. I know my goals have changed as have certain priorities in my life. Some younger members simply do not understand what their Union does and how important it is to share their concerns and become involved. That is why education is so important. I have been told that I have made "Union stuff" easy to understand, even for those who are complete novices. I am always pleased to hear feedback from members. This helps me to know whether or not I am on the right track.

I can be heard having many conversations on the shop floor which range from solidarity to key points in our Collective Agreement. I support members during some of their worst moments, and I am trusted and depended upon. I am proud to have such great support available to me through my local and to be able to help the youth around me see how their voice can be heard, too.

# A Close Call

March 29, 2011, started off like any other normal work day for Pierre-Richard Joseph, a TWU member who works as a Loyalty and Retention Representative for Telus in Ville St. Laurent, Québec. He could never have expected how his day would unfold.

“When I ask you to cancel the account, you do!” Those are the words that Pierre-Richard heard shouted out on the call centre floor which first alerted him that something was wrong. He explains, “I quickly realized that the person yelling wasn’t an employee. I saw people at work running and when I looked in the direction of where the yelling was coming from, a man I didn’t recognize was pushing one of my colleagues. My first reaction was to yell at them to stop. That’s when I heard someone say that the intruder had a knife.”

An agitated customer, who the day before had a telephone exchange with a customer service representative, had made his way into the call centre. Pierre-Richard later learned that the intruder slipped into the secured building by following an unsuspecting employee to the fifth floor. Once inside, he was able to get a hold of a supervisor’s (located on the 5th floor) access card after flashing a knife and snatching it from him. That same supervisor ran to alert authorities but, during this time, the intruder was able to make his way to the floor below where employees were unaware of the events unfolding. The man asked for the representative he had spoken to earlier on the phone by his first name and was pointed in the employee’s direction (who, as chance would have it, was working on that same floor).

Pierre-Richard quickly surmised that the man needed to be calmed down and taken out of the building before the situation escalated further. Unbeknownst to him, security had been alerted but events unfolded quickly and security had not yet arrived. Thankfully, his years of training as a security guard kicked in. He could tell the man was very nervous so he stayed calm. At this point, the man was clearly looking for a way out. He would not have known about the magnetic doors he had to go through first before accessing the elevators. Realizing this, Pierre-Richard took it upon himself to show him the way. He explains, “I asked myself what the right thing to do was. I pushed the button to the elevator. There was no one inside so I turned to him and said, ‘You can come. It’s safe. It’s just you and me.’ Then, I accompanied him inside the elevator.”

With a cool head, Pierre-Richard listened to the man as he calmed down and tried to explain himself. “He must have been at least six feet tall and looked like someone who was used to manual labour because he had a very solid build,” recounts Pierre-Richard, who was finally able to escort the man outside.



Pierre-Richard Joseph, President, TWU Local 602.

Once outside, the man quickly fled to his car and drove off.

*“A Close Call” continued on page 9*

## What should you do in case you feel threatened by a customer at work?

- DO stay clam and respectful. Try to calm the angry customer.
- DO try not to make things worse. Try to find a way to help the customer keep from getting more upset.
- DO listen to the customer. Try to understand the customer’s feelings so you can better understand how to fix the problem.
- DO NOT argue, get angry, or touch the customer.
- If the customer remains angry, then ask for help, or direct the customer to speak with your manager or boss.

Thankfully, the police had been called and were able to catch up with him a short distance after.

Everyone who could provide information was asked to help the police complete a report. Although the policemen were unable to find a knife, a sufficient number of people confirmed that they did see the man carrying a knife. The following day, security at the building was ramped up and an emergency meeting was called by the building's Health and Safety Committee.

It is important to remember that although these types of work scenarios are uncommon, they can happen and

employees should be prepared. In this instance, Pierre-Richard was able to diffuse the situation but it is important to realize that taking things into your own hands without proper training can be very dangerous.

Pierre-Richard adds, "I think that all of the employees in the building should pay closer attention and be more aware. I have been working in this building for about 10 years so I recognize new faces when I see them. It's important to pay attention to faces and always look around. Not everyone feels comfortable to ask a stranger questions like 'Who is your manager?' or 'What floor are you working on?' but it must be done."

## Workplace Bullying

*Submitted by: TWU National Health & Safety Committee  
(Adapted from "Bullying in the Workplace", Canadian Centre for Occupational Health and Safety)*

Bullying is a serious workplace health and safety issue. The Canada Occupational Health and Safety Regulations (20.3) identifies bullying as violence in the workplace. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group of people.

Examples of bullying include:

- Spreading malicious rumours, gossip, or innuendo that is not true
- Excluding or isolating someone socially
- Intimidating a person
- Undermining or deliberately impeding a person's work
- Physically abusing or threatening abuse
- Removing areas of responsibilities without cause
- Establishing impossible deadlines that will set up the individual to fail
- Withholding necessary information or purposefully giving the wrong information
- Making jokes that are 'obviously offensive' by spoken word or e-mail
- Assigning unreasonable duties or workload which are unfavourable to one person (in a way that creates unnecessary pressure)
- Yelling or using profanity
- Persistently criticizing a person
- Belittling a person's opinions
- Blocking applications for training, leave or promotion

If you are unsure if certain behaviour is actually bullying, you can use the "reasonable person" test. That is, would most people consider the action unacceptable?

Targets of bullying may experience a range of effects which include but are not limited to:

- Shock
- Anger

- Feelings of frustration or helplessness
- Increased sense of vulnerability
- Loss of confidence
- Physical symptoms such as
  - Inability to sleep
  - Loss of appetite
- Psychosomatic symptoms such as
  - Headaches
  - Panic or anxiety, especially about going to work
  - Family tension and stress
  - Inability to concentrate
  - Low morale and productivity

If you feel bullied, discriminated against, victimized or subjected to any form of harassment:

- Firmly tell the person that their behaviour is not acceptable and ask them to stop. You can ask a supervisor or union member to be with you when you approach the person
- Keep a factual journal or diary of daily events, recording:
  - The date, time and what happened in as much detail as possible
  - The names of witnesses
  - The outcome of the event

General tips for the workplace:

- Encourage everyone at the workplace to act towards others in a respectful and professional manner
- Know your workplace policy and its reporting system.
- Educate everyone that bullying is a serious matter
- Try to work out solutions before the situation gets serious, or "out of control"
- Educate everyone about what is considered bullying, and whom they can go to for help
- Have an impartial third party help with the resolution, if necessary

# Supporting a Canada Pension Plan Increase

Were you worried about your retirement pension when you landed your first job? Chances are it was not high up on your list of priorities. Thinking about saving money for something that is over 30 years down the road might not seem important but, as with most savings plans, the sooner you begin to save, the more benefits you can reap later. Ask anyone who has reached the retirement milestone. It comes sooner than you think.

Unfortunately, a great number of retirees who have not sufficiently planned or saved for retirement find themselves in a situation where they are forced to continue working, rely on family members, or live in poverty and endure the pitfalls that come with it. The number of seniors living below the low-income cut off, Statistics Canada's basic measure of poverty, jumped nearly 25 per cent between 2007 and 2008, to 250,000 from 204,000, and that is before the financial crisis hit. The numbers do not lie. In fact, if we do not do something about it soon, these numbers will increase in the coming years. A simple solution is to increase the CPP benefits.

The Canadian Labour Congress (CLC) has been campaigning and spreading awareness about the benefits of increasing the CPP:

### Why increasing the CPP is a good idea

Canadians would have more pension security: They would no longer fear losing their pension savings to higher inflation, stock market shenanigans, or the loss of employment. This is a pan-Canadian solution to a pan-Canadian problem: Some provinces have suggested their own solutions to address pension concerns, but these initiatives won't suffice. Worker

mobility between provinces is a major concern, and the CPP's scope is capable of dealing with this issue. The CPP's framework can't be matched by any provincial or regional solution.

This prepares us for the future: Young and future workers would benefit the most from CPP expansion given they would make more CPP contributions at a higher rate. In this way, expanding the CPP is about preparing for the future, and leaving behind a better system for our kids.

### How the CLC proposed CPP Plan Would Work

The CLC proposes a doubling of the Canada Pension Plan benefits, financed on a go-forward basis. Labour's plan to double future CPP benefits can be paid for by increasing what workers currently save through CPP contributions by 0.43% of pensionable earnings\* each year for 7 years.

Pensionable earnings include all declared earnings above \$3,500 up to \$47,200 (the 2010 cap, established annually by the Canada Revenue Agency).

For a worker earning \$47,200 or more per year, the initial cost of gradually doubling future CPP benefits works out to about 9 cents an hour, or \$3.57 a week. That is less than the cost of a newspaper subscription.

For a worker earning \$30,000 per year, the initial cost would be about 6 cents an hour, or \$2.27 a week. That is less than the cost of a medium double-double with a donut at Tim Hortons.

Our plan would effectively double the average earnings replaced by CPP pension benefits, to a maximum (in current dollars) of \$1,868 per month.

## Increase in CPP contributions, each year for seven years

Salary	% increase	\$ increase	cost/week	cost/hour
\$47,200.00	0.43%	\$185.43	\$3.57	9¢
\$41,000.00	0.43%	\$161.07	\$3.10	8¢
\$30,000.00	0.43%	\$117.86	\$2.27	6¢
\$20,000.00	0.43%	\$78.57	\$1.51	4¢
\$10,000.00	0.43%	\$39.29	76¢	2¢

*Please note that annual salary is converted to an hourly rate by dividing it by 52 weeks and then by 40 hours a week or 8 hours a day. This corresponds to 173.3 hours of work per month.*

# Organization for Retired Telus Employees

Submitted by: TWU Local R55

Photo courtesy of Ron Palmer



L to R, Local R55 delegates at the TWU 2011 Policy Convention: Eric Korpan, Jennifer Meloche, Don Stang, Bev Bowden, Rod Peters.

There are two retiree groups that have been established: The B.C. Association of Retired Telecommunication Workers (BCARTW) and Telecommunications Workers Union (TWU) Retirees Local R55. The BCARTW was established in 2000 to promote the interests and well-being of all retirees collecting a pension from the Telecommunication Workers Pension Plan (TWPP). One of the initial goals was to establish a TWU retirees' local so that our voices could be heard at TWU conventions. Local R55 was created in 2008 and allows retirees to attend TWU conventions as delegates.

These delegates bring the concerns of retirees to the attention of the TWU and the Pension Trustees. We have been successful in achieving the right for retired members of the TWPP to run for the position of Pension Trustee on the Board. Sister Carol Nagy was elected and is still serving in this position. We lobbied for a pension increase in 2007, which was the first in many years, and a further small increase in 2010. We will continue to lobby for further increases as surplus funds permit. We are also working to have the TWU Constitution changed to guarantee a Trustee position for Retirees.

All funding for TWU Local R55 is provided by the BCARTW. We encourage retired members of the TWPP to join both the BCARTW and R55. The dues are currently \$10 per year to join both, with the BCARTW paying the initiation fee of \$1 and the dues of \$1 per year to the TWU for BCARTW members.

The directors of the BCARTW have recently learned that retirees who retired before 2006 are eligible for the Telus Service Discount that present employees enjoy. For information to see if this is more beneficial to you than the concession K, please contact Customer Service at 310-2255. To apply, call Human Resources at 1-866-899-8999. For information on the BCARTW and Local R55, please contact the Treasurer at 1-888-898-5755 or write to [bcartw.treasurer@gmail.com](mailto:bcartw.treasurer@gmail.com).

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## TWU Local R55 and BCARTW Hold AGM in Nanaimo

Submitted by: TWU Local R55

The Annual General meeting of TWU Retirees Local R55 was held in Nanaimo, B.C. this year. The meeting was well attended (46 members) with many guests and visitors, including R55 Business Agent and Pension Trustee, Lee Riggs, as well as some members of the Bargaining Team. Pension Trustee and TWU President, George Doubt, gave a brief update on the state of the TWPP and the affect of the current round of bargaining on the B.C. pension plan. Pension administrator, Debbie Ellis, reported another increase in the cost of medical premiums.

The members of Local R55 passed a motion to the Constitution Committee to attempt again to have retirees increases included as targeted benefits for the TWPP along with updates for active members and early retirement at 55 with 25 years of service. This will be debated at the May 2012 TWU Convention. During the May 2011 TWU Convention,

the Constitution Committee put forward a recommendation to investigate the ramifications of removing the article in the TWU Constitution that covers Pension Trustees. This is to address the concern that changes to the Constitution are voted on by all delegates and members nationally while this article only affects members of the TWPP. Local R55 passed a motion to concur with the Constitution Committee recommendation (along with some suggestions) and President and Pension Trustee, Brother Doubt, indicated that this issue should be dealt with in conjunction with the Pension Trustees, Constitution Committee and Local R55.

For information about the BCARTW and Local R55, please contact the Treasurer at 1-888-898-5755 or write to [bcartw.treasurer@gmail.com](mailto:bcartw.treasurer@gmail.com). The BCARTW website is [www.bcartw.ca](http://www.bcartw.ca).

# Allan Haggstrom Retirement

*Submitted by: Dave DiMaria, TWU Business Agent*



Birgit and Allan Haggstrom, at the 2011 TWU Policy Convention. Happy retirement to you both!

After a 35-year career at BC Tel/Telus, long time TWU activist Allan Haggstrom is retiring. Al started his career in 1976 and it wasn't long before he became involved in the Union. He was an advocate in the workplace and then at the executive level for the locals where he worked, taking on various roles over the years. Al became particularly well-known for his dedication and keen interest in the health and safety and ergonomics fields.

After being involved in his local workplace Health and Safety Committee for some time, he was appointed in 1985 to what was then known as the Provincial Health and Safety Committee. Twenty-six years later, that committee is now known as the Policy Health and Safety Committee, and oversees the safety policies and practices at Telus as well as the many workplace Health and Safety committees across the country. Al was still an integral part of that Committee as well as the TWU National Health and Safety Committee until his retirement.

Al was also one of the original members appointed to the joint TWU/BC Tel Ergonomics Committee in 1989. This Committee developed joint ergonomics programs, investigated referrals to the Committee and conducted joint training programs for workgroups and train-the-trainer sessions. The Committee was later renamed

the Human Factors Working Group. Al remained a member until the joint Committee was disbanded as a result of the signing of the 2005 Collective Agreement.

Always known for his commitment to the TWU and his thoughtful approach to labour relations, safety and ergonomics issues, Al worked just as hard for the membership at the end of his career as he did more than three decades earlier. His most recent roles in the TWU included President of Local 5 in Burnaby, as well as Councillor/Convention Delegate. He also held the position of Vice-Chairperson of the TWU Convention over the past three years and was a member of the Constitution Committee until his election to the recent Bargaining Committee during the February 2010 TWU Convention. He worked tirelessly for two years on the Vines Committee, which worked toward finalizing the scope for the TWU's bargaining certificate.

With so much experience and expertise, Al was often called upon for advice or assistance, and he was always ready to help whenever asked. Al received many accolades during the week at the recent TWU convention. They were all well-deserved. He will be missed by the many people he touched over the years.

The TWU wishes to thank Al for his dedication and commitment to the labour movement and Union initiatives over the years.



From L to R: Ivana Niblett, BA, Delores Pils, Former BA, Lee Riggs, BA, Jennifer Bucholtz, Local 51, Allan Haggstrom, Formerly Local 5, Dave Turcotte, Local 601.



# Letters of Appreciation

## Retirement Thanks

I would like to thank the TWU for my \$1,000 cheque. I bought a new Onkyo digital amplifier with it and two kegs of beer for my party. After almost 35 years, I decided that was enough and would retire and do my own thing. I am grateful during my time with B.C. Tel and Telus for meeting many good people along the way, many which I am still good friends with today.

It was also a great pleasure to be involved in Local 22 as vice president and president for many years. I remember when I was working in Princeton, driving three hours in the winter to go to Local 22 meetings, but it was great to see the guys. Maybe, now I'll try to run for a position on the executive at the Eagle's club.

It has been quite a ride, parties, memories, and now I can hopefully find time for the many hobbies that I enjoy; computers, beer, hockey, remote control boats and planes, beer, hockey, in the garage, cars and trucks, and of course, beer. Also, I have lots of time now to go and visit all the grandkids in Edmonton

and Vernon. It has been a BLAST. Cheers to everyone.

Glen "Rogie" Rogatschnigg  
Formerly Local 22 (past President)

I am very grateful to be given a lifetime membership, the certificate, pins and, yes, the \$1,000. With that, I plan to buy a Skookum bike.

I was hired by B.C. Tel and became a TWU member in July 1978. I was a student and a TSPS operator. I memorized everything I could – BC prefixes, Canadian and US area codes, country codes, etc. 422 is Skookumchuck's prefix and in Chinook, it means "strong water". I felt protected by my Union and was encouraged from the start to be an active member. I had the benefit of taking Sid Shniad's basic Shop Stewards' Training as well as a course in public speaking at the Canadian Labour Council Winter School at Harrison. I was a delegate to the Vancouver District Labour Council for a few years, and listening to the other unions' issues made me more aware.

It is all about being informed and standing up, speaking up and out for our rights throughout our life. That was a huge gift. Many thanks to all the stewards who encouraged me. I wish the Bargaining Committee great success and Skookum support from our Union.

In Solidarity and with gratitude,  
Tracy Teeple  
Formerly of Locals 10, 20, 50 and 51

To the TWU and executives, thank you for my \$1,000 retirement gift.

Al Densmore  
Formerly Local 5

From sunny Yuma, I wish to thank you for the \$1,000 retirement gift and the years of representation on my behalf. Keep up the good work!

Greg Dash,  
Formerly Local 8

*continued on page 14*

## Are you Killing off your Canada Pension Plan and paying more taxes?

*By: Wayne Robertson – TWU Retiree, Formerly Local 32*

In Ontario, we just got the Harmonized Sales Tax (HST) like the folks in B.C. I never even thought I was helping to kill off my Canada Pension Plan (CPP) until I received a call about my telephone bill from the telephone company I deal with. I believe the call was from India or the Philippines. In days passed, the call would have come directly from the company by a person employed in Canada who was paying taxes and contributing to the CPP. Major players in the industry are sending jobs offshore. God only knows that these countries do not have proper labour laws and pay workers a fraction of what the job is worth in Canada. The same companies that are sending jobs offshore do not even pass on these savings to the customer. The whole thing is a disgrace.

I pity all the unemployed people in Canada looking for a job

to get their lives in order and feel good about paying taxes and contributing to the CPP. Less people working translates into less money being paid in income taxes and to the CPP while these companies pocket billions of dollars and pay their CEO's outrageous amounts of money. In addition, personal records and information are being sent offshore to foreign workers. It just is not right.

I am now looking to get my services from companies that have staff in Canada who are paying their fair share of taxes, wages and pension to the government of Canada. We are all in the same boat. If you want to pay more for taxes and pension, health care and the like, just keep letting the federal government allow companies and provinces to send our jobs out of Canada.

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BENEFITS: 604-430-3300  
FAX: 604-430-5395  
WEBSITE: [www.twplans.com](http://www.twplans.com)



## Letters of Appreciation CONTINUED

I want to say thanks for the retirement gift and to Peter Massy for his support and guidance over the years. I also want to thank Jane and all the staff in Benefits who assisted me throughout my years on disability.

Regards,  
Sheila D. Baker  
Formerly local 50

Dear Brothers and Sisters,

I would like to thank all the Union representatives, past and present, for their tireless work to ensure that bargaining unit employees at B.C. Tel and Telus have a safe, equitable and respectful workplace.

After 30 plus years in the workplace, I can honestly say that the bargaining unit employees were able to make such valuable contributions to the success of the Company because of the struggles that the Union undertook to make the workplace safe, equitable and respectful.

Thank you!

Warm Regards,  
Rick Bosnich  
Formerly Local 1

I would like to express my gratitude to the TWU for the generous \$1,000 gift marking my recent retirement, and many thanks for the good representation over the years. It is only through our collective efforts that we are afforded good working conditions and comfortable retirements.

In Solidarity,  
Steve Hewins  
Formerly Local 10

Dear Mr. Doubt,

A heartfelt thank you for my honorary life membership certificate and to the TWU benevolent Society for the retirement \$1000 gift.

In Solidarity,  
Sister Rochelle Poulton  
Formerly Local 50

I wish to thank the TWU for the \$1,000 retirement gift and honorary lifetime membership. Thanks also to the TWU and all the membership for the 37 years of support and accomplishments.

Thanks,  
Jim Davis  
Formerly Local 1

I recently retired on May 1, 2011, ending my career in the Burnaby call centre as a Care Agent. I would like to thank the TWU for the gift of \$1,000 as well as the lifetime membership. I experienced many good times and some bad times over my 26 years of employment, but the one constant has been the most awesome people I was privileged to work with, especially my fellow TWU members.

Sincerely,  
Patricia Robertson  
Formerly Local 7

I want to say thank you very much for the retirement gift of \$1,000! It has been an amazing run and there is so much to thank the Union for. In the last 38 years, I have been through three strikes and watched the Union do nothing but fight for and do what is best for the employees.

Stay strong and keep the faith.

Sincerely,  
Wendy Selman  
Formerly Local 5

## THE TRANSMITTER

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