

Hope Cumming chosen VP by acclamation

The Union has a new Vice-President.

Business Agent Hope Cumming was elected by acclamation to the position at the TWU convention March 3.

Cumming replaces Neil Morrison, who is stepping down after 11 years as Vice-President and retiring. (See story p. 1).

The position of Vice-President which Cumming will fill will be in Alberta. Convention adopted a motion to that effect on the recommendation of President Rod Hiebert.

Cumming, who has been a B.A. since 1996, currently serves on the Union's bargaining committee negotiating with TELUS, and is a member of the Contracting Out and Tech Change (COTC) Committee.

Cumming now becomes one of the Union's four table officers, along with President Hiebert, Vice-President Bruce Bell, and Secretary-Treasurer Jim Christensen.



Hope Cumming

The Union also has a new Business Agent. **Sandi Mutter** of Calgary Local 203 was elected to a two-year term as Calgary B.A., filling the position vacated by B.A. Dan Lakusta, who has taken the VDIP offered by TELUS. (See story on Lakusta, page 3).

Mutter, a member of the current bargaining committee, won the BA position in voting Friday over Patti Anderson, delegate for Red Deer Local 205.

Delegates also elected a new trustee to the TW Pension Plan for a six-year term.

Lee Riggs of Kelowna Local 16 won out over Cindy Sadowski of Local 50. Riggs, who is currently a member of the Finance Committee, replaces Linda Tait, who has completed her six-year term as pension trustee.

A number of Business Agents were re-elected, all but one by acclamation.

John Carpenter was re-elected to a three-year term as Calgary BA, defeating Edmonton Local 208 delegate Pete Gurney.

Business Agents returned by acclamation were:

Mick Shiels, Calgary, one-year term.
Marjorie Shewchuk, Edmonton, one-year.
Peter Massy, Burnaby, one-year.
Allison Kuzyk, Edmonton, two years.
Lesley Hammond, Burnaby, two years.
Len Steparyk, Edmonton, three years.
Sherryl Anderson, Karen Whitfield and Tim Williams, all returned by acclamation to Burnaby three-year terms.

Six Alternate Business Agents elected were: Collin Anderson, Local 205; Nancy Curley, Local 27; Ron Driscoll, Local 32; Rick Fleming, Local 8; Raymond Hodgson, Local 63, and Marcel Lafond, Local 7.

Delegates elected to Union committees were:
Constitution: Ed Gerhardt, Rod Giddens, Cindy Orivolo and Bob Pannenbecker.

Finance: Jim Davies, Don Fehr and Rob Pagacz.

Education: Alanna Dupree, Al Friesen and Gerald Sonnenberg.

'Going fishing'



NEIL MORRISON,

Vice-President of the TWU for the past 11 years, is retiring after a career with the telephone company and the Union that spans more than 30 years.

Neil, born and raised in Manitoba, turns 55 years old this year, and is taking the TELUS ERIP.

Starting his employment with Okanagan Telephone in Vernon in 1972 as a cable splicer, Neil very soon was involved with the Union (first the FTW and then the TWU) in a big way. His first big Union activity was as a picket captain in the four-and-a-half month strike at Okanagan Telephone in 1973-74. He was a shop steward in 1974-75, and served as a convention delegate for Vernon Local 6 for 10 years, from 1975 through 1985.

Neil was elected to Executive Council as a Business Agent in 1985, for one year, and was back in the workforce (and serving as convention delegate) for the next year, 1986-87. In 1987 he was again elected as a Business Agent, and has been a member of Executive Council ever since – as BA for the period 1987-92, and Vice-President from 1992 through 2003.

Neil served on the Union bargaining committees on a number of occasions both as a delegate and as a Union officer. His first venture into bargaining was as a member of the committee that bargained the 1977-79 Collective Agreement with Okanagan Tel, which included the merging of the Collective Agreements with BC TEL and Okanagan Tel. He also served on the committees that bargained the agreements of 1983-84, then 1985-86 (committee chair), and 1990-91 (paid officer).

As Vice-President, Neil has had primary responsibility for overseeing arbitrations. He has also served on the Work Jurisdiction Committee and the Steering Committee for the Job Evaluation Plan, and more recently has frequently represented the TWU at NACU Officer meetings. He has also served as the Union's Political Action Co-ordinator.

Neil has also been active for many years on committees of the BC Federation of Labour and the CLC, and with the NDP at the constituency level at both the provincial and federal levels.

As Neil takes his leave from the TWU, his many friends and colleagues will miss him greatly, as much as the fish off BC's West Coast receive the news of Neil's retirement with a mixture of panic and dread.



SANDI MUTTER
newly-elected
Calgary BA



LEE RIGGS
TWPP Trustee
6-year term

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LETTERS TO THE EDITOR

Female craft story correction

Dear TWU:

I was reading the article in the December Transmitter about one of the early Female Craft employees, Cheryl Shiels, retiring. The article was incorrect in stating Cheryl was the first female Technician in Alberta for AGT.

Cheryl was the first Journey person in I & R craft with AGT, which in itself is a great honour, but the first female craft person for AGT in the province was Karen Christie in Edmonton.

Karen graduated from NAIT in Electronics and worked in the Engineering area as a technician from 1966 to 1974.

In April of 1974 she became the first female craft person in Alberta for AGT, when she received a job in the Edmonton Toll building as a C.O. craft. She worked there until her retirement in February 1998.

Thanks,
Brad Dubuc
Data Network Technical Support, TELUS

HIDDEN NAMES CONTEST
The names of 10 members have been hidden at random in stories in this Transmitter. If you can spot your name, claim a prize by calling Colleen McFadden at the Union office at 604-437-8601

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OP drafter questions L of A

Dear TWU:

I am an OP drafter in Local 50, I am one of the drafters mentioned on page 5 of the December Transmitter under Massive Disruption of TELUS Workforce.

It mentioned that more than 70 (actually 72) drafters who are tech qualified could follow their work into tech positions. It was not mentioned that this agreement was done in complete secrecy, nobody I worked with including myself heard of this Letter of Agreement until after it was done leaving 30 drafters out in the cold, some with a lot more seniority than myself, I will have 24 years this July. All of us should have been asked if we wanted to follow our work and then take the 72 most senior people. In Prince George there are 9 qualified drafters plus 9 plant/craft tech qualified people and Kelowna has 8 drafters plus 8 plant/craft qualified people totalling 89 new tech positions. There are about 18 techs leaving in my office at Glenlyon. Also, TELUS cancelled 4 tech job postings in Alberta having to do with this agreement which leads me to believe they were going to move some of this work to Alberta after the techs here were gone. Next July is when we are getting a new computer system called image. It is Alberta's system they use

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Delegates and officers gather for group picture as convention nears conclusion

right now. There were about 6 people in my office who have their tech qualifications but who did not want to be a tech, myself included. We were not even asked and then we were just taken off the surplus/canvass list for finding a new clerical job. We were not asked or even told that we were taken off the list.

My 1st pick was still available to me when I was phoned but I was told that I couldn't have this job because I was going to be a tech. I said I did not want to be a tech and I wanted that job, then he threatened me with going down to that rate of pay, group A.

This agreement allowed the company to contract out our drafting work backlog. Back in September 2002, 75% of our work was taken away from us, drafting and given to the techs to do, then we had to train them how to do it. On average techs make about \$37 a day more than we do and we were left with just conversion to do, this is inputting the old manual maps into the computer system. We are doing this right now and there is so much of it that they felt they needed to contract this out to get it done by July 1, 2003. I do not know why it is such a big deal to get it done before image comes in because right now Calgary is inputting the East Kootenays directly into image. They are helping us because there is too much to do.

What I think should have happened is there should have been a posting for 89 tech jobs. A lot of the drafters would have got a tech job by seniority. They are getting rid of drafting, the techs will be doing all of it so I really think 90 new techs will not be enough to do all their work and drafting's work.

This letter of agreement says this contracting out is just for conversion, I feel it will not stop there. There is so much other work that needs to be done; it hasn't yet because it always took last place after everything else, construction, permits (field work) and postings. There was not time after this work was done to do the left over work and a lot of times we were short of time to get even this 1st priority work done.

Our work should not have been contracted out and those tech jobs should have been posted for everyone who is qualified to apply on.

**Ed Russell, Local 50
Business Agent Bill
Silvester replies:**

In reply to Brother Russell's letter, members should be aware that when all of the Drafters were made surplus throughout the province, they had very few options. TELUS made it clear that their work was going to be done by the Technician classification. The TWU has always had a policy that in such circumstances, the people affected should be able to follow their work. They should not have to bid on their own job. It is also not without precedent that people move to a higher paid classification. The company did not have any intention of posting the Technician jobs at the time if we did not come to an agreement on the drafters' letter. By the time the jobs were posted most of the drafters would probably have been forced to take the package and leave

the company rather than take a \$50-a-day wage cut. At that time there were well over 200 clerical surplus in the Lower Mainland. Because of limited pre-requisites and lack of vacancies in the Clerical appendix, most likely their only option would be to move to a lower wage appendix without red circling.

The Union met with the Company twice arguing on behalf of the drafters and both times representatives from the Lower Mainland drafting groups were involved. In the second meeting the Union conferred in representatives from all of the drafting groups throughout the province. When the company finally indicated that they were receptive to agreeing that the drafters could follow their work, a Letter of Agreement was negotiated by the Downsizing Committee and then debated and approved by Executive Council.

All of the drafters were given the opportunity to move to the Technician classification if they achieved their tech qualifications by the end of 2003. For some this was not realistic, and they still had the option to take the package or participate in the subsequent job canvass.

This agreement had major implications on the redeployment of our member in BC. After this letter was signed, at least 70 clerical members were taken out of the surplus numbers, leaving 70 more jobs for other clerical surplus to bid on. In Kelowna and Prince George, as part of this Letter, we negotiated away their craft surplus, allowing those member and their families to stay in their communities. The surplus/vacancy ratio in the Lower Mainland became more manageable with the result that the company became more receptive to opening more opportunities around the province. Nobody was forced into a lower-paid classification without red circling. Jobs were available for clerical and Operator Service in the Lower Mainland that weren't there before. It was a terrible time when offices were closed down and members were forced to leave the company. This agreement and the subsequent agreements that stemmed from it helped create positive options for close to 230 members in very difficult times.

There is not any contracting out that is good. However, in this case it was contingent on getting a deal. The contracting out of the posting work will end on June 30th per the Letter of Agreement, whether the work is completed or not. The payback to our members — keeping their jobs in the communities, keeping clerical jobs with red circling options in the canvass, and enabling at least 72 drafters to follow their work — was in my opinion worth it for an agreement that gave the company limited ability to contract out work that was going to disappear soon anyway.

It has been a time of severe hardship and stress on our members. Negotiations with the company to gain options for our members have been difficult. The Downsizing Committee in negotiating the agreements around the drafters feel that the options provided worked for our members and not against them.

Bill Silvester, BA

Retirement thanks

The Transmitter has received many letters from members who are retiring expressing thanks for the \$1,000 retirement gift, pin and honorary life membership. Because of the buyouts offered by TELUS, the number of letters is so great that it is not possible to publish the text of the letters. However, we can publish the names of the people who have written in. We also Kevin Johnston thank you for the many thoughtful and kind comments in your letters.

Kathleen O'Connor, New Westminster
Bruce Burch, Local 7
Rich and Em Broughton
Mike McLean, Local 7
George Vik, Chilliwack
Florence Godfrey
Martin Buck, Local 3
Bob Morran, Local 16 (previously Local 3)
Don Danyluk, Richmond
William Ilett, Prince George
Gord Sanders
Rita Rusaw
Roy Cansdale, Summerland
Errol Jansz, Vancouver
Marilyn Banks, Local 50
David Nixon
D.J. LeComte, Port Moody
Tom Reckenberg, Local 43
Pat Harrison, Local 21
Dorothy Taylor, Delta
Lorrie Fleming, Anmore
Ted Donaldson, Port Coquitlam
Donald Cowx, Local 5
Peter Desrosiers, Local 7
Sheila Carlin, Coquitlam
Elaine Makortoff, Vancouver
Jaromey Ryon, Burnaby
Bernadet Flynn, Port Moody
Bill Castle, Port Coquitlam
Tom Galitzky, Coquitlam
S.H. Brownsword and Kathy Brownsword, Victoria
Bill Isaac
R. Smith, Local 5
Ross Currie, Local 5
Josephine Hilmo, Local 27
Greg Winton, Kelowna/Vancouver
Archie Kamiya, Local 5
Rolando Ayroso, Local 5

Variety thanks

The following letter was sent to TWU President Rod Hiebert
Dear Rod:

On behalf of the Board of Directors of the Variety Club of British Columbia, the Telethon Organizing Committee, and the staff, members and volunteers of Variety Club, I would like to personally thank you for joining us in our major fundraising event for the year. But most importantly... I would like to thank you on behalf of the many BC families and children's organizations that Variety Club will be able to help throughout 2003 because of your involvement!

Please extend a great big "thank you" to everyone on the TWU's Gold Panel team for their volunteered time and their dedication and commitment to our cause.

I look forward to continuing our work together on behalf of the children of British Columbia.

Yours truly,
Jon Stettner
Exec. Director, Variety Club

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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

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10 Business Agents re-elected, 9 by acclamation



JOHN CARPENTER
Calgary



MICK SHIELS
Calgary



ALLISON KUZYK
Edmonton



LEN STEPARYK
Edmonton



MARJORIE SHEWCHUK
Edmonton



KAREN WHITFIELD
Burnaby



PETER MASSY
Burnaby



SHERRYL ANDERSON
Burnaby



TIM WILLIAMS
Burnaby



LESLEY HAMMOND
Burnaby

Happy retirement!



BILL SILVESTER

reached the magic age of 55 in time to take the ERIP in 2003.

After 33 years with BC TEL/TELUS, including 10 years as a TWU Business Agent, Bill is leaving the company and his BA job shortly after March convention, to pursue a new career – golfing and fly-fishing.

Born and raised in Powell River, Bill attended UBC for three years before starting his career with BC TEL in April 1970 as a cable splicer. He went from splicing to test desk to Facilities and finally to OP Engineering Tech a few years prior to his election as a Business Agent. All of the jobs with the phone company have been in BC's Lower Mainland.

A long-time member of Local 7 (Surrey and New Westminster), Bill became a Union activist within two or

three years of joining BC TEL, serving first as a shop steward and then in the mid-1970s as an executive member of Local 7, including a stint as Local Secretary-Treasurer, Plant Councillor, and then President of Local 7 for several years. In the early 1980s, Bill was elected as convention delegate for Local 7, a position he held until his election as Business Agent in 1991. Just prior to his election as BA, Bill was a member of the 1989-1990 bargaining committee negotiating with BC TEL. Bill served as BA for six years, then returned to the workplace (as OP Tech) in 1997 for two years, and was re-elected BA in 1999, a position he has held for the past four years.

During his time in the Union office, Bill serviced a number of Locals including Lower Mainland locals 7, 5 and 31, as well as Locals in Victoria and Kamloops. He served as a member of the COTC for several years in the 1990s. He has also done a lot of arbitration work and has assisted members with EI appeals, and has bargained contracts for a number of non-TELUS certifications, including Microtel, Nortel and Strat Com.

Among the achievements of which he is proudest were his work on the Job Sharing Committee and the Compressed Work Week committee.

Friends and colleagues at the TWU wish Bill many happy years of retirement.



JUNE LEWIS

is leaving TELUS and the TWU after a career that spans 34 years with the company, and almost as many years as a Union activist. She is taking the ERIP effective September 30.

Born and raised in Regina, June came to the West Coast at the age of 19, where she has lived ever since. She started as an operator with BC TEL in 1970, moving into Clerical in 1974 in Repair Answer and from there to a variety of Clerical positions.

June was a convention delegate for about 10 years beginning in the early 1980s, and prior to that was a shop steward and member of the Education Committee, and for a time was President of TWU Local 50.

Elected as Business Agent in 1994, June has at various times over the past nine years serviced Locals 4, 25, 23 and 43.

June was appointed Human Rights Officer in 1994 and has served as an MAP officer for most of that time.

Although retiring from TELUS, June does not plan to retire completely from the work-force. She will be looking for work in the Human Rights field.

Friends and colleagues at the TWU wish her well in her new life.

Calgary BA Dan Lakusta takes VDIP, leaves TWU

DAN LAKUSTA, Calgary Business Agent for the past two years, has resigned his BA position. Dan, 47, took the VDIP and resigned from TELUS effective January 17, 2003, to pursue new opportunities.

Born in Edmonton in 1956, Dan moved with his family to Calgary at age 10, where he has lived ever since.

Dan joined AGT (now TELUS) in 1981 and has been with the company for more than 21 years. He started as a long distance operator, switched to Clerical in 1985, and became a Service Representative in Residential Sales and Service in 1986, a position he held until 2001,

when he was elected as full-time TWU business agent.

Prior to the merger of Alberta TELUS and BC TEL and the resulting union merger vote, Dan was active with the IBEW in Calgary as a shop steward since 1987, and also served one year as Secretary-Treasurer of his Local. He was elected to the TWU Executive Council in January 2001 at his first convention as a TWU member.

Dan is currently working part-time as a real estate consultant.

His friends and colleagues at the TWU offices in B.C. and Alberta wish Dan the very best in his new endeavours.

(No picture available)



Members of Edmonton Plant Local, left, hear reports from Local Executive, right, at Local membership meeting in mid-February

Transmitter seeks stories, pictures, from Alberta

By TRANSMITTER EDITOR

In mid-February, I had the opportunity to meet with members in Alberta. Although it was my third visit to Alberta as Transmitter editor since the merger of Alberta TELUS and BC TEL, it was my first opportunity to attend and speak to members at Local meetings – in Calgary, Edmonton and Camrose. The Alberta Business Agents also kindly arranged a number of “coffee shop” meetings with other members, so I was able to hear their issues and concerns in a more informal setting.

The primary purpose of my visit was to discuss the role of the Union newspaper and to encourage Locals and members in Alberta to submit items to the Transmitter. The Transmitter is a long-time fixture in BC, but it is relatively new to Alberta, and the Union would like to see more exposure to Alberta issues and concerns reflected in the paper.

As I explained at the meetings I attended, we welcome “hard news” stories, but in addition, we welcome pictures, information on social events such as Local or workplace reunions, short features on achievements of individual members, and so on.

We also encourage Alberta members to submit Letters to the Editor.

We can't promise that everything submitted will be published, but we can promise that everything will be considered, and it is more likely than not that your information will find its way into the paper.

If you wish to discuss an item that you are thinking of submitting, you can contact the Transmitter editor at the TWU Burnaby office, at the main number (604-437-8601 and ask for Myron Johnson), or you can send material directly:

Mail: TWU, Transmitter editor, 5261 Lane Street, Burnaby, BC, V5H 4A6;

Fax: 604-435-7760; or e-mail: myron.johnson@twu-canada.ca



Calgary plant members, above, raise questions at February Local meeting, while below, BA Mick Shiels and executive respond



BA Marjorie Shewchuk reports to February Camrose Local meeting

Seniority violations rampant in awarding of Alberta clerical jobs

Clerical members at TELUS in Alberta are being asked to be alert to any instances of the company awarding jobs to members who are junior to other qualified applicants, and to report such violations of the seniority principle to the Union.

Clerical members in Edmonton say that violation of seniority rights is a long-standing and blatant practice. Although reported specifically by Edmonton members, we suspect it is widespread throughout much of Alberta.

A related issue arises over the use of casuals and occasionals in Clerical. Under the current collective agreement in Alberta, casuals and occasionals hired for a temporary assignment to a

higher related job position can be placed for a maximum 60 days. Casuals are generally hired for a term up to nine months. However, it is not uncommon to find such casuals retained in jobs for months or even years, in spite of the specific time limit of their assignments. This has been a problem for years, but has become particularly troublesome since the buyout offers were announced last year, and longer-term regular employees began leaving the workforce.

The Union has the authority to deal with such violations, and is filing grievances whenever violations come to our attention. Moreover, the Union is generally successful in pursuing such grievances, and the individual whose

rights have been violated is made right.

You might think that would resolve the matter. The problem, however, is that in many instances the violations are not grieved, or even brought to the Union's attention, so that no action occurs, and no corrective measures are taken.

The result is not only that the member in question is adversely affected, but the seniority principle is further watered down, and the company is not discouraged from continuing the practice.

We urge Clerical members to be alert to any instances of violations of seniority provisions, and to report them to the Union.

The job you protect may be your own!



Camrose operators attend one of their last Local meetings in mid-February. The Camrose Operator Service office is closing, and the four sisters seen here, like most of their co-workers, are taking the ERIP or VDIP and retiring or moving on to new careers.

NACU opposes easing of foreign ownership rules

In mid-February, the National Alliance of Communications Unions (NACU) made a presentation to a Commons Committee in Ottawa which is considering a proposal to ease foreign ownership restrictions in the communications sector. TWU Vice-President Neil Morrison joined his NACU colleagues in making the parliamentary presentation.

The CEP representatives on NACU put out a news release on behalf of NACU outlining the reasons for the Alliance's opposition to the proposed changes, calling for the retention of existing foreign ownership restrictions.

Following is the text of that news release.

Ottawa – More foreign ownership in the communications sector will increase job loss and decrease quality of service. But a coalition of unions who are bringing that message to Parliament committee today believe the federal government may have already sold us out, says Brian Payne, president of the Communications, Energy and Paperworkers Union of Canada.

The unions, representing more than 70,000 workers at Canada's largest telephone companies and in the media, believe that even as the Committee on Foreign Ownership Restrictions on Common Carriers in Canada's Telecommunications Sector hold hearings, the Canadian government may have already committed Canada to more foreign ownership under the GATS negotiations.

"Our worry is that they've sold the farm and now they're negotiating the price," says Payne.

Payne and CEP Administrative Vice-President Ron Carlson joined leaders of the Telecommunications Workers Union, the Atlantic Communications and Technical Workers' Union and CAW Local 2000 to make a joint submission to the committee.

The coalition – called the National Alliance of Communications Unions – representing workers at companies including Aliant, Bell Canada, Manitoba Telecom, Sasktel, TELUS, AT&T Canada.

"As we have seen from the US experience, deregulation rears its ugly head in poorer service, higher prices and fewer jobs", says Payne.

"Centralization of critical services and networks will take jobs south of the border. As well, more foreign ownership means a US-style phone service – a disaster by our standards. The residential component is the cash cow for these companies – average consumers are paying the price as we relinquish control of our industry to business interests based in the US."

Important Bulletin

High Quality Service is our bread and butter

The TWU will always fight to maintain jobs, members' rights and customers' quality of service.

Most of us have worked for Alberta Government Telephones, Edmonton Tel or BCTEL and now TELUS. Until recently, we were taught by management that we had to provide high quality of service and do a good job for the loyal customers who support us. The flip side of that is customers who cannot get timely, high quality service will go to the competition.

We would all like to be spending our time building the network, assigning facilities, installing and repairing telephone, data, wireless and internet services, and generally meeting customers' needs rather than trying to deal with angry customers' legitimate complaints about poor service. It is easy to understand why a customer is angry if they have waited at home all day to get a telephone installed only to have their time wasted by a no-show. It is easy to understand why they are angry when they are forced to wait on hold for three quarters of an hour before someone answers the phone and tells them what went wrong.

I agree with Darren Entwistle, TELUS CEO, when he states that "I know how dedicated and committed our team members are in their desire to deliver customer service. I know how much spirit and personal care goes into the service so many in our front-line team provide to our customers every day. I know the tremendous lengths to which many of our colleagues relentlessly and tirelessly go to retain and win customers, in an effort to grow our business." I also agree with him when he states that "The welfare of our Company is linked directly to the people who are our Company. You cannot damage one without harming the other."

The problem is that Darren's actions are not consistent with these statements. He has just downsized 6,500 dedicated, hard working, spirited team members and is threatening that more will be forced to leave. If he truly believes that "the welfare of our Company is linked directly to the people who are the Company," why has he unceremoniously exited them from the Company? Darren has stated that he made decisions to improve the competitiveness of the Company, but we all must ask – how has our competitiveness been improved by driving long term, highly trained team members out of their jobs and forcing them to join the competition in order to get work?

These actions have caused a serious decline in employee morale. When you feel that the Company does not appreciate you and that it is trying to take away your rights and undermine your

working conditions, it is difficult to go that extra mile for them. And how will our competitiveness improve by undermining the universal, affordable quality service that is critical to retaining and building a loyal customer base?

Yes, the TWU is conducting a Quality of Service Campaign that is designed to support all of the service professionals at TELUS who want to give customers good service and know that universally available, affordable, high quality of service is the key to our jobs and the future of our Company. At the same time, we are supporting those loyal communities and customers that are key to the Company's future. As one member put it, "If the Company was giving good service, they wouldn't be concerned about customer complaints."

The TWU has a long history of working with the Company to build a stronger organization that will work better for the Company and all its employees. For example, we were the architects of the Information Highway Accord, which enabled the Company to play a central role in the rollout of the Internet in BC. The TWU also spent more than \$200,000 in a public campaign to help the Company get a cable broadcast distribution licence. When we learned that TELUS had lost the Alberta Government phone contract to Bell Canada, we offered Darren our help in heading off similar problems in the future. That offer is still open to Darren.

We are all better off when the Company shows a willingness to work with its employees and their Union. To that end, we have offered to work with the Company to build a stronger TELUS. We would like to work together to retain and grow our customer base. Unfortunately, however, to this point Darren has only shown interest in pushing people out the door, growing the Company outside the bargaining unit, taking away members' rights at the bargaining table, and attacking the TWU. If he was serious about growing and building the Company, he would be taking up the challenge of working with us to build a positive future based on a positive working relationship. Instead, his actions are undermining confidence in TELUS, driving customers and employees away from the Company, and undermining the quality of service that is our lifeblood.

In his March 3 letter, Darren said "People have been known to achieve more as a result of working with others than against them." All we can say is that he should take his own words seriously!

In solidarity,
Rod Hiebert, President

Education report to convention

Following are excerpts from the Education Committee report to convention

Another remarkable year has passed since we last met to discuss the policies and direction of the Union. We are happy to report that we have seen even more participation, activism and support from our members but we are unhappy to report the reasons why. Our Brothers and Sisters covered under provincial certifications have witnessed a reversal of workers' rights with the recent changes to the Labour Code, WCB and Employment Standards. In the past, we have stated that the labour movement inadequately performed the job of "connecting the political dots" for our members, that our members sometimes failed to realize that the government they vote for, dictates their working conditions as well as their quality of life. Without a doubt, no political action seminar could ever have been as effective as reality and the provincial government has provided us with a powerful lesson on that score – a lesson now brought home time and again by the difficulties faced by a society who bought into the theory that "business knows best".

Federally-regulated Shaw and TELUS workers have been under a deadly serious assault as our employers fight to take away the industrial democracy afforded to us through union representation. At TELUS, office closures, massive downsizing and the resulting injury to smaller communities, both in loss of wages and services, have damaged the Company's relationship, perhaps irrevocably, with customers and employees alike. With management's resources directed at throwing down the gauntlet to the employees in the form of severe discipline, unreasonable performance expectations and constant violations of our respective Collective Agreements, it's a wonder that the business has not yet failed entirely. The new corporate code of ethics has translated into a new "code of silence". Naturally, the effect is quite predictable – the institution is weakened throughout. Customer service is suffering and an arrogant authority shows little responsibility to employees, communities and consumers. No truer metaphor compares to the current situation than that old famous fable "The Emperor Has New Clothes".

In the past, high-level management had a marked appreciation for the diversity of opinion that was often presented by the Union. Our Union Representatives were respected as duly elected leaders of the majority of employees. Their input was often sought and Company officials (many of whom have been exited) were unafraid of open discussion on the merits of any action, knowing that they could avoid critical mistakes if they took all views into consideration before making a final decision. The Company made record profits and employees felt empowered to effect change and they were able

to take pride in their relationship with their customers. This poses the question: Is it mere coincidence that the Company has faltered in so many areas once that input was no longer welcome? The "checks and balances" that existed via working relationships and frank discussion are, at present, dormant if not extinct. The results of the Company's ill-advised actions are bearing fruit as employees have left the Company in droves while many of the remaining survivors have become apathetic and despondent about their careers.

The one good thing that has come out of this is that, for many of Greg Kiefert our members, the line is no longer blurred as it has become patently obvious that our social and moral values conflict with those of the corporate world.

Our task, as labour educators, must now change to reflect the new reality. We must switch our focus from preventative instruction to one of true self-defense as we engage in the fight to protect ourselves, our values and the rights of future generations. We must remind the citizens of this great country that business is allowed percentage and profit by our leave, and that, if business will not act in a socially responsible fashion then we will do what must be done to protect our hard-won rights and freedoms. We cannot return to the time when greatly corrupt robber barons used human beings as mere bits of capital to be thrown away when they were no longer considered useful. As it is, this generation of "financial wizards" love of money and their unending pursuit of power have resulted in thousands of employees being cheated out of wages, pensions and benefits while swindler CEO's profit via obscene compensation packages and Boards of Directors, lost in a sense of their own importance, turn a blind eye to unethical practices.

OUR ONGOING COMMITMENT

This coming year will present particular conflicts and challenges and the members of the Education Committee would like to confirm our ongoing commitment to the goal of providing the best labour education possible. It is our intent to continue to improve both the nature of the programs we sponsor as well as the recruitment and participation of our membership. It is our deepest desire to assist the advancement of the Union by providing current, substantial and analytical information that arms our membership with the facts they require to achieve victories in the workplace and to promote democracy, balance and fairness for workers.

Respectfully submitted,
TWU EDUCATION
COMMITTEE
Lori Ruggles, Chair
Tamara Marshall, Secretary
Rob Bieber
Al Friesen
Bruce Kennedy
Fran Miller
Michael Thompson
Bruce Bell, Vice-President
Rod Hiebert, President

Bargaining report, Project Solidarity, Q of S, form basis of panel discussions at convention

The TWU bargaining committee made a comprehensive report to convention, during panel discussions on a number of critical issues facing the Union. We begin with highlights from the bargaining report.

Bargaining at TELUS was initiated by the TWU on November 1, 2000.

To give a proper indication where we are in bargaining it is important that we give a brief history of the bargaining process to this point in time.

■ The TWU Constitution requires that any member can bring forward a bargaining proposal to revise the Collective Agreement at their local meeting. If passed, this resolution will be forwarded to the bargaining team, who will assemble all proposals received and recommend a package of proposals to Convention, where they will be debated and voted on. The Convention Package will be put into proposal language and exchanged at the bargaining table.

■ The TWU entered negotiations November 1, 2000, with firm and serious proposals endorsed at a special Bargaining Convention, in the same manner and format as we have done in all past bargaining sessions. At all previous rounds of negotiations, and as a rule Labour Negotiations, once proposals have been tabled, no new proposals could be added during that round of negotiations.

■ For the first time during a history of over fifty years of bargaining, the Company brought a document entitled "Objectives and Issues" to the table, instead of tabling serious, specific bargaining proposals based on the existing Collective Agreement. This was a complete surprise to the Union, and we complained immediately.

■ These Issues and Objectives were not tabled in relation to the Collective Agreement, and the Company asserted on various occasions that the TWU Collective Agreement was gone. Their position was that we start with an "empty vessel".

■ The Company is attempting to create a sham and an affront to the bargaining process, by attempting to remove rights from the Collective Agreement, without having to table proposals.

■ The Union unsuccessfully attempted to establish a written bargaining process so that both parties would be able to understand the rules, and that we would have

some comfort that we would not be ambushed with "new" proposals during the process.

■ On November 28, 2000, the Company tabled a document entitled, "Reclarification of issues", and on December 13, 2000, the Company tabled a document entitled, "Company proposal for matching of Company issues and Union proposals".

■ In March of 2001, and after much frustration at the bargaining table, the TWU advised TELUS that we had prepared and were filing a Bargaining in Bad Faith Complaint, because of the Company's failure to provide appropriate bargaining proposals.

■ TELUS subsequently requested that we hold off filing because the Company would agree to prepare and table formal proposals relating to the Collective Agreement within five weeks. It was agreed that the Union would not be compromised by waiting for formal proposals tabled in relation to the Agreement.

■ On May 18, 2001, the Company tabled a document entitled, "Detailed clarification of Company objectives and issues". We believe that the Union was compromised because the Company took the opportunity to move just enough to avoid being found guilty of bad faith bargaining.

■ On June 11, 2001, the TWU file Bargaining in Bad Faith charges against TELUS.

■ On November 1, 2001, the CIRB rules in Decision #533, that although Company proposals were vague, they were not vague enough to be classed as Bad Faith Bargaining. They also stated that TELUS was bargaining hard, and their standards had not fallen below typical standards and practices. The TWU proposed 56 changes to the existing Collective Agreement.

■ Legal jurisprudence dictates that when there is a merger of companies, work forces are intermingled and it is determined that there will be one bargaining unit where two or more previously existed then there must be a determination of who the successor bargaining agent will be.

■ It is an absurdity to ask a Union to administer more than one Collective Agreement for the same bargaining unit when there are conflicting terms between agreements. An arbitration or grievance arising from on agreement often causes a violation of another. Presently, this has occurred with

respect to RDA, Flight Services and Telesales. In addition, the Union is responsible for administering conflicting provisions arising out of Collective Agreements it had not negotiated.

■ The Company shut down Flight Services in Vancouver and moved the work to Alberta, where no classification for that work even existed and at diminished wages and working conditions.

■ Remote Dealer Access was found to be a violation of the TWU/BC Tel Agreement. TELUS moved a portion of clerical work to Alberta at a diminished level of wages and working conditions and still refuses to implement the award in B.C. (We are awaiting the outcome of Contempt of Court Proceedings.)

■ TELUS has shut down the Telesales Center in New Westminster, B.C., removing at least one classification from our Collective Agreement. The work has moved to the previously non-union centre in Calgary, where they are hiring casual employees to replace the full-time jobs lost in New Westminster.

■ As a result of these, and other problems, the TWU has asked the CIRB to reconsider Decisions #108 and #143, and simply apply the TWU Agreement.

■ It is obvious to us that the Company is presently moving work from one Collective Agreement to gain advantages that are in violation of the Collective Agreement and legal precedence.

■ The Company is attempting to use the merger to extinguish bargaining rights and avoid their requirement to bargain in good faith. They are also trying to remove rights without having to table a proposal to amend the agreement. What the Company is hoping to attain would require thousands of proposals. TELUS is attempting to initiate a major and nasty dispute; they are not trying to reach agreement.

■ In our view, the Company is not bargaining in order to attain a successful, respectful, revised Collective Agreement; they are trying to force a strike/lockout.

■ The Company is moving bargaining unit work to Toronto and other Eastern locations, while denying that there are any positions which would be in the TWU bargaining unit.

■ TELUS Vice-President, Jim Peters, told the Press that:

■ The Company fully expected a strong strike mandate.

■ The Company expects it will be able to continue offering service to clients in the event of a strike.

■ Darren Entwistle told the Press that he intends to contract out approximately 10 per cent of bargaining unit jobs, in addition to the recent downsizing initiative. (Contracting out these jobs would be a violation of the Agreement.) Entwistle has stated that he expects work stoppages.

■ While we are in Conciliation, Chief Negotiator, Steve Bedard, wrote the Union to give us two months' notice that they intend to terminate the TWU Collective Agreement. It, again, is obvious to us that TELUS is not intending to negotiate a respectful, revised Collective Agreement.

■ TELUS applied to the Minister to initiate the conciliation process, and to this point has insisted on controlling deadlines, when it is clear that bargaining had not broken down, it had been scheduled in advance to the end of January, 2003, and knowing that there was more work and more specific language to be tabled before bargaining could reach an impasse. In our view, the Company is attempting to use the Conciliation Process as part of a plan to gain unfair advantage over unionized employees.

■ TELUS is well aware that a number of scheduled issues, currently awaiting decision by the CIRB, must be rendered prior to setting deadlines imposed by legislation, or finalizing a Collective Agreement.

■ TELUS Mobility employees are in the single bargaining unit and the TWU has applied to add the former Clearnet employees to the union because they are now all TELUS Mobility. The Clearnet hearings are scheduled into May of this year. The Company insists that TELUS Mobility members who are in the bargaining unit in B.C. and Alberta could not vote in the strike vote.

■ The Company has taken the position that Telesales in Alberta is a discrete unit and we are awaiting a decision from the CIRB.

■ We still have no description of the TWU bargaining unit, and are awaiting a description of the Unit (we are operating in a sham where TELUS is deciding who is in and who is out of the bargaining unit,

with only an interim order). There are thousands of TELUS employees outside the TWU bargaining unit that are doing the same work as bargaining unit members.

■ TELUS Wireline: The TWU has applied to CIRB for workers in the east, under Decision #108 (Expansion).

■ We have applied, as directed by the CIRB, to include employees of TELUS National Systems in the bargaining unit. These employees are to be included as part of TELUS, as acquisitions under Decision #108.

■ We are awaiting two decisions, with respect to Unfair Labour Practice complaints.

■ The TWU has proposed 56 amendments to the TWU Collective Agreement. When bargaining concludes, all language in the TWU Collective Agreement would remain, except where specific amendments, additions or deletions are agreed to.

Meanwhile, bargaining continues.

Vice-President Bruce Bell reports that the parties are doing a global review of all outstanding issues as they relate to the TWU Collective Agreement. He also reports that bargaining dates have been set from March into September – generally three days a week.

Project Solidarity

While this was underway, the Union put together an ambitious "Project Solidarity" which was thoroughly debated in a number of panel settings at convention, and endorsed by convention delegates.

During the first panel, on Legal issues, delegates referenced the Federal Labour Code, the Letter of Agreement on Maintenance of Activities, and CIRB decisions 108 and 143. Labour Code provisions of particular interest to delegates included those dealing with strike votes, maintenance of activities, replacement workers and the conciliation process.

Panel participants were also provided an update on the current Clearnet hearings, and other CIRB issues.

Bruce Bell noted there are nine outstanding issues at the CIRB, which he listed as follows:

20564-C National Build (Held in abeyance).

22076-C Clearnet/Quebec Tel Mobilite application.

23088-C Williams Communications and Arqana (Telus National systems)

20051-C TWU Final Bargaining certificate and descriptions/Telesales Discreet group (Previously unrepresented)

23352-C Telus expansion East

22270-C Unfair Bargaining Complaint. Telus bargaining in bad faith - Mobility/Employees east of Alberta.

22798-C Personal Development Plans (PDPs). (Hearing completed, CIRB decision outstanding).

22910-C Unfair Labour Practice Complaint (Removal of Union material).

23119-C Unfair Labour Practice Company not following terms and conditions -- Section 50, Canada Labour Code (in Operator Service)

Panel 2 dealt with the bargaining update, reported above.

A further panel included a report on the Shareholders Action Group (SAG), as follows:

TELUS Shareholders Action Group

The TELUS Shareholder Action Group was formed originally as an offshoot of the Solidarity Committee. It was absolutely clear at that time that the direction TELUS was headed was not in the best interest of the shareholders or the employees. In the face of the massive downgrade in TELUS share prices and the constant attacks on our members, our object was to try to chart a new direction for the Company. We want to make it clear that we are not trying to harm the share-price at TELUS, but to increase it by helping the Board of Directors chart a new course for TELUS.

We started a sign-up campaign to get as many TWU members as possible to join up with an eye towards collecting signatures to call for a special general meeting. We currently have about 600 members. We also sent out requisitions to the membership calling for a Special General Meeting with two goals, the removal of Darren Entwistle as CEO and a review of compensation packages for the executive. Under the BC Companies Act, we require a requisition from shareholders holding 5% of the outstanding voting shares. Although we were unable to call a special shareholder meeting, we have built a large interest in this year's Annual General Meeting.

We arranged through Share to get a list of all the major shareholders at TELUS. We have done this twice now, because the downgrade in TELUS bonds caused quite a shift in the ownership of TELUS.

We prepared a presentation for major shareholders, and met with six groups of money managers and investment analysts who agreed that the Company was headed in the wrong direction. Unfortunately, while they agreed with us, many had already dumped their shares or were not willing to put their clients' shares

in the pool that was requesting a Special General Meeting. Through this process, we have acquired a network of contacts in the investment community that we continue to keep informed through press releases and articles, and who contact us when they have questions about TELUS. Due to the time constraints around calling a Special meeting, we have decided to focus our attention on the Annual General Meeting instead.

The next step then is to make our voice heard at the April 30th Annual Shareholders meeting in Calgary. We hope to have our voice heard loud and clear that as shareholder/employees at TELUS we are not going to allow the Company to keep on its current self-destructive path.

How Members can help:

- Circulate the membership sign up forms for SAG.

- Send your share proxies and encourage other members to send their proxies to someone who you think will represent your interests at the AGM.

Yet another panel dealt with the Union's Quality of Service campaign. Excerpts from the Union document Carri Callum to convention on that issue follow:

Quality of Service

The Canadian Radio-television and Communications Commission (CRTC) is an independent public authority in charge of regulating and supervising Canadian broadcasting and telecommunications. The Commission was created to serve the public interest and they are governed by the *Broadcasting Act of 1991* and the *Telecommunications Act of 1993*. Their objective is to ensure that Canadians have access to reasonably priced, high-quality, varied and innovative communications services.

In order for the CRTC to monitor quality of service, each federally regulated telephone company submits a quarterly report to the Commission on 16 indicators. Each company's performance is measured against a prescribed standard that must be met. If a standard is not met, the telephone companies Darren Purschke -are required to report to the Commission on why the standard was not met and provide a remedy (this is called exception reporting).

Important Quality of Service Indicators include:

- Installation appointments met.
- Access to business office.
- Access to repair bureau.
- Repair appointments met.
- Initial customer trouble reports.
- Community isolation reports.
- Dial tone delay.
- Directory accuracy.
- Customer complaints.

How you can help

As we have outlined already, since 1998, Telus has consistently failed to meet a significant number of the CRTC's Quality of Service Indicators. Given the company's recent downsizing efforts, it is obvious that service standards will deteriorate at an accelerated pace as employees leave the company and customer complaints flow in at an exponential rate.

We offer the following advice when taking complaints from customers:

• Assist customers in any way you can.

• Inform customers of what is happening to service quality and why.

• Provide customers with the information they need to complain to the CRTC. (Business cards with CRTC and TWU contact information are available from the union office.)

• Refer friends and family to the TWU website to learn more about the issues impacting their community and their communications services.

• Document any substandard service you witness to and inform the TWU by writing, faxing or emailing the TWU at the addresses listed below

• If your workload is excessive or if your manager is making unreasonable demands of your work group, get help from your shop steward or councillor and have them notify your business agent.

• Support your fellow union members and assist them wherever possible.

In addition, complaints about substandard telephone service can be reported directly to the CRTC by visiting the Commission website, by writing, or calling them directly:

Canadian Radio-television and Telecommunications Commission (CRTC)

Ottawa, Ontario K1A 0N2

Telephone Toll Free: 1-877-249-2782

TDD (toll free): 1-877-909-2782

To visit the CRTC on the web go to: www.crtc.gc.ca

To correspond with the CRTC email them at: info@crtc.gc.ca

Or contact the:

TWU Consumer and Regulatory Affairs Committee

5261 Lane Street

Burnaby, B.C V5H 4A6

604-437-8601 Ext: 254 (voice) 604-435-7760 (fax)

Or email us at quality@twu-canada.ca

Three guest speakers who addressed the TWU convention were Alberta Federation of Labour President Les Steele, BC Federation of Labour President Jim Sinclair, and CLC President Ken Georgetti.

All 3 labour leaders committed their support to the TWU in our efforts to achieve a revised collective agreement.

NOTICE REGARDING ASSOCIATE MEMBERSHIP

To those members who have taken, or will be taking, a voluntary separation from TELUS, this notice is to advise you of your option to become an Associate Member in the TWU.

What is it?

Any TWU member who leaves TELUS before they can collect Pension benefits can apply to the Union to become an Associate member.

What are the benefits?

You will continue to receive the Transmitter.

On the first month that you begin to collect retirement benefits from TELUS, you will be entitled to receive a retirement gift from the Union (currently \$50 per year of TWU membership up to a maximum of \$1,000). Members must have a minimum of five years of TWU membership to enjoy this benefit.

You will become a lifetime TWU member.

You can attend any local Union meetings and have a voice but no vote.

What does it cost?

The Union will ask you to pay \$1.00 per month from the month following your departure up to (but not including) the month you begin receiving your pension. Cheques for the full amount for this period are encouraged.

How Do You Sign Up?

Contact the Union office at 604-437-8601 or fill out the following form and send it, along with your cheque, to the Union office at 5261 Lane Street, Burnaby, BC V5H 4A6.

Attention: L. Yawrenko.

Yes, I want to become an Associate Member of the Telecommunications Workers Union.

Name: _____

Actual leave date: _____
Year/Month/Day

Address: _____

Telephone: _____

Date pension commences: _____
Year/Month/Day

S.I. Number (optional): _____

Amount enclosed: _____

Member loses life in work-related MVA

It is with sadness that we announce the death of Douglas Bert Kennedy of Crescent Valley on January 23, 2003, in a work-related motor vehicle accident.

Doug is survived by his wife Betty, daughter Laura, and sons John, Luke and Adam, as well as his mother, sister and brothers and many other family members.

Doug was born on September 16, 1953 in Vancouver and grew up in Burnaby. He graduated from Burnaby North in 1971 and went to BCIT. He joined C.T. & S. Electrical (now TELUS Electrical Services) in 1974.

Doug married Betty in 1980 and lived in Cranbrook and Kamloops before settling in Nelson, BC.

A celebration of Doug's life was held on January 29, 2003 at the New Life Assembly Pentecostal Church in Castlegar.

Betty and her family are overwhelmed by the outpouring of love, gifts of food and flowers and all the helping hands and caring words of so many which has comforted and carried them through the difficult hours and days.

More convention reports in next issue

EDITOR'S NOTE: A number of committee reports to convention contain information which is important and valuable to members, but which is not particularly time-sensitive. In order to allow us to present the information in greater detail, some of the reports will be held and published in the next Transmitter.



TWU members gather outside TELUS' Burnaby HQ building for a noontime demonstration March 6 in support of the Union's efforts to bargain a revised respectful collective agreement. The leadership of the BC Federation of Labour and a number of other Union heads joined TWU President Rod Hiebert in calling for membership solidarity.

Extended Health coverage

Reprinted, by request, from the December 2002 Transmitter

The Union office has received a number of calls asking for information on Extended Health Coverage after leaving TELUS.

The following is information for TWU members who have or will leave TELUS as a result of taking the VDIP (Voluntary Departure Incentive Package).

The Company has said that they will carry on coverage of extended health and dental for TWU members who elect to take the VDIP for three months past their departure date.

Once this three-month period has elapsed, past employees who have not obtained group coverage through another employer would then have to either buy their own extended health and dental coverage or pay for such expenses themselves.

The Union met with representatives of Clarica recently to see what they had to offer to members who, due to taking the VDIP, would soon be without extended health and dental coverage through TELUS.

The following information is not an endorsement of Clarica 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 qualifying medical examination. It is called their "Personal Health Insurance Guaranteed Benefit Replacement". 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 31 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 Perryman at Clarica, business number 604-588-5232 extension 214, facsimile 604-581-7330 or shawn.perryman@clarica.com. You may want to contact the Clarica office nearest you but we are putting Shawn's name forward because he is becoming familiar with our situation.

The 33rd annual TELUS GOLF TOURNAMENT

will be held

Saturday, June 7, 2003

at the

Vernon Golf Club

in Vernon

Entry fee: \$70

Deadline May 15, 2002

Contact Dave Henry
at 604-453-2277

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

e-mail: davehenry@telus.com

Tournament is open to all current
and retired TELUS employees

Scholarship forms on web, deadline Aug. 1

Forms to apply for TWU scholarships are now available on the TWU website.

Go to the website at www.twu-canada.ca, and look under Members/Forms/Scholarships. The application forms can be downloaded. You will also find information about the scholarships at the same site.

The Union makes available seven awards to sons and daughters of TWU members who are entering their first year of post-secondary education — three scholarships valued at \$750 each and four valued at \$1,000 each.

Deadline for applications is August 1, 2003.

Terms and administration of the scholarships were changed last year to include the expanded membership since the merger of the telephone companies in British Columbia and Alberta.

Great Financial Plans



By: **BILL BILES, CFP**
Financial Planner

Van Tel/Safeway Credit Union

I hope to slip this column in between two unpopular financial events: after the March RRRSP contribution deadline and before the April 30 tax-filing deadline. I will try to address this most unpopular of all Financial Planning topics – your death.

I won't belabor the many estate-planning strategies you should contemplate and implement, including: jointly owning your assets and accounts; naming beneficiaries on all registered investment plans and insurance policies; having a current, valid will and powers of attorney in place; providing adequate incomes for financial dependants; covering your outstanding debts and anticipated costs of dying (including income and capital gains taxes, accounting, legal and probate fees, burial/cremation/funeral costs, etc.); and providing for any endowments, gifts and/or donations. There are many more estate planning considerations to add to this list, and I'd be happy to go through them with you personally at your convenience, but what I would like to address with this column are the Survivors' Benefits from your benefits and pension plans.

I have met with several surviving spouses in the past year. The deceased were TWU members working for TELUS. Dealing with the various benefits and pension options is overwhelming for most surviving spouses, especially during their time of grief. Having a basic understanding of what is available could ease the decision-making process and provide some financial comfort to your beneficiaries.

To understand what benefits will be available to your survivors you must first know which plan you pay for and are covered under. If you see a deduction for "GLife" on your TELUS pay cheque stub, you are covered under Part A – Group Life. If you see a deduction for "TWU H&B" on the cheque stub, you are covered under Parts B and C – Group Life, Survivor Income Benefit and Short Term Disability.

Part A – Group Life provides a group life insurance payment of 1 x Basic Annual Earnings (rounded to the nearest \$1000) plus \$2000 as a non-taxable lump sum to your beneficiary at the time of your death. For a definition of "Basic Annual Earnings" and an example of the lump sum calculation, refer to your Telecommunications Workers Benefit Plan (TWBP) booklet or visit the web site through your TWU link at www.twu-canada.ca. You will also find information on the Disability Pay Out Benefits.

Parts B and C – Group Life, Survivor Income Benefit and Short Term Disability provide the same group life insurance lump sum payment as Part A (1 x Annual Earnings rounded to the nearest \$1000, plus \$2000). The Survivor Income Benefit provides ongoing income for your beneficiaries. A beneficiary spouse will receive 25% of your

Annual Income tax-free for life or ten years, whichever is longer. A beneficiary other than your spouse will receive the income for ten years. Again, examples of the lump sum and ongoing income, and a description of the Short Term Disability coverage are available in your TWBP booklet or on the web site.

You should review your plan participation and determine if you and your beneficiaries are adequately covered. If you are on Part A, or are not participating in either Plan, and wish to be on Parts B and C, you may apply to the TWBP. The Plan Administration Office provides an initial short questionnaire and an application form and you may be asked to provide further evidence of insurability. A bit of paperwork and an uncomfortable subject for sure, but one well worth your attention.

The options your survivors will have regarding your Telecommunication Workers Pension Plan (TWPP) may be a little more complicated than those from the Benefits Plan – there may be some financial decisions required regarding your pension by your survivors. Following is a quick summary of the information in your TWPP booklet or website.

If you pass away before age 55 and have 2 or more years of service, your surviving spouse may elect to receive either an immediate monthly pension (taxable) or a lump sum payout (the commuted value of the benefit earned to your date of death) transferred directly to a locked-in RRRSP (tax-deferred). A beneficiary who is not your spouse will receive a refund of your required contributions to the pension plan.

If you pass away after age 55 and have 2 or more years of service, your surviving spouse will receive a monthly taxable income equal to the "Joint and Survivor Annuity, 100% Residual Benefit" payable for the spouse's lifetime. If you pass away without a spouse and have designated a beneficiary, the beneficiary will receive a monthly taxable income equal to the "Normal Form Life Annuity, 15 Years Term Certain" option. Without a designated beneficiary, your estate is entitled to a refund of your required contributions only – so be sure to name a beneficiary for your pension plan!

If you pass away before acquiring 2 years of service, your spouse, beneficiary or estate will be entitled to a refund of your required contributions.

The two main government pension plans may provide some survivor benefits also. The Canada Pension Plan Survivor Benefits may include: a one-time lump sum payment death benefit; a monthly Survivor's Pension; and a monthly Children's Benefit. It is very important to apply for these benefits and pensions or you may lose them!

The Old Age Security provides an Allowance for the Survivor for some low-income spousal beneficiaries. Again, it is important to apply for the Allowance and keep OAS aware of changes in income as the size of the Allowance can be increased if the survivor's income from other sources decreases.

In short, there may be a variety of incomes and benefits available for your survivors, some taxable and some not. Obviously this particular topic isn't casual conversation for the next family dinner or get-together, but some attention should be paid to these options. Your survivors may depend on it.

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

COTC report to convention

Following is the report of the Contracting Out and Technological Change Committee to March 2003 convention

The past year has been very trying for the Contracting Out and Technological Change Committee. We were without a Chairperson for a number of months as Stephen Kelleher had resigned his position early in 2002 and it took some time to find a mutually agreeable Chairperson. The parties determined that Mr. Bryan Williams, QC would be offered the position and he has accepted. Mr. Williams has a great deal of experience in arbitration matters and was previously the Chief Justice for the Supreme Court of British Columbia.

Our first few meetings with Mr. Williams engaged lawyers from both the Company and Union sides of the Committee. There were many issues to sort out as the Company was trying to use lawyers at every turn. If this were to be allowed it would slow the process down unnecessarily. The parties agreed that when one party required a lawyer they could do so but it would be more an exception than a rule. We have only used lawyers in previous situations when dealing with real estate law and jurisdictional issues.

Another issue that we had to deal with was that the Company said they would need a without prejudice letter to deal with Mobility issues. They would agree to Mr. Williams as the Chair of the Committee only if it did not prejudice their position in the Clearnet hearings regarding the issue of whether they are a separate company. Many meetings were held between the parties to determine the ground rules. Latchmi Kapoor. Our first meeting, where we actually dealt with individual issues, was in September 2002.

We have had an interesting time with the Remote Dealer Activation in Mobility. We had sought an order from Mr. Kelleher in January 2002 to direct the Company to comply with the award he issued back in June 2001. Mr. Kelleher issued the order and it was filed with the court. The Union felt that the Company was in contempt of the order by not assigning the work to be done to bargaining unit employees. We prepared a prima facie case for the court and a trial was scheduled for November. The Company said they were in compliance in July 2002 but we asserted they had only created a situation where a representative in the bargaining unit basically opened the door for the dealer to come into the system and create and complete orders for customers. The trial was heard and a decision rendered by the court. The judge determined the Company was not in contempt and we had not proved our case beyond a reasonable doubt. Our lawyers have gone over the award and feel that the judge has erred in law and we are appealing the decision. Sister Sherryl Anderson and Brother John Carpenter were a great help in getting the documents and the right people to help us press on with this issue.

Another big issue on our agenda is the sale of TAS and its impact on directory services. There is a lot of work that has gone to what was previously known as Dominion Directory. Legal assistance will be used by both parties due to the technicalities involved regarding what is a sale and what is contracting out. Sister Cindy Sadowski has been instrumental in getting the information required.

Phone Marts were closed in the fall and the Company put in place dealers/retail partners to take order information from the customers. These stores, such as London Drugs and Radio Shack, have been equipped with a system called ITOCS, which is a system to transfer contracts to TELUS. We have had a hearing on this issue and Mr. Williams is encouraging the parties to try and resolve the issue instead of having a hard and fast ruling. The parties have been meeting and an agreement or decision should be available at the time of Convention.

Trailers ordered by Mobility have also been a problem for many bargaining unit members. When we try to take the issue before the Committee Mobility says they do not make trailers and it is not work regularly performed by them. When we take the issue to the part of the Committee meetings dealing with wireline they say they do not build metal

trailers, only wood. We have been meeting on the issue and may have more information for you at Convention.

TELUS Mobility proposed to move all alarm monitoring to Clearnet in Ontario. The Union put forward the position that alarm monitoring and repairs were carried out previously by TELUS Mobility bargaining unit employees in BC. During the evening, alarm monitoring was done by Alberta bargaining unit employees. The Company maintained that as long as it is within the same employer they can not be said to be contracting out. Currently, Clearnet is not included in our certification for TELUS. A CIRB decision on Clearnet will help in providing the answer to this issue. In the meantime, the Chairperson advised the Company that they should not move this bargaining unit work east. We still have a few alarm administration issues to deal with.

There are a number of areas where technology has been eroding work of many of our members. The drafting area is a perfect example. The work can be done using different technology and then was moved to a different classification. Due to the technological change and the downsizing issues, where the Company declared all Draftspersons surplus, an agreement was reached where the Drafters would have an avenue to the Technicians' positions. This was achieved through the Downsizing Committee.

Other technological change issues have been presented to the Committee – Lynx, ECCOS Virtual Desktop and Harmonization are just a few. On the Harmonization project there were three items identified to the Committee. The Pamela Harris merging of Inbound and Outbound calls is referred to as call blending and affects departments such as Credit Services and Small Business Services. Work Force Management is also going to be using something dubbed "Blue Pumpkin" (where do they get these names!) to try and control the scheduling. They are looking for efficiencies here, heads up to all Schedule Committees! Another advancement is Speech Recognition IVR to enhance customer experience and try and fool them into thinking they are talking to a live employee! These are the only Harmonization issues the Committee has been made aware of. There are concerns many more things could fall under the title "Harmonization".

We have recently been advised by Business Agents from Alberta who administer the IBEW and CEP Collective Agreements that the Company is sending them notification regarding contracting out of work normally performed by members in Alberta. Some of the work they notified the Union about includes support desk, cable pulling, provisioning techs, etc. There has been an increase in the number of cases of contracting out in Alberta.

As reported last year the Committee has had the assistance of President Rod Hiebert, as Brother Bruce Bell and Sister Hope Cumming are on the Bargaining Team and have limited time to deal with the issues that are pressing on the Committee agenda. We have also added Brother Peter Massy's capabilities to help us with the issues at hand.

On a sad note, we lost our friend and brother, Doug Linklater this year. We can not say enough about the contributions Doug made to the Committee and to the Union as a whole. We miss him greatly.

We would like to thank all members who have helped with the gathering of information and the preparation for hearings and trials; we can not do it without you. We need you to continue to provide the evidence and information to support strong cases to get good results.

Respectfully submitted,

TWU Contracting Out and Technological Change Committee

Rod Giddens

Julie Labine

Rod Hiebert, President

Bruce Bell, Vice-President

Betty Carrasco, Business Agent

Hope Cumming, Business Agent

Peter Massy, Business Agent

TW Pension Plan report to convention

Following is the report of the Trustees of the TW Pension Plan to convention 2003

Mid-way through 2002, the Company announced its largest downsizing program in history. As a result of the significant potential financial impact of this program, the Trustees requested the Company and the Union to enter into discussions as to how this impact might be mitigated. The end result was that an agreement was entered into whereby the Company undertook to make additional contributions to meet at least half the financial burden to the plan of the incentive program and furthermore to ensure that the plan would bear no more than \$55 million (taken from surplus funds) in added liability as a result of incentive programs to the end of 2003. A total of approximately 3,200 BC members (over one-third of the active membership) was approved for an early retirement or voluntary separation package under the My Future Choice program.

Of this group, 1,144 members were eligible for unreduced early retirement and were given consent by the Trustees to retire on an unreduced pension. In addition, these members were each given a lump sum incentive equal to 12 months of regular wages, plus \$500 per completed year of service to a maximum of \$15,000.

The remaining members were ineligible to retire immediately on an unreduced pension and elected to terminate their employment and take a voluntary separation package. The Company gave these members two options, the ERIP – Equivalent option or the VDIP option. The option selected by these members impacted both the lump sum incentive they received and the pension they will receive should they retire early.

1. ERIP - Equivalent option: Members who elected this option received a lump sum incentive equal to 12 months of regular wages, plus \$500 per completed year of service to a maximum of \$15,000, reduced on a pro-rata basis if the member had less than 12 years of service, but not less than 6 months of regular wages. On retirement the member will be able to apply to the Trustees to receive an unreduced pension as early as age 55 (with at least 25 years of service), or age 60 (with at least 2 years of service).

2. VDIP option: Members who elected this option received a lump sum incentive equal to one month of regular wages per completed year of service to a maximum of 18 months, plus \$1,000 per completed year of service up to a maximum of \$20,000. On retirement the member will be able to apply to the Trustees to retire on their full pension at age 65, with actuarial reduction of their pension if they choose to retire earlier than age 65.

After several years of dealing with the issue of integrity with regards to payroll data, the data for 2002 has been received and loaded onto the system to facilitate benefit processing. The continuing challenge this past year has been working with the Company on the ongoing data issues. These issues delayed the processing of termination and retirement estimates for members included in the incentive programs, delayed the production of year 2001 statements, and has delayed the preparation of the triennial valuation report. The administration office is currently preparing the data extract for the actuaries so that they can proceed with the triennial valuation.

Due to the delay in receiving accurate payroll data, it was unknown how many members were short Days of Pay in the year and were eligible to purchase service. In order to give members the opportunity to purchase service, letters were sent to members who have previously purchased service over the last two years or who inquired about the program. A total of 17 members responded to the opportunity to make additional contributions to maximize their membership service. Given the limited interest in the program, the Trustees will be examining whether or not to continue the program.

For the 2002 Plan Year, the Trustees deemed a Day of Pay without receipt of Purchased Service Contributions for each Day of Pay in respect of which a participant was in receipt of WCB benefits, sick benefits or was on a leave of absence as a result of sickness, ill-health, strike or lockout.

The Trustees have decided not to grant an increase to retired members in 2002.

An update of accrued pension benefits was approved by the Trustees for active members effective January 1, 2003. The update will result in the earnings for 2000, 2001 and 2002 (limited by the member's average daily rate times 260.89 at December 31 in the same three year period) being used to calculate accrued pension benefits at December 31, 2002.

While still being finalized, it is expected that the rate for voluntary contributions for 2002 will be 4.5%.

THE PENSION FUND

During 2002 the fund value passed the \$2B mark.

The following figures are approximate amounts – these values are based on interim information provided by the Custodian and may change should the Custodian revise their December 31, 2002 statement.

	Amount (in \$millions)	% of total
Real Estate	\$143.1	6.6%
Mortgages	\$102.2	4.7%
Fixed Income	\$1,795.3	82.9%
Cash*	\$125.9	5.8%
Other	\$0.2	0.0%
Total Assets	\$2,166.7	100%

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

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

The contributions received for 2002 were \$48,813,088 from the employer and \$23,116,022 from the employees.

As at the December 31, 2002 the approximate number of retired members was 5,000 and the approximate retirement benefits paid for the year was \$82,690,000.

The return (market value basis) on the fund for the year 2002 was 12.0% per annum. This figure is based on interim information provided by the Custodian. This value may change should the Custodian revise the final year end statements.

REAL ESTATE PROJECTS

Pacific Point Development: The Plan continues to receive its share of the monthly rental income from this project. The total rental income received in 2002 was \$782,419.

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

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

Mortgage Fund One: The Plan's current holdings as at December 31, 2002 are \$102,174,424, which represents about 39.6% of the total assets of MFO. The one year return in 2002 was 8.52% per annum, and the 3 year compounded annual return at the end of December 2002 was 8.26% per annum. Mike Taylor, Al Collings and Audrey Howe will be attending the Convention to give an up-to-date report on MFO.

THE TRUSTEES

Company Trustee Robert Dardi resigned and was replaced by Judy Shuttleworth. Union Trustee Kathy Pearn retired and was replaced by Jim Christensen, and union Trustee Linda Tait's term will end in March 2003.

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

Company Trustees

Joan Dedora
Rob Beynon
Garnet Andrews
Judy Shuttleworth
Debbie Ellis, Administrator

Union Trustees

Rob Hiebert
Nancy Curley
Jim Christensen
Linda Tait

LTD report to convention

Following is the report of the Telecommunication Workers Long Term Disability (TWLTD) Plan to March 2003 convention

During the year there were 41 new disability claims (27 in year 2001), 4 deaths (6 in year 2001), 20 who retired (3 in year 2001) and 6 who returned to work (1 in year 2001).

The total number of disabled members at December 31, 2002 was 203 and the total benefits paid for the year was \$4,792,368.

At the December 2, 2002 meeting the Trustees decided not to grant an increase to the disabled members for 2002. Disabled members receive increased CPP Disability benefits that reflect the increase to CPI (Consumer Price Index). The Trustees will continue to review benefits indexing on an annual basis.

As at December 31, 2002 the estimated market value of the assets according to the Custodian in approximately \$43,561,392 million and the Plan had a rate of return for 2002 of approximately 11.01%.

The actuary prepared an actuarial report in 2002 and determined that the assets of the Plan together with future employer contributions should be sufficient to finance the cost of LTD benefits. The actuary recommended that for the 2003 calendar year the Trustees recommence contribution to the LTD Plan at 0.75%, of gross bargaining unit payroll. In comparison, for the year 2002, no contributions were directed to the LTD Plan and all the negotiated contributions were directed to the Pension Plan.

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

Company Trustee Robert Dardi resigned and was replaced by Judy Shuttleworth. Union Trustee Kathy Pearn retired and was replaced by Jim Christensen, and Union Trustee Linda Tait's term will end in March 2003.

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

Company Trustees

Joan Dedora
Rob Beynon
Garnet Andrews
Judy Shuttleworth

Union Trustees

Rod Hiebert
Nancy Curley
Jim Christensen
Linda Tait

Debbie Ellis, Administrator

TW Benefit Plan report to convention

Following is the report of the TW Benefit Plan trustees to convention

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

PART(s) A, B & C - Telus (BC) Employees

Since the inception of the Plan in 1986, Member contributions have remained level while claims experience has steadily worsened. The Trustees have managed to control the costs of the Plan by implementing changes in benefit provisions and closely monitoring the administration costs associated with the operation of the Plan. Additionally, the Board has been advised that negotiating an employer contribution to the Plan is a high bargaining priority.

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

In October 2001, the Board of Trustees adopted the following motion: "that unless the Union negotiates an adequate level of employer contributions to the Plan as part of its current collective bargaining, then immediately following the conclusion of the current collective bargaining, but not later than July 1, 2002, the member rate of contribution to the T W Benefit Plan for those covered by PART's B & C, shall be increased to 1.5%."

Furthermore, the Trustees subsequently decided that the member rate of contribution for temporary employees should be increased to 1.0% of earnings.

At that time, the Trustees expected that an adequate level of employer contributions would be in the range of 0.25% to 0.5% of earnings.

Since then, the Trustees have decided that, in order to ensure the continued operation of the Plan on a fiscally sound basis, it will be necessary to eliminate PART A coverage and provide coverage for all persons currently in PART A under PARTs B and C of the Plan. As a result of this decision, all Members who are not covered under the Plan will immediately be covered even if they have previously elected not to be covered or have been refused coverage for medical reasons.

The Trustees have delayed the implementation of these changes (i.e. increased contributions, elimination of PART A and coverage for all Members) until the impact of the recent ERIP/VDIP programs could be assessed and in the expectation that a new Collective Agreement might be concluded.

We are having our actuaries determine the Plan's financial position at December 31, 2002 as quickly as possible. If it has deteriorated as we expect, it will be necessary for the Trustees to act quickly, within the next few months – but no later than July 1, 2003, to implement the above described changes even if a new Collective Agreement has not been finalized.

These changes are:

1. To increase the Member rate of contribution to the TW Benefit Plan for those covered by PARTs B and C to 1.5% of earnings;
2. To increase the Member rate of contribution to the TW Benefit Plan for temporary employees to 1.0% of earnings.
3. To amend the Plan so that all Members will be covered under PARTs B and C of the Plan. This will result in the elimination of PART A coverage and the inclusion in the Plan of all Members who are not covered by the Plan;

It should be noted that this increase in contributions to 1.5% of earnings does not preclude the Trustees from having to implement further increases in the Member contributions rate in the future. Whether a further contribution increase is necessary will depend on a number of factors including their ability to amend the Plan as proposed in item 2 above and the negotiation of an employer contribution to the Plan.

PART D - Shaw Communications Inc. Employees

As a result of increased participation in PART D, there was a significant excess of contributions over claims costs and expenses at December 31, 2002. As a result of this, the Trustees are reviewing possible benefit improvements for members of PART D of the Plan.

In 2002, a drug card was implemented, vision care maximums were increased and there was a change in the EAP provider.

PART E - Campbell Goodell Traynor

Last year (2001), the Trustees restructured how contributions were applied to fund the benefits due to increases in the premiums charged by Great-West Life. This resulted in a small taxable benefit to the members but no additional rate increase to the employee and no benefit decrease, leaving a slightly higher amount going into the member's Health Spending Account.

Decreases in the premiums charged by Great West Life in 2002 will mean that a larger portion of the contributions will be allocated to Health Spending Accounts. The employer contribution of \$19.00 pays \$1.30 towards the Life Insurance and \$17.70 towards the members Health Spending Account. The employee contribution of \$ 19.30 pays \$15.40 towards LTD and \$3.90 towards the Life Insurance.

Administration and Financial Information

The new computerized system for the Benefit Plan has been developed and is in the final stages of testing.

As at December 31, 2002 the approximate market value of the assets as reported by the Custodian was \$21,081,258 and the Plan had a rate of return for 2002 of 10.3% per annum.

The Trustees have had, since the Plan's inception, an investment policy under which the Plan 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. This means that the Plan's financial position in respect to accrued benefits does not improve when interest rates drop (even though this produces good rates of return for the bond market) nor become worse when interest rates increase (even though this produces poor rates of return for the bond market).

In 2002, the Trustees directed the Investment Manager to undertake a series of trades which were designed to further protect the returns on the Plan's portfolio during periods of changing interest rates. Additionally, the Investment Manager has been requested to review the feasibility of moving a portion of the assets from Government of Canada bonds to assets which provide higher returns without significantly altering the level of risk within the portfolio.

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

Income tax is payable on taxable investment income less operating expenses (net taxable income). The series of trades undertaken by the Investment Manager in 2002 will result in a taxable capital gain to the Plan. For 2002 the net taxable income will be approximately \$1,058,000 and the Plan will be required to pay approximately \$462,000 in income tax.

The income taxes paid for the last seven years have been as follows:

1994	\$ 38,299
1995	\$ 227,528
1996	\$ 476,478
1997	\$ 178,107
1998	\$ 216,240
1999	\$ 168,437
2000	\$ 11,413
2001	\$ 0
2002	\$ 462,000 (projected)

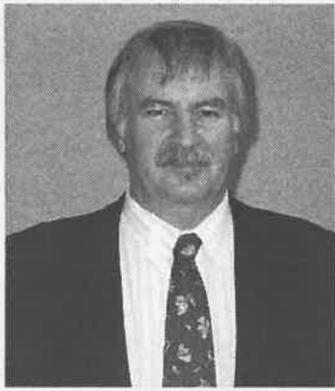
The total Plan membership as at December 31, 2002 was 1472 in PART A (down by 473), 4824 in PARTS B & C (down by 1,424). PART D was 370 (up by 37). PART E was 45 (down by 13).

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

Denise Buchan
Peter Massy
Ron Ritchey

Steve Taylor
Cindy Sadowski
Lori Ruggles

Debbie Ellis
Administrator



Rod Hiebert

President's Report

Entwistle has failed miserably as CEO

Following are major excerpts from Rod Hiebert's "President's address" to March 2003 convention

It seems hard to imagine that it has been over four years since the merger between TELUS and BCTEL was publicly announced and over three years since Darren Entwistle was hired as the new TELUS CEO. It is without question, that the result of these two corporate decisions has had an incredibly negative and unwarranted effect on our members, customers and shareholders. Reflecting back to Entwistle's press statements from the fall of 2000, he emphasized that he takes his cues from General Patton; he vowed to chop 30 per cent of the staff, change the culture and values at TELUS and become a "growth Company". He wanted to create a "meritocracy" where most of pay would be tied to merit. (We all know that is code language for "we will divide and conquer and no one will meet the standard unless the boss likes him or her") and he was going to show that members got their compensation from the Company and not as part of the bargaining unit. He thought he could win their hearts and minds, driving wedges between them and their Union. He was wrong, now even their own pulse checks show that he has only driven wedges between the Company and its workers.

He has failed miserably regardless of whether you are an employee, shareholder or a customer. He utilized the shotgun approach in an all out effort to destabilize the Union by confronting and attacking members at all levels. The constant barrage of PDP's, PDO's, Health and Safety violations, attacks on members while they're off sick, reckless disregard of the Collective Agreement have been brutal and

calculated. All of our efforts to bring things back on line, to work with the Company in a positive direction have been rejected utterly in preference of the Darren Entwistle style of confrontation, regardless of the cost.

They show no respect for workers or their Union. While we are in the conciliation process and continue to bargain, they are training non-bargaining unit managers to do our work during a work stoppage. They are expanding non-Union east of Alberta while they destroy jobs and service in the west. We must ensure that every TELUS worker understands that TELUS is trying to rip them off and destroy their lifestyles to cover their blunders and attain higher profits.

It is important to reflect on where we are and what has been accomplished in view of the all out attack on the TWU and our members at TELUS. We continue to have possibly the best Collective Agreement language in North America and we continue to have members on the job, paid at some of the highest rates for telecommunications workers in North America. We represent all bargaining unit members at TELUS in one single bargaining unit despite all of the Company's efforts to split off different groups into different bargaining units with different collective agreements. In addition, the CIRB has ruled that this unit will extend across Canada incorporating potentially all TELUS operations. The Clearnet hearings continue to go very well and we hope to have workers at Clearnet brought within our single bargaining unit later this year.

Maintaining one bargaining unit is essential if we are to protect hard-won rights in our agreements. We must guard against the Company's efforts to whipsaw member against

member and workgroup against workgroup. And we must ensure that the Company is not allowed to move our work to lower paid non-union workers and avoid their Iris Saruk responsibilities by conducting their expansion through newly acquired or start-up shell companies outside the bargaining unit.

These past four years have been some of the most time intensive and stressful in the history of Telecommunications Unions in Western Canada. We have won over challenges that many thought were impossible but we cannot sit back and rest on our laurels, there is much left to do.

We must bargain a respectful revised Collective Agreement while TELUS is trying to rip up our Agreement and impose a new one absent of all the provisions that have been hard fought and won. We have just won/agreed to an extension of the conciliation process to include a global review of all outstanding issues to be followed by another 60 days of conciliation when TELUS had been trying to force a strike/lockout. It was well recorded that prior to the extension TELUS had publicly stated that they had been planning for a labour dispute for nearly two years, a short strike would help them become cash flow free quicker and service would improve. This process is expected to take another 4-6 months of hard time intensive work for our bargaining team. Together we are strong, we have the solid support of the entire labour movement, we can and we must win a revised respectful Agreement.

Our top priorities for 2003 must be:

1. Bargain a respectful revised Agreement and,
2. Protect our bargaining rights and bargaining unit by including Clearnet and the TELUS eastern expansion

within the existing single bargaining unit.

To this end, I am excited about Project Solidarity and bringing the Union to the members in a cohesive, hard hitting action plan. This project was developed with the input of a broad range of TWU activists and the Executive Council and was designed to address a number of problems building the kind of solidarity within the TWU that is necessary to win a national Collective Agreement. This project has an active part for every Business Agent, Delegate, Executive member, Shop Steward and every member. This may be the single most important time in our entire history to rejuvenate, mobilize and engage our members in the campaign for our collective future. Virtually everything we have worked and fought for is up for grabs. It is time for all of us to think not what the Union can do for us, but what we can do for the Union. Silvia Loula. Brothers and Sisters together we can and we will win for all our members.

Our Tactical response remains a critical part of our Solidarity Project. The Company has advised us that they are deeply concerned that we are making inroads with "their" investors, "their" customers and "their" employees. It is extremely important now that we continue our efforts to promote our Shareholder Action Group, advise consumers and customers of their rights, fight for quality of service, continue our efforts to advise the investment community and News Media with respect to the negative effects of adverse corporate plans, and of course keep our members active and informed. We have many allies that will be critical in our efforts to get a revised Collective Agreement, protect jobs, and preserve high quality, universal affordable telephone service. We have a winning

program under the Solidarity banner.

We are not alone. Many other Public and Private Sector Unions are under extreme, severe and sustained attacks. As a labour movement we must live our motto "An Injury to One is an Injury to All". We must support them in their time of need as they support us. As a movement we must not allow them to win by breaking us one by one. It is critical that we rely on our Union principles, join with other Unions on the streets, in their rallies, in the press and in monetary terms. It is critical that we are leaders, out front and centre. Our strong affiliations and alliances through the Alberta and BC Federations of Labour, NACU, CLC, UNI and many friendships that we have built with Unions such as the CEP, CWA, Longshore will be critical in our years of struggle for dignity, respect and a respectful and revised Collective Agreement.

We must also build upon and congratulate the many new members and certifications that have joined the TWU. Delegates and members from Shaw, CGT, Eurest and others have added strength, wisdom and the diversity that is essential as the TWU grows into the future.

Finally, many of you that know me and have watched as my hair has turned from black to grey and now from grey to silver, also know that I plan to retire some time in the near future. I want to advise you all that I am in reasonable health, there are more than a few good fights left in me, I am totally committed to the TWU, the membership and to getting a respectful revised Agreement.

I think not of what the Union can do for me, I think of what I can do for the Union and the membership. Today I am asking that you take up that challenge and join with me in Solidarity for the future.