

# **COLLECTIVE AGREEMENT**

**BETWEEN**

**SHAW CABLESYSTEMS G.P. (SURREY)**



**AND**

**TELECOMMUNICATIONS WORKERS UNION,  
UNITED STEELWORKERS LOCAL 1944**



**March 24, 2015 to March 23, 2018**

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THIS AGREEMENT made and entered into this 24<sup>th</sup> day of March 2015:

BETWEEN:

SHAW CABLESYSTEMS G.P. (SURREY)  
(hereinafter referred to as the "Company")

OF THE FIRST PART

AND:

TWU, USW NATIONAL LOCAL 1944  
(hereinafter referred to as the "Union")

OF THE SECOND PART

A. PURPOSE OF AGREEMENT

The purpose of this Agreement is to establish harmonious relations and settle conditions of employment, with financial and personal relations mutually beneficial to the parties, on the basis of the covenants and agreements contained in this Agreement.

B. EFFECTIVE DATES

Except where otherwise expressly provided herein, the terms and conditions of this Agreement shall become effective on the 24<sup>th</sup> day of March, 2015 and shall continue in full force and effect until Midnight on the 23<sup>rd</sup> day of March, 2018, and thereafter, they shall continue in full force and effect from year to year, unless written notice of intent to terminate or amend the Agreement at the expiration of any yearly period is given by either party to the other party pursuant to this Article.

C. NEW AGREEMENT

(a) Either party to this Agreement may, not more than four (4) months prior to the 23<sup>rd</sup> day of March, 2018, or any subsequent anniversary of that date, present to the other party, in writing, notice of intent to commence collective bargaining for the purpose of renewing or revising the Agreement or entering into a new Agreement.

(b) During the period of negotiations for a new Agreement, the provisions of Section 50(b) of the *Canada Labour Code* shall be in effect.

D. TERMS USED IN AGREEMENT

Wherever the singular or masculine is used in this Agreement, it shall be deemed to include the plural or the feminine wherever the context so requires.

## **ARTICLE 1 - NON-DISCRIMINATION**

- 1.01 The Employer and the Union members of the Company endorse the United Nations Declaration of Human Rights, and in recognition thereof incorporate in their Agreement, the following two clauses:
- (a) That equal pay for the same work be paid to male and female employees.
  - (b) That employment within the Company shall be equally available to all without distinction of race, creed, colour, religion or gender.

## **ARTICLE 2 - SCOPE AND RECOGNITION**

### 2.01 Bargaining Agent

The Company recognizes the Union as the sole and exclusive bargaining agent for those employees covered by the Union's certification.

### 2.02 Payroll Inspection

The President or an appointee of the Union may, by appointment, inspect the payroll of the Employer as to time and pay of the employees affected by this Agreement.

### 2.03 Non-Union Workmen

Members will not be allowed to work with non-union workmen of any craft except under the instruction of the President or an appointee of the Union.

### 2.04 Union Activity

No Union Representative, Committee or employee shall be discriminated against or jeopardized in standing or suffer loss of employment on account of membership or activity in the Union.

### 2.05 Union Discipline

The Union reserves the right to discipline its members for violation of its laws, rules or agreement.

### 2.06 Removal of Conditions

No provision in this Agreement shall be used to remove working conditions or reduce wages presently in force.



## 2.07 Employee Discipline

- (a) No employee may be disciplined in writing, suspended, or discharged without the presence of a Union Representative. An employee has the right to have a Union Representative present at any discussion with supervisory personnel which shall result in disciplinary action.
- (b) If discipline is noted in an employee's personnel file, the employee and the Union Representative shall be so advised by the Company.
- (c) Employees shall be entitled to review their personnel files upon request and with reasonable notice of at least one (1) week to the Company.

The Company shall remove disciplinary records from the employee's personnel file that are two (2) years or older, except for those considered serious by the Company.

## 2.08 Work Jurisdiction: Technical Employees

### (a) Purpose

The purpose of this Article is to present in detail the areas and categories of work which are to be performed exclusively by Technical Employees covered by this Agreement.

"Technical Employees" means Foremen, Journeyman Technicians, Installers, Apprentices and Technical Field Representatives.

### (b) The Company's Cable System - Definition

For the purposes of this Article, "The Company's Cable System" shall be understood to mean the following:

- (i) The physical transmission system which provides services using signals to and from the headends, primaries, hubs or other distribution locations which are owned or controlled directly or indirectly by the Company, from the point where the signals are received, through the distribution system to and including multiple outlet splitters and wall plates within the customers premises. This also includes power supplies used to power the cable system.
- (ii) This includes but is not limited to all signal receiving or transmitting components, wave guides, signal processing components, satellite receivers, two-way components in the system, optical signal processing equipment and cables, head-end encoders, primary (trunk) cable, secondary and drop cable, and active and passive devices on the signal path.

(c) Exclusive Work Jurisdiction – Cable System

- (i) Technical Employees shall have exclusive jurisdiction for the purposes of technical work to perform construction, installation, repair, service and maintenance work on the Company's Cable System.
- (ii) In addition, Technical Employees shall be assigned to install in the customers' homes the following stand-alone devices: converters, Internet modems (excluding Network Interface Cards), and pay TV devices, where such installations are coincident with connection or service work.
- (iii) Non-union persons will be allowed to work with tools only when working with Journeymen and under the following circumstances:
  - 1. Training and instruction.
  - 2. Installation of equipment when working with a Journeyman technician.
  - 3. Service and maintenance of equipment within the first year after installation of this equipment within the certification, and only while working with a Journeyman.

Note: The installation referred to in (C) iii (3) shall be from the first instance of installation of the equipment within the certification.

- (iv) The company is free to continue with the following practices:
  - 1. Equipment owned and controlled by parties other than Shaw that resides in headends or hubsites will remain excluded from the provisions of article 2.08. Starchoice and Big Pipe equipment is deemed to be third party equipment if it is not used for delivery of services through the cable system to Shaw customers.
  - 2. Use of facilities service companies to support systems such as HVAC, fire suppression, security, UPS, standby generators, and janitorial services.
  - 3. Perform remote functions that may include operating systems software, firmware, or memory components.
- (v) Nothing in the description of exclusive work jurisdiction in (C) (i) and (ii) shall give the Technical Employees any jurisdiction over programming, network

monitoring and control, or any other work performed by employees who are not within the bargaining unit.

(d) Excluded and Discretionary Jurisdiction

The Technical Employees have no claim or control over other work on the Company's Cable system or in relation to any aspect of the Company's physical plant, premises, vehicles, equipment or services except as provided in 2.08(c) above.

Further, at its discretion, the Company may use:

- (i) Collectors (including auditors) to disconnect cable for non-payment of services. An auditor may disconnect cable services when they discover an address is active and company records indicate that it should be inactive. Auditors may not install or remove filters at any time.
- (ii) Sales Persons to:
  - 1. Connect patch cords and/or MTFs to existing cable in customers' premises for the purpose of new sales or resales, and/or;
  - 2. Connect customer terminal devices, provided that such connections do not involve alterations to the existing service by changing wall plates, installing splitters, or relocating outlets, and/or;
  - 3. Install or remove filters coincident with terminal device calls.

Sales Persons shall not perform any repair or maintenance work, nor shall they perform disconnects or reconnects other than those specified in (d) (ii) above.

Persons outside the bargaining unit shall not perform any repair, maintenance or customer service work, which has traditionally been assigned only to Technical Employees.

In the event that there are technical employees laid off with recall rights under the Collective Agreement, collectors may still collect but will not disconnect cable and auditors may still audit but will not disconnect cable.

- (e) (i) The Company further agrees that upon all electrical/electronic cable system work within the exclusive jurisdiction of the Technical Employees, as described in this Article, done by, for, on behalf of, or at the instance of the Company, whether done directly or indirectly under contract or sub-contract, only members in good standing of the Telecommunications Workers' Union or the International Brotherhood of Electrical Workers shall be employed.

- (ii) Notwithstanding 2.08 (e) (i), and except as qualified in the Appendix, or in an emergency, maintenance work shall only be assigned to members of a TWU Shaw bargaining unit.
- (f) The Company is free to have electrical and electronic components and/or equipment repaired or overhauled by manufacturers, suppliers, or other outside service facilities, when such components and/or equipment are under warranty, or when it is not feasible for the Company to provide the facilities, equipment or materials to perform such tasks. This does not entitle the Company to cease doing repair and overhaul work traditionally assigned to the Technical Employees.
- (g) The Company further agrees that upon all electrical/electronic cable system work, as described in this article, done by, for, on behalf of, or at the instance of the Company, whether done directly or indirectly under contract or subcontract, only members in good standing of the TWU, USW NATIONAL LOCAL 1944 or the International Brotherhood of Electrical Workers shall be employed.

#### 2.09 Protection of Certification

- (a) This Agreement shall be binding upon the parties hereto, their successors, administrators, executors and assigns. In the event the entire operation or any part thereof is sold, leased, transferred, or taken over by sale, transfer, lease assignment, receivership or bankruptcy proceedings, or another limited Company is set up to perform any of the functions previously performed by the Employer covered herein, that portion of the operation which is covered by this Agreement shall continue to be subject to the terms and conditions of this Agreement for the life hereof.
- (b) It is understood by this Section that the parties hereto shall not use any leasing device to a third party to evade this Contract. Nor shall the Employer use owner operators of any description to contract or subcontract, or in any other way to perform work done by employees covered by this Agreement, other than members in good standing of the TWU, USW NATIONAL LOCAL 1944 or the International Brotherhood of Electrical Workers. Nor shall the Employer require as a condition of continued employment that an employee purchase any truck or vehicular equipment or that any employee purchase or assume any proprietary interest or other obligation in the business.
- (c) If at any time, the Employer intends to sell, transfer or lease the entire operation or any part thereof, he shall give notice of the existence of this Agreement to any purchaser, transferee, lessee, or assignee of that part of the operation which is covered by this Agreement. Such notice shall be in writing with a copy to the Union, not later than the effective date of sale.
- (d) The Employer agrees that in the event of a change of name being made for the Employer's Company, the Employer will notify the Union in writing, specifying the new Company name. At the request of the Union, the Employer will join in filing an application to the C.I.R.B asking that the certification held by the Union be amended to reflect the new name of the Company.

## 2.10 Legal Picket Lines

- (a) It will not be considered to be a violation of this Agreement, or a cause for discipline, if an employee refuses to cross or work behind a legal picket line.
- (b) The right is reserved to the Company to refuse to make payment for any time not worked as a result of the employee's refusal to work behind a picket line, if no other work is available.

## 2.11 Union Dues Check-Off

- (a)
  - (i) The Company shall forward the names of all new employees affected by this Agreement to the Secretary of the Union within fourteen (14) days from the first day such employees begin work.
  - (ii) Each pay period, the Company shall deduct from each employee's pay cheque an amount equal to the membership dues of the Union.
- (b) The Company agrees further to deduct from the employees' pay cheques any lawful assessments which may be made against members of the Union, provided such assessments are made pursuant to Sec. 95 (e) of the *Canada Labour Code*.
- (c) All dues must be forwarded to the Union Hall within thirty (30) days of due and payable date.

## **ARTICLE 3 - MANAGEMENT RIGHTS**

- 3.01 (a) The Union recognizes and agrees that except as specifically abridged, delegated, granted or modified by this Agreement, all of the rights, powers, and authority the Employer had prior to the signing of this Agreement are retained solely and exclusively by the Company, and remain without limitation in the Rights of Management, which rights are not subject to the grievance procedure and/or arbitration.
- (b) Without limiting the generality of the foregoing, the Company reserves the sole and exclusive right to operate and manage its affairs and facilities in all respects as it sees fit, including the right to hire, discipline or discharge for just and reasonable cause, and to make and alter, from time to time, rules and regulations to be observed by the employees.

## 3.02 Settlement Without Stoppage of Work

During the term of this Agreement, the Employer agrees there shall be no lockout and the Union agrees there shall be no slowdown or other stoppage of work, or interference with work.

## 3.03 Requirement for Valid Driver's License

- (a) For those employees who are required to drive in the performance of their job functions, it shall be a condition of employment that they have a valid B.C. Driver's License.

It is the responsibility of the employee to immediately notify the Employer if his license is suspended. Failure to do so may result in disciplinary action by the Employer.

- (b) In the event that an employee's Driver's License is suspended, every reasonable effort will be made to reassign the employee to work which does not necessitate the operation of a motor vehicle. Where such a reassignment is impractical, or an alternate job is not available, the Company may suspend the employee until his Driver's License is restored or such reassignment or alternate job is available.
- (c) In the event of a suspension in (b) above, the employee shall continue to accrue seniority for a maximum of six (6) calendar months. In the event that the suspension continues beyond this period, the employee's seniority is retained but does not accrue.
- (d) The employee will be responsible for all fines and payment of same in relation to parking violations while in charge of a Company vehicle. If, in the Company's opinion, there is a reasonable explanation for such fines and payments, the Company shall reimburse the employee. However, the Company will not normally reimburse employees for fines and payments incurred by parking in a bus zone, taxi zone, emergency vehicle parking zone or fire hydrant zone.
- (e) All employees shall, at the request of the Company, execute all the necessary documents to enable the Company to obtain driver's license abstracts from the Superintendent of Motor Vehicles.
- (f) Employees driving without valid British Columbia driver's licenses from the date of ratification onward may, at the discretion of the Company, have their employment terminated.

### 3.04 Absence Without Leave

The Employer may consider that an employee has voluntarily terminated his employment, if:

- (a) he is absent from work for more than three (3) working days without having been granted leave by the Employer, or
- (b) he is more than three (3) working days late in returning from an approved leave of absence without notifying the Employer, and the Employer and the Union have been unsuccessful in a reasonable attempt to contact the employee.

This time limit shall not apply if the employee can prove he was unable to notify the Employer that he would be late returning to work.

However, it is understood that the responsibility for advising the Employer and the Union rests with the employee.

## **ARTICLE 4 - UNION SECURITY**

### 4.01 (a) Union Membership

- (i) All employees covered by this agreement shall apply for membership in the Union within thirty (30) days of commencing employment.
- (ii) All employees shall remain members in good standing as a condition of employment.

### (b) Probationary Period

- (i) A newly hired employee with experience as a "Technical Employee" shall serve a 120 work days probationary period.

A newly hired employee without experience shall serve a 200 work days probation.

- (ii) If an employee is absent from work for any reason for more than five (5) work days during the period, the probation period shall be extended by the total number of days of absence.
- (iii) An employee's employment may be terminated at any time within this probation period, if, in the Company's opinion, the employee would not be suitable for permanent employment.

### (c) Trial Period

- (i) An employee in the bargaining unit appointed to a new position under this article shall serve a 120 work days trial period.
- (ii) If an employee is absent from work for any reason for more than five (5) work days during this period, the trial period shall be extended by the total number of days of absence.
- (iii) Upon successful completion of the trial period, the employee shall be confirmed in the position.
- (iv) In the event that the employee proves unsatisfactory during the trial period, he shall be returned to his former position. Any other employee appointed to a new position because of (i) above shall also be returned to his former position.

### 4.02 Notification to Union

The Company agrees to inform new employees that a Collective Agreement is in effect. New employees will be introduced to a representative of the Union's choice within five (5) work days of reporting to work and shall be allowed thirty (30) minutes with the Union representative.

#### 4.03 Jurisdiction

The Company understands that jurisdiction relating to local matters is governed by the Union. The Company also agrees that provided such jurisdiction matters do not adversely affect the legitimate business interests of the Company, the right is reserved to the Union to deal with such jurisdiction matters.

### **ARTICLE 5 - UNION REPRESENTATIVES**

#### 5.01 Number of Representatives/Counsellors

Within reason, the Union shall have the right to appoint such Union Representatives as are required to provide employees with adequate Union representation, as described in Article 5.02.

#### 5.02 Responsibility of Union Representatives

It is the responsibility of the Union Representative to conduct the proper business of the Union as it applies to those Union members employed by the Company. They will be allowed reasonable time during working hours to conduct such business.

##### Time Away from Work

In circumstances where a Union Representative will require time away from his assigned work duties to conduct the proper business of the Union, or where such proper business will require a Union Representative to leave the immediate work area to which he is assigned, the Union Representative will advise his foreman before leaving his duties, and when he returns to them.

##### Proper Business

For purposes of this Agreement, "proper business of the Union" shall be understood to mean such tasks as are necessary to ensure that the rights and obligations arising out of the Agreement are being respected.

#### 5.03 Representative Work Area

Except as herein provided, or unless the Company and Union mutually agree, a Union Representative shall only conduct the proper business of the Union within the work area to which he is assigned by the Company. A Union Representative may conduct the proper business of the Union in another work area if the Company and the Union agree that he has special expertise which is required or if the Union Representative is absent and the Company has been so advised. Agreement shall not be withheld unreasonably.



#### 5.04 Persons Authorized to Represent the Parties

(a) Union List

The Union agrees to provide to the Employer a written list of the names of any persons, other than the union stewards, who are authorized by the Union to deal with the Employer in relation to the Union's representation of the members of the bargaining unit, and to further provide written advice of changes made in the list from time to time.

(b) Employer List

The Employer agrees to provide to the Union, a written list of the names of any persons who are authorized by the Employer to deal with the Union in relation to the administration of the Collective Agreement, and to further provide written advice of changes made in the list from time to time.

### **ARTICLE 6 - SENIORITY**

6.01 (a) Company Seniority - An employee's total accumulated time of employment with the Company which has not been interrupted by a continuous period in excess of six (6) months.

Union Seniority - An employee's total accumulated time from the date an employee became a member of the bargaining unit in the certification. Union seniority shall continue to accrue unless interrupted by a continuous period in excess of six (6) months.

Computing Time

In computing length of service to determine seniority, lost time due to sickness or accident shall be counted as time worked, up to a maximum of six (6) consecutive months of such absence.

Employees who are absent for periods in excess of six (6) months, excluding WCB absences, shall retain their seniority but will not accumulate seniority for absences over the six (6) month period.

(b) Seniority Date

The seniority order of employees hired on the same date shall be established on the date of hire.

(c) Annual Vacation

Annual vacation entitlement will be determined by the employee's Company Seniority date, the employee shall be entitled to vacations according to that established seniority as specified in Article 19.01.

(d) Layoff and Recall

Union Seniority is used to determine the order of layoff and recall pursuant to Article 6.06.

6.02 Loss of Seniority

An employee will forfeit his seniority for the following reasons:

1. Voluntary termination.
2. Discharged for just and reasonable cause and is not reinstated through the provisions of this Agreement.
3. The loss of recall rights pursuant to this Agreement.
4. Failure to accept a recall to work pursuant to this Agreement.
5. Promotions outside of the bargaining unit as qualified in Article 6.05.

6.03 Seniority Lists

(a) Date and Information

The Company agrees to post seniority lists in January of each year. The seniority lists shall contain the following information:

- (i) the employee's name
- (ii) the Company Seniority date and the Union Seniority date.
- (iii) the employee's current job classification.

(b) Length of Posting

The seniority lists shall be posted by the Employer for a minimum of sixty (60) days. Any objection to the accuracy of a posted seniority list must be lodged in writing with the employer during the sixty (60) days in which the lists are posted. Thereafter, the posted lists will be deemed to be valid and correct for all purposes of this Agreement.

(c) Union Copy

A copy of the seniority list will be supplied to the Union Office.

#### 6.04 Supplementary Seniority Information

The Employer agrees that in addition to producing and posting the seniority lists provided for in this Agreement, it will also provide any necessary seniority information at other times. The Union agrees that such information will only be sought when necessary to resolve an issue of entitlements based on seniority. The Union will provide reasonable notice of the need for this information.

#### 6.05 Seniority Retention

Employees in the bargaining unit who accept positions which are outside of the bargaining unit shall continue to accrue Union seniority for a maximum of six (6) months.

#### 6.06 Layoffs and Recalls

##### (a) Order of Layoff

- (i) When there is a reduction in the workforce, prior to laying off any technical employees, the Company shall first terminate the services of contractors performing exclusive bargaining unit work or performing work that is normally performed by the Company's technical employees on a regular and ongoing basis. Furthermore, the Company will not contract out this work until all laid off employees have been given recall notice pursuant to the provisions of Articles 6.02 and 6.06 (b).
- (ii) Layoff of employees shall be by reverse order of union seniority.
- (iii) The Company agrees to be bound by the applicable provisions of the *Canada Labour Code, Part III*, as it applies to notice of layoff.

##### (b) Recalls

###### (i) Order of Recall

Recalls shall be conducted in reverse order of the process by which layoffs are effected.

###### (ii) Employee Obligation

An employee who has been laid off must ensure that the Employer has a current phone number and address for the purpose of recall.

###### (iii) Recall Notification

The Employer agrees that recall notification will be by telephone notice to both the recalled employee and the Union.

(iv) Recall Clearance

Employees recalled to work must receive a clearance from the Union prior to reporting to work.

6.07 Employee Rotations

(a) The Parties agree that it is in the best interests of the Employer and the employees that employees have an opportunity to work upon all aspects of the Employer's system for which they are qualified, and that rotation of employees through different categories of work in their classifications is desirable.

(b) Rotation List

The Employer shall post a list at each reporting station on which employees may indicate a request to be rotated to a different category of work within their classification.

6.08 Promotions to Foremen

(a) Selection

Selection of Foremen is the right of the employer. When filling or creating a permanent foreman position, the Employer will post the vacancy at all reporting stations for at least ten (10) working days, in order to provide interested employees with an opportunity to apply.

(b) Temporary Foreman

Temporary foremen positions due to scheduled absences of permanent foremen, or for specific projects, shall be posted for at least three (3) working days prior to selection.

(c) Acting Foreman

The employer has the discretion to appoint an acting foreman to fill a temporary vacancy or during the period in which a foreman position is being posted.

(d) Foreman Replacements

Temporary foreman positions due to unscheduled absences need not be posted.

The Company will name a replacement for the "A" Foreman for scheduled absences and for unscheduled absences of more than one day.

(e) Foreman Qualifications

Ability, efficiency, qualifications, and length of service with the Employer will be considered when appointing Foremen. However, the employer is not required to appoint the senior applicant.

(f) Foreman Trial Period

An employee who accepts a permanent Foreman position will be on a trial period for three (3) months in duration. Should the employee be unable to satisfy the employer's work performance criteria during the trial period, he may be returned to his former position. Should the employee decide, during the trial period, that he does not want to continue in the job, then he may return to his former job.

(g) Foreman Resignation

Employees who hold the position of permanent foreman may elect to return to a journeyman technician classification with a written notice of thirty (30) days to the Employer.

(h) Foreman Training

Permanent Foremen may, on request, and with the mutual approval of the Employer, return to functional journeyman technician positions for the purpose of maintaining their skills and knowledge as technicians.

Foremen who elect to utilize this provision will be allowed up to three (3) months to do so and they will be paid the Journeyman Technician rate.

6.09 Seniority Portability

(a) Subject to paragraph (b), in the event that an employee changes employers, seniority rights and seniority time which an employee acquires in the employment of one employer are not portable and are not credited to the employee by another employer.

(b) Where companies are wholly owned subsidiaries of the same parent Company, an employee who transfers from one such Company to another shall retain his company seniority for the purpose of annual vacation time and pay entitlements.

## **ARTICLE 7 - DUTIES AND DEFINITIONS OF EMPLOYEES**

### 7.01 Foreman

#### Definition

A Foreman shall be a member of the Union.

#### Responsibilities

A Foreman's responsibilities include the following:

- to ensure the efficient and effective deployment of the work force
- to monitor that objectively reasonable standards of workmanship and performance are maintained by the work force
- to ensure that the employees are informed of and adhere to the applicable technical standards
- to provide leadership and supervision
- to administer such authority as is delegated from management, including the administration of discipline to employees, up to and including the authority to issue verbal warnings.

### 7.02 "A" Foreman

#### (a) Minimum in Company

The Employer shall have a minimum of one "A" Foreman.

#### (b) Minimum at Reporting Stations

A minimum of one "A" Foreman shall be appointed for every Company reporting station. The number of reporting stations shall not exceed the number of permanent "A" Foremen.

#### (c) Maximum Supervised

An "A" Foreman shall direct and supervise the work of a maximum of twenty (20) workmen.

Employees of contractors who are temporarily "on loan" to the Company shall be counted as employees for the purpose of this Article when they are supervised by the Company "A" Foreman.

(d) Working with Tools

An "A" Foreman can be required to work with the tools by the Company under the following conditions:

- instructive capacity
- emergency situations
- any unusual situation with the prior consent of the Union.

(e) Foreman Replacement

Employees who are interested in serving as temporary replacement "A" Foremen must indicate such interest by adding their names to the list posted by the Company. The appointments will be made in accordance with Article 6.08, except that the Company may rotate interested employees through these replacement positions. When the senior interested employee is not selected, he shall be given the reasons for the decision.

7.03 "B" Foreman

(a) Number Required

The Employer is entitled to appoint a "B" Foreman to fill a temporary vacancy; during the period of posting and selection of a candidate for a permanent foreman position; or at any time and in any circumstances where management deems it appropriate to do so in order to supplement the permanent complement of "A" Foremen.

(b) Working with Tools

A "B" Foreman shall be required to work with tools.

(c) Foreman Replacement

Employees who are interested in serving as a temporary replacement "B" Foreman must indicate such interest by adding their names to the list posted by the Company. The appointments will be made in accordance with Article 6.08, except that the Company may rotate interested employees through these replacement positions. When the senior interested employee is not selected, he shall be given the reasons for the decision.

7.04 Wage Rates for Foremen

The wage rates payable to employees designated as foremen will be those specified in Article 17.02 of this Agreement.

7.05 Journeyman Technician

A worker who has successfully completed his apprenticeship training program to the satisfaction of the Joint Apprenticeship Committee as a whole is entitled to journeyman status.

7.06 Apprentice Technician

A worker who is serving an apprenticeship to become a journeyman technician, but who has not yet qualified as a journeyman technician.

7.07 Installer

A worker who is able to perform connection, construction, installation and service work from the subscriber terminal up to and including the tap plate. The ability to change out tap plates is restricted to installers from within that TWU certification.

In commercial establishments a worker may also perform service work back to the last active device, but not including that device, that feeds that building without interrupting power.

7.08 Technical Field Representative- TFR

A worker who is able to perform all installation, reconnection, and disconnection functions including wiring and drops from the tap to the subscriber's terminal. They will be paid in 15-minute increments for all wiring work. TFRs will not be able to perform service calls, construction, maintenance, or prewiring.

**ARTICLE 8 - GRIEVANCE PROCEDURE**

8.01 Definition of a Grievance

A grievance shall be defined as any dispute or controversy between the Company and the Union, between the Company and one or more of its employees covered by this Agreement in respect to any matters involving the interpretation, application or administration of any provision of this Agreement; or any question as to whether any matter is grievable or arbitrable.

8.02 Procedure

All grievances shall be dealt with in the following manner:

Step 1

Two (2) Union representatives shall present a grievance to two (2) representatives of the Company within fourteen (14) days of the occurrence of the grievance or within fourteen (14) days of when the grievor could reasonably have known of the grievance.

The Company shall have fourteen (14) days to respond in writing to the grievance. If the Company responds after fourteen (14) days, the Union shall decide within fourteen (14)



days after receiving the Company's response whether to proceed to Step 2 of the grievance procedure.

Should the Company not respond, the Union may at any subsequent time decide to proceed to Step 2 of the grievance procedure.

### Step 2

If the Union decides to proceed to Step 2 of the grievance procedure the Company shall meet with a minimum of two (2) Union representatives within twenty-one (21) days of being notified by the Union that the Union is advancing the grievance to Step 2 of the grievance procedure.

The Union shall identify the article or articles of the Agreement alleged to have been infringed upon or violated and the resolution sought at the time it notifies the Company that it is advancing the grievance to Step 2.

The Company shall have twenty-one (21) days after the Step 2 grievance meeting to respond in writing to the Union. If the Company does not respond within twenty-one (21) days, the Union shall decide with twenty-one (21) days of the Company's response to Step 2 of the grievance procedure whether to proceed to Step 3 of the grievance procedure.

Should the Company not respond, the Union may at any subsequent time proceed to Step 3 of the grievance procedure.

### Step 3

The third step of the grievance procedure shall be a reference to Arbitration, which shall be conducted in accordance with the Arbitration provisions of this Agreement.

## 8.03 Union Representative and Employee Involvement

- (a) In all cases involving a grievance, all employees except the grievor(s) must continue to work. Where an employee or employees has or have been discharged by the Employer, he or they shall not remain in the employ of the Employer while his or their grievance is being processed in accordance with this grievance procedure.
- (b) An employee who has lodged a grievance may elect not to continue working while the grievance is being processed, without loss of seniority or benefit entitlement, provided the time off is within the cap provided in Article 24.00. (This provision has no application in cases involving the suspension or discharge of the employee, or where the subject of the grievance is the Employer's denial of a request for a discretionary leave of absence). A grieving employee who elects not to work while the grievance is being processed shall not be entitled to claim any compensation for the period in which he has elected not to work.
- (c) The Union agrees that the processing of any grievance shall be carried out by all parties with the minimum possible interruption to the Company's operations.

#### 8.04 Time Limits

- (a) The time limits prescribed herein for the performance of any step or proceeding in the grievance procedure are deemed to be matters of substance, not mere technicalities. These time limits may be extended only by mutual agreement in writing between the Union and the Employer.
- (b) If a grievance has not been initiated or resolved within the time period specified for any step of the grievance procedure, and the time limit has not been extended by mutual agreement in writing, such failure to proceed within the time limits prescribed shall be deemed to constitute an abandonment of the grievance.

#### 8.05 Classification Grievances

Should any grievance arise over current classification of an employee, any retroactive pay which might be granted in consequence of a grievance determination shall be limited to the date on which a change in classification should have occurred.

#### 8.06 Employer and Union Grievances

- (a) The Company or the Union can raise a grievance by way of informal discussion with their respective representatives, or by resorting directly to setting the grievance out in writing and presenting it within fourteen (14) working days after the occurrence of the alleged grievance. If the grievance is a policy grievance, or a continuing issue, it shall be raised by either party within fourteen (14) working days of the occurrence or of the Company or the Union becoming aware of the grievance.
- (b) The employer and the union shall immediately consider the written grievance and make an honest effort to resolve it. If agreement is not reached within fourteen (14) working days from the time this step is initiated, the grievance may be referred to arbitration.

## **ARTICLE 9 - ARBITRATION**

### 9.01 Arbitration Board

When a grievance is referred to arbitration pursuant to the grievance procedure, the Company and the Union shall, within five (5) work days, each appoint one (1) arbitrator who shall be a member of the Arbitration Board. This does not preclude either party from suggesting that the arbitration be adjudicated by a single person Board. Should a single person Board be mutually agreeable to the Company and the Union, the parties shall confer and agree upon a mutually agreeable arbitrator. In the event that the parties cannot agree upon a mutually agreeable arbitrator, then the grievance shall be heard by a three person arbitration board, and the procedure for selecting such an arbitration board outlined below shall apply. Notwithstanding the above, all discipline and discharge grievances shall be adjudicated by a single arbitrator selected from the following list in rotation in order of referral to arbitration:

Jim Dorsey  
David McPhillips  
John Hall  
Bob Pekeles

### 9.02 Chairperson

Unless the parties mutually agree to a single person Board, the Company and the Union shall, within ten (10) work days, endeavour to agree upon and appoint an impartial arbitrator who shall be a third member and chairman of the Arbitration Board. In the event that the parties fail to agree upon the selection of such an impartial arbitrator, then the parties shall mutually request that an appointment be made pursuant to the provisions of the *Canada Labour Code*.

### 9.03 Procedure

- (a) Prior to the date on which the arbitration hearing is to commence, the Union and the Company shall confer and prepare a complete written statement of the facts which are relevant to the subject of the arbitration. This written statement shall also contain any matters of evidence upon which the parties are agreed. This written statement shall be presented to the Board of Arbitration on the opening of the hearing.
- (b) The Arbitration Board so constituted will determine its own procedure in accordance with applicable legislation, and shall give full opportunity to all parties to present evidence and make representation. The Board shall hear and determine the dispute or allegation and shall make every effort to render a decision within fourteen (14) days.
- (c) The Arbitration Board shall have jurisdiction and authority to interpret and apply the provisions of this Agreement insofar as it may be necessary to the determination of the grievance referred to the Arbitration Board, but shall not have the jurisdiction and authority to alter or amend any of the provisions of this Agreement.

- (d) Scheduled arbitrations will not be rescheduled without the mutual agreement of the parties.

#### 9.04 Arbitration Decision

The decision of a majority of the Arbitration Board shall be final and binding on both parties, and where there is no majority decision, the decision of the Chairman shall be the binding decision of the Arbitration Board.

#### 9.05 Expenses of Arbitration

- (a) The parties hereto will each bear the expenses of their own representative on the Arbitration Board, and the Board Chair shall determine, based on the decision rendered, how the costs, fees, and expenses with respect to the arbitration proceedings shall be apportioned between the parties.
- (b) In addition, if a grievance is abandoned or withdrawn within seven (7) days of the hearing date, the party abandoning or withdrawing the grievance shall assume all of the costs, fees and expenses of the Board Chair with respect to the scheduled meeting. However, if either party brings forward new information that causes the other party to abandon or withdraw the grievance subsequent to the third step, the costs, fees and expenses of the Board Chair will be split by the parties

### **ARTICLE 10 - AUTOMATION - SEVERANCE PAY**

- 10.01 The Employer shall provide eight (8) days severance pay for each year of union seniority to employees who become redundant due to automation, or the introduction of new methods, equipment or organization. Nevertheless, the principle shall be that employees shall first be trained for other positions then vacant within the bargaining unit, provided that the vacant position requires similar or less job skills. Severance pay shall be utilized only when an employee fails to assimilate the required training within a reasonable period of time, not to exceed three (3) months.
- 10.02 In the event that there is no such position vacant at the time of severance, the employee can elect to defer claiming severance pay for a period not to exceed six (6) months. During the deferment period, the person will be afforded an opportunity to be trained for other such suitable positions, which become available.
- 10.03 At the end of the six (6) month deferment period, or at such other time within the deferment period which the person selects, severance pay will be given as per Article 10.01. The Company is then under no further obligation to hire, employ, or train the person.
- 10.04 At any time during the six (6) month deferment period, an employee may exercise an option to be treated as a laid off employee under the provisions of Article 6.06. If an employee chooses to exercise this option, the rights and benefits of this Article shall no longer apply.

## **ARTICLE 11 - IMPACT OF LEGISLATION**

11.01 Should any part hereof or any condition herein contained be rendered or declared invalid by reason of existing or subsequently enacted legislation or by a decree of a court of competent jurisdiction, such invalidation shall not invalidate the remaining proposals hereof and such remaining provisions shall continue in full force and effect.

### 11.02 Applicable Labour Standards Legislation

- (a) The Company agrees that the minimum labour standards provisions of the Labour Code of Canada and the supporting regulations, which are otherwise applicable to the Company and the employees within the bargaining unit, and any changes made in those provisions and regulations from time to time, are incorporated by reference into this Agreement.
- (b) The parties agree that the specific purpose of incorporating the provisions of the Labour Code and the regulations into their agreement, is not to create new or additional rights or obligations. The purpose is to allow for the enforcement of the applicable legislated rights and obligations through the grievance and arbitration provisions of this Agreement.

## **ARTICLE 12 - LABOUR MANAGEMENT RELATIONS**

### 12.01 Joint Consultations

- (a) The Company and the Union recognize the mutual value of ongoing joint consultations in matters pertaining to working conditions, supervision, safety and labour-management relations generally. To this end, Company representatives and the union representatives who are employed by the Company may meet at such time and place as may be mutually agreed upon, for the purpose of discussing the application, interpretation, and possible violations of the Agreement, and any other matters of mutual concern and benefit.

- (b) Union Representative

The Union may request permission from the Employer to have one (1) Union representative, other than a Representative, attend a labour-management meeting, and the Employer shall not unreasonably refuse such permission.

- (c) Minimum Meetings

Such a meeting shall be held at least once every three (3) months during the term of this Agreement.

## 12.02 No Changes to Agreement

It is expressly understood and agreed that under no circumstances shall this Article be construed by either party as a right to require the reopening of the Agreement or any part of it. The terms and conditions of the agreement shall in all events continue to be effective throughout the express term of this Agreement except where amendments are mutually agreed to in writing and appended to this Agreement.

## **ARTICLE 13 - SAFETY**

### 13.01 Hydro Wires

No member shall be allowed to work on Hydro distribution wires.

### 13.02 Safety Legislation

(a) The Union and the Company agree that any applicable Federal Legislation, or regulations issued pursuant to such legislation pertaining to the work place of the employee's, shall be fully complied with.

(b) Transportation

Transportation to the nearest physician or hospital facility will be provided by the Company for employees who require medical attention during working hours, and any expenses of such transportation shall be borne by the Company.

(c) Work Safety and Injury Report

The Parties mutually recognize the benefits to be derived from maintaining a safe and sanitary work environment, and that the Company, the Union, and the employees must cooperate in striving to improve health and safety conditions. The maintenance of a safe and sanitary work environment requires the contribution of every employee. Accordingly, the employees are obligated to comply with all reasonable rules of conduct established by the Employer pursuant to this agreement, bearing on safety and health. Specifically, every employee is obligated to report at the first reasonable opportunity, any injury or accident, which did or could have resulted in an injury, or any unsafe or unsanitary condition.

### 13.03 Hazardous Job

(a) Two (2) qualified persons constitute a crew working together on a hazardous job location.

(b) Electrical Work

No employee shall repair or replace defective circuit breakers in power supply boxes, without first having the service disconnected.

This shall not apply to plug in or bus type circuit breakers.

#### 13.04 Hazard Pay

(a) Pole or Tower

All employees climbing, or descending, or working on a tower, pole, or side of a building above the height of forty (40) feet will be paid at double time for a minimum of not less than one (1) hour for any time or occasion spent above this height. Two (2) qualified persons shall constitute a crew.

(b) Scaffolds

All employees working from a scaffold above the height of forty (40) feet from ground level (roof shall constitute "ground"), a minimum of one (1) hour at double time shall be paid in any one (1) day that an employee works high time, or accumulated time spent above this height, whichever is greater. Two (2) qualified persons shall constitute a crew.

(c) Dangerous Jobs

The parties recognize and agree that in addition to the work situations detailed in paragraphs (a) and (b) above, there are other work situations which, from time to time, may be dangerous because of particular locations, conditions, or circumstances. Where an employee reasonably considers a particular work situation to be dangerous as defined under the provisions of the *Canada Labour Code, Occupational Safety and Health*, the employee shall report the circumstances to the immediate managerial representative and a member of the Safety Committee. The requirements for investigating a report shall be followed.

(d) Occupational Safety & Health Regulations

The Company and the Union agree that it is of primary importance to ensure that every work situation is as safe as possible. To this end, they agree to adhere to Part II of the *Canada Labour Code, Canada Occupational Safety and Health Regulations* and the Shaw Health and Safety Standards.

(e) No Discipline

No employee shall be reprimanded or disciplined for refusing to perform an assigned work task where the refusal is based on a reasonable apprehension of danger for the employee's personal safety: Part II of the *Canada Labour Code, Canada Occupational Safety and Health Regulations* shall apply.

Note: A qualified person shall be a person trained or experienced in the safety practices or procedures relevant to the work performed.

### 13.05 Climbing Equipment

The Company shall provide adequate training or retraining and a set of climbing gear to each employee it requires to climb. For purposes of this Agreement, "climbing gear" shall be understood to mean a body belt, a pole strap, and a set of climbers. Each employee is responsible for the care and maintenance of such equipment and any loss or damage which results from the employee's negligence or abuse, will be at the expense of that employee. The Company retains the right to inspect the equipment at any time and to require the employee to provide an accounting of any loss or abuse.

### 13.06 Truck Equipment

The Company agrees that its trucks shall be equipped as follows:

(a) Except as qualified herein, all trucks must be equipped with:

1. Bulkhead screens (van type units only)
2. Fire Extinguisher
3. First Aid Kit
4. Road Safety Devices, including warning cones, flags, stop signs and amber warning lights (note that amber warning lights will be provided only subject to regulatory approval)
5. Chock Blocks (for aerial ladder vehicles only)
6. Manhole Lifter
7. Safety Glasses
8. Safety Vests

(b) Aerial Ladder Vehicle

Each aerial ladder vehicle will be equipped with a fall arresting belt and safety lanyard, in accordance with the requirements of the applicable legislation.

(c) Non-Aerial Vehicles

Each non-aerial vehicle will be equipped with a standard lineman body belt and safety strap, in accordance with the applicable regulatory legislation.

(d) Employee Responsibility

Each employee is responsible for the care and maintenance of such equipment.

The Company retains the right to inspect the equipment at any time and to require the employee to provide an accounting of any loss or abuse.

### 13.07 Aerial Ladder Inspections

The Company agrees that aerial ladder vehicles will be inspected as required by applicable regulatory legislation.



### 13.08 Ladder Inspections

The Company agrees that ladders will be regularly inspected in accordance with the applicable regulatory legislation, and any ladders which are found to be unsafe will be removed from service and either replaced or competently repaired.

### 13.09 Vehicle Maintenance

- (a) The Company agrees to maintain all vehicles up to standards which will insure that the employees who operate such vehicles are not exposed to such hazards as arise out of lack of proper maintenance. Each employee who operates a Company vehicle bears the direct responsibility for its safe and proper operation.

Each such employee is also responsible for reporting any malfunction of equipment, mechanical defect, and any accident involving the vehicle.

- (b) The Company agrees that if it modifies the operational functions of its vehicles, it will provide information sheets in the vehicles, and to the person the operator reports to; and training where required.

### 13.10 Safety Equipment

It is understood and agreed by both parties that all employees are required to utilize safety equipment on the job as provided by the Company.

Failure to do so may result in disciplinary action by the Employer.

## **ARTICLE 14 - APPRENTICESHIP AND JOURNEYMAN TRAINING**

### 14.01 Apprentice Joint Training Committee

An Apprentice Joint Training Committee composed of three (3) managerial members and three (3) technical members shall be established. The TWU shall appoint two (2) technical members, one each from the Vancouver and Surrey bargaining units. The third technical employee shall be appointed from another bargaining unit which has provisions for apprentices.

### 14.02 Journeyman Status

To be classified as a Journeyman Technician, an employee must have either completed the apprenticeship program to the satisfaction of the Joint Training Committee and have been admitted to the status of journeyman or successfully completed the requirements for and passed the provincially approved Trades Qualifications exam.

\*\*Please see Letter of Agreement Journeyman Certification.

#### 14.03 Registration

Apprentices shall be indentured with the Company. The Company shall select individuals to be indentured.

#### 14.04 School Attendance

(a) Employees hired as journeyman apprentices shall attend school and progress to ninety-five percent (95%) of the qualified journeyman's rate provided that their progress meets the criteria established by the Joint Training Committee that they meet the Company's standards and pass CATV school exams. Progression beyond this point will be subject to the criteria outlined in Article 14.02. Apprentices have the right to a review of any decision by the J.T.C. to hold up their progression. Such reviews shall be conducted by committees composed of one (1) person appointed by the Company and one (1) person appointed by the Union. Such decisions are final and binding on the employees, the Company, and the Union. Where the reviewing committees do not reach majority decisions, the matter will be referred to a single person arbitrator.

#### (b) Reclassification Date

Upon receiving written confirmation from the Joint Training Committee that employees have been classified as qualified journeymen, the Company shall begin paying the journeyman's wage rate to the employees. The journeyman's wage rate shall be effective the date the Company is notified that the employee is classified by the J.T.C. as a qualified journeyman.

#### 14.05 Apprentices' Wages

An apprentice attending a provincially sponsored day school shall receive his normal weekly earnings less the Government Grant, divided by two (2).

#### 14.06 Committee Member's Wages

The Company agrees that one of its employees from each of the three participating systems may serve as a member of the J.T.C.

The Committee members shall jointly determine a reasonable number of meetings required to perform the work of the Committee. Committee members shall be paid their regular straight-time wages while attending such meetings.

#### 14.07 Supplemental Training

(a) The Company has the right to conduct training which is supplemental to the training provided under the J.T.C. program. The Parties agree that the right of the Company to conduct such supplemental training is in no way restricted by the Collective Agreement or any other Agreements between the two Parties.

- (b) For the purposes of conducting supplemental training, the Company can assign a non-union instructor who will have access to the cable t.v. plant in relation to such training. This access is limited to training only and is not for purposes of performance of job tasks which fall within the jurisdiction of the Technical Employees.

#### 14.08 Funding

- (a) The Company shall provide the level of funding it deems sufficient to finance the joint apprenticeship training program.
- (b) Money left in the Trust when the current industry JTC is disbanded shall be disbursed according to the provisions of that Trust.

### **ARTICLE 15 - HOURS OF WORK, PREMIUM PAY AND TRAVEL EXPENSES**

#### 15.01 Regular Work Week

The regular work week shall be any five (5) consecutive days, Sunday through Saturday, for a total regular work week of forty (40) working hours, subject to the applicable premiums where provided for in this Agreement.

Notwithstanding the above, employees may volunteer to work schedules that fall outside of the regular work week of Sunday through Saturday and may do so, upon approval by the Company, and with no penalty cost to the Company, but with applicable premiums as provided for in this Agreement.

#### 15.02 Regular Work Day

- (a) (i) Monday through Saturday

The regular work days which fall on Monday through Saturday shall consist of eight and one-half (8 1/2) consecutive hours of scheduled time, made up of eight (8) hours of paid work time and one-half (1/2) hour of unpaid time for a lunch break.

- (ii) Sunday

The regular work days which fall on Sunday shall consist of eight (8) consecutive hours of scheduled time, made up of seven and one-half (7 1/2) hours of paid work and one-half (1/2) hour of paid time for a lunch break.

- (b) Scheduling

The regular work day shall be scheduled between 06:00 and 18:00 hours. The company will provide 10 days notice on any changes to schedules. If a schedule needs to be changed in less than ten days, then the company may ask for volunteers and make changes within the regular work day without overtime. If the company requires a

change in less than 10 days and cannot find a volunteer, then overtime will be paid on the changed hours.

(c) Premium

A premium of ten percent (10%) of the hourly rate (straight-time) will be paid for all hours worked on a Sunday.

All shift premiums are paid only on straight-time earnings for the shift hours. If overtime is worked beyond the hours of the shift, then the overtime payment replaces any shift premium.

15.03 Shift Work

(a) Shift work is defined as a scheduled work period within a regular work week which falls outside the regular work day as set out in 15.02 above.

(b) Shift A - Afternoon Shift

(i) The afternoon shift consists of eight and one-half (8 1/2) consecutive hours of scheduled time, made up of eight (8) hours of paid work time and one-half (1/2) hour of unpaid time for a lunch break. This shift shall be scheduled between 12:00 hours and 24:00 hours.

(ii) A premium of nine percent (9%) of the hourly straight-time rate shall be paid for all hours worked.

All shift premiums are paid only on straight-time earnings for the hours actually worked during the shift. If overtime is worked beyond the hours of the shift, then the overtime payment replaces any shift premium.

(c) Shift B - Night Shifts

(i) The night shift consists of eight and one-half (8 1/2) consecutive hours of scheduled time made up of eight (8) hours of paid work time and one-half (1/2) hour of unpaid time for a lunch break.

This shift shall be scheduled to start between 23:00 hours and 1:00 hours.

(ii) A premium of fifteen percent (15%) of the hourly straight-time rate shall be paid for all hours worked.

All shift premiums are paid only on straight-time earnings for the hours actually worked during the shift. If overtime is worked beyond the hours of the shift, then the overtime payment replaces any shift premium.

Employees will not be scheduled for this shift for less than five (5) work days. The notice period will be two (2) weeks.

#### 15.04 Standby Time and Pay

(a) Participation and Assignment

When the decision is made to schedule standby duties, such standby duties shall be assigned by the Employer on a rotation basis. Where possible, preference will be given to those employees who have indicated willingness to standby. The Employer will post a standby schedule pursuant to Article 15.06.

(b) Standby Pay

Employees scheduled for standby shall be paid three (3) hours of regular pay for each twenty-four (24) hours of standby.

(c) Standby Callout

(i) When an employee on standby is called out beyond the hours of his regular work day, the additional work time will be paid at overtime rates.

(ii) When called out during standby hours, overtime begins when the employee leaves his home to attend to the call.

(iii) Overtime stops when the employee returns to his home.

(iv) The company shall supply a cell phone to employees on standby. However, the Company is not required to provide a vehicle to an employee on standby.

(d) Exemption from Standby

The Company is not required to schedule standby to any employee who resides more than fifteen (15) kilometers beyond the Company's licensed area. However, the Company will give preference where possible for scheduled overtime to such employees to provide for an equitable share of overtime work.

(e) Availability During Standby

Any employee on standby must remain within twenty (20) minutes of driving distance of the Company's licensed area during the scheduled standby period.

(f) Loss of Standby Pay

In the event that an employee fails to respond to a call during an assigned standby period, the employee then forfeits his standby pay for that calendar day.

## 15.05 Overtime

(a) Any time worked in excess of the scheduled hours in a day or in the regular work week shall be considered as overtime. Time worked on any statutory holiday or call-out shall also be considered as overtime.

### (b) Payment of Overtime

(i) All overtime shall be at 200% of the regular rate.

(ii) All overtime shall be calculated to the nearest one-quarter (1/4) hour.

(iii) Premiums paid for shift work shall not be included in the calculation of overtime pay.

### (c) Overtime Meals

When employees are required to work more than two (2) hours beyond their regular work days, the Employer will provide hot meals at no cost to the employees, up to a maximum of sixteen dollars (\$16.00) (receipts to be submitted) plus paid meal periods of one-half (1/2) hour at the prevailing rate and thereafter at four (4) hour intervals. Any early morning start before regular starting time is entitled to a paid meal. The breakfast limit is thirteen dollars (\$13.00) (receipts to be submitted). Employees called out on overtime shall be paid for meals as above, after four (4) hours work.

### (d) Overtime Rest

(i) If the emergency overtime commences 2 hours or less from the start of the employee's regular work day, the employee shall continue working and at a minimum complete 6.5 hours of work. The employee will be paid overtime rates for the overtime hours worked or a minimum of 3 hours and then will be paid straight time for the remainder of the shift.

Example: An employee who is scheduled to work from 7:30 am to 4:00 pm, is called out to work emergency overtime at 5:30 am, they shall continue working until 12:00 pm. They shall receive compensation for 3 hours at the overtime rate and 5 hours straight time. If the employee is called at 6:00 am and works until 11:00 am, they would continue to work until 12:30 pm and receive 5 hours at the overtime rate and 3 hours at straight time.

(ii) If the emergency overtime commences more than 2 hours prior to the start of the employee's regular work day, the employee shall return to work after eight hours rest, but only if he can do so for four hours or more of his scheduled work day. Regardless of whether the employee can return to work, he shall be paid eight (8) hours at straight time rates for the day as well as overtime rates for the emergency overtime hours worked.

Example: An employee who is scheduled to work from 7:30 am to 4:00 pm and is called out for emergency overtime from 1:30 am to 3:30 am, they will return to work after 8 hours of rest at 11:30 and work the remainder of their shift. They will be paid 2 hours at the overtime rate and 8 hours at straight time.

(e) Overtime Options

- (1) Employees shall have the option of being compensated for overtime in cash or time off, to a maximum of ten (10) banked days per annum, provided that:
  - (i) they indicate they wish to bank the time at the time the overtime is worked;
  - (ii) the time off can be scheduled at a time that is mutually agreeable to the employee and the Company; and
  - (iii) the total number of days taken by an employee under this clause and 23.01 (a) does not exceed the total number of guaranteed days off allowed in a year.
- (2) If such mutual agreement cannot be reached, the employee shall be paid out for any banked overtime in January of the following calendar year. Upon written request and the submission of required documents, an employee may authorize the payout be directed to his registered retirement savings plan (RRSP). Banked time cannot be carried forward from one calendar year to another.

15.06 Staffing and Schedules for Shift and Standby Work

(a) Employees Assigned

The Employer will determine the number of employees required on both shift work and standby. All such decisions are subject to the provisions of this Agreement.

(b) Schedules

The Company and the Union designated representative shall prepare schedules for shifts and standby duties based on the following criteria:

- (i)
  1. The Company may exclude employees from shifts due to operational requirements.
  2. All qualified employees shall participate.
  3. Consideration shall be given to employees interested in permanent assignment to a shift.
  4. Entitlement of employees to exchange shifts, subject to approval by the affected "A" Foremen and no additional cost to the Company.

(ii) Standby

If standby provisions are utilized by the Company, a schedule of rotation shall be posted.

(iii) Standby shifts for individual days can be implemented, provided that two (2) weeks' notice is given.

(iv) If the Company and the Union representative are unable to agree to the scheduling as noted in i), ii) and iii) above, the Company retains the right to implement a shift and/or standby schedule, subject to the above criteria.

(c) Shift Posting

(i) Where possible, schedules shall be posted ten (10) work days in advance of the date on which they become effective.

(ii) In the event that the shift schedule is not adhered to for reasons that are within the control of the Company and an employee is assigned to shift coverage, then that employee shall be paid overtime for the first eight (8) hours worked.

(iii) No employee shall be assigned to a shift for a period of less than ten (10) work days duration except where rearrangements of shifts are necessary in order to distribute holidays or annual vacations equitably, or when it is necessary to cover temporary absence of an employee due to sickness or accident disability, or to meet emergent business requirements.

(d) (i) The Company shall endeavour to minimize the number of shifts each individual is required to work. However, no individual shall be required to work more than 18 weeks of shifts a year.

(e) Emergency Changes

In an emergency, the immediate supervisor or designate may make changes in the posted schedule, giving only such advance notice that time and circumstances permit. Such changes will involve designating employees as replacements for those situations where an employee scheduled for work does not, or will not be able to report for work.

When an employee who is designated as a replacement is required to change shifts with less than sixteen (16) hours off the job between the end of his prior work period and the start of the newly assigned work period, the employee will be paid overtime rates for all hours worked which fall within the sixteen (16) hour change-over time period.



#### 15.07 Report Pay

- (a) An employee who reports to work at his regularly scheduled time will receive four (4) hours pay if no work is available.
- (b) Report pay shall not be paid if employees are advised not to report to work at least twenty-four (24) hours preceding their scheduled shifts.

#### 15.08 Call Out Pay

An employee who is not on standby who is called out to work shall receive not less than two (2) hours pay at overtime rates from the time he leaves his home, until he arrives back at his home.

#### 15.09 Travelling Time and Expenses

##### (a) Free Zone

The free zone shall be the licensed area encompassed within a radius of 13.75 kilometers from the intersection of 177th Street and 83rd Avenue.

##### (b) Reporting Stations

Employees shall report for work at the regular starting time at any reporting station designated by the Company within the Free Zone.

##### (c) Travelling Expenses

When employees are required to report to work outside of the Free Zone in order to reach a designated reporting station or job at their regular starting times, they shall be paid at the rate of forty (40) cents per direct line kilometre for travelling time, and if transportation is not provided by the Company, an additional twelve and one-half (12 1/2) cents per direct line kilometre will be paid for travelling expenses. Where applicable, these allowances will be paid both to and from the location in question.

##### (d) Travelling Expense Calculation

Direct line kilometers are determined by calculating the distance in a direct line from the circumference of the Free Zone to the location where the employee is required to report for work, along a straight line drawn from the center of the Free Zone to the work location. This distance shall then be multiplied by two (2) to cover both directions, calculated to the nearest kilometer according to the rules of approximation.

15.10 Rest Breaks

All employees are entitled to a fifteen (15) minute rest break during the first half of their regular work day and another fifteen (15) minute break in the second half of the regular work day.

Technical field employees will take such breaks en route between jobs. Any excess travel time to locations not en route for rest breaks will be part of the rest break time.

15.11 Personal Vehicles

An employee shall not use his personal vehicle in the service of the Company.

**ARTICLE 16 - TOOLS**

16.01 Tools

The Company shall continue to replace tools broken or worn out in the service of the Company. Employees are responsible for loss of tools on the approved employee's tool list, except those tools lost from the locked box or storage facility due to fire, theft, flood, etc.

**ARTICLE 17 - WAGE SCHEDULE**

17.01 Employees shall continue to work the five (5) days, forty (40) hours per week at the prevalent rate.

17.02 Technical Wage Scales

(a) Journeyman Technicians

Effective Date:

March 24, 2015 - \$37.74 per hour

March 23, 2016 - \$38.40 per hour

March 23, 2017 - \$39.07 per hour

(b) Apprentice Technicians

1st term - 6 months - 60%

2nd term - 6 months - 65%

3rd term - 6 months - 70%

4th term - 6 months - 75%

5th term - 6 months - 80%

6th term - 6 months - 85%

7th term - 6 months - 90%

8th term - 6 months - 95% (Examination Level)

(c) Installers

An Installer shall be paid an hourly rate calculated as a percentage of the hourly rate for Journeyman Technicians in accordance with the following:

1st term - 6 months - 50%  
2nd term - 6 months - 55%  
3rd term - 6 months - 60%  
4th term - 6 months - 65%  
5th term - 6 months - 70%  
6th term - 6 months - 75%  
7th term - 6 months - 80%  
8th term - 6 months - 85%  
9th term - 6 months - 90% (Final Rate)

(d) "A" Foremen

"A" Foremen shall receive a rate of ten percent (10%) above a Journeyman Technician.

(e) "B" Foremen

"B" Foremen shall receive a rate of five percent (5%) above a Journeyman Technician.

(f) In Charge Premium

The In-Charge premium shall be five percent (5%) above the Journeyman Technician.

<b>Technical Wage Scales</b>	March 24,2015, 1.75%	March 24,2016, 1.75%	March 24,2017, 1.75%
Journeyman Technicians	\$37.74	\$38.40	\$39.07
A Foreman	\$41.51	\$42.24	\$42.98
B Foreman	\$39.63	\$40.32	\$41.02
Apprentice Technicians			
1st term - 6 months 60%	\$22.64	\$23.04	\$23.44
2nd term - 6 months 65%	\$24.53	\$24.96	\$25.40
3rd term - 6 months 70%	\$26.42	\$26.88	\$27.35
4th term - 6 months 75%	\$28.31	\$28.80	\$29.30
5th term - 6 months 80%	\$30.19	\$30.72	\$31.26
6th term - 6 months 85%	\$32.08	\$32.64	\$33.21
7th term - 6 months 90%	\$33.97	\$34.56	\$35.16
8th term - 6 months 95%	\$35.85	\$36.48	\$37.12
Installers			
1st term - 6 months 50%	\$18.87	\$19.20	\$19.54
2nd term - 6 months 55%	\$20.76	\$21.12	\$21.49
3rd term - 6 months 60%	\$22.64	\$23.04	\$23.44
4th term - 6 months 65%	\$24.53	\$24.96	\$25.40
5th term - 6 months 70%	\$26.42	\$26.88	\$27.35
6th term - 6 months 75%	\$28.31	\$28.80	\$29.30
7th term - 6 months 80%	\$30.19	\$30.72	\$31.26
8th term - 6 months 85%	\$32.08	\$32.64	\$33.21
9th term - 6 months 90%	\$33.97	\$34.56	\$35.16

17.03 Wage Retention

(a) Cable Industry Seniority

Technical employees shall be paid at the rates for the terms equivalent to their lengths of service within the classifications, provided that there has not been a break in service of more than twenty-four (24) months between their last employment in the industry and their dates of hire.

(b) Seniority Date

When an apprentice or installer is dispatched by the Union, the Union will provide the Employer with the individual's "term" date for purposes of Article 17.02.

17.04 Payroll Dates

Employees shall receive their regular pay cheques every second week based on a ten (10) day pay period.

**ARTICLE 18 - PAID HOLIDAYS**

18.01 Employees shall be entitled to pay at regular rates for all Statutory Holidays as follows:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Remembrance Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day
Canada Day	Half Day Christmas Eve
B.C. Day	Half Day New Year's Eve

and any additional holiday not related to the above holidays but gazetted by the Provincial or Federal Governments. To be entitled to statutory holiday pay, an employee must have worked the full working day preceding and following the holiday unless permission to be absent is granted by the Employer.

18.02 Alternate Schedule

Agreed that when a holiday falls on a Saturday or Sunday, or scheduled day off, the closest workday, mutually acceptable by employee and Company, will be observed as the holiday, except where observance on a specific day is dictated by the government.

Holiday Pay

Employees required to work on any of these days shall be paid as per Article 15.05.

18.03 Holiday Entitlement

Employees who are laid off within seven (7) working days (except employees subject to dismissal through cause) prior to a Statutory Holiday occurring shall be entitled to such Statutory Holiday with pay. Also, employees who are absent either the day before or the day after a Statutory Holiday or both shall be entitled to such Statutory Holiday with pay provided they are absent for a reason of illness or accident.

**ARTICLE 19 - EARNED VACATIONS**

19.01 (a) Employees hired before January 1, 1993 shall become entitled to vacation with pay as set out below.

<u>Length of Service</u>	<u>Vacation Time</u>	<u>Vacation Pay</u>
1 year	3 weeks	6.0%
6 years	3 weeks & 1 day	6.4%
7 years	3 weeks & 2 days	6.8%
8 years	3 weeks & 3 days	7.2%
9 years	3 weeks & 4 days	7.6%
10 years	4 weeks	8.0%
11 years	4 weeks & 1 day	8.4%
12 years	4 weeks & 2 days	8.8%
13 years	4 weeks & 3 days	9.2%
14 years	4 weeks & 4 days	9.6%
15 years	5 weeks	10.0%
16 years	5 weeks & 1 day	10.4%
17 years	5 weeks & 2 days	10.8%
18 years	5 weeks & 3 days	11.2%
19 years	5 weeks & 4 days	11.6%
20 years	6 weeks	12.0%

- (b) Employees hired after January 1, 1993, shall be entitled to vacation time with pay, as set out below.

<u>Length of Service</u>	<u>Vacation Time</u>	<u>Vacation Pay</u>
Less than 1 year	Prorated at 3 weeks	6.0%
After 1 year	3 weeks	6.0%
6 years	3 weeks & 1 day	6.4%
7 years	3 weeks & 2 days	6.8%
8 years	3 weeks & 3 days	7.2%
9 years	3 weeks & 4 days	7.6%
10 years	4 weeks	8.0%
11 years	4 weeks & 1 day	8.4%
12 years	4 weeks & 2 days	8.8%
13 years	4 weeks & 3 days	9.2%
14 years	4 weeks & 4 days	9.6%
15 years	5 weeks	10.0%
17 years	5 weeks & 1 days	10.4%
19 years	5 weeks & 2 days	10.8%
21 years	5 weeks & 3 days	11.2%
23 years	5 weeks & 4 days	11.6%
24 years	5 weeks & 4 days	11.6%
25 years	6 weeks	12.0%

#### 19.02 Gazetted Vacation

Any additional annual vacation over and above that provided for above that may be gazetted by the Provincial and/or Federal Governments will be incorporated into this Agreement.

#### 19.03 Cut-Off Date

The annual cut-off date for the accumulation of annual vacation time and pay under Article 19.01 above, is December 31.

#### 19.04 Annual Vacation Scheduling

##### (a) Vacation Calendar

Prior to September 1st of each year, the Company shall post a calendar upon which each employee shall select, by Company seniority, his vacation period for the vacation year commencing January 1. A calendar will be posted in each of the Company's reporting stations or departments where members of the Union are employed.

##### (b) Length of Posting

The calendar will remain posted until November 15th.

(c) Vacation Selection

Employees who have not selected their vacation periods by November 15th shall not be entitled later to select vacation periods by seniority.

Employees who do not select all of their vacation entitlements on the calendar will be allowed to schedule vacation at a later date, provided that this selection does not effect the scheduled vacations of other employees.

(d) Employer Approval

The Company shall approve the calendar no later than December 1st.

(e) Approval Criteria

Approval of the Vacation Calendar will be done on the following criteria:

(1) Proper selection by seniority

- (a) Technical - by seniority in each classification at each reporting station.
- (b) Non-Technical - by seniority in each department.

(2) Compliance with Article 24.

(f) Calendar Changes

Changes may not be made to the schedule after December 1, except by mutual agreement of the Manager and the employee.

(g) Schedule Cut-Off Date

The Company shall notify employees who have not scheduled vacation by June 1<sup>st</sup> and, in consultation, will then schedule their unused vacation periods, which shall be taken before December 31<sup>st</sup>.

If vacation periods cannot be mutually agreed upon, the Company shall designate them.

19.05 Vacation Pay Reduction

(a) Vacation pay shall be reduced on a pro-rated basis if an employee is absent for more than a total of fifteen (15) days due to temporary lay-off, G.D.O.'s, weekly indemnity, long-term disability, unauthorized absence, or unpaid leave of absence. The first fifteen (15) days absence for any one or more of the above reasons shall not be counted when determining the pro-rated reduction of vacation pay due to such absences.

(b) Vacation pay shall be reduced on a pro-rated basis if an employee is absent for more than a total of thirty (30) days due to Workers' Compensation. The first thirty (30) days



absence for Workers' Compensation shall not be counted when determining the pro-rated reduction of vacation pay due to such absence.

#### 19.06 Transfer of Entitlements

Where Companies bound by this Agreement are wholly owned subsidiaries of the same parent Company, an employee who transfers from one such Company to another shall retain his seniority for purposes of annual vacation time and pay entitlements.

#### 19.07 Vacation Scheduling

Within the vacation year, an employee may take his vacation with pay in advance of having earned it. If vacation taken with pay exceeds the employee's vacation earned for that year, the Company shall recover from the employee's pay, any money paid for vacation but not earned.

### **ARTICLE 20 - PAYMENT FOR TIME NOT WORKED**

#### 20.01 Jury Duty and Court Leave

Leave of absence with pay will be granted to an employee for jury duty or to appear in Court in the interests of the Employer. In addition, a leave of absence with pay will be granted to an employee for a maximum of three (3) days, when the employee is subpoenaed to Court to serve as a witness. Any compensation received from the Court for this service will be turned over to the Employer.

#### 20.02 Bereavement Leave

(a) In the event of death in the employee's immediate family, compassionate leave with pay of three (3) days will be granted by the Employer. If the death requires the employee to travel outside of the Province, compassionate leave will be extended to five (5) days with pay.

(b) Definition of Family

Immediate family is defined as an employee's parents, spouse, children, brothers, sisters, mother-in-law, father-in-law, grandparents, and spouse's grandparents. Blood relatives living under the same roof as the employee shall be considered as immediate family.

(c) Spouse's Family

Bereavement leave (not to exceed three (3) days) without pay will be granted in the event of a death in the immediate family of the employee's spouse.

### 20.03 Unplanned Emergency Days

- (a) Each regular full-time employee who is not in receipt of any other income is entitled to a maximum of six (6) days a year. The rate of pay for these unplanned emergency days shall be 100% (100%) of daily wages. This time may not be taken in increments of less than one (1) hour.
- (b) Employees may carry forward unused days to a maximum of six (6) banked days in any one calendar year.

## **ARTICLE 21 - HEALTH AND WELFARE BENEFITS**

### 21.01 Employee's Contribution

The employee's contribution to the Health and Welfare Plan shall be \$135.00 per month.

This contribution shall cover the cost of the Medical Services Plan. Any increase in the Medical Services Plan shall be passed through to the employee at the rate of 100% of the increase. This contribution shall also cover the cost of Long-Term Disability and shall be subject to the increases in the Health and Welfare plan as listed below.

Increases in the Health and Welfare Plan costs shall be divided with the employees paying 32% of such an increase, and the Company paying 68% of such an increase.

### 21.02 (a) Plan Coverage Description

#### Eligibility

- Coverage will commence the first day of the month immediately following the month in which employment commences for full-time employees working 21 or more hours per week
- Coverage terminates at age 65, early retirement or end of employment.

#### Sick Leave

- 6 days payable at 100% of hourly rate

#### Employee Life Insurance

- 3 x the employee's regular annual earnings (rounded to greatest \$1000)

#### Dependent Life Insurance

- \$25,000 spousal coverage
- \$5,000 coverage for each eligible dependent child

#### Employee Accidental Death and Dismemberment Insurance

- \$100,000

#### Short-Term Disability Insurance

- 66.66% of the weekly basic earnings to a maximum of \$700
- Maximum Short-Term Disability period is 119 days
- Elimination period 7 days

### Long-Term Disability Insurance

- Waiting period is 119 days
- Benefits are subject to approval by the insurance carrier
- Eligible for 65% of regular monthly earnings rounded up to closest \$1
- Maximum benefit \$2,500 per month
- Non taxable
- \*Any additional premium costs associated with the increase in LTD coverage would be paid 100% by the employee.

### Extended Health Coverage

#### **Prescriptions**

- 100% prescription coverage based on National Formulary; 70% coverage for prescriptions not covered under the National Formulary.
- Dispensing fee cap of \$8.50.

#### **Additional Health Coverage**

- 100% subject to plan maximums and "reasonable and customary" expenses
- 100% for Diabetic supplies and equipment
- Semi-private hospital room
- Private duty nursing \$10,000 calendar year (\$25,000 lifetime maximum)
- Paramedical \$500 per practitioner per year for Chiropractor/Osteopath/Naturopath/Podiatrist/Massage Therapist/Acupuncture
- Unlimited Physiotherapy for reasonable and customary charges
- Psychologist/Speech Therapist \$1,000 per year
- \$500 every 60 months for Hearing Aids
- Full coverage for one pair of Orthopedic Shoes per year for reasonable and customary charges
- \$300 per year for prescribed custom-made Orthotics

#### **Emergency Ambulance**

- To the nearest Canadian hospital equipped to provide essential care
- Air transport when time is critical or condition prevents use of another mode of transport
- Transport from one hospital to another when original hospital inadequate
- Charge for an attendant when medically necessary

#### **Medical Aids and Supplies (charges for the following service and supplies)**

- Oxygen blood and blood plasma
- Lab tests and diagnostic services (not under gov. plan)
- Ostomy and ileostomy supplies
- Walkers, canes and cane tips, crutches, splints, casts, collars and trusses, but not elastic or foam supports
- Rigid support braces and permanent prostheses (maximum \$10,000 per prostheses)
- Post-mastectomy bras 2 per calendar year
- Stump socks 6 pairs per calendar
- Wigs and hair pieces for medical treatment, injury alopecia (\$500 per lifetime)

**Standard Durable Medical Equipment** (preauthorization may be required):

- Manual wheelchairs, manual-type hospital beds, and necessary accessories
- Medical heart and blood glucose monitors, and cardiac screeners
- Bio-osteogen systems and growth guidance systems
- Breathing machines and appliances including respirators, compressors, precursors, suction pumps, oxygen cylinders, masks, and regulators (charges for rental)
- Insulin infusion set, not including pumps

Vision Care

- \$200 for prescription eyewear every 24 months (12 months for dependent children) including sunglasses and safety lenses (employees may use benefit for a one-time application towards laser eye surgery)
- 1 eye exam every 24 months (12 months for dependent children) up to \$60

Dental Coverage

**Basic Services**

- 100% of routine treatment (based on fee guide used in province of residence)
- Nine (9) month recall period for preventative treatment (polishing, fluoride, recall exams)
- Scaling (more than 6 units in a 12-month period may require pre-authorization)
- Complete exam 1 every 24 months
- Specific exam 1 every 6 months
- Panoramic x-ray 1 every 3 years
- Complete mouth x-ray series once every 24 months

**Major Services**

- 50% of major treatment with a \$1,500 maximum per calendar year
- Crowns or bridge replacements are limited to 1 every 5 years
- One upper and one lower denture (complete or partial) are limited to the cost of the gold restoration
- Veneers, crowns, bridges, inlays, and onlays are subject to the condition outlined in the fee schedule. Where other material would suffice, you will be responsible for the difference between the cost of the chosen material and the cost of the alternative material

**Orthodontic Services**

- 50% of orthodontic treatment with a \$2,000 lifetime maximum
- No benefit is payable for the replacement of appliances which are lost or stolen
- Services done for the correction of temporomandibular joint (TMJ) dysfunction are not covered
- Treatment performed solely for splinting is not covered

Global Medical Assistance

- 100% coverage for emergency treatment due to accident or injury while traveling outside of your province/country

Employee and Family Assistance Program

Confidential, short-term counseling sessions for employees and dependents such as:

- marital and family problems
- substance abuse
- stress, anxiety, depression
- career-related concerns
- family advisory services
- child care, eldercare
- critical incident (trauma)
- bereavement
- advise or referral by a lawyer
- financial services
- referral to longer-term and/or specialized services, if required

Where appropriate, the provider may refer you or your dependents to specialists and community resources for additional guidance and/or assistance

We respect your confidentiality and privacy at all times. No one will receive information concerning your use of the program without your written consent. A strict code of ethics concerning confidentiality governs the work of all EFAP professionals.

(b) Continuation of Extended Health Benefits during Long Term Disability

Extended Health Benefits, Article 21.01(a) shall remain unchanged for the first 24 months of Long Term Disability. Claimants will be responsible for remitting the Employees Contribution under Article 21.01 to The Company. This shall take the form of monthly post dated cheques which shall be remitted 6 months at a time.

Claimants on Long Term Disability, after 24 months, will no longer be covered by the Extended Health Benefits under Article 21.02(a) , with the following exception: Claimants on Long Term Disability shall have their Life Insurance continued unchanged and the premiums shall be waived.

Claimants on Long Term Disability after 24 months shall be responsible for obtaining their own Extended Health Coverage. Claimants may convert to the Sunlife Extended Health Plan with no medical requirement and shall pay their own premiums. Claimants shall no longer remit to the Company the Employee Contribution under Article 21.01.

Claimants on Long Term Disability who return to work after more than 24 months shall return to the coverage under Article 21.02 (a).

The provisions of 21.02 (b) shall only apply to Claimants who were placed on Long Term Disability after April 30, 2008.

(c) Benefit Coverage After Age 65

Eligibility

- Coverage will commence upon employee's 65<sup>th</sup> birthday.
- Coverage terminates at age 70, end of employment or death whichever is earliest.

#### Employee Life Insurance

- 1X the employee's regular annual earnings (rounded to the greatest \$1000)

#### Dependent Life Insurance

- \$25,000 spousal coverage
- \$5,000 coverage for each eligible dependent child

#### Health & Dental Coverage

- Remains unchanged and terminates at age 70.

### 21.03 Contributions and Coverage in Relation to Layoff

When an employee is laid off, coverage will continue for the entire month regardless of the number of days worked during that month.

### 21.04 Payments for Benefits during Approved Leave

When an employee is on approved leave, coverage will continue. The employee will be responsible for reimbursing the Company for benefit premiums paid on their behalf.

### 21.05 Employee's Obligation for Notification of Change of Status for Coverage

Employees must inform the Employer of any change which affects the employee's coverage. This includes change in marital status, and addition or deletion of dependants. The Employer is absolved of any and all responsibility in relation to an employee's failure to provide change of status information.

### 21.06 Paid Time Off for Medical Practitioner Appointment

(a) An employee who has been injured at work and has returned to work will be granted reasonable paid-time off from work for necessary return visits to the medical practitioner in relation to the on-the-job injury. The payment for such time off will be conditional on the Company receiving a medical practitioner's certificate and confirmation that the injury as a compensable on-the-job injury. It is the responsibility of the employee to provide the Company with notice of the necessity for leave as soon as the employee knows of the medical practitioner's appointment.

#### (b) Reasonable Time Off

"Reasonable Time Off" shall be understood to be limited to only that time off which required to attend the medical practitioner's office for an appointment made in advance, and the related time required to travel to and from the medical practitioner's office. The affected employee is required to cooperate in keeping this paid-time absence to the minimum time actually required.

#### (c) Pay for Day of Accident

An employee who is injured at work and is unable to continue working will receive a full day's pay for the day of the accident.

## 21.07 Workers' Compensation Supplement

Members covered by this collective agreement shall be notified of the W.C.B. top-up procedure by their immediate Manager/Supervisor. This procedure shall not apply to members excluded from the W.C.B. top-up under the Agreements.

Members are responsible to see that copies of their W.C.B. benefits statements are submitted to their Manager/Supervisor. The Manager/Supervisor shall ensure that once the W.C.B. benefits statements are received, they will be forwarded to the payroll department who will proceed with the top-up according to the provisions of the Agreements.

In cases where employees are on compensation and receiving Worker's Compensation benefit payments, the Company will pay the difference between such payments and eighty (80%) of the employee's gross normal forty (40) hour weekly straight-time wages for the period the employee is covered by compensation to a maximum of six (6) months.

## 21.08 Absentee Reports

- (a) Every employee who is unable to report for work due to illness or injury is obligated to notify his immediate Supervisor, or to have someone else notify his immediate Supervisor on his behalf, prior to the Employee's normal reporting time, or as soon after that time as is possible in the circumstances.
- (b) Employees may be required by the Employer to complete and sign a prescribed absence form in which the employee will provide details of the reasons for an unscheduled absence.

## **ARTICLE 22 - PENSION AND RETIREMENT**

### 22.01 Employer and Employee Contributions

- (a) The Employer will contribute on behalf of each employee 7.51% of annual earnings and the employee will contribute three percent (3%) of annual earnings to a Registered Retirement Savings Plan. In addition, each will make their contributions to the Canada Pension Plan. All contributions belong to the employees from the first (1st) day of employment.

- (b) Additional Employee Contributions

#### Employee Option

Upon written request from individual employees, the Employer will deduct and submit additional contributions in addition to those in Article 22.01(a).

### Employee Contribution

Such contributions are made only by the employee and not matched by the Employer.

### Restriction on Changes

The option to deduct, or to increase or decrease employee contributions can only be requested once per year.

## 22.02 Pension Contributions

### (a) Financial Institutions

Pursuant to Article 22.01, the Employer will deposit all pension funds in the banking institution designated by the Union. All funds will be deposited within fifteen (15) days following the month in which the funds were earned.

### (b) Union Notice Required

The Union must provide, in writing, at least two (2) months notice if there is to be a change in the designated institution.

### (c) Restriction on Changes

The Union may not change the designated institution more than once a year.

### (d) Union Responsibility

The Union will attend to any necessary documentation required as a result of a change in the designated institution.

## **ARTICLE 23 - GUARANTEED DAYS OFF**

### 23.01 Maximum Days

(a) Guaranteed days off without pay to include a total of twenty-four (24) working days in a calendar year are guaranteed by the Company subject to the conditions contained herein.

### (b) Block of Days

Subject to 23.01(e) the twenty-four (24) guaranteed days off may be taken in blocks of any number of days (1 -24).



(c) Notice

Employees shall provide a minimum of one (1) month's notice for blocks of five (5) or more days, and two (2) weeks notice for blocks of less than five (5) days.

(d) Unused Days

Employees cannot carry forward into a new calendar year, any unused portions of their guaranteed days off.

(e) Restrictions

- (i) Guaranteed days off in the months of June, July, August, September and December cannot be scheduled unless approved by the Company.
- (ii) A maximum of five (5) guaranteed days off may be taken in advance of scheduled annual vacation. All outstanding vacation days must be scheduled before any additional guaranteed days off can be scheduled.

23.02 Discretionary Leave of Absence

Leave of absence to be granted upon approval of Company and Union. Term of leave up to six (6) months in a calendar year with no loss of seniority.

This leave of absence is discretionary by the Employer and unpaid.

23.03 Union Leave

An employee shall be allowed time off without pay for Union business, subject to the following conditions:

(a) Number of Employees

Not more than three (3) employees from a department can be absent on Union leave at one time, and not more than three (3) employees in total can be absent on such leave at one time.

(b) Maximum Leave

- (i) No employee can take more than twenty (20) working days of such leave in a calendar year. This limit shall not apply to members of the bargaining committee.
- (ii) An employee may take up to an additional twenty (20) days under the provisions of Article 23.01. Such days shall not be subject to the restrictions of Article 23.01 (e).

(c) Notice

Notice of such leave will be given to the Company, in writing, at least twenty (20) calendar days in advance.

(d) An employee who takes a long term leave for union business will continue to accrue seniority.

23.04 Maternity and Parental Leave

The Company agrees to be bound by the applicable provisions of the *Canada Labour Code*.

**ARTICLE 24 - TIME OFF SCHEDULING**

24.01 (a) Total Time Off

Within a department in a reporting station, the Company has the right to impose a cap of thirty-five percent (35%) on the total number of employees that can be absent at one time for any reason (e.g., 0.49 of an employee rounds down; 0.50 of an employee rounds up).

The total time off cap will be 25% during the last two weeks of August, the last two weeks of November, the last two weeks of February, and the last two weeks of May.

Schedules may be changed if required with 10 days' notice as per Article 15.02 (b).

(b) Priorities

Within the caps provided in (a) above, the following priorities apply:

1st priority - annual vacation schedules

2nd priority - All other forms of scheduled time off provided for in the Agreement.

(c) Qualifications

In the event that the requests for time-off exceed the caps provided in (a) above for a particular period of time, approvals will be granted according to the specific priorities, and by seniority.

**ARTICLE 25 - NO OTHER AGREEMENT**

25.01 Except for the provisions of applicable legislation, this Agreement represents all the terms and conditions which govern the relations between the Union, the Company and those employees of the Company to whom this Agreement applies. No other or further terms and conditions, express or implied are applicable, except where, and to the extent of, further mutual Agreements which are committed to writing by the Parties and expressly appended to this Agreement.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

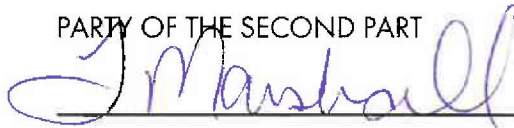
PARTY OF THE FIRST PART

  
\_\_\_\_\_

\_\_\_\_\_

SHAW CABLE SYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
\_\_\_\_\_

\_\_\_\_\_

TWU, USW NATIONAL LOCAL 1944

## **APPENDIX A**

### **WAREHOUSE PERSONS**

#### **ARTICLE 1.00 - APPLICATION OF APPENDIX**

##### 1.01 TERMS AND CONDITIONS

The purpose of this Appendix is to set out the terms and conditions of employment for the Warehousemen who are within the scope of the certification held by the Union.

#### **ARTICLE 2.00 - APPLICATION OF MAIN AGREEMENT**

##### 2.01 APPLICABLE AND NON-APPLICABLE ARTICLES

###### (a) Main Agreement Application

The parties agree that the Main Agreement for Technical employees shall not apply to the Warehouse employees except certain articles specified herein.

###### (b) Applicable Articles

The following articles of the Main Agreement shall apply to the Warehouse employees:

A.	Purpose of Agreement
B.	Effective Dates
C.	New Agreement
D.	Terms Used in Agreement
1.01	Non-Discrimination
2.01	Bargaining Agent
2.02	Payroll Inspection
2.04	Union Activity
2.05	Union Discipline
2.07	Employee Discipline
2.09(a)(c)(d)	Protection of Certification
2.10	Legal Picket Lines
2.11	Union Dues Check-Off
Article 3	Management Rights
4.01(a)(c)	Union Membership: Trial Period
4.02	Union Clearance
4.03	TWU Jurisdiction
5.01	Number of Union Representatives
5.02	Responsibility of Union Representatives
5.03	Union Representative Work Area
5.04	Persons Authorized to Represent the Parties
6.01(a)(b)(c)	Company Seniority; Seniority Date; Annual Vacation

6.02	Loss of Seniority
6.03	Seniority Lists
6.04	Supplementary Seniority Information
6.05	Seniority Retention
6.09	Seniority Portability
6.10	Classification Change
Article 8	Grievance Procedure
Article 9	Arbitration Procedure
Article 10.01	Automation, Severance Pay
Article 10.02	Automation, Severance Pay
Article 10.03	Automation, Severance Pay
Article 11	Impact of Legislation
Article 12	Labour Management Relations
13.02	Safety Legislation
13.04 (d)(e)	Hazard Pay
13.08	Ladder Inspections
13.09	Vehicle Maintenance
13.10	Safety Equipment
15.05(c)	Overtime Meals
17.04	Payroll Dates
Article 18	Paid Holidays
Article 19	Earned Vacations
Article 20	Payment for Time Not Worked
Article 21	Health and Welfare Benefits
Article 22	Pension and Retirement
Article 23	Guaranteed Days Off
Article 24	Time Off Scheduling
Article 25	No Other Agreement
App. Two, #2	Reciprocal Pay TV
App. Two, #9	Purchase Plans
Letter of Agreement	Warehouse Positions

### **ARTICLE 3.00 - EMPLOYEE CATEGORIES AND DEFINITIONS**

#### 3.01 CATEGORIES AND DEFINITIONS

For the purpose of the administration of this Appendix, the following categories and definitions of employees will apply:

- (a) Regular full-time employee: An employee hired to work on the basis of the total weekly hours of work described in Article 7.01(a).
- (b) Regular part-time employee: An employee hired to work less than full-time, but a minimum of twenty-one (21) hours within a regular work week.

Prior to calling in a temporary employee, a regular part-time employee performing work in the required classification shall be given the opportunity for the work, provided it does

not result in overtime eligibility, and the work can be performed within the Company's schedule.

- (c) Probationary employee: A newly hired employee who has not completed the probation period provided.
- (d) Temporary employee: An employee hired for a specific term or project, or to fill a temporary vacancy.

Temporary employees shall be offered work by seniority within classifications provided that they have worked within the last twelve (12) months.

Temporary employees shall not receive the benefits of Articles 20, 21, 22 and 23.01 of the Main Agreement

3.02 The following positions are covered by Appendix Three - Warehouse Persons

Warehouse Person I - an employee whose primary duties are to clean and test customer terminal devices, stock shelves and fill orders for goods stocked in the Warehouse.

Warehouse Person II - an employee whose primary duties are to receive, ship, and record inventory, including stocking shelves and filling orders.

Lead Hand - If the Company designates or appoints an employee to a lead hand position, the employee so designated shall be paid a premium of five percent (5%) above his current rate.

**ARTICLE 4.00 - SENIORITY**

4.01 SENIORITY ENTITLEMENT

(a) Regular Employees

Only "regular" employees (regular full-time or regular part-time) are entitled to the rights and benefits of seniority.

(b) Temporary Employees

Temporary employees shall be entitled to seniority benefits for the purpose of layoff and recall after they have completed 225 hours of work. In the event a temporary employee is awarded a regular position, the employee will be credited seniority for all time worked as a temporary employee.

#### 4.02 SENIORITY APPLICATION: LAYOFF AND RECALL PROCEDURES

(a) Staff Reductions

When the Employer determines that a reduction in the work force is required within the affected classification, the priorities for layoff shall be as follows:

- temporary employees, then
- probationary employees, then
- regular employees.

(b) Order of Layoff

The most junior employee(s) in the job classification being reduced shall be laid off first.

(c) Order of Recall

Recall shall be by seniority within a classification.

#### **ARTICLE 5.00 - JOB POSTING PROCESS**

##### 5.01 JOB POSTING

(a) Posting

When the Employer decides to fill a regular employee position, whether vacant or newly created, the position will be posted for at least ten (10) working days in order to provide existing employees with an opportunity to apply. Positions for temporary employees need not be posted.

(b) Reassignment

During the posting and selection period the Employer can fill the position with an employee or reassign an existing employee to the position.

##### 5.02 MOST SUITABLE CANDIDATE

(a) Employer's Discretion

The Employer maintains a policy of affording existing employees with an opportunity for promotion and advancement. However, the Employer retains the discretion to choose the most suitable candidate from internal or external applicants based on the criteria of ability, knowledge and qualifications.

(b) Assignment

In the event that the internal posting process and external hiring efforts do not produce a suitable candidate for a position, the Employer reserves the right to reassign an existing employee to the position.

(c) External Hiring

External hiring efforts may be conducted during and after the posting process.

5.03 Probation Period

(a) A newly hired employee shall serve a probationary period of 120 workdays.

(b) If an employee is absent from work for any reason for more than five (5) work days during this period, the probation period shall be extended by the total number of days of absence.

(c) An employee's employment may be terminated at any time within the probation period, if, in the Company's opinion, the employee would not be suitable for permanent employment.

**ARTICLE 6.00 - EDUCATION AND TRAINING**

6.01 The Company shall reimburse an employee's tuition costs for approved, accredited courses under the following conditions:

1. A course must be approved, in writing, by the Joint Training Committee prior to registration for said course.
2. The Joint Training Committee shall advise the employee prior to registration of the reimbursement percentage of the tuition fee.
3. Employees may only be reimbursed for one course a semester, or two courses within a twelve month period.
4. To receive reimbursement, an employee shall submit the written approval, the original tuition receipt and the original transcript or proof of successful completion. Educational reimbursement is considered a taxable benefit by Revenue Canada and the amount of reimbursement shall be shown on the employee's T-4 form.



## **ARTICLE 7.00 - HOURS OF WORK**

### 7.01 (a) Warehousemen - Daily Hours/Work Week

The daily hours of any full time shift for Warehousemen, shall be eight (8) consecutive working hours, excluding the unpaid meal break. The regular work week shall consist of five (5) consecutive work days in a seven day period, only one (1) work day of which can be a Saturday or Sunday.

### (b) Temporary - Daily Hours

The daily hours for temporary employees shall be as required to meet the needs of the operation, with a minimum of three (3) and up to eight (8) consecutive straight-time hours of work in a working day, excluding the unpaid meal break.

### 7.02 SHIFTS

Shifts may be scheduled, according to the following:

<u>Work Shift</u>	<u>Between the Hours of</u>
Day shift	07:00 and 18:00
Afternoon shift	12:00 and 23:00

### 7.03 MEAL BREAKS - GENERAL

#### (a) Scheduling

Meal breaks shall be unpaid. The Employer reserves the right to stagger meal breaks in order to insure the continuity of coverage in all job functions.

#### (b) Duration

The duration of meal breaks will be a minimum of one-half (1/2) and a maximum of one (1) hour, depending on the operational requirements of the department.

### 7.04 SHIFT PREMIUMS

#### (a) Premium Application

Any applicable shift premium is payable on the straight-time hourly earnings for the applicable hours actually worked. Where authorized overtime is worked before or after a scheduled shift, the applicable overtime premium replaces the shift premium.

#### (b) Application - Part-Time and Temporary

Shift premiums are payable only as follows:

- (i) For all hours on shifts terminating after 18:00 hours of the same day or starting before 07:00, a premium of six and one-half percent (6 1/2%) of the straight-time hourly rate paid.
- (ii) For all hours worked between the hours of 07:00 on Sunday to 23:00 Sunday night, a premium of six and one-half percent (6 1/2%) of the straight-time hourly rate paid.
- (iii) No more than one (1) premium is payable at one (1) time - premiums are never compounded or pyramided. In any situation where two (2) premiums would appear to apply at the same time, only the larger premium is applicable.

(c) Application - Regular Full-Time

Shift premiums are payable to regular full-time employees at the rate of six and one-half percent (6 1/2%) for afternoon shifts, for the full shift worked during the prescribed and applicable hours specified in Article 7.02.

7.05 OVERTIME - GENERAL

(a) Application

Overtime occurs only where the daily working hours exceeds eight (8) in one shift or for work performed on the employee's sixth (6th) or seventh (7th) work day in one (1) work week.

(b) Premium

All overtime pay is to be at straight-time, plus a premium of one hundred percent (100%), making a total of two hundred percent (200%) of the employee's regular straight-time rate.

(c) Nearest One-Quarter (1/4) Hour

All overtime to be calculated to the nearest one-quarter (1/4) hour.

(d) Statutory Holiday

All time worked on such Statutory Holidays as are provided for in this Agreement shall be considered as overtime and shall be paid at two hundred percent (200%) of the employee's regular straight-time rate, or the employee may elect to be paid straight-time rates for the overtime hours and take an equal number of hours as time off. Such time off must be taken according to a schedule acceptable to the employee's Supervisor within thirty (30) days of the end of the pay period in which the overtime was worked.

(e) Fair Distribution

Where overtime is necessary, the Employer shall make every effort to see that such overtime is distributed among employees on a fair and equitable basis, provided they are qualified and available to do the work. Wherever possible, employees will be advised in advance when overtime is required.

7.06 REST BREAKS

(a) Six Hours or More

All employees are entitled to two (2) paid-time rest breaks if they work six (6) hours or more in a day. Each rest break will be a maximum of fifteen (15) minutes in total duration from the time that productive work stops until productive work begins again.

(b) Less than Six Hours

Employees who work three (3) or more, but less than six (6) hours in a day are entitled to one (1) paid-time rest break.

(c) Scheduling Breaks

(i) The Company shall schedule breaks in order to insure continuity of coverage in all job functions. However, every effort will be made to ensure employees are not required to work in excess of two (2) hours without a break.

(ii) The employee cannot choose to waive the rest break and add the rest break time to lunch breaks.

**ARTICLE 8.00 - TRANSPORTATION**

8.01 When an employee is required to travel more than three (3) blocks on Company business, transportation shall be provided or paid for by the Company. When mutually agreeable, an employee may use his own vehicle and be compensated at the mileage rate of 31 cents/kilometer, plus parking expenses.

**ARTICLE 9.00 - STATUTORY HOLIDAYS**

9.01 STATUTORY HOLIDAY SCHEDULE

(a) Regular Full-Time Employees

Regular full-time employees shall be entitled to pay at regular rates for all statutory holidays in accordance with Article 18.01 of the Main Agreement.

(b) Part-Time and Temporary Employees

Part-Time and Temporary employees will receive four point eight percent (4.8%) of the regular straight-time earnings, not including overtime or premiums, in lieu of all other forms of Statutory Holiday pay or entitlements.

**ARTICLE 10.00 - ANNUAL VACATIONS**

10.01 ANNUAL VACATION TIME AND PAY ENTITLEMENTS

(a) Regular Employees

Regular employees shall become entitled to vacation time and to vacation pay in accordance with Article 19.01 of the Main Agreement.

(b) Regular Part-Time Employees

Regular part-time employees shall receive vacation time in accordance with Article 19.01 of the Main Agreement. They will also receive vacation pay, but calculated only by percentage of weekly gross earnings in accordance with the length of service and percentage schedule in Article 19.01 of the Main Agreement.

(c) Temporary Employees

Temporary employees will receive four percent (4%) of their gross earnings in lieu of any and all other forms of vacation pay or entitlements. This vacation pay will be calculated and paid in each pay period.

**ARTICLE 11.00 - REGISTERED RETIREMENT SAVINGS PLAN**

11.01 REGISTERED RETIREMENT SAVINGS PLAN

Contributions will not be made for temporary employees.

**ARTICLE 12.00 - GUARANTEED DAYS OFF**

12.01 The following qualifications apply to the application of Article 23, Guaranteed Days Off, and Article 24, Time off Scheduling.

(a) Guaranteed days off cannot be scheduled during the preparation for or taking of inventory.

(b) Within the warehouse, no more than 25% of the warehouse employees can be absent at any one time on any form of scheduled time off, without the express approval of management.

- (c) No more than five (5) guaranteed days off may be taken in advance of scheduled annual vacation. All outstanding vacation days must be scheduled before any additional guaranteed days off can be scheduled. Provided that annual vacation has been scheduled, requests for discretionary leaves of absence under Article 23.02 shall not be withheld unreasonably.

**ARTICLE 13.00 - UNION SECURITY**

13.01 UNION MEMBERSHIP

- (a) All employees who fall within the scope of the certification held by the Union shall become and remain members in good standing of the Union as a condition of employment.
- (b) All new employees who fall within the scope of the Union's certification must, within thirty (30) days, join the Union and maintain their membership in good standing.

**ARTICLE 14.00 – TOOLS**

14.01 The Company shall provide tools it deems to be required to perform the work, and shall replace tools broken or worn out in the normal course of duties.

**WAREHOUSE PERSONS – WAGE SCHEDULE**

	<u>Mar.24</u> <u>2015 1.75%</u>	<u>Mar.24</u> <u>2016 1.75%</u>	<u>Mar.24</u> <u>2017 1.75%</u>
<u>Warehouse Person I</u>			
Start	\$14.92	\$15.18	\$15.45
6 months (1040 hrs.)	\$15.58	\$15.85	\$16.13
12 months (2080 hrs.)	\$17.53	\$17.84	\$18.15
18 months (3120 hrs.)	\$18.50	\$18.82	\$19.15
24 months (4160 hrs.)	\$21.95	\$22.33	\$22.72
<u>Warehouse Person II</u>			
Start	\$18.65	\$18.98	\$19.31
6 months (1040 hrs.)	\$20.20	\$20.55	\$20.91
12 months (2080 hrs.)	\$22.41	\$22.80	\$23.20
18 months (3120 hrs.)	\$24.63	\$25.06	\$25.50
24 months (4160 hrs.)	\$27.09	\$27.56	\$28.04

Note: Employees shall progress through the wage schedule when they have worked the number of straight-time hours equivalent to full-time employment.

## **APPENDIX B**

### **LETTERS OF UNDERSTANDING**

#### **1 - ARTICLE 2.08 - WORK JURISDICTION**

The Parties agree to the following as it pertains to Article 2.08-Work Jurisdiction.

1. The Employer is free to carry out technical tests of the cable system to either meet the requirement of their operating license as issued by the C.R.T.C. or to determine that the system satisfies the technical standards of the Employer. A bargaining unit Journeyman Technician will be assigned to assist in the testing.
2.
  - (a) Pursuant to Article 2.08(h), the Company is free to utilize Telus or a unionized contractor for the placing of primary (trunk) and secondary (distribution) cable.
  - (b) If the Company is required to utilize a third party other than stated in (a) above for the placing of fiber optic cable, then the Company and the Union will consult jointly on a case by case basis, as to the placing, maintenance and repair of the fiber cable.
  - (c) Maintenance and repair by a third party will not be used to erode TWU, USW National Local 1944 bargaining unit work.

#### **2 - RECIPROCAL PAY T.V. SERVICES**

- (a) The Employer agrees to continue the arrangements whereby an employee of one of the Companies, living within the service area of one of the other Companies, will continue to receive Pay T.V. service at his residence on the same terms as the employees of the Company providing the service.
- (b) These arrangements will continue so long as the Pay T.V. suppliers are prepared to continue to provide these connections at no charge to the Employer.

#### **3 - ARTICLE 14 - CATV JOINT TRAINING COMMITTEE**

The Parties agree that the provisions of Article 14 (14.01 through 14.08) are specifically qualified to the extent of the following:

1. The Parties agree to meet within one hundred eighty (180) days of signing of this Agreement with the purpose of conducting discussions on all of the issues of concern to both parties regarding the J.T.C.
2. The Employer has the right to conduct training which is supplemental to the training provided under the J.T.C. program. The Parties agree that the right of the Employer to conduct such supplemental training is in no way restricted by the Collective Agreement or any other Agreements between the two Parties.

3. For the purposes of conducting supplemental training, the Employer can assign a Non-Union Instructor who will have access to the cable T.V. plant in relation to such training. This access is limited to training only and is not for purposes of performance of job tasks which fall within the jurisdiction of the Technical Employees.

#### 4 - **ARTICLE 17 - LIGHT DUTY TECHNICAL CLASSIFICATION**

- 1) The Light Duty Technician classification will:
  - Provide additional positions to
    - a) Technicians who are unable to continue in their role due to a permanent disability but can continue to provide service to the company and or
    - b) Technicians who no longer wish to perform heavy physical labour can continue to provide useful service to the company if they choose to move into this position.
  - Provide cost savings to the Company
  - Open to any USW Bargaining Unit member past their probationary period
- 2) The work would include job functions which can be completed using a step ladder that is a maximum of six (6) feet in height.
- 3) The work would include:
  - a) Reconnects, disconnects, and the repair of service problems occurring between the tap and the customer premise equipment.
  - b) Connections, reconnections and disconnections at the tap
  - c) Internal rewires after the wall plate to resolve issues identified at the time of installation or service work.
- 4) It is understood that the Company would abide by the employee's medical restrictions and limitations when assigning work duties to technicians under position a). It is expected that the employee will work within their restrictions and provide medical documentation should there be any change to their restrictions.
- 5) The applicable job standards for this position will be no less than the job standards for any other technical classification. The difference is that the job involves less severe work conditions (e.g. excludes lifting heavy ladders, excludes the placement of aerial drops from a ladder, involves more inside work).
- 6) The Company has the right to either not accept into, or not retain in this job classification, individuals who in the Employer's opinion are not able to maintain adequate job standards.
- 7) The rate of pay would be a progressive range from fifty five (55%) to seventy-five percent (75%), using a four (4) year progression. Employees who move into this classification from another technical classification will be credited for their time served in their former classification for purposes of placement in this new wage rate progression.
- 8) Any Technical Employee who moves into this classification must commit to a minimum of six (6) months. Should they wish and are able to return to their former classification they are able to do so should a vacancy exist.

**5 - ARTICLE 15.04(d) - HEADEND**

When headend employees on standby are called after 10:00 p.m., Dispatch will call them first on their cellphone. If there is no response in five minutes, they will then be called at home.

**6 - SERVICE ORDERS: PAY T.V. AND CONVERTER ACTIVITIES**

The Employer is prepared to review month-end Pay T.V. and converter service order statistics with the Union, on request.

**7 - ARTICLES 6 and 7 - SUPERVISION OF THE TECHNICAL WORKFORCE:**

1. The Union and the Company agree that, notwithstanding the provisions of Articles 6 and 7 of the Collective Agreement, supervision of the technical work force is the right and the responsibility of the Company. It is also agreed by both parties that the Company can hire and assign this responsibility to either "A" foremen, who are members of the bargaining unit, or to non-union supervisors.
2. The parties further agree that the "A" foremen have a responsibility to protect and promote the legitimate interests of the Company, and the Company has the responsibility to support the "A" foremen in the execution of their duties and responsibilities. To this end, the Company, together with the Union and the "A" foremen, shall meet to establish reasonable criteria necessary for the successful performance of an "A" foreman's duties.
3. Furthermore, the Company will send all current "A" foremen to a supervisory skills training program.
4. After the criteria have been developed, and the "A" foremen have received the training detailed above, the "A" foremen shall meet regularly with their immediate supervisors to review their performances, discuss ways of meeting the criteria and resolving any problems. The Company representatives and the Union will also meet regularly to discuss any problems that may have arisen which would prevent the "A" foremen from successfully performing their duties and responsibilities.

The criteria for an "A" foreman shall include but not be limited to:

- promoting the interests and values of the Company.
- motivating the workforce to meet their required job standards by providing constructive comments and coaching designed to improve performance.
- efficient and effective deployment of the Company's resources, including manpower.
- identifying problems and developing plans to correct the problem.
- demonstrating leadership in developing a cohesive and effective team of employees.



- identifying and dealing appropriately with disciplinary or potential disciplinary problems.
  - communicating with management to identify problems and recommending and implementing solutions.
  - communicating effectively with employees to ensure that they have the information required to perform their jobs effectively and efficiently.
  - training employees as required.
5. The Company may replace an "A" foreman who does not meet the criteria following the steps necessary for progressive discipline. The "A" foreman shall, upon being replaced, receive the current wage rate of his former classification.
6. (i) Positions for "A" foremen or non-union supervisors shall be posted for ten work days and may be advertised externally.
- (ii) If the successful applicant is a member of the bargaining unit, the position and responsibilities shall be that of an "A" foreman. If not, the position and responsibilities shall be that of a non-union supervisor.

However, if an "A" foreman's position is vacated due to promotion outside of the bargaining unit, retirement, resignation from the bargaining unit, death, permanent disability or under Article 6.08(f) of the Collective agreement, and the Company decides to fill the position, it shall post the position as an "A" foreman position. This does not preclude the Company's right to reorganize the work force by reassigning the previous incumbent's work to another foreman or to current non-union supervisory personnel.

7. Without restricting the generality of Article 2.08(d), non-union supervisors shall work with tools and have access to the cable t.v. plant to:
- audit the quality of the work performed and the performance of the work force,
  - train the work force, and
  - perform work in an emergency or when there is no technical employee readily available who has the skills and ability to perform the work.

8 **"B" FOREMAN POSITION**

The Company and the Union agree that the Employer will continue to maintain at least (2) "B" Foremen positions during the term of this Agreement.

9 **PURCHASE PLANS**

Bargaining Unit employees shall be allowed to participate in the following Company purchase plan offers, under the terms and conditions of each plan:

- Canada Savings Bond Payroll Plan

10 **EDUCATIONAL REIMBURSEMENT**

The Company shall reimburse an employee's tuition and required textbook costs to a maximum of twelve hundred dollars (\$1200.00) a calendar year, for approved, accredited courses under the following conditions:

- 1) A course must be approved, in writing, by the Joint Training Committee prior to registration for said course. The sole criteria to be used in determining whether to approve the course is whether the course will provide skills and knowledge useful to both the employee and the Company. Approval shall not be unreasonably withheld.
- 2) The Joint Training Committee shall advise the employee of its decision prior to registration
- 3) To receive reimbursement, an employee shall submit the written approval, the original tuition receipt and the original transcript or proof of successful completion to the Human Resources Department. Educational reimbursement is considered a taxable benefit by Revenue Canada and the amount of reimbursement shall be shown on the employee's T-4 form.


IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

PARTY OF THE FIRST PART

  
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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
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TWU, USW National Local 1944

## **APPENDIX C**

### **TECHNICAL FIELD REPRESENTATIVES (TFRs)**

The purpose of this Appendix is to set out the terms and conditions of employment for the Technical Field Representatives (TFRs)

1. The following clauses of the main body of the Collective Agreement shall NOT apply to Technical Field Representatives (TFRs):

6.07	Employee Rotations
6.08	Promotions to Foreman
Article 7.02C	Foreman Article
13.06	Truck Equipment
13.07	Aerial Ladder Inspection
13.09	Vehicle Maintenance
15.01 through 15.11	
17.01 through 17.03	Wage Schedule
18.02 paragraph 2	Holiday Pay
21.06(i)	W.C.B. Wages
Article 24	
Appendix Two 1, 3, 4, 5, 7, 8	
Appendix Three	

Notwithstanding the provisions of this Collective Agreement, TFR's are responsible to supply and maintain their own vehicles.

2. (a) Temporary Technical Field Representatives shall be hired for specific periods of time, not to exceed forty-one (41) weeks. Temporary TFRs do not accrue seniority and are not entitled to benefits other than those which are legislated.

The company may not utilize temporary TFRs during times that the average regular TFR earnings per pay period falls below \$2,000. (excluding vehicle allowance). For the purpose of this average, the calculation will only use regular TFRs assigned work for a full pay period. In addition, Regular TFRs will have access to the project work in order to maximize earnings over and above their regular routes.

While using Temporary TFRs, it is the company's intention that Temporary TFRs will make an average of \$2,000 per pay period. If this is not the case, the company will reduce the number of Temporary TFRs.

- (b) Regular TFRs shall be entitled to those benefits which have not been excluded in (1.) above.
3. TFRs shall provide their own vehicles and shall be paid a vehicle allowance per street address, when performing their duties. This allowance shall be the Company's full responsibility towards a vehicle and operating costs. The TFR shall be required to ensure that the vehicle is properly

insured in accordance with the Provincial regulations and to provide proof of insurance to the Company. Vehicles shall be appropriate to perform the work required and shall be maintained in a respectable condition.

TFR's vehicle allowance shall be increased by the same percentage, for the term of the Collective Agreement, as shall the wages of the employees.

\*Not applicable for 2015-2018

4. Scheduling

The Company and the Union agree that all regular employees shall be rotated through routes and schedules in order to provide them with similar earning opportunities. Notwithstanding this, it is recognized that some employees may choose to work extra routes and schedules in order to maximize their earnings. Such extra work will only be available to employees after all regular employees have been assigned their schedules.

The Parties agree that it is in the best interests of the Employer and the employees for Technical Field Representatives to receive a fair distribution of work based on types of work and rotations through geographic areas in the cable system. The committee that has been struck on equitable routing will continue to pursue solutions.

The regular work week for TFR's shall be any five (5) consecutive days, for a total scheduled work week of forty (40) hours.

The Company will provide 10 days notice on any changes to schedules. If a schedule needs to be changed in less than ten days, then the company will ask for volunteers. If there are not enough volunteers, employees will be scheduled in order of reverse seniority. The 10 days notice shall not apply for the last two weeks of each fiscal quarter – February, May, August and November. The Company will make every effort to meet the 10 days notice during these periods.

5. Technical Field Representatives shall be paid on a commission basis in accordance with the schedule of compensation.
6. For the purpose of calculating pay for Statutory Holidays or other payment for time not worked, a day's pay shall be considered as the previous four weeks earnings divided by the number of days worked in the period. For the purposes of determining Technical Field Representatives' incomes for WCB, the earnings will be based on gross pay including commissions, sick, vacation, and statutory holiday pay.
7. Vacation pay shall be calculated on gross earnings, excluding the vehicle allowance.
8. If the company modifies the work that is expected as part of a function, then it will perform a time study of 100 completed work orders on the revised expectations and adjust the code for the function based on the number of incremental minutes involved at the top Installer rate. The company and union will agree prior to implementation of the new rate. Agreement will

not be unreasonably withheld. The company will not use this provision to lower current rates in the Collective Agreement.

9. During the term of the Collective Agreement the company agrees not to contract out TFR work during times that the average TFR earnings per previous pay period falls below \$2,000. (excluding vehicle allowance). For the purpose of this average only TFRs working a full pay period will be included in the calculation.
10. It is the company's intention that TFR's will make a minimum of an average of \$2,000 per pay period. Notwithstanding Article 6, the company will layoff TFR's hired after the ratification date of this agreement if average earnings per TFR fall below \$2,000 in a pay period. This employee continues to be protected with full recall rights and protection. Employees laid off under this provision will not trigger the layoffs of less senior installers, apprentices, or journeymen.
11. The company and the union have struck a committee to provide reconciliation of TFR pay. The company will ensure that a simple reconciliation report will be produced within 90 days of the ratification of this Agreement and will be continued to be produced throughout the terms of Agreement.
12. Shaw employees who are Technical Field Representatives in IBEW certifications may not perform any work on the cable system, without the consent of the TWU, USW National Local 1944.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

PARTY OF THE FIRST PART



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SHAW CABLE SYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944


**LETTER OF AGREEMENT**

**EMERGENCY MAINTENANCE AND SERVICE WORK**

The Company agrees that no contractors will be called in an emergency until the Company has first attempted to contact all employees on the Surrey call-out list who are qualified to perform the work.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

PARTY OF THE FIRST PART

  
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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
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TWU, USW National Local 1944

**LETTER OF AGREEMENT**

**SERVICE WORK**

The Company has the right to contract out service work. However, the Company agrees its Technical Employees will continue to be its primary providers of service work.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

PARTY OF THE FIRST PART

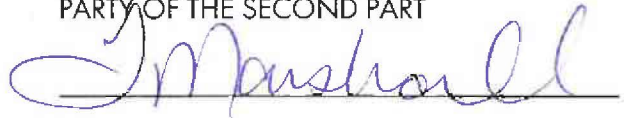


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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944

**LETTER OF AGREEMENT**

**WAREHOUSE POSITIONS**

**RE: CONTRACTING OUT**

The Company is free to contract out work performed by employees provided such contracting out does not result in the lay-off of regular employees.

This Letter of Agreement shall be in force and effect for the term of the Collective Agreement only and shall expire on March 23, 2018.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this 24<sup>th</sup> day of March, 2015.

PARTY OF THE FIRST PART



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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944



**LETTER OF AGREEMENT**

**HIRING OF INSTALLERS**

1. When the Company decides to fill a new or vacant regular full Installer within the bargaining unit, the Company shall post notice of the position for at least ten (10) workdays.
2. In the event that the qualifications of an internal TFR candidate and an external candidate are substantially equal, the position shall be awarded to the internal TFR candidate.

March 24\*, 2015.

PARTY OF THE FIRST PART



PARTY OF THE SECOND PART



SHAW CABLESYSTEMS G.P. (SURREY)

TWU, USW National Local 1944

**LETTER AGREEMENT**

**INSTALLER ROTATION**

Installers will be provided the opportunity to rotate through six month rotations in the construction department. Two full time positions in construction will be dedicated to this rotation. The company will post rotation opportunities and if more Installers apply then candidates will be selected based on seniority. When rebuild activity occurs, the company will reassign all Journeymen and Installers from installation work before contracting out any rebuild activity. Given the requirement that service work must still be completed, the company will make best efforts to use technical employees for rebuild, set-up and sweep.

March 24<sup>th</sup>, 2015.

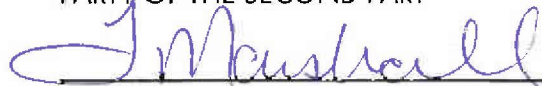
PARTY OF THE FIRST PART

  
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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
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TWU, USW National Local 1944

**LETTER OF AGREEMENT (SURREY)**


**HEAD END/PRIMARY HUB SITES**

The company commits to having a minimum of 3 (three) permanent members on the head end/primary hub crew. If there is not sufficient work available for these employees, they will be assigned maintenance work on the cable system.

For the purposes of 2.08 (c) (iii), the permanent Journeymen will be called back to the head end/primary hub crew before any non-union persons will be allowed to work with tools.

March 24<sup>th</sup>, 2015.

PARTY OF THE FIRST PART

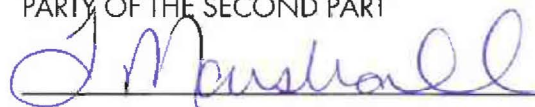


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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944

**LETTER OF AGREEMENT**

**EARLY RETIREMENT INCENTIVE**

The Company will agree to offer employees age 60 and over with 20 years or more of service, an early retirement incentive as outlined below:

Age 60	12 months regular salary
Age 61	10 months regular salary
Age 62	8 months regular salary
Age 63	6 months regular salary

(The regular monthly salary is the hourly rate times 173.3 hours)

The regular monthly salary is the hourly rate times 173.3 hours. For TFRs the regular monthly salary is the prevailing Installer rate times 173.3.

Persons in receipt of Short-Term or Long-Term Disability shall not be eligible for the Early Retirement Incentive.

March 24<sup>th</sup>, 2015.

PARTY OF THE FIRST PART



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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944

**LETTER OF AGREEMENT (VANCOUVER, SURREY, ABBOTSFORD)**

**REGIONAL FIBRE GROUP**

Shaw Communications GP (the Company) and the Telecommunications Workers Union (the Union) agree to the formation of a Regional Fibre Group to encompass the Vancouver, Surrey and Abbotsford certifications. The object of this Regional Fibre Group agreement is to ensure that sufficient qualified people are trained and available for fibre restoration, where fibre optic cable has been damaged, cut, or otherwise rendered inoperative.

For the purposes of this agreement, "Qualified" shall mean any Journeyman or Apprentice who has had a two-month training rotation within the Fibre Group in the last eighteen months. This qualification would also extend to any journeyman who has previously worked within the Fibre Group for an extended period of time.

Training shall continue on a rotational basis for a two-month period with the understanding that:

In Vancouver, one Journeyman and one Apprentice shall be in training at all times.  
In Surrey, one Journeyman and one Apprentice shall be in training at all times.  
In Abbotsford, one Journeyman or one Apprentice shall be in training at all times.

The current TWU Installers working with the Fibre Group shall be considered "Qualified" and will be on the callout list behind "Qualified" Journeymen and Apprentices.

A separate callout list will be maintained and updated on a regular basis by the Company. A copy of the current list shall be supplied to the Union. The list shall contain only members from within the Vancouver, Surrey or Abbotsford certifications.

Process for call-out within the three certifications (Vancouver, Surrey and Abbotsford):

When a callout is made, "Qualified" Journeymen from within that certification shall be called from the list until sufficient manpower is obtained. Should additional manpower be needed, then "Qualified" Apprentices from that certification shall be called, until sufficient manpower is obtained. If additional manpower is needed, then the Company may call out anyone on the list, on the order of Journeymen, Apprentice and Installer.

Dated this March 24<sup>th</sup>, 2015.

PARTY OF THE FIRST PART

  
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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
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TWU, USW National Local 1944

**LETTER OF AGREEMENT (SURREY)**

**ROUTING AND BLENDING OF TFR WORK**

The Company agrees to review its current practice of routing and blending of TFR work orders.

The Company will create an action team to review its current process. At least one member of the current bargaining committee will be included.

Based on this review, the Company will issue a "Best Practice" document for implementation across all operational centers within the Lower Mainland. The Company agrees that the "Best Practice" document will be issued and communicated within 90 days of ratification of this agreement.

The Company further agrees to include this action as an ongoing agenda item at the regular scheduled Labour Management Meetings held between the Company and the Union. This action item will remain on the agenda until both parties agree to remove.

IN WITNESS WHEREOF the Parties have hereunto affixed their hands and seals this  
Day March 24<sup>th</sup> 2015.

PARTY OF THE FIRST PART



PARTY OF THE SECOND PART



SHAW CABLESYSTEMS G.P. (SURREY)

TWU, USW National Local 1944

**LETTER OF AGREEMENT**

**HEAD END STANDBY ROTATION - ABBOTSFORD**

The Company agrees that Head End Technicians from the Abbotsford bargaining unit will be permitted to do Head End emergency after hours maintenance work in the Surrey bargaining unit. Journeymen from the Surrey Head End callout list will be permitted to do Head End emergency after hour maintenance work within the Abbotsford bargaining unit.

This will be for the mutual benefit of a larger group of skilled technicians to cover the standby time, so that each employee has additional time off between standby rotation assignments.

The company agrees to provide additional Head End training and/or familiarization within the Surrey & Abbotsford bargaining units to support Head End emergency maintenance work as required.

PARTY OF THE FIRST PART

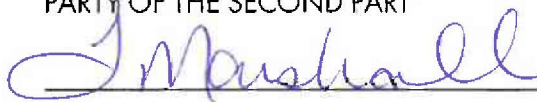


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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944

**LETTER OF AGREEMENT**  
**JOURNEYMAN CERTIFICATION**

The parties agree to the following:

Apprentices registered with the Industry Training Authority will have the opportunity to complete their program as provided for in the ITA notice dated December 1, 2011. Apprentices indentured by the Company subsequent to the deactivation of the "Community Antenna Television Technician" program will be certified by the Apprentice Joint Training Committee. The equivalent to journeyman status will be granted to technicians that have completed their apprenticeship to the satisfaction of the JTC, and or successfully completed the requirements for and passed a JTC validated trades qualifications exam.

Dated March 24<sup>th</sup>, 2015.

PARTY OF THE FIRST PART

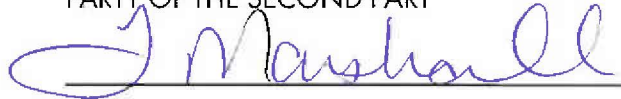


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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART



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TWU, USW National Local 1944



**LETTER OF AGREEMENT**

**CNT CODE REPORT**

The parties agree to the following:


Technical Field Representatives will fill out and submit a missing CNT codes report on a monthly basis. Once received the employer will reconcile the report and provide payment or an explanation within 30 days.

PARTY OF THE FIRST PART

  
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SHAW CABLESYSTEMS G.P. (SURREY)

PARTY OF THE SECOND PART

  
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TWU, USW National Local 1944

## Shaw Cablesystems – TFR Task Code Description

023	Exchange DCT
<p data-bbox="181 386 337 428">Description:</p> <ul data-bbox="181 464 1344 680" style="list-style-type: none"><li>- Determine the configuration required.</li><li>- Swap or install existing Shaw Digital Cable Terminal and activate any newly exchanged piece of equipment (i.e. FFM) without customer education.</li><li>- Program Universal Shaw remote as required.</li><li>- Complete forms as required. This could include authorization forms and quality assurance checklists.</li></ul> <p data-bbox="181 716 337 758">Application:</p> <ul data-bbox="181 793 1344 947" style="list-style-type: none"><li>- Must include Time In and Out on the work order.</li><li>- For HD boxes, discuss aspect ratio of TV and set up as desired.</li><li>- May be claimed with an 052 when removed equipment and associated hardware is returned to the warehouse, with appropriate equipment sticker attached.</li></ul>	

024	Stand Alone Expander Installation
<p data-bbox="181 1081 337 1123">Description:</p> <ul data-bbox="181 1159 1344 1312" style="list-style-type: none"><li>- Determine from customer the hook-up configuration required.</li><li>- Install Expander using the current company application (i.e.: FFM)</li><li>- Complete forms as required. This could include authorization forms and quality assurance checklists.</li></ul> <p data-bbox="181 1348 337 1390">Application:</p> <ul data-bbox="181 1425 1344 1467" style="list-style-type: none"><li>- For use when adding an Expander to an existing DCT or Gateway.</li></ul>	

## Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, fitting, etc. Applicable codes may be claimed.
- Check and record three different channel levels at the CSE/panel and the Gateway (low, medium, high band according to applicable technical standards). If levels don't meet specifications, take appropriate action as per current company practice.
- Ensure splitter configuration at CSE/panel is appropriate for Gateway RF levels.
- If mounting, ensure Gateway is secure, straight & level.
- MoCA filter(s) installed & network is configured correctly.
- Activate Gateway using the current company application including updating software and firmware (i.e. FFM)
- Leave customer with Gateway guide for future reference
- Complete forms as required. This could include authorization forms and quality assurance checklists.

## Application:

- Must include time in/time out
- For use on any work order where the installation of a Gateway is specified
- May include installation of Shaw external hard drives
- Can be claimed in conjunction with Gateway Customer Education code

026

Installation – Portal

Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between Gateway and Portal location meets current Shaw Installation standards. If not, take appropriate action, including possible replacement of visually substandard wiring, wall plates, fitting, etc. Applicable codes may be claimed.
- Trace and tag outlet at each portal location. If unable to trace outlet at portal location, a new outlet should be installed to accommodate portal. Wiring coding should be claimed in this instance.
- Ensure splitter configuration at CSE/panel is appropriate for Portal RF levels
- MoCA filter(s) installed & network in configured correctly if applicable.
- Activate Portal using the current company application (i.e.: FFM). Ensure all Portals are synced to Gateway
- Complete audio/video connections from Portal to customer's equipment.
- Discuss aspect ratio of TV and set up as desired (4:3, 16:9) TV setup (480p, 720p, 1080i, 1080p)
- Program Shaw Remote as required.
- Ensure customer is aware of all channels they are subscribing to and that these channels are working. Take appropriate actions/book follow up call for customer if required.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include Time In and Time Out on the work order.
- For use on any work order where the installation of Portal is specified.
- May be claimed in conjunction with 204 Customer Education code.

030

Reconnect Primary Outlet

Description:

- Reconnect subscriber service where customer wants service.
- Ensure the line from CSE or panel to outlet meets current Shaw standards. If not, take appropriate action.
- Verify suitable signal levels and/or picture quality. Connect to subscriber's equipment if necessary.

Application:

- For use on work orders where an existing primary cable outlet has been disconnected and is now to be activated at CSE or panel to provide service.
- May not be claimed for splitter configuration.
- Only one occurrence of this task may be used on a work order.
- Includes splitter/filter activity, fittings, wall plate, F81 and trace & tag of line.
- Includes connecting at service box and customer's closet.

031 Reconnect Primary Outlet at Pole or Pedestal

Description:

- Reconnect subscriber service where customer wants service.
- Ensure the line from tap to outlet meets current Shaw standards. If not, take appropriate action.
- Verify suitable signal levels and/or picture quality. Connect to subscriber's equipment if necessary.

Application:

- For use on work orders where an existing primary cable outlet has been disconnected and is now to be activated at pole or pedestal to provide service.
- May not be claimed for splitter configuration.
- Only one occurrence of this task may be used on a work order.
- Includes and splitter/filter activity, fittings, wall plate, F81 and trace & tag of line.
- If filter activity requires technician to go to a second location (i.e. CSE) a second automotive code 800 may be claimed.
- Includes connecting at service box and customer's closet.

040 Reconnect Extra Outlet

Description:

- Reconnect subscriber service where customer wants service.
- Ensure the line from CSE or panel to outlet meets current Shaw standards. If not, take appropriate action.
- Verify suitable signal levels and/or picture quality. Connect to subscriber's equipment if necessary.

Application:

- For use on work orders where an existing extra cable outlet has been disconnected and is now to be activated at CSE or panel to provide service.
- Can be claimed for every extra cold outlet activated.
- May not be claimed for splitter configuration.
- Does not include filter activity.
- Includes fittings, wall plate, F81 and trace & tag of line.
- Includes connecting at service box and customer's closet.

## Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, wall plates, fitting, etc. Applicable codes may be claimed.
- Adjust the DCT functions to customer preference (i.e. guide, menu, clock, aspect ratio)
- Program universal Shaw remote as required.
- Complete audio-video connections from DCT to customer's equipment.
- From the diagnostics screen, access and record the IP address on the work order. If unable to obtain IP address, take appropriate actions/book follow-up call for customer, if required.
- Demonstrate remote control functions with customers and include the following:
  - How to access guide
  - How to set up recordings (if applicable)
  - How to access and play back recordings (if applicable)
  - How to order VOD. Order a free VOD movie while in customer's home
  - How to access and change settings, including parental controls
- Ensure customer is aware of all channels they are subscribing to and ensure that these channels are working. Take appropriate actions/book follow up call for customer if required.
- May include installing A/B switches
- May include the installation of Shaw external hard drives.
- Bookmark Shaw My Account page and set up My Account if requested.
- Describe the benefits of Shaw value add services, i.e. on-line support, Shaw apps, Shaw Online VOD.
- Leave customer with DCT guide for future reference.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

## Application:

- Must include time in/time out on the work order
- For use on any work order where the installation of DCT is specified
- For HD boxes, discuss aspect ratio and set up as desired.

043 Add Service – Remove or Exchange Filter

Description:

- At CSE or S/B, remove / exchange filter and patch cords/jumpers.
- Reconnect subscriber lines if required or add drop saver to disconnected lines.

NOTE:

- Filter removals as part of disconnect activities may not be charged separately.
- This task/rate may only be charged if it is the primary job on the work order.
- Note on Work Order if correct filter already in place.

Application:

- For use on work orders where a filter removal is specified to allow changes in service levels at that residence.
- 

047 Install of Shaw Internet

Description:

- In conjunction with the customer, select the appropriate location, determine configuration required and install equipment.
- Install cable and appropriate splitters and wall plate as required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, wall plate, fitting, etc. Applicable codes may be claimed.
- Verify connections and ensure levels are within acceptable range. (i.e. Modem Tools, meter readings)
- May include the installation of a Wireless Modem and up to 4 Wireless devices.
- Perform speed test.
- Set up Online Customer Care and provided a demonstration of internet and email use. Demonstrate how to access online billing.
- Show customer how to set up additional email addresses
- Bookmark Shaw My Account page and set up My Account if requested.
- Inform customer of the availability of MacAfee and value added services offered by Shaw (Webmail, ShawGo Wifi, VOD Online, PhotoShare) and install, if requested.
- Leave customer with Wifi instruction guide where applicable.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include time in/time out on the work order
- May include the installation of a data filter

- May not be claimed in conjunction with a 267 Customer Education code
- Includes reconnection, co-locate and cpw of outlet
- May be claimed when an upgrade is coincident with a transfer. For these instances the pick-up and return of equipment is included in this code.

048 Exchange Modem

Description:

- Determine the configuration required.
- Swap or install existing Shaw Internet Cable Modem and activate any newly exchanged piece of equipment (i.e. FFM) without customer education.
- Activate up to four (4) wireless devices, if applicable.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include Time In and Out on the work order.
- May be claimed with an 055 when removed equipment and associated hardware is returned to the warehouse, with appropriate equipment sticker attached.

050 Disconnect Extra Outlet(s)

Description:

- Disconnect at CSE location or remove/downgrade splitter as required.

NOTE:

- Ensure cable service is secure from tampering.

Application:

- For use on work orders where an existing extra cable outlet that is working is to be disconnected to terminate service.



052 Remove Service – DCT Box

Description:

- Determine the configuration required.
- Disconnect equipment as requested.
- Ensure required steps are taken to remove DCT from customers account and transferred to tech float.
- Return the removed equipment and associated hardware to the warehouse, with appropriate equipment sticker attached.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- For use on any work order where the pickup of Shaw video equipment is requested.
- Can claim one instance per work order when disconnecting competitor equipment to facilitate installation of Shaw Services. This application must provide description of work performed.

053 Remove Service – Add or Exchange Filter

Description:

- Attempt to contact subscriber before filter installation or exchange.
- Advise subscriber of services to be deleted or leave card if not home.
- At CSE, install filter at F-81 on ground block or before any splitter.
- Use short jumper as required.
- In S/B, install filter with a patch cord on subscriber's DT spigot.

NOTE:

- A specific filter may be called for depending on the circumstances i.e.: 10 or 18 channel filter.
- Note on Work Order if correct filter already in place.

Application:

- For use on work orders where a filter is specified to change service level at that residence.

055 Remove Service – Shaw Internet

Description:

- Determine the configuration required.
- Disconnect equipment as required.
- Ensure required steps are taken to remove modem from customers account and transferred to tech float.
- Return the removed equipment and associated hardware to the warehouse, with appropriate equipment sticker attached.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- For use on any work order where the pickup of Shaw Internet equipment is requested.
- When Instructed: Can include removal and pickup of competitors equipment to facilitate the installation of Shaw services. In this application, must provide description of work performed.

056 Remove Service - Gateway

Description:

- Remove Gateway and power cord.
- Remove Gateway from customers account and transfer to tech float
- If coax outlet is to be disconnected, use code 050 in addition
- Ensure all remaining cable outlets are working
- Return the removed equipment and associated hardware to the warehouse, with appropriate equipment sticker attached.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- For use on any work order where the pickup of Gateway is requested
- May claim a maximum of one 053 per work order if MoCA filter(s) are removed.

057 Remove Service - Portal

Description:

- Remove Portal and power cord.
- Remove Portal from customers account and transfer to tech float.
- If coax outlet is to be disconnected, use code 050 in addition
- Ensure all remaining cable outlets are working
- Return the removed equipment and associated hardware to the warehouse, with appropriate equipment sticker attached.
- Complete forms as required. This could include authorization forms and quality assurance checklists

Application:

- For use on any work order where the pickup of Portal is requested.
- May claim a maximum of one 053 per work order if MoCA filter(s) are removed

060 Disconnect Primary

Description:

- Disconnection of service in a MDU or at the CSE.
- Disconnection when configuration of services does not allow for disconnection at pole or pedestal (e.g. address hot via internal split)
- Remove filter and/or splitter if one exists.

NOTE:

- Only one occurrence of this task code may be used on a work order.

Application:

- For use on work orders where an existing primary cable outlet that is working is to be disconnected at the panel or CSE to terminate service.

061 Disconnect Primary at Pole or Pedestal

Description:

- All disconnects are to be performed at the tap.
- Attach locking terminator to tap.
- Reattach drop end to bottom of locking terminator.

NOTE:

- Only one occurrence of this task code may be used on a work order.

Application:

- For use on work orders where an existing primary cable outlet that is working is to be disconnected at the pole or pedestal to terminate service.

070 Non-Pay Disconnect Primary

Description:

- Disconnection of service in a MDU or at the CSE.
- Disconnection when configuration of services does not allow for disconnection at pole or pedestal (e.g. address hot via internal split)
- Remove filter and/or splitter if one exists.

NOTE:

- Only one occurrence of this task code may be used on a work order.

Application:

- For use on work orders where an existing primary cable outlet that is working is to be disconnected at the CSE or panel to terminate service.

071 Non-Pay Disconnect at Pole or Pedestal

Description:

- All disconnects are to be performed at the tap.
- Attach locking terminator to tap.
- Reattach drop end to bottom of locking terminator.

NOTE:

- Only one occurrence of this task code may be used on a work order.
- Ensure cable service is secure from tampering.

Application:

- For use on work orders where an existing cable service including primary and extra outlets that are working are to be disconnected at the pole or pedestal to terminate service.

203 Relocation of Portal or DCT

Description:

- Determine from customer the desired configuration.
- Disconnect equipment from existing location and reinstall at new location.
- Ensure splitter configuration at CSE/panel is appropriate.
- Complete audio/video connections from Portal/DCT to customer's equipment
- Discuss aspect ratio of TV and set up as desired (4:3, 16:9) TV setup (480p, 720p, 1080i, 1080p)
- Program Shaw Remote as required.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- For use when relocating existing equipment within the customer's same premise is requested.
- Can be used for all types of DCT and Portals
- Must include description of work performed.

**Description:**

Review and perform the following:

- Adjust the Gateway/Portal function to customer's preference (i.e.: guide, menu)
- Bookmark Shaw My Account page and set up My Account if requested.
- Brief customer on basic features including remote control functions and demonstrate the following:
  - How to access the guide
  - How to set up PVR recordings
  - How to access and playback recordings
  - How to order VOD. Order a free VOD movie while in customer's home
  - How to access and change settings, including parental controls
- Describe the benefits of Shaw value add services, i.e. on-line support, Shaw apps, Online VOD
- Leave customer with product guide for future reference
- Complete forms as required. This could include authorization forms and quality assurance checklists

**Application:**

- Must include Time In and Time Out on the work order
- One occurrence may be claimed per work order. May be claimed in conjunction with the 025 Gateway Install and standalone 026 Portal Install.

## 207-Customer Education - Shaw Digital Cable Terminal (DCT)

### Description:

Review and/or perform the following:

- Demonstrate remote control functions with customers and include the following:
  - How to access guide
  - How to set up recordings (if applicable)
  - How to access and play back recordings (if applicable)
  - How to order VOD. Order a free VOD movie while in customer's home
  - How to access and change settings, including parental controls
- Ensure customer is aware of all channels they are subscribing to and ensure that these channels are working. Take appropriate actions/book follow up call for customer if required.
- Bookmark Shaw My Account page and set up My Account if requested.
- Describe the benefits of Shaw value add services, i.e. on-line support, VOD Online and Shaw Apps
- Leave customer with DCT guide for future reference

### Application:

- One occurrence may be claimed per work order
- May not be claimed in conjunction with the 042

## 211 DCT Upgrade

### Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, wall plates, fitting, etc. Applicable codes may be claimed.
- Ensure suitable signal levels and/or picture quality.
- Ensure splitter configuration at CSE/panel and levels meet current technical standards. If not, take appropriate action as per current company practice and applicable codes may be claimed.
- Swap and install new Shaw DCT and activate using current company application (i.e. FFM) without customer education.
- Program Universal Shaw remote as required.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

### Application:

- Must include Time In and Out on the work order
- For HD boxes, discuss aspects ratio of TV and set up as desired
- May be claimed with an 052 when removed equipment and associated hardware is returned to the warehouse, with appropriate equipment sticker attached.

214 DCT Transfer

Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, wall plate, fitting, etc. Applicable codes may be claimed.
- Ensure suitable signal levels and/or picture quality.
- Ensure splitter configuration at CSE/panel and levels meet current technical standards. If not, take appropriate action as per current company practice and applicable codes may be claimed.
- Install existing Shaw DCT and activate using current company application (i.e. FFM) without customer education.
- Program Universal Shaw remote as required.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include Time In and Out on the work order.
- For HD boxes, discuss aspect ratio of TV and set up as desired.

225 Remove Service - Shaw Internet

Description:

- Disconnect at CSE location or remove/downgrade splitter as required.

Application:

- For use on work orders where an existing extra cable outlet that is working is to be disconnected to terminate service.



229

Modem Transfer

Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visual substandard wiring, fitting, etc. Applicable codes may be claimed.
- Ensure splitter configuration at CSE/panel and levels meet current technical standards. If not, take appropriate action as per current company practice and applicable codes may be claimed.
- Install existing modem and activate using current company application (i.e. FFM) without customer education.
- Activate up to four (4) wireless devices, if applicable.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include Time In and Out on the work order.
- Can be claimed in conjunction with an 030/031/040

241

Install of Cable Wiring

Description:

- Install all wiring including drop.
- On any newly-installed lines, wiring codes should be claimed for the entire job, including connections at CSE/smart panel and wall plate connection or installation.
- Customer must be consulted prior to pre-fielding and running lines.
- Includes pre-fielding to determine optimal wiring route. Pre-fielding should result in wiring.

Application:

- Must include Time in & Time Out on work order.
- To be claimed in 15 minute increments. Pre-Fielding and wiring time are cumulative.

242 Splitter Reconfiguration

Description:

- For use on a hot account when splitter(s) may need to be replaced and/or reconfigured.

Application:

- May only be claimed in conjunction with a standalone 042,026,211,214,023
- May not be claimed in conjunction with an 030, 031 and 040.
- Only one occurrence of this task may be used on a work order.

262 Modem Upgrade

Description:

- In conjunction with the customer, select the appropriate location, determine configuration required.
- Install cable and appropriate splitters and wall plate as required.
- Verify line between CSE and outlet meet Shaw technical standards. If not, take appropriate action, including possible replacement of visually substandard wiring, fittings, etc. Applicable codes may be claimed.
- Ensure splitter configuration at CSE/panel and levels meet current technical standards. If not, take appropriate action as per current company practice and applicable codes may be claimed.
- Swap and install new modem and activate using current company application (i.e. FFM) without customer education.
- Activate up to four (4) wireless devices, if applicable.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- Must include Time In and Out on the work order.
- May be claimed with an 055 when removed equipment and associated hardware is returned to the warehouse, with appropriate equipment sticker attached.

263 Relocation of Modem

Description:

- Determine from customer the desired configuration.
- Disconnect equipment from existing location and reinstall at new location.
- Verify connection and ensure levels are within acceptable range (i.e.: Modem tools, meter readings)
- Ensure splitter configuration at CSE/panel is appropriate.
- Ensure internet connectivity.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

Application:

- For use when relocating existing equipment within the customer's same premise is requested.
- Time In/ Time Out must be recorded on work order and include description of work performed.

267 Customer Education – Shaw Internet

Description:

Review and/or perform the following:

- Describe the benefits of Shaw on-line support
- Bookmark Shaw My Account page and set up My Account if requested.
- Demonstrate Internet and email use. Demonstrate how to access online billing.
- Show customer how to set up additional email addresses.
- Inform customers of the availability of MacAfee and value added services offered by Shaw (Webmail, ShawGo Wifi, VOD Online, PhotoShare) and install, if requested.

Application:

- One occurrence may be claimed per work order.
- May not be claimed in conjunction with an 047 code.

270	Upgrade / Replace CSE
Description:	
Can be claimed when installing new or replacing, moving or upgrading an existing CSE.	

271	Completion of Prewire - Primary
Description:	
<ul style="list-style-type: none"> <li>- At CSE/SB location, remove F-81 splice from ground block and install splitter to ground block with a short patch cord.</li> <li>- Ensure drop end is securely attached to the ground block.</li> <li>- Install and label marker tag and weatherproof 56 fitting with rubber sealing boots to splitter on ground block.</li> <li>- Install F-81 splice with F-81 nut on wall plate.</li> <li>- Install non-weatherproof 56 fitting on cable and connect to wall plate.</li> <li>- Mount wall plate.</li> </ul>	
NOTE:	
<ul style="list-style-type: none"> <li>- Install patch cord of suitable length to connect subscriber terminal to wall plate.</li> <li>- Verify suitable signal levels and/or picture quality. Connect patch cord to subscribers equipment.</li> </ul>	
Application:	
<ul style="list-style-type: none"> <li>- For use on work orders where the residence has been prewired.</li> <li>- Cannot be combined and coded with code 030 (Reconnect of Primary Outlet)</li> <li>- Includes tagging, tracing, and fittings.</li> </ul>	

272	Completion of Prewire - Extra Outlet
Description:	
<ul style="list-style-type: none"> <li>- At CSE/SB location, remove F-81 splice from ground block and install splitter to ground block with a short patch cord.</li> <li>- Ensure drop end is securely attached to the ground block.</li> <li>- Install and label marker tag and weatherproof 56 fitting with rubber sealing boots to splitter on ground block.</li> <li>- Install F-81 splice with F-81 nut on wall plate.</li> <li>- Install non-weatherproof 56 fitting on cable and connect to wall plate.</li> <li>- Mount wall plate.</li> </ul>	
NOTE:	
<ul style="list-style-type: none"> <li>- Install patch cord of suitable length to connect subscriber terminal to wall plate.</li> <li>- Verify suitable signal levels and/or picture quality. Connect patch cord to subscribers'</li> </ul>	

equipment.

Application:

- For use on work orders where the residence has been prewired and the extra outlet may be activated by identifying and connecting the outlet to a splitter.
- Cannot be combined and coded with code 040 (Reconnect of Extra Outlet).
- This is applicable for each outlet CPW'd, includes tagging, tracing, and fittings for each outlet.
- Most cases CPWs are in new homes.

273 New Outlet in MDU

Description:

- Install combination appropriate splitter and wall plate as required.
- Verify suitable signal levels and/or picture quality. Connect to subscribers equipment.

NOTE:

- Can be coded for back to back outlets.

274 Install Co-located Outlet

Description:

- Install combination appropriate splitter and wall plate as required.
- Verify suitable signal levels and connect to subscribers' equipment.

275 Install Ground Block

Description:

276 Install Drop Amplifier

Description:

277 Remove Drop Amplifier

Description:

278 TPIA	Third Party Internet Account
<p>Description:</p> <ul style="list-style-type: none"> <li>- Reconnect outlet where customer want service</li> <li>- Verify suitable signal level</li> <li>- Includes placement of ID tags (currently green) in panel or CSE</li> <li>- Connect drop at tap or CSE as required</li> </ul> <p>Application:</p> <ul style="list-style-type: none"> <li>- Claimed when connecting services for a Third Party Internet provider using Shaw's network.</li> <li>- Includes email to Work Order team confirming work completed, address and work order number.</li> </ul>	

310	Sell New Account BCAB
<p>Description:</p> <ul style="list-style-type: none"> <li>- The TFR sells basic cable service to a customer at an unsold address (hot or cold).</li> <li>- If the address is hot, but not on billing, this task/rate does not include the install of a filter.</li> <li>- If the address is cold, add task code 030 (Reconnect Primary Outlet), for work performed.</li> </ul>	

320	Sell Extra Outlet
<p>Description:</p> <ul style="list-style-type: none"> <li>- The TFR sells an extra outlet to a customer.</li> <li>- If the extra outlet is cold, add task code 040 (Reconnect) or task code 272 (CPW), as appropriate for work performed.</li> <li>- Applicable to revenue generating non-bundled outlets only.</li> </ul>	

338	Sale of Discretionary Tier (s)	(Filtered)
<p>Description:</p> <ul style="list-style-type: none"> <li>- The TFR sells a discretionary tier that requires a trap.</li> <li>- If the customer is active and is upgraded to another tier, claim the sale <u>and</u> necessary filter activity.</li> <li>- If the customer is cold and is upgraded to another tier, claim the sale but <u>cannot</u> claim filter activity.</li> </ul>		

339	Sale of Discretionary Tier (s)	(Unfiltered)
Description:		
<ul style="list-style-type: none"> <li>- The TFR sells a discretionary tier that does not require a trap.</li> <li>- This task/rate does not include the removal of the filter.</li> <li>- This task/rate cannot be claimed if the discretionary tier is inclusive in a bundled service.</li> </ul>		

340	Lease Digital Converter
Description:	
<ul style="list-style-type: none"> <li>- The TFR leases a digital converter to a customer.</li> <li>- This task/rate is for new leases only, not for upgrades of customers who have an existing Shaw converter.</li> </ul>	

341	Sell Discretionary Service/Pay TV
Description:	
<ul style="list-style-type: none"> <li>- The TFR sells a discretionary service to a customer that requires decoding equipment.</li> <li>- This task/rate is for new discretionary customers, not for upgrades of customers with an existing decoder.</li> <li>- Also applies to: selling additional multiple ip (non-bundled) , 10 PACK digital channels.</li> <li>- Also applies to sale of 5 PACK digital channels.</li> <li>- Also applies to upgrade SLSI to SHSI</li> <li>- Fairchild/Talentvision sold together is only one code 341 due to package.</li> <li>- MC/EA and is classified as two code 341s.</li> <li>- 30 PACK digital channels are classified as two code 341s.</li> </ul>	

350	Cheque Free ( Formerly Pre-Authorized Chequing)
Description:	
<ul style="list-style-type: none"> <li>- TFR arranges for customer to be placed on pre-authorized chequing by obtaining the customer's signed approval on the work order and completing the necessary paperwork.</li> </ul>	

351	Annual Payment
Description:	
<ul style="list-style-type: none"> <li>- TFR arranges for customer to be placed on annual billing by obtaining the customer's signed approval on the work order.</li> </ul>	

410 Miscellaneous Task Code

Description:

- Delivering and swapping power cords.
- Delivering and swapping and programming remotes.
- Installing and wiring A/B switches, including those required for Security Channel viewing.

Application:

- Must include description of work performed.
- For standalone delivery activities, only one occurrence applies.

511 Non-pay Collection

Description:

- Collect payment preferably in the form of cheque, money order or card payment as instructed on the work order.

Application:

- Collecting payments on overdue accounts.

520 Collect Administration Fee

Description:

- Collect payment preferably in the form of cheque, money order or card payment as stated on the work order.
- The TFR will record the account number, customer name and address and the payment amount on the envelope and provide customer with the receipt.
- When collecting Credit Card payments, the TFR will record the Authorization number on the work order.
- Payments collected by the TFR are to be returned to the office on a daily basis.

Application:

- Includes the collection of void cheques and other payments.



521 Database Correction

Description:

- TFR confirms that there is an error in Shaw's database and notes on a work order.
- The error must be called into Field Support to have changes done in the database.  
Task code/rate can be claimed only once for any combination of the following:
  - incorrect phone number, name and/or postal code
  - key info
  - number of outlets prewired

522 Office Verification

Description:

- A TFR is routed a work order to verify if an address is hot or cold.
- If a verification work order results in other commissionable work, i.e., a sale, connect, disconnect, then this task rate does not apply.
- Stand alone code. Work order must state the request of what is needed to be verified.

531 Follow-up Required - No Active Service

Description:

- Scheduled work cannot be fully completed and must be referred to others for completion or follow-up.
- Inside work is complete.
- Only applies to reconnect work order.

Application:

- For use on any work order where the TFR has traveled to the job site and is not able to activate the service due to a technical or plant problem.
- Other work is completed such as a reconnect at the tap or CSE.

532 Wall Plate Repair

Description:

- For use when F81 wall plate has been determined to be faulty and interfering with optimal signal performance to activate connected customer equipment.
- May include new F81 plate if required.
- Includes two coax fittings at either end of cable and toning and tagging at CSE/Smart Panel.

Application:

- Only one occurrence of this code may be claimed per address. Additional codes must be pre-approved by a Foreman/Supervisor.
- Cannot be claimed in conjunction with 025, 047, 600, 262, 229, 048
- Cannot be claimed in conjunction with 030, 031, 040

551 Miscellaneous Time Code

Description:

- Can include:
  - Meetings over one hour in length.
  - Modified work (related to non-occupational illness or injury)
  - Acquiring and returning new MDU keys
  - New product roll out pending timely negotiated CNT codes

Application:

- Must include time in and time out on the work order.
- Must include description of work performed.
- Requires Foreman/Supervisor approval.
- To be claimed in 15 minute increments.
- Excludes wiring.

553 Meeting / Training (15-Minute Increments)

Description:

- This task/rate includes attendance at departmental meetings and training sessions at 15-minute increments.
- For example, a 1-hour meeting would be 4 units of this rate.
- Assigned office or classroom work requiring an hourly rate.

NOTE:

- Ride along /field training will be paid at the Misc Time Code (551).
- Meetings exceeding 1 hour in length will be paid at the Misc Time Code (551).

574 Gateway Provisioning Task Code

Description:

- For the installation of a Gateway and/or Portal when provisioning time exceeds 10 minutes per device.

Application:

- Must include Time In and Time Out on the work order
- Total provisioning time and note must be recorded on the work order.
- To be claimed in 15 minute increments
- Can only be claimed in conjunction with a Gateway and/or Portal install.
- For example, this code can be claimed when the combined provisioning time for 3 devices exceeds 30 minutes, 4 devices exceeds 40 minutes, etc.

600 Installation of Shaw Digital Phone Terminal

Description:

- Confirm with customers if there is an enterphone or monitored alarm system. Test enterphone and have customer call and verify alarm telecommunication with alarm provider if these services are present. This step is to be completed before commencing any work, and again after all other work is done.
- Install and connect the Digital Phone Terminal (DPT) and power supply in an appropriate location. Consult with customer about mounting the DPT. It should be mounted securely unless the customer dictates otherwise.
- Install and connect the transition block to RJ11 jumper and CAT5 line, or wire the DPT directly without a transition block.
- Wire CAT5 line from transition block to inside wire distribution point or nearest convenient telephone jack (this should be added to aggregate wiring time with 641 code).
- If existing telephone jack is used, includes connection of CAT5 line to the jack, and/or upgrade of wall plate or jack to facilitate connection of CAT5. In all installations utilizing a telephone jack to back feed, an RJ11 port will be left free for a telephone to be plugged in.
- Remove all existing telephone lines at distribution point from Telco drop/demark and reconnect (bean) with backfed or newly-wired CAT5 line to DPT.
- Check and record three different channel levels at the CSE/panel and the DPT (low, med, high band according to applicable technical standards).
- Includes reconnection or CPW of any existing coaxial or CAT5 wire from CSE to DPT location only.
- Perform the following to provision and test the DPT and phone service:
  1. Provision DPT via the current company application (i.e.: FFM)
  2. Push to the Switch via the current company application (i.e.: FFM)
  3. When required, port the number using buttset connected to DPT
  4. Test inbound and outbound call ability using TFR cell phone and customer's

equipment.

- If the aggregate of the provisioning, porting and test call procedure exceed 15 minutes, then the 814 code will be charged with the first claim at 20 minutes and additional claims every 15 minutes thereafter.
- Disconnect Telco feed (If disconnection of Telco feed takes greater than ten minutes, this time should be added to the aggregate wiring time and not coded separately.) Note: Typically, the Telco line is disconnected as part of integrating the DPT dial tone with inside wire or during Enterphone integration.
- Check all connected phone jacks for dial tone and polarity. (Faults revealed during tone checks shall be repaired provided the repair can be completed behind the wall plate or at distribution point. Technicians may claim one code 710 for each faulty phone jack identified and repaired in this manner).
- Must include "time in" and "time out" on work orders.
- Includes placement of ID tag (currently white) in panel or CSE (most logical disconnection point).
- Demonstrate operation of the digital phone to the customer, assist with voicemail set-up/PIN and provide/review with them the appropriate product reference guide. Leave product reference guide with the customer.
- Includes installation of proper filter if necessary (telephone filter only).
- All other wiring to be done at regular wiring rate. (641 code)
- Code may be used for SDP installations where the DPT is left from a previous customer, if all of the necessary steps are performed to complete the install.
- Complete forms as required. This could include authorization forms and quality assurance checklists.

615	SDP Pole/Pedestal Work
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Description:

- Placement or removal of a SDP tag (white) at the pole or pedestal.
- To be used maximum once per work order in conjunction with a 600 or 650 code.
- Includes tracing and tagging of drop if necessary.

620 Second Phone Number Installation

Description:

- To be used for connection and activation of a second phone number from a DPT to appropriate jacks.
- Install and connect a second transition block and RJ11 jumper to DPT.
- Wire CAT3 line from transition block to inside wire distribution point or nearest convenient telephone jack (this should be added to aggregate wiring time with 641 code). Second pair in existing CAT3 line will likely be used, in which case a jumper is installed between transition blocks).
- Segregate appropriate telephone lines at distribution point and reconnect (bean) with backfed or newly-wired CAT3 line to DPT. Second telephone number to be directed to specific jacks.
- Includes standard provisioning calls to push to switch, port (if necessary) and test calls.
- Check phone jacks for dial tone, polarity and correct number.
- Note: This code is not to be used in "Smart Ring" or "Distinctive Ring" application.
- Note: A 710 code may be charged for each jack connected to the newly-installed line, beyond the first one.

641 Telephone Wiring per 15 minutes (existing wiring code)

Description:

- Installation of telephone wire for telephone jacks or backfeeding dial tone to inside wire distribution point.
- Installation of coaxial wiring for DPT.
- Includes confirmation of dial tone and polarity for newly-installed jacks.
- On any newly-installed lines, wiring codes should be claimed for entire job, including connections at distribution point (beaning) and wall plate connection or installation.
- Customers must be consulted prior to pre-fielding and running lines.
- Includes pre-fielding to determine optimal wiring route. Pre-fielding should result in wiring.

Application:

- Must include Time In and Out on work order.
- To be claimed in 15 minute increments. Pre-fielding and wiring time are cumulative.

650 Remove Service – SDP

Description:

- Remove DPT, power supply, coax cable, jumper line and white tag.
- Ensure required steps are taken to remove DPT from customers account and transferred to tech float.
- If coax outlet is to be disconnected, use code 050 in addition to 650.
- Ensure all remaining cable outlets are working.
- Return the removed equipment and associated hardware to the warehouse, with appropriate equipment sticker attached.
- Complete forms as required. This could include authorization forms and quality assurance checklists

Application:

- For use on any work order where the pickup of Shaw Digital Phone equipment is requested.

710 Connect Prewired Outlet/Wall Plate Repair

Description:

- Repair of faulty telephone jack discovered during SDP Installation.
- Includes correction of faults at wall jack or inside wire distribution point.
- Include check of corrected jack for dial tone and polarity.
- May only be used in conjunction with 600 codes.

Or

- Activation of additional phone line using previously installed wiring.
- Includes installation of wall plate and connection at inside wire distribution point (re-beaning).
- Includes tracing and identifying the line.
- Includes confirming operation of jack for dial tone and polarity.

711 Port Number Digital Phone

Description:

- Ensure DPT is provisioned and locked in.
- Push DPT to the switch via current company application (i.e. FFM)
- Port telephone number from incumbent provider to Shaw via current company application.
- If an incumbent telephone provider's drop is connected, disconnect the customer's premise wiring from the incumbent demarcation point.
- Connect the phone line (i.e. CAT3 or CAT5) or appropriate spare pair from DPT to customer premise wiring using beans, scotchblocks or a minibridger.
- Test inbound and outbound call ability using TFR cell phone and customer's equipment
- Check all connected phone jack for dial tone and polarity
- If an alarm system is present, ensure the following 3 items are also completed:
  - Prior to installation, confirm proper operation with the alarm company before working on the system.
  - Ensure the alarm is connected in the same way with DPT dial tone (i.e. dial tone goes to alarm on one pair and return on another pair to be connected to the customer premise wiring)
  - After installation is complete, advise customer to confirm proper operation in accordance with alarm company procedures.

Application:

- This code is for completing a phone installation following an aborted/failed/unready port.

751 Remove Digimax

Description:

This code is for the removal of a Digimax Porting Switch or Intercom Solution Switch as required during the removal of Shaw Home Phone service or as requested by a work order:

- Locate the Digimax
- Remove the jumper from the DPT or the pair used to back feed dial tone from the DPT from the Digimax.
- Remove the house wiring from the Digimax.
- Remove the incumbent telco jumper/primary pair from the Digimax.
- If removing a Digimax port Switch, use scotch locks or appropriate connectors to connect the jumper from the DPT or the pair used to back feed dial tone to the house wiring.
- Complete a test call from the technician's cell phone.

Or

- If removing an Intercom Solution Switch, connect the primary line from the enterphone the house wiring.
- Test the enterphone.

Application:

- Can claim enterphone integration code 780 if function is performed.
- If enterphone integration exceeds 15 minutes, the 641 wiring code will be used to compensate for time beyond 15 minutes.

753 Install Port Switch

Description:

- Test customer telephone system for dial tone before and after work is performed.
- In a MDU, locate the inside wire distribution point (cross connect), in an SFU, locate the incumbent telco demarcation point.
- Identify the primary pair from the incumbent and separate it from premise's wiring, connecting it to Telco input on Port Switch.
- Connect the primary pair from the DPT to the "MTA" input on Port Switch.
- Connect a jumper from the port switch to the terminal block or the outlet set runs for all connected telephone outlets.
- Test for inbound call by performing a call

Application:

- For the installation of a Port Switch to integrate a DPT to a home when the telephone number to be ported has not yet been released by incumbent Telco
- Advise TSD and record on work order the configuration of telephone wiring and any follow up required.

780 Enterphone Integration - SDP

Description:

- Determine (tone) the correct spare pair of telephone wires to backfeed dial tone from the customer's inside wire distribution point to Enterphone location.
- Cross-connect the spare pair in any secondary riser closets if necessary to complete continuity to Enterphone room.
- Verify tone from customer suite is present.
- Remove Telco jumper from Enterphone terminal block only.
- Tag Telco jumper with suite number and leave jumper to ensure it does not short.
- Install new jumper from Enterphone block to designated spare pair to restore dial tone to input of Enterphone panel.
- Verify Enterphone system is working on call completion.
- If Enterphone integration exceeds 30 minutes, the 641 wiring codes will be used to compensate for time beyond 30 minutes.
- This is not applicable to "dialer" or stand-alone-style Enterphone systems.



783 Customer Education – Shaw Digital Phone (SDP)

Description:

Review and/or perform the following:

- Demonstrate operation of the Digital Phone to the customer, assist with voicemail set-up/PIN and provide/review with them the appropriate product reference guide.
- Bookmark Shaw My Account page and set up My Account if requested.
- Describe phone portal features such as voicemail to email. Describe the benefits of Shaw value add services, i.e. on-line support.

Application:

- One occurrence may be claimed per work order.
- May not be claimed in conjunction with a 600 code.

800 Vehicle Allowance

Description:

- TFRs shall provide their own vehicles and shall be paid a vehicle allowance per street address when performing their duties.
- This allowance shall be the company's full responsibility towards a vehicle and operating costs.
- Travel to a multi-dwelling unit (MDU) where there may be more than one work order counts as one street address.
- A TFR will not receive a vehicle allowance for a return visit to an address unless directed to do so by the office.
- Annual minimum vehicle code allowance is 1368. If the annual vehicle allowance billing (800 code) is below one thousand three hundred and sixty eight (1368), the Company shall top up the vehicle allowance to the equivalent of the annual minimum vehicle code allowance.
- This allowance shall be prorated when less than a full year is worked.
- Newly-hired TFR's shall be exempt from the annual minimum vehicle code allowance. This exemption shall be for one calendar year from the date of hire.

810 Patch Cord Manufacture

Description:

- May be claimed for every technician manufactured patch cord attached to customer/company equipment beyond the wall plate.

Application:

- May not be used for jumpers in panel or CSE connections.

811 Trace and Tag

Description:

- For the act of physically toning out and correctly re - tagging lines that were inaccurately connected or labeled in the CSE or Panel.
- Verify and ensure that the line is direct from the CSE or Panel

Application:

- Appropriate company issued tags must be used, i.e. black IDM tags
- This task code may be claimed for every 3 lines that are toned and tagged, i.e. one 811 code for 1-3 lines, 2 codes for 4-6 lines, etc.

812 Fitting Replacement

Description:

- For use when fittings are determined to be substandard and would interfere with picture/signal quality.

Application:

- Only one occurrence of this task may be used on a work order.

813	Waiting in line for Warehouse
Description:	
- For use when waiting in line for more than five minutes for warehouse.	
Application:	
- First code applied at 5 minutes with additional codes starting at 15 minutes then at 15 minute increments.	

814	Waiting for Field Support
Description:	
- For use when holding for more than five minutes for field support.	
Application:	
- First code applied at 5 minutes with additional codes starting at 15 minutes then at 15 minute increments.	
- Via phone or email, coding stops as soon as your item is being actioned.	

815	Cellular Phone Allowance	
Description:		
- For use bi-weekly to offset voice and data expenses related to:		\$39.00 for life of agreement
<ul style="list-style-type: none"> <li>• On-line submission of daily task codes and/or forms.</li> <li>• On-line provisioning of equipment.</li> <li>• Contacting the office to complete required work.</li> <li>• Calling customers ahead of appointment.</li> </ul>		
Application:		
- Employees need to be available by cellular telephone during workday and advise dispatch at the completion of their workday for safety purposes.		

**Vancouver / Surrey TFR – Payroll Timesheet, v24  
Only for Items not recorded on CNT100 (R70) Report**

**Version 24 – posting date October 1, 2015**

Parent Geog.:

Geog.Number: 02400

<u>CNT Code</u>	<u>Description of Service</u>	<u>Rate</u>
<b>RECONNECT</b>		
<b>030</b>	Reconnect Primary Outlet	\$8.05
<b>031</b>	Reconnect Primary Outlet at Pole or Pedestal	\$10.15
<b>040</b>	Reconnect Extra Outlet	\$8.05
<b>EQUIPMENT</b>		
<b>041</b>	Exchange / Upgrade Equipment	\$0.00
<b>042</b>	Add Service - DCT Box including Stereo Connection	\$33.51
<b>023</b>	Exchange Digital Equipment	\$21.58
<b>024</b>	Install - PVR Expander (eSata)	\$11.26
<b>025</b>	Add Service - Gateway	\$35.64
<b>026</b>	Add Service - Gateway Portal	\$20.00
<b>203</b>	Relocate existing Portal or DCT	\$10.27
<b>204</b>	Demo - Full Gateway Experience	\$11.26
<b>211</b>	Upgrade Digital Equipment	\$21.58
<b>214</b>	Transfer Digital Equipment	\$21.58
<b>574</b>	Gateway Install Exceptions (15 min)	\$7.89
<b>207</b>	Demo Digital Equipment (not SMG)	\$11.26
<b>242</b>	Splitter Reconfiguration	\$5.00
<b>DISCONNECT</b>		
<b>060</b>	Disconnect Primary	\$8.05
<b>061</b>	Disconnect Primary at Pole or Pedestal	\$10.15
<b>070</b>	Non-Pay Disconnect Primary	\$8.05
<b>071</b>	Non-Pay Disconnect at Pole or Pedestal	\$10.15
<b>050</b>	Disconnect Extra Outlet(s)	\$8.05
<b>051</b>	Remove Service - Analogue / Pay TV	\$0.00
<b>052</b>	Remove Service - DCT Box	\$8.05
<b>055</b>	Remove Service - Shaw Internet (Modem)	\$8.05
<b>056</b>	Remove Service - Gateway	\$7.89
<b>057</b>	Remove Service - Gateway Portal	\$7.89
<b>225</b>	Remove Service - Shaw Internet (Outlet)	\$8.05
<b>277</b>	Remove Drop Amplifier	\$8.05
<b>511</b>	Non-Pay Collection	\$15.31

<b>650</b>	Remove Service - SDP	\$9.26
<b>751</b>	Remove Digimax	\$8.35
<b>FILTER ACTIVITY</b>	(Note on W/O if correct filter already in place)	
<b>043</b>	Add Service - Remove or Exchange Filter	\$8.05
<b>053</b>	Remove Service - Add or Exchange Filter	\$8.05
<b>INSTALLS</b>		
<b>271</b>	Completion of Prewire - Primary	\$8.05
<b>272</b>	Completion of Prewire - Extra Outlet	\$8.05
<b>273</b>	New Outlet in MDU	\$15.31
<b>274</b>	Install Co-located Outlet	\$8.05
<b>275</b>	Install Ground Block	\$3.82
<b>276</b>	Install Drop Amplifier	\$8.05
<b>270</b>	Upgrade / Replace CSE	\$7.00
<b>278</b>	Third Party Internet (TPIA)	\$10.00
<b>INTERNET</b>		
<b>047</b>	Install of Modem, Outlet, and PC	\$44.76
<b>048</b>	Exchange Modem Equipment	\$24.23
<b>241</b>	Install of Wiring (15 minute increments)	\$8.50
<b>262</b>	Upgrade Modem Equipment	\$24.23
<b>263</b>	Relocate Existing modem	\$10.27
<b>229</b>	Transfer Modem Equipment	\$24.23
<b>267</b>	Internet software, email, demo	\$11.26
<b>DIGITAL PHONE</b>		
<b>600</b>	Install of Shaw Digital Phone Terminal	\$47.21
<b>615</b>	SDP Pole/Pedestal Work	\$8.05
<b>620</b>	Second Phone # Installation	\$17.08
<b>641</b>	Install of SDP Wiring (15 minute increments)	\$8.50
<b>710</b>	Connect Prewired Outlet/Wall Plate Repair	\$8.05
<b>711</b>	Port Digital Phone	\$25.00
<b>753</b>	Install Portswitch	\$12.00
<b>780</b>	Enterphone Integration - SDP	\$18.28
<b>783</b>	DP Demo / Customer Education	\$11.26
<b>SALES</b>		
<b>310</b>	Sell New Account BCAB	\$15.31
<b>320</b>	Sell Extra Outlet	\$12.24
<b>363</b>	Full Cable Sale or Save	\$33.64
<b>341</b>	Sell Discretionary Service / Pay TV	\$10.71
<b>340</b>	Lease Digital Converter	\$9.16
<b>338</b>	Sale of Discretionary Tier(s) (Filtered)	\$7.26

<b>339</b>	Sale of Discretionary Tier(s) (Unfiltered)	\$15.31
<b>522</b>	Office Verification	\$7.65
<b>350</b>	Cheque Free (Formerly Pre-authorized Chequing)	\$4.59
<b>351</b>	Annual Payment	\$4.59
<b>520</b>	Collect Administration Fee	\$3.82
<b>521</b>	Database Correction	\$3.82
<b>540</b>	Standard DCT Sale	\$10.34

**MISCELLANEOUS**

<b>531</b>	Follow-up Required - <i>No Active Service</i>	\$8.05
<b>410</b>	Miscellaneous Task Code	\$11.48
<b>551</b>	Misc Time Code Non Capital (15 min increments)	\$8.50
<b>532</b>	Wallplate Repair	\$8.35
<b>800</b>	Vehicle Allowance per Street Address	\$3.50
	Two Week Cell Phone Allowance (Paid Automatically through Payroll)	\$39.00
<b>810</b>	Patch Cord Manufacture	\$1.00
<b>811</b>	Trace and Tag	\$3.82
<b>812</b>	Fitting Replacement	\$0.62
<b>553</b>	Meetings/Training (15 minute increments) (See Note #4)	\$5.45
<b>813</b>	Waiting in Line for Warehouse (15 minute increments)	\$8.50
<b>814</b>	Waiting for Field Support (15 minute increments)	\$8.50