



Union awaits CIRB ruling on Clearnet

Hearings into the union status of Clearnet employees have now concluded, and a ruling from the Canada Industrial Relations Board (CIRB) is pending.

More than a year after the hearings initially began, the evidence portion of the hearings finished in April, 2003, and final arguments were entered in late May.

At issue is whether the employees of Clearnet should be TWU members, and related to that, whether a representation vote is needed or whether the employees should automatically be included in the TWU certification.

The question of the status of the approximately 2600 employees at Clearnet arose with the acquisition of Clearnet by TELUS in October, 2000. The Clearnet workers were not represented by a Union.

Also at issue in the hearings is the union status of 60 or so employees at Quebec Tel Mobilite (QTM), which arose with the TELUS purchase of

Quebec Tel, the owner of QTM, in June of 2000. The QTM employees were members of CUPE.

In February of 2001, the CIRB issued a ruling (Decision 108) that a single bargaining unit at TELUS, including Telus Mobility, with no geographical limitation, is appropriate. TELUS subsequently appealed Decision 108 to the Federal Court of Appeal, but the court dismissed the appeal and upheld Decision 108.

In March, 2001, shortly after Decision 108 was handed down, the TWU applied to have the former Clearnet and QTM employees included in the single TWU bargaining unit.

On July 1, 2001, TELUS purported to sell the mobility portion of its operations to Tele-Mobile. That brought the former BC TEL Mobility and Alberta Telus Mobility (Telus Mobility West, or TMW), as well as Clearnet and QTM, into one entity, Tele-Mobile, and in TELUS's submission, separated the wireless portion of the operation from the wireline portion.

The TWU characterizes the Tele-Mobile transaction of July 2001 as "a sham of a sale", and the Union argues further that even if it were a sale, the wireline and wireless operations remain a single bargaining unit.

In effect, the Union argues, there is a single employer for both wireline and wireless, and hence there is and should remain a single bargaining unit, under the TWU certification.

The Union points to numerous and various factors which substantiate its position. Among those are the fact that both the wireless and wireline operations engage in similar activities, serve the same market, have a vertically integrated business process, and have common ownership and management and hence common direction and control.

The Union also notes that in the important realm of labour relations, decision making and programs are common between TELUS and Telus Mobility.

The Union points to a long history of bargaining to substantiate its argument, noting that the TWU has always

bargained for both wireless and wireline in BC, and in Alberta a few years prior to the merger, TELUS applied to the CIRB to have both wireless and wireline in a single bargaining unit. The company's current position before the CIRB is clearly inconsistent both with the long-standing practice in BC and the TELUS application in Alberta.

Under such a massive combination of circumstances, the Union argues, labour law is clear that a single bargaining unit is appropriate and indeed necessary.

The TWU makes the case for a single bargaining unit to include all of the wireline and all of the wireless employees (all of those transferred to Tele-Mobile), and further argues that no representation vote is required. The Union pointed to a body of labour law which buttresses the position that where a substantially smaller group of employees is being brought into a bargaining unit with a much larger unit (eg., approximately 2,600 Clearnet employees joining the TWU's current 14,000 or so members), no "double majority" is required and it is both appropriate and common practice for the members to be brought in without a representation vote.

TELUS's position is that the union status of the various components should remain as is, that is, that the employees of TMW would remain as TWU members and those of Clearnet would remain non-Union, unless subsequently organized by the TWU or some other Union.

The TWU argued before the Board that such a scenario would be untenable over the longer term, and would rapidly result in the erosion of bargaining unit rights. The Union noted specifically that:

■ Union and non-Union employees perform the same work side by side (in some instances they literally sit side-by-side), and in any event, it is a "virtual workplace", since calls can and sometimes are switched anywhere in the country.

■ Equally problematic, work can and is transferred from Union to non-Union employees, resulting in the increasing movement of work to the non-

Union sector, and seriously eroding the bargaining certificate.

■ It will tend to create roadblocks to effective collective bargaining, and indeed in the present circumstance, the impasse has effectively brought bargaining to a standstill, as is evidenced by the fact that the parties have been at the bargaining table for more than two-and-a-half years now. (To amplify, TELUS has been maintaining it no longer needs to bargain on behalf of Telus Mobility because wireless is no longer part of TELUS).

■ Labour relations unrest will result.

■ Employees will lose their long-standing rights to transfer between wireline and wireless operations.

Among those who testified on the Union's behalf at the CIRB hearings were Rod Giddens, long-time delegate and COTC member; Business Agents Sherryl Anderson and Peter Massy; President Rod Hiebert; and telecommunications consultant Ian Angus, an expert witness.

Giddens evidence focused on integration of technical aspects of the network, common control of networks, commonality of work done in craft and technician areas of wireline and wireless, and problems that arise in contracting out with union and non-union employees working together.

Sherryl Anderson testified to the commonality of clerical functions in wireline and wireless, and presented evidence of work having moved from TMW to Clearnet.

Rod Hiebert's evidence focused on Constitutional and Collective Bargaining issues, and Peter Massy's evidence related largely to CRTC issues involving the TWU and TELUS.

Ian Angus, the expert witness, testified that in his view, there is no regulatory reason to have wireline and wireless operations separate.

It is not known when a CIRB decision will be handed down, although the Union is hoping it will be a matter of weeks rather than months.

Collective bargaining update

Collective bargaining between TELUS and the TWU, which began more than two-and-a-half years ago in an attempt to reach a revised collective agreement, moved forward in May with the establishment of sub-committees to work on various aspects of the contract.

Phase one of the extended conciliation process between the company and Union continued in mid-May with the assistance of the federal conciliators.

The following week, three members of the Union's bargaining committee and three members of the company's bargaining committee met as a sub-committee to discuss issues relating to Headquarters, Return to Headquarters from within Alberta and BC, Board and Lodging, Transportation and Home Dispatch.

To ensure that all issues are addressed during the global review phase, the Union and company established a number of additional sub-committees to discuss Clerical, Operator Services and Plant working conditions, as well as Benefits.

As we go to press, the sub-committees had met or were scheduled to meet for a total of 18 days between mid-May and mid-June.

All sub-committee meetings are in addition to the regular conciliation meetings that have already been scheduled.

Both parties have publicly indicated they are committed to resolving outstanding issues through conciliation.

Conciliation talks were not scheduled during the week of May 19, as representatives from both parties were attending the final week of CIRB hearings into the Union status of Clearnet employees.

MAIL POSTE

Canada Post Corporation / Société canadienne des postes
Postage paid / Port payé
Publications Number
1461214
VANCOUVER, B.C.

LETTERS TO THE EDITOR

Retirement thanks

Dear TWU:

Thank you to everyone who made my retirement party on April 11 such a happy event. I would also like to wish all the best to Sister June Lewis and Brother Bill Silvester, for whom the party was also held. It was an honour to share the party with them.

A special thanks for all the gifts, and thank you to the Union for the \$1,000 retirement gift.

I was also appreciative to see Brother Bill Clark and Brother George Yawrenko, two of my mentors in my younger days, in attendance.

Although I am leaving the Union at a tumultuous time, I have every confidence that the Executive Council and Bargaining Committee with the support of the membership will achieve a revised and respectful Collective Agreement.

**All the best,
Neil Morrison,
Retired Vice-President**

Dear TWU:

I'm writing to say thanks for the retirement gift and honorary life membership in the TWU.

I especially want to thank Brothers Rod Hiebert and Bruce Bell for traveling to attend my retirement party.

I had the honour and privilege of serving as shop steward, local officer,

Business Agent, and member of two bargaining teams. Although there were some challenging times, in retrospect, it has been an immensely rewarding experience.

I know there are difficult times ahead but the spirit of support and solidarity in the TWU will undoubtedly prevail.

Thanks so much to you all.

**Roy Olsen,
Local 9, Prince George**

Dear TWU:

Thank you for the \$1,000 retirement gift, honorary life membership and retirement pin. I would like to thank Local 4 for allowing me to represent them as their convention delegate. It has been a pleasure to work with the business agents for Local 4, Sisters June Lewis and Karen Whitfield and Brother George Doubt. I would also like to thank Brother Hiebert for giving me the opportunity to serve on the TWU Health and Safety committee. The training and experience has given me the ability to help my community with WCB and CPP Disability advocacy work.

**In solidarity,
Wally Popoff, Local 4**

The Transmitter has received many similar letters of thanks from retiring members. Due to the large number, we are unable to print the text of all

the letters. However, we do appreciate your many kind and thoughtful comments, and we wish to acknowledge the following members who took the trouble to write.

**E. Yokome, Vancouver
Audrey Raymond, Local 11
Violet Straw, Local 51
Frank and Sharon Crosgrove,
Local 7
Ruth Olenshaw
Pauline Haslett, Port Coquitlam
Ray Robertson, Local 2
Tracy Teeple, Local 51
Jim McLeod, Local 8
Bruce Wallis, Local 16
Christina Wong, Local 50
Joanne Hamilton, Local 50
Ruth Duff, Coquitlam
Kathy (Pauley) Nadalin,
Prince George
Vi Chorm, Abbotsford
Don Nicholas, Local 7
Glen Husband**

Sports thanks

Dear TWU:

On behalf of the players, parents and coaches of the 2002/03 Port Moody Atom C2 Titans Hockey team, I would like to take this opportunity to thank you for your generous sponsorship.

In this day and age it is refreshing to see that someone still believes in the valuable role minor sports plays in development of youth.

**Sincerely,
Keith Bolderston, Port Moody**

Countering propaganda

Dear TWU:

My members in Local 33 have asked me to pass on their thanks and congratulations for your bulletins, letters and hotlines explaining what's happening and why things are happening to counteract the relentless flow of propaganda the Company is bombarding us with. Due to the vast area Local 33 encompasses these methods of informing our members work extremely well. Please keep up the great job and many thanks.

Cory Wardrop, Local 33



Retiring officers June Lewis and Bill Silvester, above, and Neil Morrison, below, left, enjoy retirement party April 24

Scholarship forms on web

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

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

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

Deadline for applications is August 1, 2003.

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

Applied Science bursary available

Members of Van Tel/Safeway Credit Union and/or the TWU are advised of a bursary available to graduate or undergraduate students in the Applied Sciences Faculty of Simon Fraser University.

The Olga and Richard Murray Bursary in Applied Sciences is awarded on the basis of demonstrated financial need and satisfactory academic performance. To the extent feasible, preference will be given to a student, or the spouse or child of a person, who is a member of Van Tel or the TWU.

The bursaries, generously provided for in the wills of Olga and Richard Murray, are worth \$1,000 each.

For more information, contact the University Development Offices of the SFU Foundation at 604-291-4356.

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

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

TWU phone ...(604) 437-8601

TWU fax(604) 435-7760

**Pension Plan
office(604) 430-1317**

TWU hotline ..(604) 435-2224

TWU Website addresses:

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

The Transmitter

Member of

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

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

Editor: Myron Johnson
President: Rod Hiebert
Vice-Presidents: Hope Cumming & Bruce Bell
Sect.-Treasurer: Jim Christensen
5261 Lane Street, Burnaby, B.C. V5H 4A6

ADDRESS CHANGE FORM

Mail to: Membership Records, TWU, 5261 Lane Street, Burnaby, B.C. V5H 4A6

S.I.N.			
Employee ID			
Name:			
	<i>Surname</i>	<i>First Name</i>	<i>Initials</i>
Address:			
	<i>Apt #.</i>	<i>Street</i>	<i>City</i>
			<i>Postal Code</i>
Home Phone:			Work Phone:
EMAIL Address OPEU15 040603			Cell Phone:



Wreath-laying ceremony highlight of Day of Mourning commemoration in Vancouver April 28

Union launches EI group appeal

By **GEORGE DOUBT, BA**

B.C. Members who participated in the My Future Choice Program at TELUS had the opportunity to accept the Voluntary Departure Incentive Program with the Early Retirement Incentive Plan option. Members who chose that option maintained the right to apply for an unreduced pension when they reach the required age for their length of service. Those members who chose to give up their right to apply early for an unreduced pension received a higher buy out amount.

Members who chose the Voluntary Departure Incentive Program with the Early Retirement Incentive Plan option recently received a revised Record of Employment (ROE) from TELUS. The new ROE shows contributions TELUS made to the TWPP (Pension Plan) as income received by the individuals. The TWU believes that the revised ROE's are incorrect.

Members who have applied for Employment Insurance Benefits (EI) and who received a revised ROE are informed by EI that they are not entitled to benefits or that their entitlement will change. This decision can be appealed and the Union is working on a Group Appeal to resolve the issue. Affected members can appeal the decision on their own.

As of June 11, 2003, 92 members have joined the Group appeal with another 25 busy getting the paper work in. The deadline for joining the Group Appeal was extended to June 20. We expect the hearing to take place soon after that date.

Contacting members who are no longer working is difficult and we expect that some people may miss the deadline for joining this group. Any members who miss the deadline should contact one of the Business Agents listed below to discuss their options.

George Doubt, Business Agent, will be working on the Group Appeal. If George is unavailable contact Lesley Hammond, Business Agent at the following email addresses:

george.doubt@twu-canada.ca (Phone: 250-860-5025)
lesley.hammond@twu-canada.ca (Phone: 604-437-8601)

Union offers staff buyout

The TWU has offered its unionized staff a buyout package, patterned on the Early Retirement Incentive Program. TELUS has offered its unionized employees, and five of the seven eligible staff members in the Burnaby office have opted to take the buyout.

The money package, identical to the TELUS ERIP, is one-year salary plus \$500 for each year of service. The conditions to qualify were somewhat more flexible than the TELUS offer. Although the minimum age of 55 is the same, the TWU employees needed only 15 years of service to qualify.

Four of the five leaving are clerical staff members: Carollyne Caldwell, Margaret Johnston, Yvonne

Keogh and Bonnie Taylor. Leave dates have been negotiated with the individual employees and are staggered over a period of several months, beginning in the last half of 2003 and ending in the first half of 2004. All of the clerical employees leaving, except Bonnie Taylor, have more than 20 years seniority with the Union.

The fifth employee taking the buyout is TWU editor and WCB advocate Myron Johnson, who expects to leave in the spring of 2004. He will be staying through the TWU convention of March 2004 and for a short period after to assist in the transition. Myron Johnson and Bonnie Taylor began as full-time employees of the

TWU in 1987, and will each have about 17 years seniority on retirement. (Johnson had worked as a temporary employee for six months in 1985-86).

All five employees are members of the OPEIU, and their Union was involved in discussions with the TWU prior to finalization of the buyout offer, and has given its blessing to the offer.

The staff reductions flow out of the TELUS cutback of about 30 per cent of its unionized staff, which resulted in a substantial reduction in Union dues. It has not been decided at this time how many, if any, of the retiring OPEIU Burnaby staff positions will be backfilled, or specifically how work will be re-assigned.

Members vote on strike vote change

Members are voting on a proposal to amend the strike vote requirements in the Union's constitution, dropping the benchmark from 66 2/3% to 50% plus one.

President Rod Hiebert explains that due to the aggressive tactical approach by TELUS at the bargaining table and in the workplace, convention delegates earlier this year voted in support of the constitutional amendment which is now before the membership.

"It became obvious that the company was interfering with Union rights in the workplace and the ability of workers to exercise a democratic vote free from intimidation and coercion," Hiebert states. "We believe the company was trying to put the membership in the untenable situation of having well over 50 per cent of members reject their settlement offer but have enough new employees and Rand formula employees to effectively scuttle any attempt to use our democratic rights to take any job action."

A 50% plus one requirement would bring the TWU into line with the provisions of the Canada Labour Code. Fifty per cent plus one is the benchmark for nearly all other Canadian unions.

Voting on the proposed amendment was conducted at Local membership meetings.

The ballots will be counted June 20, and results will be announced on the Union's hotline and website.

If adopted, the constitutional change will take effect immediately on ratification.

Another constitutional change members voted on at the same time would require Executive Council meetings to be held only a minimum of nine times per calendar year at the call of the president. Currently, the requirement is for monthly meetings at the call of the president.

Cost factors, plus the increasing difficulty of ensuring a quorum present during summer months, especially since the BC-Alberta merger, are the reasons for the proposed change.

This change, if passed, will also take effect immediately after the June 20 vote count.

Both proposed amendments were approved by convention earlier this year.

Unfair complaint filed

The TWU has filed an Unfair Labour Practice Complaint against TELUS.

The complaint to the Canada Industrial Relations Board, filed in early June, alleges that TELUS has violated Section 94(1)(a) of the Canada Labour Code by engaging in a series of direct communications with bargaining unit employees during collective bargaining.

More specifically, the TWU alleges the employer has engaged in a pattern of communication with bargaining unit employees which violates Section 94 on the following four bases:

- interfering with the Union's representation of its members;
- interfering with the administration of the trade union;
- communicating by way of coercion, threats, promises and undue influence; and
- directly offering terms of employment to employees.

In its submission, the Union submits, among other things, that the employer has been communicating directly with bargaining unit employees on outstanding issues that continue to be the subject of contention between the parties in collective bargaining and conciliation; and furthermore, during the course of collective bargaining, representatives of the employer, including CEO Darren Entwistle, have aggressively engaged in a campaign to bypass the Union and to communicate directly with employees respecting bargaining issues.

Alberta Report



At the TWU convention in early March, Hope Cumming, then a Business Agent, was elected to a Vice-President position, filling the position of retiring Vice-President Neil Morrison. On the recommendation of the President, convention voted to have the new VP position headquartered in Alberta.

This is the first of Hope Cumming's reports from Alberta as Vice-President.

By HOPE CUMMING, VP

I am excited to be able to have an opportunity to meet and work with members in Alberta! I will be based in Calgary, as that is where we had the space to accommodate building another office.

I have been attending a multitude of membership meetings in Alberta to give bargaining updates and introduce myself to the membership. Some of you I have met when I've attended other meetings as a member of the Bargaining Committee. I come from a clerical background as I worked for BC Tel for 20 years before I came into the Union Office as a Business Agent 7 years ago.

I have had a number of jobs in different areas of the Company. Some of the positions I have held with the telephone Company are: Records Clerk, Engineering Clerk, Telemarketing, Marketing Clerk in Business Terminal Equipment when it first came on the scene and I worked in engineering in Mobility when it first began! I also have experience with the craft and operator service areas as I serviced Plant Locals and have worked on operator service issues through the Contracting Out and Technological Change Committee.

I am currently on the Bargaining Committee as the Clerical spokesperson. I have been on other negotiating committees as well. I have experience in preparing and presenting arbitration cases for the Union.

It appears to me that the members are getting more



TWU delegates to Alberta Federation of Labour convention held in Calgary in early May, where P3 was major topic of debate

TWU well represented at AFL convention

By HOPE CUMMING, VP

I attended the Alberta Federation of Labour Convention in Calgary, May 1-4 with 21 TWU delegates and the other table officers.

The theme of the AFL convention was "Labour and Communities...Organizing for Change". The focus was on building strong alliances within our communities as we are not just union workers but community members as well. There is a need to organize with diverse groups including the health sector, environmental and faith groups. What governments are doing affects us in all aspects of our lives. We need to be more aware of the issues. The "P3's" ("Public-Private Partnerships") were denounced

involved and that's extremely encouraging. We are learning from each other about the cultural differences that exist between Alberta and BC and sometimes between Edmonton and Calgary (it may be the football or hockey that plays into that)! All joking aside, we all need to make the necessary effort to understand the differences and work with them as one thing is clear, we all want to maintain and enhance our working conditions and benefits. We are not going to let the Company continue to try

and it was widely agreed that members of the public have to stand up to the government as this is not the way to go with Government spending and control over the public operations. Another big issue was the fight against Alberta's Bill 27, which allows the Government to unjustly discard dozens of freely negotiated contracts covering thousands of health care workers. A fund was created to fight Bill 27 and other legislation that attacks the rights of working people. A highlight of the Convention was the awarding of the International Women's Day Award. This award recognizes a woman in Alberta who has made a significant contribution in

and divide the membership by virtue of where we live.

I look forward to working with you and your Business Agents on the issues that present themselves to us. With a solid unified front we can move mountains!

Editors note: Hope Cumming will be receiving messages at the Calgary office at 403-237-6990 (collect) or the Burnaby Office at 604-437-8601 (collect) or she can be reached by e-mail at hope.cumming@twu-canada.ca

the labour movement, the community and to lives of all women. The 2003 Award went to three women, Sister Mickey Runcer (UFCW Local 401), Sister Angela Clark (CUPE Local 40), and the TWU's own Peggy Askin.

Peggy has retired from TELUS but not from fighting for the rights of women and workers! We are very proud of her and her achievements. We also all marched in the May Day March with other Activists, and celebrated Labour Day (which in many parts of the world is May 1).



PEGGY ASKIN

It was a very successful convention!

Organizing drive on at Shaw Edmonton

The Union has started an organizing drive among Shaw Cablevision workers in Edmonton.

On June 5, four TWU representatives held an evening meeting with workers from Shaw in Edmonton.

Shaw Edmonton currently is not represented by a Union.

Vice-President Bruce Bell, one of the four TWU reps at the meeting, reports "a great deal of interest" in the TWU among the Shaw workers present.

The other three TWU reps were Business Agent Len Steparuk, who had leafleted employees at their place of work earlier in the day; and two Shaw employees and Local 60

members from the Lower Mainland, Monte Worthington from Shaw Vancouver (President of Local 60) and John Hughes from Shaw Abbotsford, Local 60 activist and shop steward.

Worthington and Hughes outlined improvements that had been achieved for the Shaw workers in their respective jurisdictions since joining the TWU.

The organizing drive continues.

As Shaw is a federally-regulated company, the workers at Shaw Edmonton have to be certified by the federal labour board before becoming members of the TWU.

Great Financial Plans



By **BILL BILES, CFP**
Financial Planner

Van Tel/Safeway Credit Union

This issue of "Great Financial Plans" will return to the question and answer format so I can deal with some of the excellent questions asked over the past couple of months. Please feel free to contact me with your own questions and I'll answer them directly and include them in this column if the readership in general could benefit.

1. Question: Is a "Reverse Mortgage" a good way to tap into the equity of my home to provide some extra cash? – From P.D.

Answer: A "Reverse Mortgage" represents funds borrowed from the equity in your home. You and your spouse must be at least 62 years of age and your home must be in a location covered by the lender (including most cities in B.C.). The amount you can borrow (typically 10% to 40% of the appraised value of your home) is based on your age, the type and location of the home, and its appraised value. You don't have to make any repayments – interest or outstanding balances – for as long as you live in the home. The title remains in your name and you can move or sell at any time. The total amount you or your estate might owe on the reverse mortgage is limited to the fair market value of the home at the time it is sold.

People typically use funds from reverse mortgages to: top up RRSPs; pay off outstanding debts; make investments; supplement retirement income; provide financial help to children and grandchildren; provide for medical, health and home care expenses; or simply to improve their standard of life (home remodeling, new cars and Caribbean cruises come to mind).

Things to be aware of, however, include: the costs of setting up the reverse mortgage (there are appraisal, legal and administration costs similar to a normal mortgage); and the interest rate charged on the outstanding balance. Usually this rate is higher than the 5-year mortgage rate and will vary over the

life of the reverse mortgage. The balance outstanding will reduce the value of the home to your estate and beneficiaries, however, so those hoping to include the full value of the home in their estate should look elsewhere for these funds.

Reverse mortgages are not suitable for some retirees. They are, however, excellent sources of retirement funds for others. VTSCU has an alliance with the primary provider of reverse mortgages in Canada, so please contact me for more information or to discover other ways to tap into the equity in your home.

2. Question: I am not a member of your credit union, but can I come to see you about completing my TELUS package tax distribution forms? – From many TELUS employees.

Answer: The short answer is, "Yes", and all appointments are free, member or not. These TELUS packages continue until December 31 of this year and TELUS wants your distribution instructions at least four weeks prior to your departure. Calculating how much of your VDIP or ERIP package to receive as taxable income immediately, how much to transfer to your RRSP, how much to contribute to your or your spouse's RRSP, and how much to defer to next year are critical decisions, and the differences may mean thousands of dollars saved or lost in taxes! So why not come by for some help?

If you are trying to select a TWPP pension option, or trying to deal with the shares in your TELUS Employee Share Purchase Plan and Group RRSP, I can help with those issues, too.

3. Question: Should I "over-contribute" to my RRSP? – From L.R.

Answer: Canada Customs and Revenue Agency (CCRA, formerly Revenue Canada) allows a penalty-free lifetime over-contribution (i.e. a contribution to your RRSP over and above the deductible limit) of \$2000. Although investment income earned on these over-contributions can accumulate tax-deferred in the RRSP, you cannot immediately deduct these contributions from taxable income. So when you eventually withdraw the over-contributions from your RRSP (or RRIF), these funds may be taxed a second time.

If, however, you anticipate creating enough new deduction room in the future to "use up" these over-contributions, they may be very useful. To create new deduction room you must earn "qualifying income", which is usually income from employment (and not from pensions or most investments).

Again, over-contributing to RRSPs is a great strategy for some, and very costly for others. Give me a call to discuss whether it works for your retirement situation.

4. Question: When are the equity markets going to improve? – From every equity investor I know...

Answer: As most of you who have read this column or spoken with me about this matter before realize, I don't know the answer to this one. Since the lows of mid-March, 2003, however, the Dow Jones Industrial Average has increased by over 17%, the S & P 500 Index by over 19%, and the TSE Composite Index by almost 10%. I think these bounces in our equity markets are largely psychological – the altercation in the Middle East has been swift and successful and the U.S. markets have been rewarded. The U.S. economy and the corporate earnings reports, however, indicate we still have a way to go to full recovery.

Most would agree, however, that the markets are far better value today than they have been in the past four or five years, and if you believe the U.S. economy will eventually revive, owning equities becomes an important strategy for long-term investment plans. Continue to ensure you are thinking long-term, you are balanced appropriately between equities and fixed income (cash, term deposits and bonds, etc.), and, most importantly, your equities are well diversified. Too many eggs in any one basket is a recipe for scrambled eggs, not for investment success.

And how about them TELUS shares, eh? They sure look better over \$20 than they did below \$6. Whether the share price continues to improve or falters again, remember it is risky to own so much of any single equity investment that it represents more than 10% to 20% of your overall investment portfolios. Diversification won't necessarily improve your returns, but it will reduce your risk, and risk is a four-letter word!

5. I have my own question for all of you: I hope to accompany my son's U14 B.C. Provincial soccer team to Bangor, Ireland (near Belfast) this August. I have never been to Ireland – does anyone have any insights, must-sees, or people I should look up? I already know to beware the green beer!

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

Governor General's Leadership Conference applications invited

CLC/CALM

Applications are now being accepted for the 2004 Governor General's Canadian Leadership Conference, a leadership development opportunity that past participants from the Canadian labour movement have said was one of the best learning experiences of their lives.

The Canadian Labour Congress strongly supports the conference and is actively encouraging young labour leaders to apply online at www.leadership2004.ca.

From May 7 to 21, 2004, the conference will bring together 225 of Canada's most promising future leaders from labour, business, government and the community sector for an intensive two-week program.

Under the theme "Leadership and Diversity", they will explore and debate diversity in every region of Canada. They will meet with organizations and communities that are rapidly opening themselves to a new image of Canada and its place in the world. And they will experience situations where leadership is required to move communities and organizations forward.

The 2004 conference will open in Winnipeg May 7 with a three-day plenary. In groups of 15, the members will then travel to a region of Canada, where, for the next eight days, they will examine issues through the practical experiences of local companies, communities and regional leaders. After these study tours, the groups will reconvene in Ottawa-Gatineau where each group will present a report to the Governor General.

"For early mid-career Canadian men and women expected to advance to senior leadership positions, there is no finer learning tool," said Paul Moist, president of CUPE Manitoba and 1986 alumnus.

You can apply now online from the conference website: www.leadership2004.ca. Unions must endorse each applicant as the sponsor. The deadline for applications is November 1, 2003 with the final selection of members in December. For more detailed information, contact Doug Maybee, Director of Operations for the 2004 Conference, at 416-360-6183, ext. 225.

TWPP annual financial statement

TELECOMMUNICATION WORKERS PENSION PLAN
CONDENSED ANNUAL FINANCIAL STATEMENT
FOR THE YEAR ENDED DECEMBER 31, 2002

	(\$000'S)	
	2002	2001
VALUE OF PLAN AT BEGINNING OF YEAR	1,956,421	1,874,160
ADD:		
INVESTMENT INCOME (NOTE 2)	33,800	40,934
CURRENT PERIOD CHANGE IN MARKET VALUE OF INVESTMENTS (NOTE 2)	189,086	38,279
CONTRIBUTIONS - EMPLOYERS'	51,183	58,827
CONTRIBUTIONS - PLAN PARTICIPANTS	23,769	23,736
INCOME FROM SECURITIES LENDING PROGRAM	139	248
	<u>297,977</u>	<u>162,024</u>
LESS:		
PLAN BENEFITS:		
RETIREMENTS	74,534	72,507
TERMINATIONS	3,283	1,500
DEATHS	758	661
RETURN OF EMPLOYEES' VOLUNTARY CONTRIBUTIONS	440	0
	<u>79,015</u>	<u>74,668</u>
PLAN EXPENSES:		
INVESTMENT MANAGEMENT FEES	1,780	1,639
ACTUARIAL AND CONSULTING	491	630
COMPUTER SERVICES	861	1,456
SALARIES AND EMPLOYEE BENEFITS	610	640
GOODS & SERVICES TAX	104	155
CUSTODIAL FEES	170	160
PROFESSIONAL FEES	106	130
OFFICE SUPPLIES AND RENT	198	166
FILING FEES	57	57
PRINTING, STATIONERY, POSTAGE AND TELEPHONE	47	45
TRUSTEE MEETINGS	13	10
INSURANCE	31	34
RETIREMENT INCENTIVE COSTS	353	0
DIRECTORS FEES (RECOVERY)	(36)	(27)
	<u>4,785</u>	<u>5,095</u>
VALUE OF PLAN AT DECEMBER 31, 2002	<u>2,170,598</u>	<u>1,956,421</u>
DESCRIPTION OF ASSET (NOTE 1)		
CASH	9,964	7,689
ACCRUED INVESTMENT INCOME	8,452	8,983
PREFERRED & COMMON STOCK	2	3
BONDS	1,760,392	1,522,700
GUARANTEED INVESTMENT CERTIFICATES	9,637	9,176
MORTGAGES	25,293	24,295
SHORT-TERM NOTES	105,628	141,958
OTHER INVESTMENTS	246,640	237,115
CONTRIBUTIONS RECEIVABLE	7,450	5,455
ACCOUNTS RECEIVABLE	730	779
	<u>2,174,188</u>	<u>1,958,153</u>
LESS LIABILITIES:		
ACCOUNTS PAYABLE	737	1,523
BENEFITS PAYABLE	2,853	209
	<u>3,590</u>	<u>1,732</u>
NET ASSETS	<u>2,170,598</u>	<u>1,956,421</u>

NOTES:

- INVESTMENT INCOME INCLUDES ALL INTEREST AND DIVIDEND INCOME RECEIVED DURING THE YEAR. CURRENT PERIOD CHANGE IN MARKET VALUE OF INVESTMENTS INCLUDES ALL REALIZED AND UNREALIZED CAPITAL GAINS AND REAL ESTATE ADJUSTMENTS.
- THIS CONDENSED STATEMENT HAS BEEN PREPARED FROM THE AUDITOR'S ANNUAL REPORT TO THE TRUSTEES. A COMPLETE COPY OF THE AUDITOR'S REPORT MAY BE OBTAINED FROM THE PENSION OFFICE AT THE ADDRESS LISTED BELOW.
- ACTUARIAL VALUATIONS OF THE PLAN ARE CARRIED OUT BY THE PLAN ACTUARY EVERY THREE YEARS TO DETERMINE ITS FINANCIAL CONDITION AND ASSIST THE TRUSTEES WITH POSSIBLE BENEFIT IMPROVEMENTS. AN ACTUARIAL VALUATION AS OF JANUARY 1, 2002 IS IN PROCESS.

FOR ANY ADDITIONAL INFORMATION ON THE PLAN PLEASE CONTACT THE PENSION OFFICE, #303 - 4603 KINGSWAY, BURNABY, B.C. V5H 4M4 (412-2400)

TW Benefit Plan changes on July 1

Changes approved by trustees of the Telecommunication Workers Benefit Plan (TWBP) will bring all TELUS bargaining unit employees in B.C. into the Benefit Plan, including those previously refused coverage for medical reasons.

When the changes take effect July 1, 2003, all eligible employees will automatically become members of the Plan, but there will be an opting-out provision for anyone who so chooses after one month in the Plan.

The changes will see the elimination of "Part A" of the TWBP, with the life insurance provision in Part A rolled into "Part B".

The Life Insurance plan provides beneficiaries one-year salary tax free plus 25 per cent of yearly gross tax free. The latter provision (25% of gross) is paid to a spouse for life, and to a beneficiary who is not a spouse for 10 years.

Everyone eligible except those who opt out will also become members of "Part C", which provides short term disability. The trustees' objective for this disability plan is to provide 100 per cent of net pay for two years from date of disability.

The required rate of contribution for regular employees will rise to 1.5% of earnings from the current 1.2%, which has been the rate since the inception of the plan in 1985. The contribution rate for temporary employees, who are covered only by Part B of the Plan, will rise to 1.0% from the current 0.7%. The increases take effect the first pay period after July 1, 2003. The contribution rate increase was considered necessary, trustees say, because costs are going up, and contingency reserves are slowly decreasing.

The changes stem from a desire to make the TWBP more comprehensive and inclusive for eligible membership. One reason for elimination of Part A is that costs are increasing, with no new enrollments and numbers declining as a result of retirements.

By way of further elaboration, trustees explain: "By eliminating Part A coverage and granting coverage to all members, we will ensure that all of our members have a good short term disability and life insurance coverage when they need it. Furthermore, including all members in Parts B and C will provide a greater degree of rate stability going forward."

The plan went into operation in 1985 after TWU members from many locals called for the union to put in place disability and life insurance benefits over and above what the collective agreement then provided. The plan premiums were set at 1.2 % of gross and have not changed since 1985. Premium increases have been discussed at each of the last three conventions. The proposed changes were also discussed at the March 2003 convention.

Parts "D" and "E" of the Plan, which cover non-TELUS employees in BC, will not be affected by the changes to the TELUS employees' portions of the Plan.



Table Officers Jim Christensen (Sec.-Treas.), Bruce Bell (VP) and Rod Hiebert (President) address members at TWU Benevolent Society annual meeting in Richmond May 27

TW LTD Plan financial statement

TELECOMMUNICATION WORKERS LTD PLAN
CONDENSED ANNUAL FINANCIAL STATEMENT
YEAR ENDED DECEMBER 31, 2002

	2002	2001
VALUE OF PLAN AT DECEMBER 31, 2001	\$ 44,556,650	\$ 42,453,539
ADD:		
INVESTMENT INCOME (NOTE 2)	1,929,974	1,941,115
CURRENT PERIOD CHANGE IN MARKET VALUE OF INVESTMENTS (NOTE 2)	2,631,755	531,287
EMPLOYERS' CONTRIBUTIONS	0	3,729,241
	<u>4,561,729</u>	<u>6,201,643</u>
DEDUCT:		
PLAN BENEFITS:		
DISABILITIES	4,790,464	3,845,883
PLAN EXPENSES:		
RENT, PARKING AND SECURITY	7,678	8,426
ACTUARIAL AND CONSULTING	57,454	69,230
INVESTMENT MANAGEMENT FEES	32,590	32,441
PROFESSIONAL FEES	17,000	20,606
SALARIES	29,985	29,996
INSURANCE	26,345	31,177
GOODS & SERVICES TAX	6,729	8,649
PRINTING, STATIONERY, POSTAGE AND TELEPHONE (RECOVERY)	(4,158)	10,379
COMPUTER	15,968	1,540
CUSTODIAL FEES	1,083	1,083
TRUSTEE EXPENSES	416	1,173
EQUIPMENT AND REPAIRS	(27,337)	37,949
INCOME TAX EXPENSE (RECOVERY)	0	0
	<u>163,753</u>	<u>252,849</u>
VALUE OF PLAN AT DECEMBER 31, 2002	\$44,164,162	\$44,556,650
DESCRIPTION OF NET ASSTS (NOTE 1)		
CASH	709,874	470,593
CONTRIBUTIONS RECEIVABLE	0	322,351
ACCRUED INTEREST	129,495	278,916
SHORT TERM NOTES	658,765	482,436
BONDS	30,263,281	37,088,854
INTEREST COUPONS	12,508,652	6,074,113
AMOUNTS RECEIVABLE	0	0
INCOME TAXES RECEIVABLE	5,704	5,704
	<u>44,275,771</u>	<u>44,722,967</u>
LESS LIABILITIES:		
ACCOUNTS PAYABLE	83,514	136,317
BENEFITS PAYABLE	28,095	30,000
TOTAL	\$44,164,162	\$44,556,650

NOTES:

- ASSET VALUES HAVE BEEN DETERMINED USING MARKET VALUES FOR ALL INVESTMENTS.
- INVESTMENT INCOME INCLUDES ALL INTEREST AND DIVIDEND INCOME RECEIVED DURING THE YEAR. CURRENT PERIOD CHANGE IN MARKET VALUE OF INVESTMENTS INCLUDES ALL REALIZED AND UNREALIZED GAINS AND LOSSES.
- THIS CONDENSED STATEMENT HAS BEEN PREPARED FROM THE AUDITOR'S ANNUAL REPORT TO THE TRUSTEES. A COMPLETE COPY OF THE AUDITOR'S REPORT MAY BE OBTAINED FROM THE PENSION OFFICE AT THE ADDRESS LISTED BELOW.
- THE PLAN IS TOTALLY FUNDED THROUGH EMPLOYER CONTRIBUTIONS DETERMINED BY THE TRUSTEES ON THE ADVICE OF THE PLAN'S ACTUARY AS TO THE AMOUNT REQUIRED TO MAINTAIN THE PLAN ON A SOUND ACTUARIAL BASIS.

FOR ANY ADDITIONAL INFORMATION ON THE PLAN PLEASE CONTACT THE PENSION OFFICE,
#303 - 4603 KINGSWAY, BURNABY, B.C. V5H 4M4 (604)412-2400.

TELUS-TWU reach surplus agreements

TELUS and the TWU reached agreement at the end of May to deal with Lower Mainland Craft surplus. There are 60 declared Craft surplus in the Lower Mainland as follows: 12 Equipment Installers, 38 I&R, 3 Cable Splicers and 7 Shopcraftspeople.

The parties also reached agreement a week earlier to deal with a small number of clerical surplus in Prince George, Victoria and Kelowna related to the recently announced closure of their PMC offices.

With respect to the craft surplus, agreement was reached for a canvass procedure following the terms of the recently signed Letter of Agreement between the TWU and TELUS on BC 2003 Redeployment Canvass Process, which follows the same principles of the canvasses from last fall, including 3 rounds of canvass for 7 days each, a 24-hour grievance resolution process before the onset of the next canvass with the 3rd round of the canvass reserved for the placement of any remaining surplus employees.

Under the Letter of Agreement:

-Regular Craft employees headquartered in the Lower Mainland will be able to apply for the positions in the upcoming canvass.

-Only Regular Craft employees who are not participating in My Future Choice program can participate in the canvass.

-Employees successful on a canvass will be excluded from all further rounds of the canvass.

-Employees who were successful on the canvasses under the Letter of Agreement "2002 Redeployment Canvass Process to begin on or about October 26th, 2002" are ineligible for positions under this canvass process.

With respect to the Clerical agreement, all clerks in the three PMC offices affected will be eligible for the Voluntary Departure Package from 2002, or to move to Vancouver to continue working.

In addition, there will be a restricted canvass specifically to Clerical in Prince George and Victoria only. There is no canvass for Kelowna as there are no jobs available at this time. The canvass generally follows the same terms as those of the craft letter, outlined above.

Regular clerical employees headquartered in Prince George and Victoria will be able to apply for the positions in this canvass within their respective communities.



Health and Safety Committee report to convention

Following are excerpts from the Health and Safety committee report to 2003 convention

As we reported last year, the Company continues to use the same tactics on us that they use at the bargaining table. Most of the high-level managers, who were proving to be so helpful on our Committee, have been removed and replaced by lower-level managers who lack the authority to get much done for us.

We have been successful, with considerable help from the Human Resources Development Canada Safety Officer, in convincing the Company to institute the BC version of the Hazardous Occurrence Investigation Policy in Alberta. Prior to this change, most of the Health & Safety Committees in Alberta were only permitted to review the management version of any Hazardous Occurrence Report at their meetings. This only took place when management happened to forward these reports to the Committees.

What we have now in Alberta, in the way of Health & Safety Committee involvement in the investigation of accidents and near misses, meets the requirements of the Canada Labour Code, Part Two, and it conforms to the procedure laid out in the Recommended Terms of Reference (TOR) that we developed in consultation with the Company in 1999. All that is needed is for the Workplace Committees to adopt it and to protect its provisions. In spite of our best efforts, many Committees are allowing their management members to persuade them to make their own versions of the TOR, which invariably leads to a weaker TOR and deprives them of much of their legislated power.

Attempting to influence negotiations for a revised Collective Agreement, the Company is now balking at paying for the travel expenses when the classified workers attend the Policy Committee meetings – on the grounds that these payments are not required by the Labour Code or by Company policy. Apparently they forgot about the Collective Agreements. They are demanding that we agree to meet electronically, or pay these expenses ourselves. This has caused a severe dispute, which surfaced just prior to the September 2002 meeting. The attendance of the two Alberta members of the Committee sparked the confrontation. We were successful then at convincing the Company to pick up the costs for that meeting. The Company refused in advance to approve everybody's travel expenses for the November meeting. The meeting was eventually cancelled by the Company when we announced that we would attend the meeting anyway and then file grievances when we were refused the transportation money.

HRDC wasn't much help to us in this case, since the Code calls for a minimum of four meetings a year and we had already held five. The Code requires that the Committee proceedings be free from Company or Union interference, and this was clearly Company interference in our affairs. We are addressing part of our problem on that front. By Convention time, we may have more to report on this action.

In spite of all these gloomy aspects, we ended 2002 with the health and safety issues in very good shape. This is a legacy from the two years that the Director-level members were on the Committee. During that time, we had addressed most of the

backlog of serious issues that had plagued us in prior years. Some lower-level managers had begun to develop a better approach to the whole concept of working with the Workplace Committees in this fashion. It is a disgrace that this active and positive leadership has been abandoned, and now upper management is leading by example, in the opposite direction. Had the higher-level managers remained on the Committee, we could have reduced the time required for our bi-monthly meetings.

On a variety of other fronts, Committee members pursued the issues they brought to the table. Some of the significant developments are chronicled here and all of our efforts are described in detail in the Committee's minutes.

CONSULTING AND PARTICIPATING

Although their cooperation is required by the Code, the Company backed out of their agreements to cooperate with us in our responsibility to participate in certain activities. We are required to participate in the development of health and safety related policies or programs, work processes, work procedures, hazard recognition and prevention programs, education, and personal protective equipment programs. We are entitled to participate in the planning and implementing of any other changes that might impact on employee health and safety, and in all safety-related inquiries, investigations, studies and inspections.

We referred this issue to HRDC. At the time of the writing of this report, we are awaiting a response. By Convention time, we should have something to report on this complaint and its resolution. The dispute on this issue has been simmering for two and a half years.

VEHICLE SUB-COMMITTEE

A number of initiatives around pickup trucks mounted with tool shed canopies have been or are in the final stages of being resolved. New tool shed canopies will not have windows along the cab wall, thus giving more crash barrier protection. New trucks will have a left bumper mount swing step with corrugated rungs. Running boards are available and bucket seats are now a standard offering.

REMOTE SITE ACCESS

Concerned areas need to work with their local committees to incorporate combination lock boxes on a per-site basis. The TELUS Policy Committee endorses this process and purchase will be a local TELUS expense.

RADIO FREQUENCY (RF) RADIATION

Your Committee made good on our initiative that started last year. RF workers exposed to harmful RF radiation will be able to detect leaks before they become a hazard. All antenna crews in both provinces now have access to personal RF monitors that are functional and reliable.

COMPRESSED AIR BOTTLE TRANSPORT AND HANDLING

The handling of compressed air bottles by cable repair crews has become a huge safety issue with the incorporation of trucks with mounted tool shed canopies. A special floor mounted bracket has been designed that allows for the transportation of large compressed air bottles.

Additionally, tripod/winch assembly when incorporated with a bottle sling allows for the safe lowering of bottles into manholes. Both units have been field trialed successfully. We hope this will alleviate the back strains many of our members have had to deal with over the last few years.

SAFE RETURN MONITORING

The safe return monitoring system is now much easier to access. Special clear window stickers have been made to have this information on hand when you need it. Wallet size cards are also available. These are now a stocked item.

ASBESTOS, LEAD AND PCB SUB-COMMITTEE

TELUS' policies for asbestos, lead and PCBs are also being harmonized between Alberta and BC. To date, there has been one meeting with the Company after which a first draft was proposed by TELUS Environment. These new policies will encompass all of the current regulatory procedures as well as information that is unique to TELUS' plant.

FOOTWEAR POLICY (LOW HAZARD AREA)

There is no longer a requirement for footwear to have a strap attached at the heel in order for it to be deemed "appropriate footwear" in an office environment. This change in policy occurred in April 2002 with the Director of Corporate Safety at the time agreeing it was out of date and a non issue. Prior to that, there were many inconsistencies between offices and level of enforcement. There was no low hazard footwear policy for Alberta at all, yet one in BC. There is now no specific policy pertaining to low risk areas in either province.

TIME SPENT ON HEALTH & SAFETY

In the early part of this year, Clerical and Operator Service members of the Policy Health & Safety Committee brought forward concerns that time spent on health and safety activities, (i.e. policy meetings, monthly Health & Safety meetings, Committee activities, ergonomics) was not being exceptioned out by the Company when calculating performance and productivity results.

Time away from the job for Health & Safety should not be held against one's productivity. In their never ending pursuit of performance measurements and statistics, TELUS was in effect penalizing members for participating in Health & Safety, and discouraging others from becoming involved due to the negative impact it would have on results.

Support to change the way upper management computes board hours/sales was given by the management members of the Policy Committee, however, senior level of management were not supportive.

Discussions with Don Kaltenbach, of TELUS Industrial Relations, and Business Agent Tim Williams have at this time resulted in a SAP time code for Customer Care and Sales areas, and Operator Service which will exception out any time spent on health and safety related duties.

DISPOSAL OF FIBRE OPTIC CABLE

TELUS' policy on disposal of fibre optic cable requires that employees cut the cable into three-metre lengths. With fibre optic cable, this also requires the employee to "suit up" in appropriate safety attire consisting of coveralls, safety glasses

and gloves. In addition to cutting the cable in

three-metre lengths, the ends must be taped or sealed to protect workers from getting fibre slivers.

In Victoria, a trial was conducted by the local committee of keeping a separate bin for fibre cable and dumping whole coils into it. Once full, this container would be hauled to the landfill, dumped and immediately buried by the landfill equipment. This method was mutually agreed to by TELUS and the landfill in Victoria. Thus, the policy of disposal of fibre optic was changed to read as "local practices dictate".

CONE POLICY

Throughout the year, this policy was changed numerous times. Presently, the policy reads that cones are mandatory in BC and optional in Alberta, with the condition that they are strongly recommended. The reason for this mismatch is that the Directors in BC and the entire Policy Health & Safety Committee unanimously support the usage of cones, while the Directors in Alberta do not. This policy should be for all TELUS, since there are no local laws or provincial jurisdiction that would preclude a split in the policy.

HUMAN FACTORS WORKING GROUP

The Human Factors Working Group (HFWG) is a Joint Union-Management Committee comprised of five union members and five management members. The Committee meets monthly to consider human factors concerns and requests for information from around the province.

The HFWG has been meeting as a committee since October 1989. The HFWG has conducted almost 300 workplace audits and presented ergonomics training sessions to thousands of employees.

The HFWG is responsible for:
-Performing workplace audits.
-Facilitating the implementation of recommendations to help improve workstations and work areas, etc.
-Presenting ergonomics awareness training, including proper use of office equipment, and stretching exercises.

-Assisting in the evaluation of new products.

-Reviewing and commenting on policy established by the Human Factors office.

For the information of the Delegates, the current members of the HFWG are:

- Allan Haggstrom, Co-Chair
- Wayne Bennetts
- George Doubt, Business Agent
- Joan Haggstrom
- Lori Hannis

NEW ERGONOMICS POLICY

In October 2000, the Company announced further downsizing of the Human Factors Department. This led to concerns about the Company's commitment to the human factors program.

Shortly after the announcement, the TWU initiated discussion concerning the future of the human factors program at TELUS, including expansion into Alberta. Proposals were made to revise the existing Letter of Agreement. Eventually, Industrial Relations stated that the Company was not interested in a revised Letter of Agreement but they "are still anxious to move forward with expanding the HFWG and want to work with you on developing a detailed, formal Ergonomics Policy

for TELUS." This policy will apply corporately and will be signed off by senior management.

During the past year, work has continued toward the development of an Ergonomics Policy. The policy is nearing completion. The finalized policy will be presented to Executive Council for approval.

NEW COMMITTEE NAME

The term Human Factors is largely an American term. Human factors and ergonomics share the same meaning and are interchangeable. Ergonomics is more widely understood and is used by most professional organizations. The HFWG has chosen to adopt the ergonomics term and will be using it in all correspondence, publications, etc. The HFWG is reviewing options regarding the committee name and will be making an announcement shortly.

PSYCHOSOCIAL POLICY

At the March 2002 Convention, there was considerable discussion about stress and other psychosocial issues affecting the workplace. Because of this discussion, the HFWG has been working on the development of a policy statement regarding the mandate of the HFWG relating to psychosocial factors. This policy is nearing completion. The finalized policy will be forwarded to the Executive Council for approval. Once approved, this policy will be communicated and added to the HFWG terms of reference.

LAPTOP SURVEY

Ergonomics concerns around the use and storage of laptops were brought to the attention of the HFWG from employees in the lower mainland of British Columbia. To help in the HFWG's assessment, a survey was developed. This survey was distributed randomly to I&R, FSR, Central Office, and Business Division craftspersons in BC and Alberta. The responses were tabulated and draft recommendations prepared. The draft recommendations were reviewed with the stakeholders and an action plan has been drafted. Once this plan has been finalized, it will be forwarded to the interested parties.

SPLICER'S SEAT

Ergonomics concerns with the use of the TELUS sit boxes were brought to the attention of the HFWG from employees in British Columbia and Alberta. Questions were also asked about alternate seats. To help in the HFWG's assessment of the current sit boxes, a survey was developed. This survey was distributed randomly to construction and cable repair employees throughout Alberta and BC.

The survey responses were compiled and recommendations have been drafted. The recommendations have been reviewed with some of the stakeholders. An action plan was then drafted. Once finalized, the action plan will be forwarded to the interested parties for implementation.

Respectfully submitted,
TWU HEALTH & SAFETY COMMITTEE

Wayne Bennetts, Chairperson
Robin Lyman, Vice-Chairperson
Allan Haggstrom, Secretary-Treasurer
Norm Eady
Lori Hannis
Joyce Hill
Ernie Iwaskow
Don Jones
Rob Pagacz
Don Stang
Tim Williams, Business Agent
George Doubt, Business Agent

Political Action Committee report to convention

Following are excerpts from the report of the Political Action Committee to March 2003 convention

There are many reasons why union members should be politically active. Our economic, social and political environment affects our ability to bargain effectively for our members, but that is not the only reason. We are politically active because we want to build better lives for ourselves and for others in our communities and beyond.

We must also be seen to be supporting the Federations of Labour, other unions and community groups. We will need help and support from them in our struggle this year, in our Quality of Service program and in the event of a work stoppage. We must earn that support.

In BC the Liberal Government has tested the resolve of working people. They have torn up Collective Agreements, eliminated protection for workers, and slashed public services all in the name of tax breaks that benefit the wealthiest. Hardly a week has gone by when there have not been protests somewhere reminding Gordon Campbell and his MLAs that this was not the agenda they were elected to deliver.

The party that promised to be open and democratic turned into a government that eliminated the Human Rights Commission, slashed funding to women's resource centres, wasted millions of dollars on a referendum on Aboriginal Treaty Rights and now relies on caucus committees exempt from Freedom of Information rules to conduct policy reviews.

Citizens around BC are organizing public meetings to discuss the impact of changes in their communities but it is rare for a government MLA to attend to defend the government agenda.

When a parents' organization in Vancouver asks to meet with the Education Minister they are refused because they are too political. Women's organizations are being ignored by Minister Lynn Stevens and the Canadian Cancer Society can't get a meeting with Graham Bruce, the Minister of Labour, to discuss workplace smoking. Who has the ear of government?

Last summer the Liberal party was caught trying to pedal access to government ministers. Two major fundraisers were cancelled after it was revealed that for \$2,000 to \$10,000 you could have the ear of a cabinet minister at a private lunch. About 70% of the money raised by the BC Liberals comes from business, much of that from BC's largest corporations.

The BC Federation of Labour organized Campaign BC to fight back against the government cuts. Rallies were held throughout BC. Victoria was the location of the largest gathering in May. Members attended that protest as

well as meetings in many other locations on the same day. The Federation also organized a lobby at the Liberal Convention in Penticton in October. Community groups and seniors were an important part of all of the gatherings. Seniors on guard for Medicare held a rally in Victoria during the week of the BC Federation of Labour Convention in part to demonstrate that the discontent is not limited to union workers. The TWU supported all of these efforts and more but it is clear that we need to get more active and find ways to mobilize more members to participate in actions.

G7 CONFERENCE

The G7 Conference took place in Alberta last year. The Alberta Federation of Labour was part of organizing a campaign to bring attention to the issues of globalization and the TWU offered support to that campaign. The Conference organizers however set up the Conference behind an impenetrable wall of security and made any kind of effective opposition impossible.

NATIONAL

In June of last year, an important debate at the annual Canadian Labour Congress Convention in Vancouver ended with an overwhelming endorsement of the labour movement's continued relationship with the NDP.

The CLC Political Action Committee endorsed in part the recommendations of the NDP Steering Committee Report including:

- The recommendation of a strong relationship with social movements.
- An opening of decision making.
- A new approach to building at the riding association level.
- Commitment to parliamentary and extra-parliamentary action and year round activism in issue campaigns.
- New processes for policy development.
- Changes in structure, finances, communications and strategies.

The Federal renewal effort continues with a series of Revitalizing Democracy Forums that have engaged community and social movements to raise a broader political voice and coordinated action.

The leadership campaign drew thousands of Canadians to join the NDP. The January 2003 Convention was the first time the NDP elected a leader by universal ballot. At the same time as the Party has engaged all of its members in the vote for leader there is still recognition of Labour's unique partnership with the Party. Unions affiliated with the Party have vote entitlements that are weighted in the final tally.

BRITISH COLUMBIA

Work to renew the provincial NDP began in June 2001 with a look back and a commitment to change and to rebuild the party as the vehicle for democratic socialism in BC.

The rebuilding process will continue this spring with regional conferences to discuss key public policy issues important to each region. Broad participation from community organizations, union representatives, progressive local elected representatives and party members will form the NDP's strategic agenda as it relates to developing economic, social and environmental policies.

Finally in the fall of 2003, the BC NDP will hold a leadership convention. More than two years of reflection, outreach and renewal will deliver a stronger party and the only real alternative to the BC Liberals.

The grass roots members have called for making the NDP a more responsive party, the Committee urges members to get involved locally in these changes.

MUNICIPAL POLITICS

In keeping with TWU policy the Committee became more involved in municipal elections this year. In August the Executive Council approved a motion to step up our level of support to municipal campaigns. The result was an increase in donations to candidates' campaigns. Donations to TWU members who are candidates were increased to a maximum of \$1,000 per member and total for members of \$5,000. Donations to non-TWU members were increased to a maximum of \$100 per candidate up to a total for non-members of up to \$5,000. Up to \$5,000 was also made available to a central campaign, if the Canadian Labour Congress or a Federation of Labour organizes one.

The TWU and its members, along with the labour movement as a whole, took a more active role than ever in BC municipal elections in 2002. The key to the success of these campaigns was the enthusiastic involvement of members in political action. Municipal politics affect each of us directly. There is much more that can be done and we look forward to being even more involved in local campaigns in all provinces where the TWU has members.

Members supported by Executive Council called on many municipalities and regional districts for support in our fight back campaign against the devastating job cuts inflicted by TELUS on Alberta and BC communities. These delegations met with great success resulting in letters to the TELUS Board and complaints to the CRTC. The City of Kamloops put forth and passed a resolution at the Union of British Columbia Municipalities

Convention condemning the cuts. The kinds of support generated by the action of members shows how we can make progress through action.

ALTA. FEDERATION OF LABOUR POLITICAL ACTION PLAN

The Alberta Federation of Labour's mandate is to defend and expand workers' rights in the workplace and the greater social, political and economic arenas. The Alberta Federation of Labour has worked consistently to speak out on all the issues which concern working people – whether directly related to the workplace, or

involving broader social issues like the need for public education, health care, pensions and social assistance. Each year the Federation meets with, and presents briefs to, the Federal, Provincial and local Governments on current issues in an ongoing effort to influence public policy. Recently, the Federation has submitted briefs on the G7/G8 Summit, Bill 12, a vicious attack on teachers and public education and a brief to the Pay Equity Task Force.

Respectfully submitted,
TWU POLITICAL ACTION COMMITTEE
Brian Wolfe
George Doubt, B.A.

Pay Equity Update

Following is an excerpt from the Executive Council Report to convention

In 2001, the Government of Canada established a Federal Task Force charged with undertaking a comprehensive review of Section 11 of the Canadian Human Rights Act and the Equal Wage Guidelines. Section 11 of the CHRA makes it a discriminatory practice to pay men and women differently for performing work of equal value. This Section hasn't been amended or subjected to a comprehensive review since it received Royal Assent in 1977.

In 2002, Business Agent Karen Whitfield participated with the Canadian Labour Congress in three separate roundtable discussions and a research symposium, hosted by the Task Force as part of their consultations. The roundtable discussions focused on specific questions of the Task Force with participants comprised of unions and employers under Federal jurisdiction. The symposium presented the outcomes of a variety of Pay Equity research topics that were contracted by the Task Force. The CLC and the TWU, along with many others, made presentations and submissions. The Task Force is expected to report and make recommendations to the Federal Government this spring. While it is too early to speak for the Task Force, we are expecting recommendations to change the legislation from complaint based to proactive. The advantages of the proactive model are that employers have defined activities to undertake and outcomes to achieve, that unions are involved and that the opportunity to complain ensures that individual employees or groups can seek solutions in the event of non-compliance. The CLC submission calls for strong, proactive, inclusive, comprehensive, effective and clear Pay Equity legislation within a human rights context. The TWU submission supports the CLC's and further emphasizes the need for a transition process from existing complaints to a new proactive model that protects any retroactive entitlement. As well, the TWU stressed the need to ensure

that corporate changes such as mergers, acquisitions, sales and takeovers do not undermine their employees' rights under Pay Equity settlements and legislation. What is most in question is how the Government will respond to the Task Force recommendations – particularly with a looming change of leadership.

On the matter of our outstanding Pay Equity complaint, Sister Whitfield met with the Pay Equity Directorate of the CHRC in April and was advised that a new team of investigators was assigned to our case and that it is a priority. On follow up in September, the CHRC advised us that the team spent the summer going through the volumes of material and is preparing to proceed. Some delays were experienced again due to senior staff changes at the Commission. We heard from the Commission in January and they are now inquiring about our willingness to participate in mediation with them and the Company to try and resolve our outstanding complaint. Hopefully, we will have an update with good news for Convention.

There is a legal matter from the Pay Equity complaint of CUPE Airline Division that could affect the progress of our complaint. In 2001 the Federal court upheld a Human Rights Tribunal ruling that the pilots, ground crews and flight attendants at Air Canada and Canadian Airlines were in different establishments and therefore could not make comparisons to each other for the purpose of Pay Equity. This decision is working its way through the Appeal courts. TELUS was quick to jump on this bandwagon and has raised the question of establishment in the context of our complaint. This means that the CHRC had to examine our complaint through the lens of that ruling. They have prepared a report on the issue for release to the Commissioners but will only do so if the efforts for conciliation of our complaint are unsuccessful. The facts of the CUPE case are different from ours and it is not expected to have the same legal standing, except with respect to its use as a delay tactic.

Human Rights Committee report to convention

Following are excerpts from the Human Rights Committee report to convention

The TWU Human Rights Committee met for two days, February 6 & 7, 2003 at the Union office in Burnaby. It has been a very intense year for the Human Rights area and we do not see much relief in the near future. Management has been relentless on our members and several complaints have been filed with the Human Rights Commission. The need for more Human Rights Liaisons in the workplace is very important. We have lost many of our strong activists through the Company's downsizing and one of the Committee's priorities is to build once again liaisons in the workplace. We encourage all members who are interested to put their names forward to the Committee. The support of informed members is necessary to deal with the issues as the employer continues to erode our rights under the Collective Agreement and our human rights.

Our goals for the coming year are:

1. Build a strong communication with the Liaisons in the workplace. Encourage them to participate in TWU Human Rights courses, CLC weekend courses at SFU, Harrison Winter School courses or any other courses on human rights.
2. Continue to monitor Company policies and practices.
3. Continue anti-racism and anti-hate group work.
4. Support the TWU Employment and Pay Equity aims.
5. Encourage members to send us articles, questions or issues you would like to see addressed.

HUMAN RIGHTS REPORT

As we write our Human Rights Report, I feel I must strongly urge Convention Delegates, Executive Council and the Table Officers to ensure that the Human Rights Officer is maintained in our Union. We, at this time, cannot go backward in time. We must have an avenue for our members to speak to someone in confidence, to give guidance on human rights issues and to ensure the Workplace Harassment Policy stays in place and carries weight right across Canada.

We hear your pain, we hear your questions, but we cannot fight alone. We absolutely must stay strong and connected in Solidarity, for we have more strength together than alone.

Premier Gordon Campbell asks for compassion from the people of British Columbia for his DUI. Our members ask for compassion from their bosses and what happens – more discipline and terminations, no compassion.

We simply have to continue challenging and learning the Human Rights law, Charter of Rights etc. and use the good within the laws to make the companies pay for their violations of our rights. Stop their abusive authority. It will not stop if we accept the Company's words, "that is just the way it is."

Managers yell and scream at our members as though it was OK. Our members challenge back and they claim they are against corporate values and are disciplined. Double standard – yes. Collectively we must push the line back to create a balance and to stop the violations to our human dignity and respect in the workplace.

We have provided materials for you to take away and read. I urge you to do this and be involved in letter campaigns to the countries that are the biggest violators of Human Rights. Articles on Columbia, where Union

activists are being murdered daily. In El Salvador where they are bringing back the death squads. If these issues go unchallenged we will be facing the same things here in Canada. Issues that our mothers and fathers fought for us to have a better quality of life.

We must demand control back to our working lives and demand control of our health care, social services, and all that are being threatened and taken away.

The corporations are concerned only for greed of more power, control and money. They have very little care for the human elements of society.

I am retiring but not going away. I will continue to be active in Human Rights and will continue to have a passion and energy to help to make change at any level to have a country, province and our workplaces where we can have some dignity and respect. I wish everyone good health and well being and would like to give my deepest thanks to this Union, the Convention Delegates and our members for the confidence and respect they have given me over the years.

In solidarity,
June Lewis, B.A., HRO

HUMAN RTS. LIAISONS

Human Rights are the foundation of unionism, without human rights/union protection employers would do with us as they wish. Contracts and agreements are routinely violated by employers that place so-called management rights ahead of human rights. TELUS chooses management rights first and foremost, limiting when and wherever possible their accountability and responsibility to engage human rights.

The TWU must continue as a proactive advocate of human rights, asserting our rights as TELUS employees and as citizens of Canada. We must continue to demand that TELUS be accountable to "The Act", and respect our hard-won Collective Agreements. The TWU reaches out to its members, expanding the collective awareness of our rights. As we grow across Canada we will require human rights liaisons for every Union Local. Liaisons will carry a consistent "people first" human rights message that respects "The Act" and challenges Canada to listen to those of us whose thoughts and actions give support to human rights.

The TWU requires volunteers to serve as liaison/human rights activists within our Union. Women and men who will demonstrate a desire to ensure dignity and respect for all are urgently needed as volunteers.

The process of becoming a liaison is simple – just volunteer to your TWU Local Secretary. The Secretary will submit your name to the TWU Human Rights Committee. The Committee will provide information that will enable you to begin immediately. Education courses are available to give you a deeper understanding of the Duty to Accommodate, how to apply "The Act" and how all of this applies to every workplace.

The TWU looks forward to hearing from you and to your participation on this important Union team.

In solidarity,
Larry Smallwood
TWU HRC Member

.....

PROTECTING AND PROMOTING HUMAN RIGHTS IN THE WORKPLACE

This article discusses recent developments in the BC Provincial Human Rights context and also in the Federal context at TELUS.

Workplace human rights issues may be addressed through a variety of processes. Workplace processes such as the grievance process, health and safety provisions, or through the Joint Workplace Harassment Policy are key mechanisms. In some cases civil court action may be an option. In addition, federal or provincial statutory human rights complaint processes exist for addressing workplace human rights issues. These alternatives aren't mutually exclusive; there may be overlap in the multiplicity of proceedings, each of which may be considered against the needs of your particular human rights issue.

The TWU has developed a course on addressing workplace human rights issues, which may be an excellent source for members and advocates. In addition to process alternatives such as grieving human rights, employees may file a complaint under applicable human rights legislation. The Canadian Human Rights Act covers federally-regulated workplaces wherein complaints are addressed through the Canadian Human Rights Commission and the Canadian Human Rights Tribunal. Provincially-regulated workplaces are covered by similar provincial human rights legislation in each province. Up until this year all provinces have had a Provincial Human Rights Commission and a Provincial Human Rights Tribunal.

Federal Context - TELUS

Under the Canadian Human Rights Act, it is a discriminatory practice, directly or indirectly, to refuse to employ or continue to employ any individual, or in the course of employment, to differentiate adversely in relation to an employee, on a prohibited ground of discrimination. In addition, it is a discriminatory practice for an employer, employee organization or employer organization to establish or pursue a policy or practice, or to enter into an agreement affecting recruitment, referral, hiring, promotion, training, apprenticeship, transfer or any other matter relating to employment or prospective employment, that deprives or tends to deprive an individual or class of individuals of any employment opportunities on a prohibited ground of discrimination.

The Canadian Human Rights Act imposes a duty to accommodate individuals and groups on particular grounds. In addition, the Supreme Court in Meiorin ascribed a positive obligation for workplace accommodation. In 1999, the Canadian Human Rights Commission Audit included requirement for BCTEL to demonstrate policies and practices for workplace accommodation. In addition to pre-existing processes, the TWU Human Rights Committee saw that there may be an opportunity to negotiate a joint duty to accommodate policy with TELUS to facilitate integrated, proactive solutions to human rights in the workplace to promote and protect the human rights interests of members. In the TWU unionized workplace, a number of processes have been and continue to be in place to access and address duty to

accommodate issues, including: the grievance process, the Joint Workplace Harassment Policy, health and safety processes, compassionate transfer processes, Members Assistance Program, as well as the Canadian Human Rights Commission complaint process. The processes apply to all TWU members and ensure accommodation takes place.

In 1999, the TWU Human Rights Committee began development of a protocol for accommodation of TWU members in the workplace. Last year at this time we reported that the Human Rights Committee was working to develop a framework protocol for duty to accommodate in the workplace. With Convention direction we continued and developed a protocol for TWU members working at TELUS. In March 2002, Convention directed the Human Rights Committee to "work towards the development and implementation of Duty to Accommodate policies and practices that promote and protect the human rights interest of the members."

The Human Rights Committee completed work on a protocol Duty to Accommodate Policy and was then prepared to negotiate regarding a Joint Duty to Accommodate Policy to cover all our members at TELUS. Company representatives on the Joint Employment Equity Committee identified that they had been working on an accommodation policy of their own. TWU Human Rights Committee Representatives felt the Employment Equity Committee may be an effective forum to begin the negotiation of a Joint Duty to Accommodate Policy, particularly since consideration of the Company draft Duty to Accommodate Policy in part may include "circumstances where it (may be) necessary to deviate from provisions of the Collective Agreement in order to achieve employment equity", which is a mandate of the Joint Employment Equity Committee under the Letter of Agreement, 1996. At the same time, we identified that our protocol accommodation policy was intended to cover a broader scope than merely four designated groups of employment equity. The TWU sought to negotiate a joint policy that covered all grounds and effectively integrated with existing processes available to members. We included a dispute resolution protocol and a proposal to integrate with our existing negotiated processes such as grievance and health and safety processes.

The TWU representatives provided a copy of the TWU protocol policy to the Company through the Employment Equity Committee, seeking to negotiate an effective Joint Duty to Accommodate Policy that may integrate with our existing processes covering all TWU members at TELUS. At the end of the day, the Company Employment Equity Committee participants were not willing to negotiate on behalf of all of our TWU members, and were not willing to negotiate a joint policy. Instead, on February 4, 2003, Company representatives of the Joint Employment Equity Committee informed the TWU representatives of **the Company's intention to unilaterally impose a Company Workplace Accommodation Policy to cover all employees at TELUS Inc. The TWU disagrees with this and is disheartened by TELUS' actions.**

There are a number of concerns in light of this unilaterally-imposed policy. Their policy has not been jointly negotiated. The Company informs us their policy is not intended

to cover all TWU members at TELUS, and that it excludes members working at Mobility. Under the Joint Employment Equity Committee established and meeting since the 1996 Letter of Agreement re: Employment Equity began, TWU representatives have been and continue to represent all TWU members under the Letter of Agreement. At the February 2003 Employment Equity Committee meeting, the Company representatives informed us that they are not negotiating on behalf of Mobility.

In light of these developments, previous negotiations of a Joint Duty to Accommodate Policy might be void, still the TWU was prepared to enter into discussions to negotiate a new Duty to Accommodate Policy going forward. We provided TELUS with a draft and offered an opportunity for them to choose to negotiate a Joint Duty to Accommodate Policy. They indicated they were going to unilaterally impose their own policy.

Where there are concerns with fairness, privacy, and protection and promotion of the human rights interests of our members under a unilateral Company policy, we are left with pre-existing processes for addressing duty to accommodate in the workplace. The Collective Agreement covers discrimination in the workplace. In addition, the Canada Labour Code Part II Health and Safety covers workplace discrimination. There also exists a Joint Workplace Harassment Policy. Finally, where a conflict may arise between TELUS' Accommodation Policy and the Canadian Human Rights Act, the TWU will rely on the Canadian Human Rights Act in defence of our members.

In solidarity,
Liisa Spoor, Local 52 Delegate

Respectfully submitted,
TWU HUMAN RIGHTS COMMITTEE

Larry Smallwood

Liisa Spoor

Diane Walkley

Wes Nakano, Alternate

June Lewis, Business Agent

MAP Report

Following is an excerpt from the Executive Council report to convention 2003

Executive Council extends a very warm thank you and appreciation for the hard work and dedication that Brother Glenn Abel gave to the Union and all the members he was able to assist under the Member Assistance Program. Brother Abel has happily retired now and he will be missed by the Union.

The past two years have been a very big challenge for the Member Assistance Officer in the Union.

The workload under the Member Assistance has more than doubled since the Company has changed their direction causing much more need for referrals to Counsellors due to stress and anxiety.

The Employee Assistance Program (EAP) at TELUS has downsized so drastically that there is only one person in the EAP department for bargaining unit employees and she comes in only on Fridays. Through collective bargaining a new process will be developed but, in the meantime, we must continue to provide service the best we can.



TWU YOUTH!

Education Opportunity

If you still consider yourself a youth, the Labour movement has an appealing opportunity for you.

Solidarity WORKS!, jointly organized with the BC Federation of Labour and the Canadian Labour Congress runs this summer from August 5 – 24, 2003.

It is a three-week paid, hands-on training program designed to equip youth with labour education, practical organizing experiences and activist skills.

For all the details of the program and information on how you can apply, contact TWU Organizer Raymond Chrétien @ 604.437.8601 Ext 630 (*Collect Calls Accepted*), or your local's secretary-treasurer.

The TWU plans on funding two seats for our members so we encourage all interested young members to submit an application by July 10th.

Report details death by work

By Ignacio Ramonet

The International Labour Organisation (ILO) has just published a report (1), largely ignored in the press, claiming that every year 270 million employees are injured worldwide in accidents in the workplace and 160 million affected by work-related illnesses. The report reveals more than 2 million workers die on the job each year - 5,000 people killed by their work every day. These statistics, the report makes clear, are an underestimate (2).

In France, according to the Caisse nationale d'assurance maladie (CNAM), 780 workers are killed annually in the workplace (that is more than two a day). These figures are also an underestimate; there are around 1,350,000 work accidents a year (3) - 3,700 victims every eight-hour day, and eight injured every minute.

The defenders of workers' rights used to call this exaction in the name of economic growth and competition a blood tax (4). We should remember that phrase when we come to look at the current debate about pensions and retirement, and consider the lives of hundreds of thousands of workers worn out and tossed on the scrap heap when they reach the end of their working lives. They are often deprived of the opportunity to enjoy their pensions at all because, though life expectancy has increased,

there has also been (as an outcome of worsening workplace hazards) an explosion in illnesses that most afflict older people age: cancers, cardio-vascular disease, depression, strokes, loss of sensory perception, arthrosis, senile dementia, Alzheimer's.

This makes the present attack on pensions all the worse; the attack has been coordinated and driven by forces of globalisation (5), such as the G8, the World Bank (6) and the OECD (7), all of which have been attacking social security (8) and the welfare state since the 1970s. The policy has been picked up by the European Union, where prime ministers and governments of both left and right (Jacques Chirac and Lionel Jospin in France) decided, at the Barcelona Summit in March 2002, to push back the retirement age by five years. This is a serious step backwards and an abandonment of plans to build fairer and more balanced societies.

While employees are getting poorer, wealth is still concentrated at the top: 30 years ago an employer received about 40 times the average wage of a worker. Today an employer earns a thousand times more (9) and can look forward to the day of retirement with equanimity. This is far from being the case for ordinary employees, especially teachers.

Hundreds of thousands of teachers in Italy, Spain, Germany, Greece, Austria and France have been striking to protest against the dismantling of the pension system. The system does need reform for at least two reasons: the active working population is shrinking while the number of retired people is increasing; and the economic weight of pensions, today equivalent to 11.5% of GDP in France, will rise to 13.5% in 2020 and 15.5% in 2040, to become a major expenditure for the state.

Despite the stock market crash, which has wiped more than 20% off the value of pension funds, the option of financing pensions by savings has not been ruled out. All the more so because the full cost of reform of the contribution-based system will fall on employees, as if it were merely a technical problem of no consequence for society as a whole. All the variables - the amount and period of contributions, the age of retirement, the final amount of a pension - are systematically being changed to the detriment of employees and incomes. No alternative solutions have been considered, such as calling on society for a contribution, or taxing profits.

It is considered normal in France that two workers lose their lives at work every day, and eight others are injured or fall every minute in the cause of private enterprise. But it is not considered "normal" that companies and capital should be called upon to put more into the pensions of their employees.

It is not surprising that workers are angry.

NOTICE REGARDING ASSOCIATE MEMBERSHIP

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

What is it?

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

What are the benefits?

You will continue to receive the Transmitter.

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

You will become a lifetime TWU member.

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

What does it cost?

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

How Do You Sign Up?

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

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

Name: _____

Actual leave date: _____
Year/Month/Day

Address: _____

Telephone: _____

Date pension commences: _____
Year/Month/Day

S.I.Number (optional): _____

Amount enclosed: _____

Report details murders of 213 trade unionists, beating, jailing and harassment of many more

From: ICFTU Online

Killed because of their trade union activities, the murders of 213 trade unionists around the world in 2002 are documented by the Annual ICFTU Survey on Trade Union Rights Violations. 206 killings took place in Latin America alone. The ICFTU report denounces violations in 133 countries, pointing to the devastating effects of crude free market globalisation on workers' rights and showing how the world map of trade union rights violations is expanding in size. The report lists almost 1000 union activists attacked and beaten, 2,562 detentions, 89 prison sentences, 30,000 trade unionists sacked and some 20,000 victims of harassment.

Brussels, 10 June 2003 (ICFTU OnLine): On January 8 2002, Carlos Alberto Bastidas Coral from the Colombian Teacher's Union SIMANACUT was assassinated in Nariño province, thus becoming one of the first confirmed cases amongst the 184 Colombian trade unionists murdered during that year. With its appalling toll of murder, beatings, "disappearances" and intimidation carried out with virtually total impunity, Colombia remained the most dangerous place on earth for trade union activity. Along with the killings, the ICFTU survey documents a further 27 attempted assassinations, 189 death threats against Colombian union officials and members, 9 "disappearances", 139 arbitrary arrests and 27 abductions. 80 trade unionists were forced to flee the country into exile. Workers in Thai clothing company Gina Form, producing well known underwear brands for export to global markets, were victims of continuous harassment and intimidation, instant dismissal and beatings. They were forced by the management to sign a blank paper which the management then filled in with a letter of acceptance by the workers of reduced rights and conditions. In Egypt, a chemical factory worker in an industrial zone tells how "most of the employers force their workers to sign resignation letters when they accept a job", giving the employer complete authority to sack employees at will. The ICFTU report is full of similar examples showing how export processing zones in many countries have become a symbol of the current free-market model of globalisation, where "free market" means "free" of trade union rights. Millions of workers, the large majority of them women, work

for miserable salaries in deplorable health and safety conditions, sometimes at the cost of their lives. Possibly the most striking such example was the case of Bangladesh, a country with an appalling record of workers killed by factory fires, in workplaces where the workers are locked in so there is no way of escape once a fire starts. The report details how tens of thousands of workers waited in vain for their wages to be paid, and describes a haemorrhage of jobs from formal, protected employment into a growing informal economy as IMF and World Bank inspired policies continued to eat into the social fabric of developing countries. Around the world, in particular in Africa, more and more workers had a daily struggle for survival, leaving them little chance to defend their most fundamental rights. Like the pregnant South African woman giving birth, whose twin babies died at her workplace because she was locked in and deprived of any medical attention.

Killings, beatings, intimidation, harassment...

Burmese trade unionist and human rights activist U Saw Mya Than was killed in cold blood by soldiers in reprisal for a rebel attack. A victim of forced labour, a widespread practice in the country, he was designated to serve as an army porter (in fact a human shield). As with Burma, one of the world's most repressive dictatorships, the ICFTU report shows once again the links between the authoritarian nature of certain regimes and the magnitude of trade union rights violations in the same countries. Long terms in prison and labour camps, beatings, psychiatric internment, and harassment of families took place in China, where repression of independent trade unionism is systematic. In 2002, dozens of independent trade unionists languished in Chinese gaols, in appalling conditions. It was a year of social conflict in China, as massive retrenchments from state enterprises led to protests which were often suppressed with great force. In the dead of night, a Zimbabwean trade unionist and his family were assaulted at their house by government agents. While his wife was being attacked, he himself was forced outside, beaten with chains, pipes and whips, then left for dead. Even though they were identified, the attackers are still at large, and the trade unionist had no choice but to go into hiding. The passing of a January 2002 law reinforced President Mugabe's powers, and led to yet more arrests, detentions,

beatings, kidnappings, death threats and other forms of anti-union repression. Despite some legislative improvements, the Kingdom of Swaziland remained one of the African countries most ferociously hostile to unions, while in Europe, President Lukashenko of Belarus led the most anti-union government in the region, using the power of the state to install his own Chief of Staff to head the national union confederation in an effort to take total control of the union movement. Elsewhere in the same region, the survey also notes that collective agreements were frequently flouted in Russia, Bulgaria and Croatia, along with unreasonable limitations on the right to strike in Latvia, Russia, Serbia and Montenegro, and Slovakia. In Haiti, a reign of terror against trade union activity was carried out by armed thugs linked to the Aristide regime, and employers did not hesitate to use these gangs to terrorise workers in factories and on farms around the country. Rural workers in many Latin American countries suffered violence and repression by landowners, and in Brazil, at least 16 agricultural workers were murdered for daring to stand up to the power of the rural elite.

Starting a union: a hard road...

In many countries, forming a trade union can be a hard road, given the numerous legal and practical obstacles and the physical perils for those involved. In South Korea for example, when public sector employees tried to get around legal obstacles in an effort to form a union, a thousand police "visited" their inaugural congress. 178 delegates were arrested and 5 imprisoned. Also in South Korea, a hospital strike met with a heavy response from anti-riot police. 20 workers were sacked, 573 subjected to "disciplinary measures" and 7 sentenced to prison. In February, a man in police uniform entered the head offices of the Brazilian trade union centre CUT at night, followed by an armed gang which ransacked the premises, stealing valuable equipment. In Mexico, members of the Pilot's Union ASPA in Mexico City and Tijuana were brutally assaulted by thugs linked to the AVIACSA company as they voted on the terms of a collective agreement. Also in Mexico, the Maquiladoras (export processing zone) Association of Ciudad Juarez announced in the national press that it had offered its member companies lists of names of workers who had made claims for better wages and so that they could be kept from getting jobs in

future. Even though this was illegal, the government did nothing. In order to try and keep up with relentless global competition, more and more employers are resorting to intimidation and even force, often with the tacit or explicit support of governments. The report points to Indonesia, where increasing aggression against workers by paramilitary groups, supported by elements of the army and the police and paid by employers, was used to intimidate workers and break strikes. On strike in protest at the privatisation of a gold mine, two South African miners were killed, and four of their colleagues seriously injured, by security guards acting under orders from the management.

Industrialised countries too...

Workers in some of the most industrialised nations also experienced serious violations of their rights, especially in the USA where sacking workers was seen by many employers as the best way to stop any union activity. At least one in every ten workers trying to form a union in 2002 was dismissed. In Denver, managers at Wal-Mart advised all their employees that any trade union activity would be monitored, and encouraged workers to spy on their colleagues. Workers showing trade union sympathies were subjected to interrogation and verbal harassment. In Canada and in Australia, legal restrictions deprived large numbers of workers of their full rights.

In conclusion - the struggle of migrant workers...

In Jordan, 50 Indian employees in an industrial zone, deprived of their salaries for three months, and having eaten virtually nothing for a week, were forced to leave the country, with nothing but debt and misery to show for their willingness to travel so far for the promise of work. The Middle East remained a dangerous place for migrant workers, often treated as virtual slaves as is the case for many female domestic workers. But from Hong Kong to Africa, in Thailand, Europe and the USA, migrant workers suffered from discrimination and abuse. Violations of the trade union rights of migrant workers exist in every region of the world, and they are amongst the most marginalized exploited workers on the face of the earth.

The ICFTU represents 158 million workers in 231 affiliated organisations in 150 countries and territories. ICFTU is also a member of Global Unions: <http://www.global-unions.org>