

The Transmitter



PROFITS BEFORE PEOPLE?



THE UGLY TRUTH ABOUT OFFSHORING JOBS

Photo: Homeless children sleeping on the streets of Manila, Philippines.



Message from the President



Dear Members,

This is an important year for the Telecommunications Workers Union (TWU) as the Bargaining Committee continues to work diligently to negotiate a new Collective Agreement with Telus. The Committee has been meeting with Telus since July, 29, 2010, and at the time this letter was written,

regular meetings continue.

As promised, the Committee has kept the membership updated from the very beginning of the process and will continue to do so every step of the way. Each member brings his or her own experience, strength

"This is an important year for the TWU as the Bargaining Committee continues to work diligently to negotiate a new Collective Agreement."

and dedication to the table. We are very grateful for all the kind words of support that we have received. The Bargaining Committee will continue to keep the membership informed of its progress.

During the same time, the TWU Bargaining Committee for Stratcom, led by Tamara Marshall, Acting Secretary-Treasurer and Business Agent, ratified a renewed contract for Stratcom.

The Public Awareness Committee has also been working very hard on this year's continuing Keep Jobs in Canada campaign. As we have informed TWU members in the past, Telus has been growing its operations in the Philippines and other developing countries such as India and Guatemala for quite some time. We are very excited for the launch of the new documentary that took a film crew all the way to the Philippines to shoot. The Union has and will continue to fight to stop the offshoring of jobs to other countries. This is an opportunity to show everyone the truth about what is happening and how it is affecting the lives of hard working Canadians and the communities where they live. The film will launch at the beginning of the New

Year. Members will have the opportunity to order the film or view it online or attend a screening hosted by their Local office. Please refer to the newly revamped website at www.keepjobsincanada.ca for all show times and information about the campaign.

Another important issue that has been at the forefront these past few months is reform to the Canadian Pension Plan (CPP). We strongly encourage all members to support reform to the CPP. It simply doesn't make sense that a significant number of workers will reach retirement age without sufficient income to support themselves. The Labour movement has spent the past year promoting improvements to the CPP as the best way to help Canadians save more for retirement. There is no

longer any excuse for the delay. It's time to get the job done. For more information, please go to the Canadian Labour Congress website at www.canadianlabour.ca.

I would like to wish everyone a happy New Year. On behalf of the TWU, I want to thank all our members, our staff and supporters for their hard work in supporting our many activities and goals. We encourage everyone to visit the TWU website daily (www.twu-stt.ca), read the Hotline, Transmitter, bulletins, attend local meetings and call your Local shop steward with any questions and comments.

In Solidarity,
George Doubt

Printing of Transmitter Publication Suspended

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

Minister of Labour Visits TWU Head Office



Betty Carrasco, Vice-President, TWU, George Doubt, President, TWU, Lisa Raitt, Minister of Labour.

The Telecommunications Workers Union President, George Doubt, Vice-President, Betty Carrasco, and Communications Specialist, Diane Pépin, are pleased to have welcomed the Federal Minister of Labour, Lisa Raitt, and members of her staff at the TWU Head Office in Burnaby, B.C., on July 13, 2010. The Minister was accompanied by Hélène Gosselin, Deputy Minister of Labour, Douglas Turner, Chief of Staff and Jocelyne Turner, Press Secretary.

The Minister discussed several issues of concern and commended the Union on all the hard work that has gone into preparing for this year's collective agreement bargaining with Telus.

The Ugly Truth about Offshoring Jobs New TWU Documentary Coming Soon!

One thing is certainly clear: If the Canadian Government won't pass offshoring legislation soon, then it is up to the public to speak up and demand change. Any company making record profits that continues to send jobs offshore is, plain and simply, greedy. It was the greed of Wall street that led to a financial collapse and the same thing is happening under people's noses today with regard to offshoring.

Companies like Telus are systematically shifting any work that can be done remotely to countries that do the work for a fraction of the cost; Philippines, India, Guatemala, etc. What is the real cost to Canadians? Why is Canada's government promoting places like the Philippines whose record of human rights is one of the poorest? Workers who try to organize unions often face abduction, torture and even death. Yet, Telus continues to send jobs offshore and support these anti-union regimes.

It has been an uphill battle to raise awareness and spread the truth about the reality of outsourcing jobs outside of Canada. Slick marketing campaigns perhaps have people wanting to believe that the "future is friendly", but what is really happening behind closed doors is alarming. In an effort to highlight the effect this is having on the public and Canadian economy, the Keep Jobs in Canada campaign

continues its efforts. A new documentary entitled "Connection Failed" opens to the public in February. Please refer to the www.keepjobsincanada.ca website or read the Hotlines on the TWU website for more information (www.twu-stt.ca).



We embarked on our trip to Manila, Philippines on October 5, 2010, to film a portion of a documentary for the Telecommunications Workers Union. The documentary is about the negative impacts of offshoring labour on the Canadian economy and its communities.

Film Crew in the Philippines

A personal account from the crew who filmed the documentary.

Wow, what an informative trip! Our experienced crew, made up of seasoned industry professionals, learned from union leaders and labour education directors that the Filipino government is working closely with foreign corporations to prevent the unionization of its employees. Furthermore, a good salary in the Philippines works out to be approximately \$350.00 (CAD) per month and foreign corporations are taking advantage of cheap foreign labour at the expense of hiring Canadians.

“The vast majority of call centre agents are young adults (17 to 25) and most work graveyard shifts to match North American working hours.”

The vast majority of call centre agents are young adults (17 to 25) and most work graveyard shifts to match North American working hours as the Philippines are 15 hours ahead of Vancouver. Numerous coffee shops and fast food restaurants litter the base of the call centres fuelling the agents with coffee during the course of their shifts. In Ortigas City, a call centre hub in Metro Manila, our film crew was given permission to film inside call centres. This gave us a firsthand look at the booming industry. We also interviewed union leaders who expressed their struggles in their efforts to unionize employees working for foreign corporations. We interviewed Analea Escera, Executive Director of EILER, a local institute for labour education and research as well as several call



Thomas Stringham, Jeff Carter, Pieter Stathis, Ken Frith

centre agents.

BPO (Business Process Outsourcing) continues to grow at a staggering rate in the Philippines; we see this growth by new call centre towers being built in several locations around Metro Manila. Unfortunately, that means more jobs are being lost in Canada. Our intention is to shed light on the issue and empower people to voice their displeasure against corporate greed at the expense of middle class families and the lack of government restrictions on offshoring.

Look out for the TWU documentary at www.keepjobsincanada.ca very soon!

Support Reform for CPP

Who wants to reach the age of retirement only to discover they cannot actually afford to retire? Unfortunately, this is a harsh reality for far too many Canadians. It is a fact that people don't tend to save enough to secure their later years. The Canadian Labour Congress (CLC) is leading an effort to lobby the government to double Canadian Pension Plan (CPP) benefits in the future so that Canadians will be able to enjoy a more secure retirement. The strategy, which is quickly gaining support, would be an effective way to abolish poverty among the elderly at a very low cost while ensuring that CPP benefits make up a larger proportion of what employees were receiving prior to retirement.

For more information on the CPP reform proposal, please go to the CLC website at www.canadianlabour.ca.



Keeping Jobs in Canada is a Moral Imperative for Governments and Companies

This editorial by George Doubt, President, TWU, originally appeared in the Globe and Mail as part of a special information feature entitled “Disconnected” on Monday, September 6, 2010.

When discussing outsourcing work to other countries, also referred to as offshoring, common arguments include, “Companies have to stay competitive” or “This is the price we pay for doing business in a global economy.” The concern with this line of thinking is that the worker – and the negative impacts to Canada’s economy and social fabric – is completely taken out of the equation.

The motivation for outsourcing is solely financial. If making shareholders happy and maximizing the profit margins of a company are all that matter, why did generations of men and women give up their blood, sweat and tears, and in some cases their lives, fighting for workers’ rights?

While many companies take advantage of generous government subsidies, thousands of Canadian workers are losing their jobs, which not only burdens them personally, but also affects their families and entire communities. Have we not learned anything from the recent economic crisis caused in part by unmitigated corporate greed?

The Telecommunications Workers Union represents about 12,500 Telus workers. Since 2006, Telus has shipped Canadian customer service jobs, operator directory jobs, outbound sales and mobility customer care jobs to overseas countries. People in the Philippines, India and Guatemala are now servicing Canadian customers. In 2009, Telus started sending hundreds of technical and engineering jobs to India. To add insult to injury, Telus had its Canadian workers train their overseas replacements.

How can Telus continue to tell the public “We give where we live” as it continues to downsize and offshore? Con-

sider the negative short- and long-term economic and social impacts: Local businesses cannot sell goods and services to people who can’t afford them. People who once had reasonably paying job opportunities are leaving their communities and uprooting their families to find work elsewhere, taking their economic activity with them.

Meanwhile, demand rises for employment insurance and welfare benefits, which themselves cannot provide the same quality of life as well-paid jobs.

Beyond unemployment, moving jobs offshore contributes to increased poverty, crime, political instability, mental health problems, diminished health standards and more.

Companies should also consider hidden costs of offshoring such as negative public perception and reduced morale and productivity from remaining staff. We must ask ourselves, “If Canadian companies are allowed to continue moving Canadian jobs out of Canada unabated, who will pay taxes, buy goods and services that support local economic activity?”

The Keep Jobs in Canada campaign (keepjobsincanada.ca) was launched in response to corporate offshoring practices. We knew it was crucial to let Canadians know what is happening and what they can do about it. Someone must have been listening when not too long afterwards Shaw started to put up billboards boasting that it doesn’t offshore work. Perhaps Telus should take a hint.

As the doors to competition within the telecom industry open up, companies look for ways to differentiate themselves. Adding to the unemployment problem is not the best way to go about it. It is time that government represents workers’ rights, adopt fair legislation and seriously question the wisdom of moving Canadian jobs offshore.

At 57, Jerry Oberhammer wasn't ready to retire. He was planning to work for another 10 years or so before slowing down. But Telus had other ideas; after 33 years with the company, Mr. Oberhammer's job was being shipped off to India and he was being shown the door.

Canadians Call on Employers to Keep Jobs at Home

This article originally appeared in the Globe and Mail as part of a special information feature entitled "Disconnected" on Monday, September 6, 2010.

The Calgary-based installation and repair technician remembers it well.

"It was March 1 last year. Our director called us in – me

George Doubt, national President of the Telecommunications Workers Union, which represents more than 12,500 Telus employees, estimates that that company has outsourced at least 1,200 jobs overseas in the past 18 months alone.

"The trend started seriously in 2005 when we were in negotiations with Telus for a national contract. They said

"The major consequence of companies splitting off noncore activities and placing them overseas is that Canadian wages have come under significant pressure, benefits have been eroded and jobs have been lost."

it was a short-term option to ensure that they could continue to provide services to their customers, but it didn't end. Outsourcing increased," says Mr. Doubt. Some workers are placed elsewhere in the company

and about 40 others – and told us our jobs were being outsourced to a company in India. It was all about the money. Telus could pay \$5 an hour in India for work that was costing them \$30 an hour in Canada," says Mr. Oberhammer.

when their jobs leave Canada, while

others accept a voluntary severance plan (VSP). Mr. Doubt concedes that while the VSP is fairly generous, the longer-term impact of the loss of jobs, particularly for smaller communities, is devastating.

Although he was given an early retirement package, it was not enough for him to live on. After searching for three months, Mr. Oberhammer found another job, but it's only temporary until October this year.

"I know that the company says it needs to cut labour costs to remain competitive, but the issue is that Telus sells its services in Canada to Canadians, and it should give Canadians the jobs to provide those services," says Mr. Doubt.

"There are just not many jobs out there for people with skills like ours. Many of my former Telus colleagues have been forced to take lower-paying positions in the service industries to try to get by," he says.

Mr. Jackson says Canada has not exploited opportunities to replace manufacturing jobs lost to overseas sites through activities such as the export of Canadian-made advanced technology to countries like China.

Andrew Jackson, director, social and economic policy at the Canadian Labour Congress in Ottawa, says while outsourcing of Canadian jobs to workers overseas has been happening since the 1980s, the trend has ramped up in recent years, particularly in the manufacturing sector.

"Instead, Canada's resource sector, which is capital intensive rather than labour intensive, now makes up about two thirds of our exports, and manufactured goods just one-third, down from about 50 per cent 10 years ago," says Mr. Jackson.

"The major consequence of companies splitting off noncore activities and placing them overseas is that Canadian wages have come under significant pressure, benefits have been eroded and jobs have been lost," says Mr. Jackson.

He believes the offshoring trend will continue until the cost of energy reaches a point where it is less expensive to return manufacturing jobs to North America than import goods from countries that have taken over those jobs in recent years.

More recently, there's been a big swing towards outsourcing services that can be performed over the Internet including call centres, medical imaging analysis and manufacturing design work.

For George Doubt and the TWU, the immediate focus is on jobs that will be lost in the coming months due to continued outsourcing.

TWU Wins Important Arbitration Award

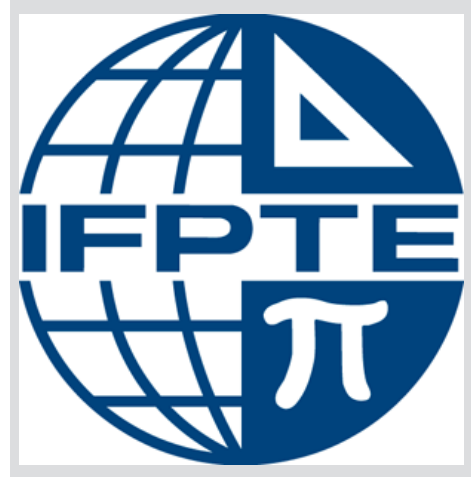
We are pleased to announce that the long-awaited decision regarding the denial of benefits during requalification period was awarded to the TWU on August 5, 2010. The grievance was launched following Telus' practice of denying workers' benefits who have exhausted their Short-Term Disability benefits.

The arbitrator appointed to this case was Christopher Sullivan who found in favour of the Union. He rejected the Employer's argument that a worker who had been absent on a Short-Term Disability claim and returned to work for at least twenty-two consecutive work days, had to be absent for a minimum of ten days in order to obtain the benefit of an additional fifteen weeks of Short-Term Disability at 70 per cent. Arbitrator Sullivan rejected any suggestion that the Short-Term Disability Plan creates a substantive requirement that a subsequent absence be a minimum of ten days in order for a worker to obtain this one-time benefit.

Arbitrator Sullivan ordered the Company to pay individuals, including the employee whose circumstances were used for illustrative purposes in this arbitration, a sum equal to the benefits they are entitled to in accordance with that declaration. This means that other workers who have been denied Short-Term Disability benefits because their subsequent absence was less than ten days in length are entitled to damages.

Arbitrator Sullivan also found that the Employer's June 2008 revision to the Short-Term Disability Plan constituted a unilateral reduction in the Short-Term Disability benefit available to employees. The effect of the Employer's unilateral revision was to reduce the level of benefit coverage for some employees from fifteen weeks to none. He held that the Letter of Agreement regarding Benefit Levels negotiated in the last round of collective bargaining poses a bar to the Company reducing the Short-Term Disability benefit as it did by unilaterally altering the Plan in June 2008.

Therefore, any members who think that they may have had benefits denied by the Company contrary to this ruling should contact their Business Agent immediately. If their circumstances fall within those outlined in the decision, they may be entitled to an award of damages. The Arbitrator remains seized to resolve any dispute arising out of the implementation of his decision.



TEAM-IFPTE Local 161 Ratifies Agreement

On September 9 of this year, 1,200 Managers and Professional and Technical Engineers at MTS Allstream, members of TEAM-IFPTE Local 161, ratified a new two and a half year collective agreement, expiring February 19, 2013.

Some key changes include: addition of Adoption Leave plans, 2 per cent wage increase in the third year, 1 per cent increase in variable pay, a lump sum payment of \$500, changes to the job evaluation plan and changes to the formula for voluntary retirement/departure incentive program.

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Hydro Fuse Cut-out Hazard

Porcelain fuse cut-outs pose a serious hazard to all TWU members who climb joint-use poles. BC Hydro says newer red banded cut-outs are failing and 25 Kv and 35 Kv cut-outs are failing at a higher than expected rate. This is an industry-wide issue and is not specific to BC Hydro.

TWU members should never be working close enough to primary to be at risk of direct contact with the primary side of a failed cut-out or its riser. However, a failure could cause a pole to become energized, putting members at risk of electrocution. The failed cut-out may contact the member, the pole or pole hardware such as a cross arm or transformer. There is also a danger from being hit by shards of falling porcelain.

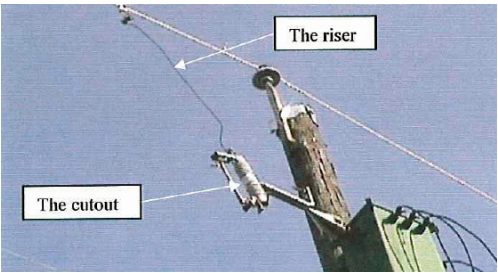
In addition to the newer red banded cut-outs, older porcelain cut-outs that have been in service for 30 years are failing. Hydro reports that the failure rate is relatively small, but because there is an estimated 310,000 cut-outs in service (in B.C.), members' exposure to poles with cut-outs is frequent. The chance of encountering a pole having a broken cut-out, or a cut-out that could break while the worker is on the pole, is not negligible.

There is another cut-out failure mode that can expose mem-

bers to risk; a cut-out could have a hairline fracture not visible from the ground, which could serve as a path for leakage current to flow down the pole that could create dangerous voltages on the pole. Always use a voltage detector before climbing a pole to check for stray voltage.

One near-miss incident involved a member who could have been electrocuted. The member performed a voltage check prior to climbing and found that there was no voltage on the pole, but there was stray leakage current flowing down the pole via the cut-out prior to the employee arriving at the pole. The pole was dry when it was first attended, but was likely wet when the failure occurred. In this case there were two problems; there was voltage leaking down from the cut-out and the cut-out failed and, in breaking away, fortunately swung away from the member and the pole. The TWU is aware there have been other cut-out failures in British Columbia.

A polymeric cut-out has been approved that does not have the same failure mode as porcelain. The changeover is expected to eliminate the hazard posed by porcelain cut-outs. All 310,000 of BC Hydro porcelain cut-outs are being replaced, but it will take several years before this hazard is eliminated.



Be Aware of the Danger and Act Accordingly

The joint TWU-Telus Policy Health and Safety Committee is in the process of developing a "Go/No Go" checklist to assist members in determining if it is safe to proceed when encountering fuse cut-outs. In the meantime, here are some important points to keep in mind:

- During a pre-job survey, look for situations where the lead from the top of the fuse cut-out attaches to the primary and picture what would happen if the top of the insulator broke off. Would the primary wire swing free and possibly contact the pole or plant?
- For installations where the primary could contact the pole or plant do not climb. Report the situation

to your manager and discuss whether the work can be completed safely.

- Always perform a voltage check before coming in contact with any pole. If a danger exists, do not climb the pole. Immediately contact your manager and report the hazard.
- Be aware that even if the cut-out has not already failed when you arrive at a pole, it could fail after you have climbed the pole.
- Remember that voltage on a pole could change if the pole becomes wet after the initial voltage check.



TWBP

telecommunication workers benefit plan

TWBP Message to Members

Last August, the Telecommunications Workers Union (TWU) sent out a mailing to members advising them of the Executive Council's sponsorship of supplemental insurance benefits provided by American Income Life (AIL). As a result, the Telecommunication Workers' Benefit Plan (TWBP) has received many enquiries and expressions of concern regarding the status, and future, of the TWU's own benefit plan. We hope to provide some clarification on the issues and reassure the membership that there have been no changes to the TWBP.

First, we would like the members to note that the TWBP and AIL are completely separate entities and that the TW Benefit Plan has no affiliation with American Income Life. Any inquiries regarding AIL should be directed to the phone numbers listed in their letter rather than the TWBP office.

Secondly, the Trustees would like to reassure members that their coverage under the TWBP has not been affected and there is no intention to discontinue the Union plan. The TWBP will continue to provide valuable supplemental life and disability insurance benefits to Plan members for the foreseeable future and we continue to welcome new members. Eligible TWU members are encouraged to apply for TWBP coverage at their first opportunity as anyone who has previously declined coverage must provide satisfactory evidence of insurability when applying at a later date.

Finally, we would like the membership to know that the TWBP does not endorse any specific insurance company and we strongly recommend that members carefully research the options available from as many providers as possible before making any important financial decisions which could affect their family's security. There are many types of insurance available from a number of providers and the coverage provided by one plan may be very different from that of another. It is very important for you to

understand the limitations of each policy and how each fits with your existing coverage.

We hope that you will consider the benefits that may be available to you through the TWU's own, 100% Canadian, unionized benefit plan when you are looking for supplemental life and disability insurance coverage. For more information please visit www.twplans.com and click on the TWBP button or contact the Telecommunication Workers' Benefit Plan office at 1-877-430-3302 or 604-430-3300. Information will be sent to you by mail and no salesperson will contact or visit you.

As always, we encourage members to buy union and buy Canadian whenever possible.

Deadline for Resolutions to Convention

The 2011 Policy Convention will take place on May 2-6, 2011, in Surrey, B.C. Members must submit their resolutions for consideration by the various committees and convention delegates no later than midnight January 21, 2011.

Please share this information to ensure everyone submits their resolutions by the above highlighted deadline.

In Memoriam

Bill Clark



It is with great sadness that the family announces the passing of Bill Clark, October 26, 2010. Bill was born in New Westminster, February 25, 1932, to Hugh and Catherine Clark. Bill was the youngest of seven children and knew at an early age what

competition was all about. He would follow his older brothers to the soccer and baseball fields of Sapperton and would soon learn to play all sports that came his way. He would be one of the youngest catchers to play in a major men's league and would go on to play on many champion teams. In 1950 he would play guard on the Duke of Cannaught basketball team that won the B.C. championship that year. He excelled in all sports but his favorite sport was baseball and the position of catcher. In later years, the thrill of a bases loaded homerun would be replaced by a line drive down the center of the fairway. Bill also loved golf.

In 1952 Bill was hired on at the B.C. Telephone Company. Two years later, while arranging a transfer to Mission, Bill would meet with the secretary, Gwen and invite her to a ball game. That night Bill would play the game of his life. Unfortunately, Gwen didn't get to the game until the ninth inning and missed the whole thing. From then on, Bill made sure that Gwen was front and centre where she would remain for the rest of his life. Bill and Gwen were married two years later on September 1, 1955. They would have three sons; Barry, Bill Jr. (Elaine) and Jamie (Sandra). Three grandchildren; Ryan, Sean and Arlina, would complete their family and bring Bill and Gwen much joy.

Bill would hold several positions at B.C. Telephone before accepting a full position in the Union in 1969. In 1973, Bill had a massive heart attack and took a leave of absence from the union only to return a few months later. He held several positions in the union and became President in 1979. He

would hold this position until his retirement in 1986. Bill, as President, would lead the union through some turbulent times. His skill as a negotiator and the strong support of his members would result in solid contracts well worth fighting for. Pensions would become the number one priority for Bill and he began seriously delving into and studying all aspects of pension plans in Canada and the U.S.

In 1989, with the backing of the TWU, Bill gathered several unions together and presented them with an idea that would see their pensions funds stay in B.C. and at the same time, create union jobs for future generations. This formulation would eventually become known as Concert Properties. Bill would gather the brightest and best to create this endeavor and once this was done, Bill would step back as his work was complete. Concert Properties is now one of the biggest and most successful residential real estate companies in B.C. and across Canada.

Bill's hard work would be recognized when Isla Carmichael dedicated her book, *Money on the Line*, to Bill. Bill was President of the TWU, Vice President of the B.C. Fed., President and founder of Forum and served on several boards. Bill accomplished a lot in his life but it would mean nothing without the love and support of Gwen. They had a wonderful life together and understood how lucky they were to be loving partners for over 55 years. Although Bill had a very busy schedule, he was always there for his three sons. Bill formed a close bond with his sons when they were very young and this bond would grow even more as they became adults. Bill's family meant everything to him.

In lieu of a service, contributions to the Pacific Parkinson's Research Institute and Canuck's Place will be made in Bill's name. If you would like to remember Bill, donations to either would be greatly appreciated. Flowers gratefully declined.

The family would like to thank all the staff at Morgan Place for the excellent care that Bill received while he valiantly battled with Parkinson's disease. You are invited to leave a personal message of condolences at the family's on-line Memorial Register at www.personalalternative.com.



Letters of Appreciation

Retirement Thanks

To all my union brothers and sisters, I would like to take this opportunity to thank you for the generous retirement gift of \$1000. Of course, I intend to spend it wisely. These summer days are especially hot. I would also like to recognize all Union executives, business agents and shop stewards for tirelessly representing my union brothers and sisters and me for the past thirty years. Please continue to do your good work because we all know that we stand strong together. Good luck to one and all in all future negotiations with our employer. Thanks again for a job well done.

John Lee
Formerly Local 7

I just wanted to express my appreciation for the gift of money, and the certificate you sent. I'm still adjusting to the whole idea of being a former employee of BCTel/Telus. I am grateful to have been part of a very supportive Union during my 29 years. I really hope that

both current and future members will enjoy that legacy as well.

Many thanks,
Ernie Block
Formerly Local 5

I wish to let everyone know how much I am enjoying my retirement after a total of 32 years at BCTel/Telus. I sincerely thank the TWU for all the support over the years and the \$1000 retirement gift. Also, many thanks to the Union for my pension as it makes my life even better.

Sincerely,
Lesley Fairweather
Formerly Local 1

I just wanted to thank the TWU for the gifts upon my retirement. I would also like to thank all my brothers and sisters for the 37+ years at BCTel/Telus. It was quite an enjoyable ride. Best of luck on future negotiations.

Thanks,
Tom Cullen
Formerly Local 5

Thank you for the retirement gift. It is a good reminder of how much more can be accomplished when people unite.

Mike Osterholm
Formerly Local 5

As a very recent retiree, I received my generous \$1000 cheque a few days ago and I wanted to thank you so much. Our membership is very fortunate that you have that policy in place as it really helps a person feel appreciated for their membership in the TWU. I was honoured and proud to be a member for 38 years. So, again, thank you very much.

Sincerely,
Kate Sauberli
Formerly Local 51

I want to thank the TWU for the \$1000 retirement gift. After 40 years and seven months working with you now, I am turning to things like more fishing, golf, travel, etc. The money is ear

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2010 Scholarship Thanks

Four \$1000 and three \$750 awards went to children of TWU members entering their first year of post secondary education. All of the recipients demonstrated academic excellence, strong leadership qualities and a dedication to the community.

The recipients are:

- Alyssa Buck from Dilsbury, Alb., will be studying New Media at the University of Lethbridge. (\$1000)
- Kimberly Copeland from Sooke, B.C., will be studying Social Sciences at the University of Victoria. (\$1000)
- Eliza McGuire from Nanaimo, B.C., will be studying Arts at Acadia University. (\$1000)
- Janelle Payan from Port Coquitlam, B.C., will be studying Nursing at Douglas College. (\$1000)
- Kathleen Joe from Surrey, B.C., will be studying Sciences at Simon Fraser University. (\$750)
- Cole Wagner from Maple Ridge, B.C., will be studying Arts at Carleton University. (\$750)
- Jamie Wu from Burnaby, B.C., will be studying Arts at the University of British Columbia. (\$750)

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Letters of Appreciation CONTINUED

marked and is much appreciated.

Thanks again.
Doug Kernaghan
Formerly Local 8

I would like to thank the TWU for the \$1000 retirement gift I received. I have spent the last 35 years working towards retirement and now it is here. I worked alongside some very beautiful people who helped me be strong and stand up for the rights of our brothers and sisters in unity. We fought the battles to make a path for those after us to follow. We never gave up, and we leaned on each other along the way. I am proud of our accomplishments. I am proud of who we are as a Union. I could not have done it without the support of my brothers and sisters in the TWU. I thank you for always being there for me along the way. I cherish the memories we shared. I look forward to many more years of fellowship. As I travel along this path in life, I will hold my head up high, and know "together we made a difference". Thank you, and may God bless us in solidarity.

Cheyenne Falkenberg
Formerly Local 27

I retired in 2004 and I am thrilled every month to see the pension deposit in my bank account. I thank you constantly and tell all who will listen about how wonderful it is that the TWU allowed me to retire at 60 and spend all this time volunteering, visiting my grandchildren, finally de-cluttering and getting more involved in my community. The \$1000 was a wonderful parting gift and very generous. It is still a generous gift and I don't see the need to increase it. Lane Street, on the other hand, was in dire straights when I was there for information during the lock-out. It was probably a fire hazard at best and a potential total collapse waiting to happen. A smaller cleaner space would be a much wiser idea.

Thanks again!
Linda Fox
Formerly Local 50

P.S. Got Telus TV last week from two real

Telus employees. Don't forget: Always ask to speak to someone in Canada!

I would like to thank the TWU Benevolent Society for the \$1000 gift on my retirement. I really appreciate it.

Cheers,
Doug Turner
Formerly Local 16

I would like to thank the TWU for the recent financial gift at my retirement. It has been a wonderful 35 years because the people I worked with made it so. In 2005, you provided strike pay for us in Alberta and that spoke to me that we are all in this together. May it go well with the TWU both now and into the future.

With Gratitude,
Frank Lipko
Formerly Local 202

I would like to thank the TWU for the great retirement gift. After 36 years with BC Tel/Telus, it was a comfort to know that the Union was there to support me throughout. Good luck to all members in future negotiations.

John Keslering
Formerly Local 5



THE TRANSMITTER

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