



200 Consilium Place  
Scarborough, Ontario  
Canada M1H 3J3

November 15<sup>th</sup>, 2011

*"Without Prejudice"*

John Carpenter  
National Vice President  
Telecommunications Workers Union  
#602 – 5940 MacLeod Trail SW,  
Calgary, Alberta, T2H 2G4

Dear Mr. Carpenter,

**RE: Grievance # 2010.100 – Direction to Login to Company Systems**

This letter is further to the grievance meeting held on June 15<sup>th</sup>, 2010 via teleconference as well as subsequent conversations on this matter. Although it remains our position that there has been no violation of the collective agreement, the Company agrees to the following as full and final resolution of the above-noted grievance:

- \* Individual examples of managers directing call-centre employees to commence work prior to the start of their shift are not representative of TELUS Company practice,
- \* Call-centre employees will not be required to log-in and perform work prior to their scheduled start time.
- \* Call-centre employees who do not begin the login process prior to the start of their scheduled shift will not be disciplined specifically for this reason.

This resolve is without prejudice to the parties, the terms of the Collective Agreement, and any other agreements between the parties, and will not be used by either party in future grievances, arbitrations or other hearings between the parties except for the enforcement of the terms herein.

Should the above terms be acceptable to the TWU, please indicate your acceptance by way of signature at the bottom of this letter and return one copy to me.

Yours truly,

Chandra Gunther  
Senior Labour Relations Consultant

This settlement is acceptable and agreed to by the TWU as full and final resolution of this grievance.

John Carpenter, TWU Vice-President

Nov 16, 2011  
Date

CC: Jennifer Woods  
Todd Langley