

Article	Title	Proposed Changes
Master		
Collective Agreement		<ul style="list-style-type: none"> • Apply gender neutral language by eliminating masculine and feminine language.
Article 4	DISCRIMINATION	<ul style="list-style-type: none"> • Added gender identity, expression and genetics to discrimination article.
Article 5	UNION RECOGNITION	<ul style="list-style-type: none"> • Expanded information the Union provides to the Company. • We will provide quarterly list containing: name, work location and Unit number of Unit Chairs, Unit Counsellors and Unit Shop Stewards, and a description of each Unit. • The Company shall inform new employees that they are represented by a Union and a collective agreement is in effect. <ul style="list-style-type: none"> • New hires will be provided an electronic link to the Collective agreement. • Union provided a standardized new hire orientation document to be delivered during onboarding process at Telus. <ul style="list-style-type: none"> • NEW MOA to reflect the above.
Article 6	DUES DEDUCTION AND INFORMATION PROVIDED TO THE UNION	<ul style="list-style-type: none"> • Company shall provide members home telephone numbers on the monthly report provided to the Union. <ul style="list-style-type: none"> • Change to a digital collective agreement format. • A physical copy will be provided upon request.
Article 7	TIME-OFF	<ul style="list-style-type: none"> • Consequential change to remove the 2016 date from 7.04 (b).
Article 8	MANAGEMENT RIGHTS	<ul style="list-style-type: none"> • Added that management can do up to 15 minutes of bargaining Unit work when "addressing customer escalations."
Article 10	JUST CAUSE	<ul style="list-style-type: none"> • Adding Shop Steward from Unit will be present. • Adding video conference language for discipline and investigative meetings. <ul style="list-style-type: none"> • Added automatic removal of discipline letters. • Added absences will extend the removal of discipline letters.
Article 11	GRIEVANCES	<ul style="list-style-type: none"> • Transition of the 3 step grievance process to a 2 step process. • Adding video conference language so that grievances can be held virtually when one of the parties to the meeting are unavailable. <ul style="list-style-type: none"> • Consequential changes to reflect 2 step grievance process. <ul style="list-style-type: none"> • Change from 28 to 30 days.
Article 12	ARBITRATION	<ul style="list-style-type: none"> • Consequential change to reflect 2 step grievance process.
Article 14	HEALTH AND SAFETY	<ul style="list-style-type: none"> • Safety Boots Allowance increased to \$150/year or \$300/2 years
Article 15	AT HOME AGENT AND WORK STYLES PROGRAMS	<ul style="list-style-type: none"> • Expand AHA to initial offer of employment. • Removal of 150km radius reporting headquarter area. • Reduction of the internet subsidy to \$250 per year and this amount is added to well being account. <ul style="list-style-type: none"> • Codify current guidelines on ergonomics.
Article 16	PERSONAL DAYS OFF	<ul style="list-style-type: none"> • Article 16,17 and 18 fulfill the requirements of personal leave under the Canada Labour Code. • The Union reserves the right to challenge this position.

Article	Title	Proposed Changes
Article 17	PAY PROVISIONS FOR EMPLOYEES ABSENT FROM DUTY	<ul style="list-style-type: none"> • Move all Absent from Duty provisions into the Master section to cover all employees. • Expand leave provisions to all regular employees.
Article 18	LEAVES OF ABSENCE	<ul style="list-style-type: none"> • Expanded eligibility to all employees with 3 years continuous service. • Remove reference to Regular Operator Services.
Article 22	CONTRACTING OUT	<ul style="list-style-type: none"> • The Company will give fourteen (14) days' notice for any Contracting Out of Bargaining Unit work.
Article 23	TECHNOLOGICAL CHANGE	<ul style="list-style-type: none"> • Expanded consistent technological change language to all appendices.
Article 27	COST OF LIVING ALLOWANCE	<ul style="list-style-type: none"> • Update dates and percentage.
Article 28	DURATION	<ul style="list-style-type: none"> • 5 Year and 3 Month Agreement.
Appendix A		
Article A2	WAGE ADMINISTRATION	<ul style="list-style-type: none"> • A minimum of 30 days notice will be provided if a members fails to qualify for a wage increase. <ul style="list-style-type: none"> • Written notice will be sent to the Union. • Wage protection due to workplace accommodation.
Article A3	HOLIDAYS	<ul style="list-style-type: none"> • Add National Day for Truth and Reconciliation. Delete Easter Monday. <ul style="list-style-type: none"> • Holidays in lieu by mutual agreement or paid out. • Pro ration for employees of less than 30 days service. <ul style="list-style-type: none"> • Substitution for holidays expanded.
Article A4	ANNUAL VACATION	<ul style="list-style-type: none"> • Decrementing Vacation entitlement due to absence in following calendar year rather than current year. <ul style="list-style-type: none"> • Increase to Vacation pay as a result of Code changes.
Article A5	HOURS OF WORK AND SCHEDULING	<ul style="list-style-type: none"> • Expand split shifts to AHA and Work Styles employees by mutual agreement. • For employee requested shift changes, the requirement for it to be "for urgent personal business." is removed.
Article A7	DIFFERENTIALS, PREMIUMS, AND STANDBY PAY	<ul style="list-style-type: none"> • Increase to In charge differential from \$1 to \$1.50. • Reviewed the list of certifications that attract the emerging technologies differential.
Article A10	BOARD AND LODGING	<ul style="list-style-type: none"> • When member makes private arrangements for lodging per diem increased from \$25 to \$35 per night. <ul style="list-style-type: none"> • Increase per diem from \$50 to \$60 per day. • A top up allowance of \$20 can be made for extraordinary market conditions with prior approval. <ul style="list-style-type: none"> • Members away for less than a full day per diem increased from \$25 to \$30.
Article A11	RETURNING HOME MID ASSIGNMENT	<ul style="list-style-type: none"> • 46c per KM or the corporate mileage rate whichever is greater.

Article	Title	Proposed Changes
Article A12	TRANSPORTATION	<ul style="list-style-type: none"> • 46c per KM or the corporate mileage rate whichever is greater.
Article A17	OCCUPATIONAL ACCIDENT DISABILITY ABSENCE	<ul style="list-style-type: none"> • Limit payment of wages to 30 days while awaiting claim approval. • In the event a claim is denied all Company paid benefits will cease.
Article A18	PAY PROVISIONS FOR EMPLOYEES ABSENT FROM DUTY	<ul style="list-style-type: none"> • Moved to Master, delete article. • Subsequent article renumbering.
Article A19	PROVISIONS THAT APPLY TO CUSTOMER SALES, SERVICE & SUPPORT - WEST	<ul style="list-style-type: none"> • Increase to In Charge differential from \$1 to \$1.50.
Article A20	PROVISIONS THAT APPLY TO RETAIL OPERATOR SERVICE - WEST	<ul style="list-style-type: none"> • Increase to In Charge differential from \$1 to \$1.50. • Consequential Article renumbering.
Attachment A-1	HEADQUARTERS AREAS	<ul style="list-style-type: none"> • Redrawing of the Lower Mainland headquarters boundary maps. • Reducing the number of headquarter areas from 14 to 12.
Attachment A-4	TECHNOLOGY OPERATIONS - WEST JOB TITLES	<ul style="list-style-type: none"> • Change job titles from DHT and Rackperson to Service Professional and Customer Connections Technician.
Attachment A-5	TECHNOLOGY OPERATIONS - WEST WAGE SCHEDULES	<ul style="list-style-type: none"> • Wage schedule for Service Professional, and Rackperson. • Service Professional would move to a 9 step wage schedule. • Additional pay based on acquiring skills recognized by the company. • Compensation can be withdrawn if that skill is no longer required. • Current DHT members would move into this role automatically upon ratification. <ul style="list-style-type: none"> • Removes demarcation limitation.
Attachment A-6	CUSTOMER SALES, SERVICE & SUPPORT - WEST JOB TITLES	<ul style="list-style-type: none"> • Addition of Deployment Clerk 3.
Attachment A-7	CUSTOMER SALES, SERVICE & SUPPORT - WEST QUASI JOB TITLES	<ul style="list-style-type: none"> • Moving from Quasi to Job Evaluation; Data and Network Client Rep, Customer Help Rep, Data and Network Support Rep.

Article	Title	Proposed Changes
Attachment A-8	CUSTOMER SALES, SERVICE & SUPPORT - WEST WAGE SCHEDULES	<ul style="list-style-type: none"> • Wage Schedules for the move in Attachment A-7.
Appendix B		
Article B2	WAGE ADMINISTRATION	<ul style="list-style-type: none"> • Minimum increase of 3.5% for anyone who bids to higher paying position. • Maintain wages for 1 year when employees are downgraded. • When an employee is temporarily assigned to a role with a different wage range they will receive wage treatment in accordance with company practices.
Article B3	HOLIDAYS	<ul style="list-style-type: none"> • Mandatory change to add National Day for Truth and Reconciliation Holiday. <ul style="list-style-type: none"> • Holidays in lieu by mutual agreement or paid out. • Proration for employees of less than 30 days service. <ul style="list-style-type: none"> • Substitution for holidays expanded.
Article B4	ANNUAL VACATION	<ul style="list-style-type: none"> • Decrementing Vacation entitlement due to absence in following calendar year rather than current year. <ul style="list-style-type: none"> • Increase to Vacation pay as a result of Code changes.
Article B5	HOURS OF WORK AND SCHEDULING	<ul style="list-style-type: none"> • Expand split shifts to AHA and Work Styles employees by mutual agreement. • Add a 10 minute break if an employee operates a visual display unit continuously for 2.5 hours.
Article B7	DIFFERENTIALS AND STANDBY PAY	<ul style="list-style-type: none"> • Reviewed the list of certifications that attract the emerging technologies differential.
Article B10	LAYOFFS	<ul style="list-style-type: none"> • Modified table to allow Tech change to be moved into the Master section.
Attachment B-1	TECHNOLOGY OPERATIONS - EAST JOB TITLES	<ul style="list-style-type: none"> • Change job titles from DHT to Service Professional.
Attachment B-2	TECHNOLOGY OPERATIONS - EAST WAGE SCHEDULES	<ul style="list-style-type: none"> • Wage schedule for Service Professional. • Additional pay based on acquiring skills recognized by the company. <ul style="list-style-type: none"> • Compensation can be withdrawn if that skill is no longer required. • Current DHT members would move into this role automatically upon ratification. <ul style="list-style-type: none"> • Removes Demarcation limitation.
Attachment B-3	CUSTOMER SALES, SERVICE & SUPPORT - EAST JOB TITLES	<ul style="list-style-type: none"> • Merger of job titles; Loyalty and Retention Rep, DNA Specialist, Help Desk Specialist, CAM rep.

Article	Title	Proposed Changes
Attachment B-4	CUSTOMER SALES, SERVICE & SUPPORT - EAST WAGE SCHEDULES	<ul style="list-style-type: none"> New wage ranges for the jobs in Attachment B3, LNR3 Reps currently not doing EMT work will be grandfathered at current wage rate.
Appendix C		
Article C3	HOLIDAYS	<ul style="list-style-type: none"> Adding National Day for Truth Reconciliation to Appendix C. <ul style="list-style-type: none"> Substitution for holidays expanded. Proration for employees of less than 30 days service. Increase to Vacation pay as a result of Code changes.
Article C4	ANNUAL VACATIONS	<ul style="list-style-type: none"> Decrementing Vacation entitlement due to absence in following calendar year rather than current year. <ul style="list-style-type: none"> Increase to Vacation pay as a result of Code changes.
Article C5	HOURS OF WORK AND SCHEDULING	<ul style="list-style-type: none"> Employees can start a split shift before 6:00 AM.
Article C6	OVERTIME	<ul style="list-style-type: none"> Compulsory OT to meet critical service demands.
Article C9	CALL ANSWER AGENT	<ul style="list-style-type: none"> Move Appendix C members to Telus Flex Benefits. <ul style="list-style-type: none"> Delete reference to CTO bank.
Article C10	CTO	<ul style="list-style-type: none"> Delete this article and add the \$0.35 to wages, there is a transitional MOA to address the outstanding CTO balances.
MOA		
MOA	LUMP SUM PAYMENTS FOR 2016- 2018	<ul style="list-style-type: none"> Delete as MOA is spent.
MOA	LUMP SUM PAYMENTS FOR CHANGES TO COLLECTIVE AGREEMENT TERMS AND CONDITIONS	<ul style="list-style-type: none"> Delete as MOA is spent.
MOA^	LUMP SUMS FOR 2023	<ul style="list-style-type: none"> \$5000 upon ratification and \$5000 in October 2023 for Regular Full-time, Regular Part-time, Temporary, Term and Casual employees working more than 50% of full-time hours. \$2500 upon ratification and \$2500 in October 2023 for Regular Full-time, Regular Part-time, Temporary, Term and Casual employees working 50% or less of full-time hours. Provides terms and conditions around the eligibility for lump sums.
MOA	MARKET BASED COMPETITIVE COMPENSATION	<ul style="list-style-type: none"> Added language to remove the premium after 2 years if appropriate. Provides wage protection for members receiving this premium prior to the effective date of the Collective Agreement. <ul style="list-style-type: none"> Provides 90 days notice for the removal of the premium.

Article	Title	Proposed Changes
MOA	ADDITIONAL PENSION CONTRIBUTIONS TO THE TWPP	<ul style="list-style-type: none"> Delete as MOA is spent.
MOA	PENSION PLAN FOR EMPLOYEES IN BRITISH COLUMBIA	<ul style="list-style-type: none"> Status Quo.
MOA	BENEFITS (APPENDIX A - WEST)	<ul style="list-style-type: none"> Delete MOA and move Appendix A members to Telus Team Flex Benefits.
MOA	TEAM TELUS FLEX BENEFITS (APPENDIX B - EAST)	<ul style="list-style-type: none"> Amend MOA to add Appendix A members to the plan.
MOA	BENEFITS (APPENDIX C - COMPETITIVE OPERATOR SERVICES)	<ul style="list-style-type: none"> Delete MOA and move Appendix C Term employees into the MOA Temp, Term employee Flex Benefit Plan.
MOA	BENEFITS FOR TEMPORARY AND TERM EMPLOYEES	<ul style="list-style-type: none"> New MOA to provide Appendix C Term and temporary employees Flex Benefits.
MOA	WORKPLACE ACCOMMODATION	<ul style="list-style-type: none"> Remove the date from the last Collective Agreement as it has passed.
MOA	COMPRESSED WORK WEEK	<ul style="list-style-type: none"> Added language for short term temporary Compressed work week by mutual agreement.
MOA	AVERAGING HOURS OF WORK	<ul style="list-style-type: none"> Reduce overtime rate after 48 hrs to time and a half. <ul style="list-style-type: none"> Updated the dates for averaging periods. Extended FWAP banking period starting the second pay period in May and ending in the final full pay period in December. Reduced the period that FWAP hours can be taken to between the 1st pay period in January and the 1st pay period of May.
MOA	DIGITAL HOME TECHNICIAN	<ul style="list-style-type: none"> Update to reflect change in job title, scope of work / core duties.
MOA	CRIMINAL RECORD AND OTHER CLEARANCES REQUIRED TO PERFORM SECURITY WORK	<ul style="list-style-type: none"> Team members performing Security work will undergo a Criminal Record and Background Check.
MOA	OPERATOR SERVICES	<ul style="list-style-type: none"> English call traffic may be handled by SQET employees in Quebec where deemed necessary.

Article	Title	Proposed Changes
MOA	TELUS RETAIL STORES ORGANIZATIONS	<ul style="list-style-type: none"> • Renew. • The Union reserves the right to challenge this position.
MOA	TWU OFFSHORING CAMPAIGNS (does not form part of the CA)	<ul style="list-style-type: none"> • Renew. • The Union believes we have ample opportunity to speak on this issue regardless of the restrictions set out in this letter and will continue to do so.
MOA	TRANSITION ISSUES	<ul style="list-style-type: none"> • Working document.
MOA^	TRANSITION TO A DIGITAL GRIEVANCE FORM (not part of the CA)	<ul style="list-style-type: none"> • Outlines the process of transitioning to a digital form.
MOA^	PRINTED COPIES OF THE 2022 - 20XX COLLECTIVE AGREEMENT (not part of the CA)	<ul style="list-style-type: none"> • Outlines the number of printed copies, and how many will be distributed to each party.
LOA		
LOA	CASUAL EMPLOYEES	<ul style="list-style-type: none"> • Decrementing Vacation entitlement due to absence in following calendar year rather than current year. • Increase to Vacation pay as a result of Code changes.
LOA	VACATION SCHEDULING - INCREMENTS OF LESS THAN ONE WEEK (APPENDIX A - WEST)	<ul style="list-style-type: none"> • Delete LOA.
LOA	CONSULTATIVE FORUM FOR DISCUSSING CONTRACTING OUT AND OFFSHORING	<ul style="list-style-type: none"> • Amend LOA to update who can attend from the Union and Company. • Add that contracting out will be discussed as a topic. • Increase the frequency of the meetings.
LOA	CONTRACTING OUT (APPENDIX A - WEST)	<ul style="list-style-type: none"> • Added wage protection language for an employee who is redeployed to a lower wage group due to Contracting Out.
LOA	CONTRACTING OUT (APPENDIX B - EAST)	<ul style="list-style-type: none"> • Added wage protection language for an employee who is redeployed to a lower wage group due to Contracting Out.
LOA^	SHORT TERM DISABILITY BENEFIT SCHEDULE FOR GRANDPARENTED EMPLOYEES COVERED BY APPENDIX A	<ul style="list-style-type: none"> • Grandparented STD for members with greater than 11 years service.

Article	Title	Proposed Changes
LOA	DIGITAL HOME TECHNICIAN	<ul style="list-style-type: none"> • Update the job title, remove the limitation on the scope of work they are able to perform.
LOA^	COMPLAINTS ALLEGING HARASSMENT AND VIOLENCE IN THE WORKPLACE	<ul style="list-style-type: none"> • Added a new LOA to align with the updated Code.
LOA^	HIRED INTO THE AT HOME AGENT (AHA) OR WORK STYLES PROGRAM	<ul style="list-style-type: none"> • Outlines the conditions for new hires into the AHA program.
LOA^	DOMESTIC AND FAMILY VIOLENCE	<ul style="list-style-type: none"> • Added a new LOA to cover Domestic and Family Violence leave.
LOA^	REMOVAL OF NON-DISCIPLINARY LETTERS	<ul style="list-style-type: none"> • Provides for Automatic removal on non disciplinary letter other than for attendance to be removed after 2 years.
Collective Agreement	OTHER	<ul style="list-style-type: none"> •2021.130 COLA will be resolved to the Unions satisfaction. •Board complaint #34180-C & #034911-C The Board hearing will be resolved through a joint effort of the Union and Company.
Collective Agreement	COMPENSATION	<ul style="list-style-type: none"> •5 YEAR Collective Agreement. • 3% upon ratification, 2.5% October 2023, 2% October 2024, 2% October 2025, 2% October 2026. • Contract end date moved up 7 months to March 31, 2027.