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May 26th, 2017

"WITHOUT PREJUDICE"

Betty Carrasco
National Vice-President
Telecommunications Workers Union, United Steelworkers Local 1944
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Grievance No. 2013.012 – Denise Chisholm

Dear Ms. Carrasco:

Further to the above grievance and our subsequent discussions, the following outlines the agreement made between the parties on a without prejudice basis, as full and final resolution of the above-noted grievance.

1. The Company commits to sending out the attached communication which reinforces proper log in procedures between June 5 and June 9 2017 to all team members working in the Customer Experience call centers
2. The above terms will be considered full and final settlement of Grievance 2013.012

This settlement 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.

Sincerely,

Sofia Alonso
Director, TELUS Labour Relations

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

May 26 / 17.
DATE

Betty Carrasco
National Vice President
Telecommunications Workers Union

Reminder: Log in procedure for start of shift and breaks

We all get busy in our days so this is a reminder on guidelines and expectations for appropriate log in procedures to be followed at the start of shift or when returning from breaks and lunch.

Start of shift – team members:

- Are required to be at their work station and commencing the log-in process. Unless otherwise directed, team members are expected to begin working once the necessary applications to serve customers have been loaded.
- Will be allotted the necessary amount of time to load these applications, but in the event the loading process is taking longer than normal, must
 - notify the OCM / their manager, and
 - after attempting regular troubleshooting (e.g. reloading the application), log a SPOC ticket for the specific application.

Returning from breaks and/or lunch – team members:

Are expected to log in at the scheduled time and begin immediately handling their normal work duties. Additional time to load the computer system or necessary applications is not required or allotted.

If you have any concerns or require additional clarification, please speak with your supporting leader.