



August 9, 2024

Statement from MPs Matthew Green and Bonita Zarrillo

“As New Democrats we stand strong in solidarity with the United Steelworkers union (USW) members at Telus who are currently facing unjust and challenging conditions due to the company's return-to-office directive.

The urgent application filed by the USW with the British Columbia Supreme Court is a crucial step to protect the rights of these workers. The proposed changes from Telus threaten to cause significant harm, particularly to women, individuals with families, those providing elder care, and members with disabilities.

It is unacceptable for employees to be forced into making such difficult decisions that could impact their personal and professional lives. The At-Home Agent program has been in effect for years and has been very successful – it's not something new. This decision is nothing more than another union-busting tactic to offshore good Canadian jobs to Telus International.

The USW's fight to maintain remote work arrangements and prevent undue pressure on workers is not just a matter of legal rights, but of fairness and respect for the workforce and creating better work-life balance for families.

New Democrats fully support their efforts and urge Telus to reconsider its stance, prioritizing the well-being and rights of its employees.”



Matthew Green
Member of Parliament, Hamilton Centre

Bonita Zarrillo
Member of Parliament, Port Moody-Coquitlam



Jason Macdonnell
SVP, Customer Service Excellence
TELUS
jason.macdonnell@telus.com

August 1, 2024

Re: Barrie Contact Centre

Dear Jason,

We are writing to express our deep disappointment regarding the decision to close the Barrie call centre.

It was just over a year ago when our community, the employees, and management celebrated the opening of the new, state of the art call centre. MP Brassard was in attendance and heard from both TELUS team members and management while touring the facility, just how accommodating TELUS was with respect to employees being able to do their job remotely and how this new centre was designed to accommodate work-life balance for its employees.

Everyone who was there was impressed by not only the commitment TELUS was making to its employees, but also how committed they were to Barrie. Yet here we are just over a year after the opening and 150 plus area families are now faced with the devastating news of potential job loss if they do not re-locate to Montreal.

Having met with the Union representing the employees and speaking with TELUS representatives, we are asking that both sides come together to find solutions in an effort to avoid this closure from occurring by exploring options, or at a minimum delay the closure from happening if in fact the possibility of options can be found. Our understanding is that the Union representing the families is willing to work with TELUS on solutions to better assist with the customer service experience that TELUS is so anxious to improve on.

With great respect, it is unreasonable regardless of what is being offered in severance or moving allowances, to expect 150 families to simply pack up and move to another City and Province and it is even more unreasonable that they have been asked to make this decision so quickly.

We trust that you can appreciate just how difficult this is on the families. Many of them have been with TELUS for a long-time and have their roots firmly planted in Central Ontario. We sensed the anguish they are feeling during our meeting, so we are asking as their Members of Parliament that TELUS work with them to avoid this closure from occurring. In many cases, the best solutions are employee driven ones especially when they share the common goal of improving the customer service experience and when so much is at stake for their families and for TELUS.

Sincerely,



John Brassard
Member of Parliament | Barrie-Innisfil
Chair, Access to Information, Privacy and
Ethics Committee



Doug Shipley
Member of Parliament | Barrie-
Springwater-Oro-Medonte
Vice-Chair Public Safety Committee

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