

September 5, 2017

Via email: reno.vaillancourt@bell.ca

Reno Vaillancourt
Vice President, Human Resources & Labour Relations
Bell Canada
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Verdun QC H3E 3B3

Reno,

We are writing to you today to raise a very important issue that has become increasingly tense over the course of the last number of months with our members who work for the various Bell companies.

As we know you are aware, grievances regarding the various performance management systems, their current utilization and the increased monitoring by the various Bell companies are beginning to pile up and if things continue it will only get worse. Clearly that is reason for all parties to be concerned.

Our members, Local Union Presidents and our National Representatives are all of the opinion that this is a major issue which Unifor must take on and we could not agree more. The programs take on multiple forms and are called different things, but in the end the fact remains, we must come together to discuss the utilization of performance management systems, their purpose, the parameters in which members are evaluated and the course of corrective action that is most appropriate in the circumstance. One thing is for sure, Unifor will not agree to a one size fits all approach to performance management that fails to properly evaluate things that are out of the control of workers. We do recognize that Bell has the right to manage its employees and to implement measures to increase customer service, but there is ample case law that demonstrates the fairness in which these types of programs must have built in to them.

We have instructed our assistants who oversee these files to pull together our legal team to determine our approach to this and additionally have directed our membership mobilization department to put together a plan to properly engage with our members on this issue. There are many options available as to how we may approach this, but in the end, all will depend on our ability to commence this dialogue in a meaningful way. We are aware that this issue has been raised between the company and different representatives of Unifor, but clearly a more detailed conversation is required.

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In light of the above we are asking two things from you by way of this letter:

1. Immediately work with our assistants to pull together a meeting of the appropriate people from both Management (of the various Bell companies) and Unifor.
2. Cease and desist from any administrative/disciplinary measures being taken against our members (coaching and mentoring/training is appropriate).

If we can agree on the above, Unifor will request all locals to put their grievances on these issues in abeyance as we work toward a common understanding with regard to performance management.

We thank you in advance for your prompt attention to this issue.

Regards,



Jerry Dias
National President



Renaud Gagné
Quebec Director

JD:RG:lmc/cope-343

cc: Chris MacDonald, Assistant to the National President
John Caluori, Assistant to the Quebec Director
National Representatives servicing Bell companies
Local Presidents of Bell companies