

COLLECTIVE AGREEMENT

BETWEEN

UNIFOR LOCAL 950

AND

BELL CANADA



EFFECTIVE DECEMBER 18, 2017

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COLLECTIVE AGREEMENT

This agreement is made in duplicate this 18th day of December, **2017** between:

UNIFOR LOCAL 950, the duly certified bargaining agent, hereinafter also referred to as the "Union",

OF THE FIRST PART;

- and -

BELL CANADA, hereinafter also called the "Company",

OF THE SECOND PART.

ARTICLE 1
RECOGNITION AND SCOPE

- 1.01** The Company agrees to recognize the Union as the sole collective bargaining agent for employees covered by this Agreement.
- 1.02** The employees covered by this agreement will be those who are employed in any of the occupations listed in Appendix A of this agreement.
- 1.03** It is understood and agreed that employees hired into the bargaining unit will be subject to a probationary period of 6 months starting on their date of hire and that the Company has the right to dismiss a probationary employee at any time and for any reason during that period.
- 1.04** When the parties mutually agree that a new occupation established during the term of this agreement clearly has a number of significant points in common with the other occupations covered by this agreement, the new occupation will fall within the scope of this agreement and Appendix A shall be deemed to be amended to include that new occupation.

The parties will then discuss and determine the appropriate compensation level for the new occupation.

If no agreement is reached on both of the paragraphs above, the matter may be submitted directly to step 3 of the grievance procedure.

ARTICLE 2
DISCRIMINATION

- 2.01** The Company and the Union agree that they will not unlawfully discriminate against or harass an employee for reasons of that employee's race, national or ethnic origin, colour, religion, gender, pregnancy, age, sexual orientation, **sexual identity, gender expression**, marital status, disability, political affiliation, choice to become a Union member or not to become a Union member or for exercising any rights provided within this Agreement.

ARTICLE 3
DEDUCTIONS

UNION DUES

- 3.01** Subject to the provisions of this article and upon the written request of the Union, the Company will deduct Union dues from all employees in the bargaining unit in an amount specified by the Union.
- 3.02** The Company agrees that all dues deductions will be processed on a bi-weekly basis corresponding to each pay period.

- 3.03** As soon as possible after the deductions have been processed, the Company will remit the amount deducted to the Secretary-Treasurer of the Union, along with a list of employees for whom the deductions were made and the amounts deducted from each employee.
- 3.04** In addition and on a monthly basis, the Company will provide the Union with names and locations of new bargaining unit hires, transfers, changes of status, resignations, dismissals or retirements.
- 3.05** The Company agrees to provide the Union on a yearly basis with a breakdown of the bargaining unit based on gender and age.

SOCIAL JUSTICE FUND CONTRIBUTIONS

- 3.06** The Company will deduct, on behalf of all employees in the bargaining unit, an amount from their pay equal to one (1) cent for each regular hour worked per pay period, for the purposes of the **Social Justice Fund**.
- 3.07** This deduction will be processed on a bi-weekly basis corresponding to each pay period and remitted to the account of the charitable organization designated as the Unifor **Social Justice Fund** as soon as possible after the deductions have been processed.
- 3.08** Where an employee objects to the above mentioned deduction, they must inform the Local Union President in writing who will in turn inform the Company and the deductions will stop.

GENERAL

- 3.09** The Company will stop making any deductions described in this article when an employee is assigned to a position not covered by this Agreement.
- 3.10** The Union agrees that it will save the Company harmless from any and all claims which may be made against it by any employee, or employees, for the amounts deducted from wages as provided in this Article.

ARTICLE 4 MANAGEMENT RIGHTS

- 4.01** The Company has the exclusive right and power to manage its operations in all respects and in accordance with its commitments and responsibilities to the public, to conduct its business efficiently and to direct the working forces, to distribute the work load, and without limiting the generality of the foregoing, it has the exclusive right and power to hire, promote, transfer, demote or lay-off employees, and to suspend, dismiss or otherwise discipline employees for just cause.

ARTICLE 5
GRIEVANCE PROCEDURE

5.01 The Company and Union agree that it is in the best interest of all parties to promptly and effectively resolve differences that may arise related to the interpretation, application or administration of this Agreement. The parties further agree that the following grievance procedure will be used to resolve differences described above.

5.02 General

- a) The parties are encouraged to resolve grievances through open and informal discussion throughout the entire process described below. It is accepted that this may result in the informal resolution of the grievance that would then require the Union or the Company to withdraw the formal grievance.
- b) Time limits are mandatory and may only be extended by mutual consent in writing.
- c) If a grievance is not initiated or advanced to the next stage within the stipulated time limits, it shall be deemed to have been abandoned and cannot be continued or re-opened.
- d) Formal grievances will be submitted in writing on a standard grievance form agreed to by the parties, and will include:
 - a. the grievor's name and occupation;
 - b. the date of the event giving rise to the grievance;
 - c. the nature of the grievance;
 - d. the article of the collective agreement allegedly violated;
 - e. the remedy sought by the grievor.

5.03 Step 1 – Informal

No employee may file a formal grievance until the employee and/or the Union Steward has first gone to the immediate manager in an attempt to resolve the grievance. The employee or the Union Steward will contact the immediate manager of the concerned employee, by fax or email, within thirty (30) calendar days from the date at which the employee or Union should have reasonably been aware of the event and inform the manager of their wish to discuss the issue in an attempt to resolve the grievance.

The immediate manager will then have seven (7) calendar days to discuss the issue and respond verbally to the employee or the Union Steward.

If no resolution is obtained at this stage, the issue may be submitted in the form of a formal grievance at step 2.

5.04 Step 2 - Formal Grievance

The employee or Union steward will have seven (7) calendar days from the date of the response at step 1 to advise in writing the level of management immediately above the manager involved at step 1 that they are filing a formal grievance.

The manager advised at step 2 will then have seven (7) calendar days to discuss the grievance with the concerned parties and respond in writing.

The participants in this discussion, either face to face or by other means when more cost efficient, are to be limited to no more than two (2) per party.

If no resolution is obtained at this stage, the grievance may be submitted to step 3.

5.05 Step 3

The Local Union President (or designate) will have fourteen (14) calendar days from the date of the written response at step 2 to advise the Company's Director of Labour Relations (or designate) that the Union is pursuing the grievance to step 3.

The Director of Labour Relations (or designate) will then have fourteen (14) calendar days to discuss the grievance with the concerned parties and respond in writing to the Local President.

The participants in this discussion, either face to face or by other means when more cost efficient, are to be limited to no more than four (4) per party.

For cases of alleged unjust dismissal, Union grievances or Company grievances, the grievance will be submitted directly to step 3.

If no resolution is obtained at this stage, the issue may be referred to mediation.

Mediation can be waived only by mutual agreement in writing. In such case, the grievance may be referred directly to arbitration.

5.06 Mediation

The grieving party will have fourteen (14) calendar days from the date of the written response at step 3 to inform the other party that they wish to pursue the grievance to mediation.

The parties hereby agree that the Mediation services of HRSDC, insofar as said services are available, will be used to address the grievances referred to mediation. If HRSDC services are no longer available or not available in an agreed upon timely fashion, both parties must agree on an alternative mediation service. If there is no agreement on an alternative mediation service, the grieving party may pursue the grievance to arbitration.

If through mediation the grievance is not resolved it may be submitted to arbitration.

ARTICLE 6

ARBITRATION

6.01 Either party may, after exhausting the grievance procedure established by this Agreement, pursue the matter to arbitration by notifying the other party in writing within 30 calendar days of either:

- the end of mediation; or
- the date of the response at step 3 of the grievance procedure if both parties have agreed in writing to forego mediation.

It is expressly agreed that the right to arbitration does not extend to any matters other than those concerning the interpretation, application or administration of this Agreement.

6.02 In the event that a grievance will be submitted to arbitration, the parties will make every effort to agree upon and appoint a single arbitrator within 14 calendar days following the reception of written notice described in paragraph 6.01. At the discretion and by mutual agreement of the parties, a three (3) person arbitration panel may be utilized rather than a single arbitrator.

If the parties fail to agree upon the appointment of an arbitrator, either party may apply to the Minister of Labour for Canada, to appoint as arbitrator, a person knowledgeable and experienced in the interpretation of written collective agreements.

6.03 The arbitration hearing will take place as promptly as possible in a location mutually agreed to and selected for its cost effectiveness and proximity to the parties to the proceeding.

6.04 The arbitrator shall not have any power to alter or change any of the provisions of this Agreement, nor to substitute any existing provisions with new ones. In reaching a decision, the arbitrator will be bound by the terms and provisions of this Agreement.

6.05 The arbitrator will, before the hearing, require the representatives of the parties to define the question of interpretation, application or administration to be arbitrated and to establish the procedure to be followed at the hearing.

6.06 The parties will each bear one-half of the fees and expenses of the arbitrator and of any clerk or stenographer whom the arbitrator may require. Each party will also bear all expenses incurred by it whether of witnesses, the attendance of witnesses and representatives, exhibits and panel members when applicable.

6.07 The decision of the arbitrator will be final and binding on the parties, but such decision will not have a retroactive effect prior to the date of the occurrence on which the grievance is based.

ARTICLE 7
HOURS OF WORK

- 7.01** A “week” is from Sunday to Saturday.
- 7.02** “Working hours” are from 00:00 to 24:00 on any day of a week.
- 7.03** “Normal working hours” are from 6:00 to 18:00 on any day of a week.
- 7.04** “Off normal working hours” are from 18:00 to 24:00 and 00:00 to 06:00 on any day of the week.
- 7.05** The “basic hours of work per day” for a full time employee will be 7.5 hours. This will be called a “work shift”.
- 7.06** The “basic hours of work per week” for a full time employee will be 37.5 hours based on a five (5) day work week. This will be called a “work week”.
- 7.07** It is agreed that based on business needs, which for the purposes of this Agreement will be determined by the Company, the Company has the right to assign or change employees’ work shifts.

The Company will normally give a minimum of ninety-six (96) hours notice of a shift change except in exceptional circumstances.

The Company will also, if business needs permit, attempt to implement shift changes on a volunteer basis whenever possible.

- 7.08** Where the Company, based on business needs, has given permission to an employee to work from their residence, the time spent working will be considered hours worked.
- 7.09** With exception to circumstances related to essential services, an employee is entitled to a minimum of eight (8) consecutive hours off work during the twenty-four (24) hour period commencing with the start of his or her regular shift. Seven (7) of these hours should normally be between the hours of midnight and 7:00 A.M. for those employees working a day shift.

An employee, who works overtime **or has been shifted**, shall have the hours worked between midnight and 7:00 A.M. reduced from their next scheduled shift provided that the employee begins the next scheduled tour within eight hours of the conclusion of the overtime **or shifted hours**.

All employees will be paid on a straight time basis for any time on their next scheduled shift for which they are excused because of working on overtime **or shifted** basis between the hours of midnight and 7:00 A.M.

- 7.10** "Temporary Employee" means an employee who is engaged on the understanding that the period of employment is expected to continue for more than three weeks but not more than 5,200 hours of time worked on a continuous basis.

- 7.11** (a) A Temporary employee, upon accumulating 5,200 hours of time worked on a continuous basis, shall be reclassified to Regular Part-Time status.
- (b) Time worked is defined as regular hours of work and overtime work performed by the employee.
- (c) For the purpose of subsection 7.08 (a), vacation time, once taken, and time paid for a statutory holiday not worked shall be counted.
- 7.12** (a) Where temporary employees are work completed prior to their planned work completion date, or where no date has been provided, the employee shall be given at least two (2) weeks notice.
- (b) Notwithstanding the provisions of subsection 7.08 (a) where a former temporary employee is rehired as a temporary employee within three (3) months of their last Day of employment, time previously worked shall be included in the calculation of continuous time worked.

ARTICLE 8 OVERTIME

8.01 Overtime means the time worked:

- (a) in addition to the 7.5 basic hours of work per day , or
- (b) in addition to the 37.5 basic hours of work per week.

Overtime, except in exceptional emergency situations, is to be scheduled and approved by management.

8.02 When overtime is worked, the pay rate will be 1.5 times the basic rate of pay when:

- (a) Overtime hours worked in excess of 7.5 hours a day (on a regularly scheduled workday) or;
- (b) Hours worked in excess of 37.5 hours a week or;
- (c) Overtime worked on the first day of rest (e.g. Saturday);
- (d) Overtime is continuous and commences on the first day of rest and ends in the second day of rest (e.g. work commences on Saturday evening and continues into Sunday morning).

8.03 When overtime is worked, the pay rate will be 2.0 times the basic rate of pay when:

- (a) Overtime hours are worked on a non-continuous basis on the second and subsequent weekly day(s) of rest, in the same rest period (e.g. normally a Sunday) – applies only when the employee has already worked overtime on a prior day of rest in the same rest period.

8.04 In some circumstances the immediate supervisor will have the complete discretion to accept an employee's request to bank overtime hours worked in lieu of monetary compensation.

(a) If the immediate supervisor approves for the employee to bank their overtime hours worked in lieu of monetary compensation it will be banked at 1.5 times the basic rate of pay in accordance with Article 8.02 or at 2.0 times the basic rate of pay in accordance with Article 8.03;

(b) An employee's bank of hours will not exceed 127.5 banked hours once the worked hours have been multiplied at the rates stated in Articles 8.02 and 8.03. There will be no expiry on the quota of 127.5 hours of banked time.

(c) Banked hours must be taken as time off during regularly scheduled basic hours of work, at the basic rate of pay, at a mutually agreed upon time between the employee and their immediate supervisor.

(d) In lieu of taking the time off provided under this section, an employee with banked time owing, may request to be compensated, once every calendar year, at his basic rate, for up to 127.5 hours from his bank each calendar year.

ARTICLE 9 ON-CALL

9.01 In today's world many employees stay connected to their customers and to their teams by using a pager, a cellular telephone, etc. In this way they are usually available although they may not often receive many calls after hours.

This form of availability is part of our competitive advantage and it is also part of the basic requirement of the job -- no overtime pay or premium is provided in such cases.

9.02 The on-call premium is intended for situations when an employee is specifically assigned, by the Company, to be called on-duty after regular working hours for a period of time. These employees are on-call and will typically handle a large volume of calls that will involve coordinating resources and working to resolve emergency problems.

Premium:

\$25.00 per every 8.0 hours to a maximum of \$50.00 Monday to Friday and a maximum of \$75.00 Saturday, Sunday and on statutory holidays.

PLUS

– For time spent responding to calls: applicable call-out premium.

ARTICLE 10
CALL-OUT

- 10.01** Call-out premium applies in situations when an off-duty employee is called-out for non-continuous overtime to a work site in order to resolve an immediate and urgent problem.

Call-out premium is the greater of three (3) hours of pay at time and a half or the value of the time worked.

- 10.02** Where an off-duty employee is called-out and has already been compensated for the three (3) hours of pay outlined in Article 10.01, said employee is not eligible for the three (3) hours of pay again unless more than three (3) hours has elapsed between the start of the first incident and the commencement of the second incident of call-out.

- 10.03** There are situations when employees are called for emergencies that can be resolved from home (or remotely). These situations, while not considered call-out, will be compensated by the greater of two (2) hours of regular pay or the value of the time worked. The Company recognizes that employees who are not "On-Call" (as defined by Article 9.02) and have been called-out will make a reasonable effort to remain available.

- 10.04** Where an employee has been called a second time at home, said employee will not be eligible for the two (2) hours of regular pay as outlined in Article 10.03, unless more than two (2) hours has elapsed since the start of the first incident.

ARTICLE 11
SHIFT PREMIUM

- 11.01** Some business units operate on a 24 hour/7 day basis. Employees in these and other groups may be required to work off-normal working hours. These shifts may be worked, as decided by the Company, on a regular, occasional or rotational basis. For shifts that begin prior to and run past 18:00, the employee will be compensated for the hours worked after 18:00 at the premium.

The premium paid for these shifts is 5% of the regular pay for the duration of the assignment. Premium ceases as soon as the shift is over.

ARTICLE 12
LUNCH PERIOD and BREAKS

- 12.01** Lunch breaks can range from 30 to 60 minutes during a work shift and are scheduled at management's discretion. Lunch breaks are unpaid and are excluded from the 7.5 hour work day.

Additional breaks may be taken during the work shift. These breaks are paid and inclusive in the 7.5 hour work day. These breaks shall not exceed 15 minutes and shall be limited to 2 per 7.5-hour work shift. These breaks are available to employees when the business permits but are not an entitlement nor would they be paid out if not taken.

12.02 When the job requires 7.5 or more hours of continuous attendance by an employee, twenty (20) minutes shall be allowed for lunch on the job as part of the tour of duty.

12.03 When a meal period, not exceeding twenty (20) minutes, is authorized in connection with at least three (3) hours of overtime worked which is consecutive after an employee's shift, such meal shall be considered as time worked.

ARTICLE 13 VACATION

13.01 Earning Vacation Days

Vacation days are calculated on a calendar-year basis and an employee earns vacation with pay beginning in the first year of employment. The years of service used in the schedule below corresponds to the highest level of Net Credited Service achieved in the calendar year of reference.

13.02 Vacation Allotment

Years of Service	Vacation Days **
Less than 1	15 *
1-6	15
7-11	20
12-17	23
18-24	25
25 and above	30

* Prorated according to portion of calendar year worked (1.5 days per month for a maximum of 15 days).

** Each vacation day is based on 7.5 hours/ day

Under exceptional circumstances, in order to recruit experienced and talented individuals, it may be necessary to provide a new employee with vacation time more aligned with their previous work experience. If this is done, the Company will advise the Union of the decision and circumstances.

13.03 Scheduling Vacations

Business requirements will always be taken into consideration when scheduling vacation. In most cases this means discussing the employee's plans with their immediate supervisor.

Vacations must be taken between January 1st of the calendar year in which they are earned and April 30th of the following year. Vacation in one year can be taken before it is completely earned provided that the immediate supervisor is satisfied that there is a reasonable expectation that the employee will complete the calendar year.

Unused vacation time cannot be carried forward beyond April 30th unless there are extenuating circumstances and in very limited circumstances. In these cases, prior Vice-President approval is required. Vacation time cannot be carried forward beyond October 31st in the year after the calendar year for which it was earned.

In the event that an employee cannot take his or her vacation within the appropriate time limits due to sickness or accident disability, the vacation is to be granted at the earliest possible time, depending on business requirements.

When a Company holiday falls on a day the employee is on vacation the vacation day will be replaced with the Company holiday and the employee shall be entitled to an additional day off with pay at a time convenient to the employee and the Company.

13.04 Postponing a Scheduled Vacation

If an employee becomes ill, has a work accident, or is called upon for jury duty on or before the last day worked prior to a scheduled vacation, the vacation may be rescheduled. When an employee becomes ill, has an accident or is called for jury duty after leaving work on vacation, the employee's vacation shall normally not be rescheduled.

Any unused prior year vacation due to postponing of vacation should be taken at the end of the absence period / leave, before the employee returns to work.

13.05 Calculating Vacation for Part-time Employees

The vacation schedule for a part-time employee is the same as that for a full-time employee, except that it is prorated based on time worked. The time worked considered for calculating the prorated vacation is the employee's scheduled time.

13.06 Earning Vacation during a Personal Leave of Absence

The first 30 calendar days of a personal leave of absence are considered as though the employee had been at work, for the purpose of calculating vacation earned, provided that the employee physically returns to work after the absence. Except for this period, a personal leave of absence is not considered as time worked in the calculation of vacation earned.

13.07 Earning Vacation during Other Leaves of Absence: Maternity, Parental, Sickness, and Accident.

Absence while on maternity leave, parental leave or while receiving short-term disability benefits for sickness is considered as though the employee had been at work for the purpose of calculating vacation earned, but only if the employee physically returns to work after the absence or goes from Short Term Disability to Long Term Disability.

For employees proceeding on maternity or parental leaves that are expected to extend beyond April of the year after that for which a vacation was earned, any earned vacation should be taken prior to the start of the leave. Unused prior-year vacation, including such vacation earned while on the leave, should be taken at the end of the leave, before the employee physically returns to work.

13.08 Earning Vacation during a Long Term Disability

Absence Long term disability absence is not counted as time worked when calculating vacation earned. Vacation time for an employee returning to work after a long-term disability is prorated according to his/her NCS date and the time worked during the calendar year. Also, during LTD rehabilitation, employees accumulate vacation based on worked days only.

13.09 Earned Vacation prior to Long Term Disability

Prior to starting Long Term-Disability (between the short term disability and long term disability periods), the employee must take all earned vacation days as well as any other banked time. This does not apply for employees going on LTD rehabilitation immediately after a short term disability period. In this case, vacations must only be taken before April 30th of the following calendar year unless an employee is absent once again due to disability and the manager deems that other arrangements are more appropriate.

13.10 Pay in lieu of Vacation

When an employee leaves the Company (e.g., work completed, resignation, dismissal, etc.), a calculation is processed in order to establish if the Company should make a payment for unused vacation or if the employees must reimburse the Company. This calculation is based on earnings obtained up until the date of termination multiplied by 4% or 6 % depending on the employee's years of service, minus the vacation days already taken by the employee.

If an employee has taken more vacation time than he or she has earned, the overpayment of vacation pay will be recovered from the employee's final paycheck.

13.11 Vacation Pay Adjustment

Federal legislation requires that an employer provide annual vacation pay of at least 4% of annual earnings to employees who have less than 6 consecutive years of service, or 6% of annual earnings to those who have 6 or more consecutive years of service.

The Vacation Pay Adjustment payment makes up for the difference, if any, between what has been paid by the Company during a year and what the requirements are. For this calculation, annual earnings include any job related compensation payments. It does not include termination allowances and other such earnings.

ARTICLE 14 **COMPANY HOLIDAYS**

14.01 The following are the Company Holidays:

- New Year's Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- * Boxing Day

* If December 26th is Monday, the Tuesday immediately following is the observed as the holiday.

14.02 When any of the above holidays falls on a Sunday, the Monday immediately following is to be observed as the holiday. If the holiday falls on a Saturday another day off with pay will be granted at a time determined by the Company.

14.03 An employee qualifies for holiday pay if the employee received wages for at least 15 calendar days in the preceding thirty (30) days prior to a holiday. An employee who has resigned, retired, was laid off, dismissed, or whose work was completed is not eligible to holiday pay.

14.04 An employee does not qualify for holiday pay if the holiday is observed during a period where the employee is receiving disability benefits or is on a leave of absence.

14.05 An employee required to work on a holiday will be entitled to overtime pay treatment and an alternate day off. The alternate day off shall be taken within twelve (12) months of the holiday worked, and shall be scheduled based on business needs and management approval.

Regular Status Employees

14.06 In addition to the holidays stated in section 14.01, regular employees at work for at least three (3) months shall be granted up to four (4) Personal Floater Days off with pay each calendar year at their basic rate of pay for those days. For a regular part-time employee, the value of a day off with pay shall be calculated as the greater of ten (10)% of their earnings for the two (2) week pay-period immediately preceding, or five (5)% of their earnings for the four (4) week pay-period immediately preceding when the day off with pay is taken, excluding overtime, shift premium, on-call premium, and call-out premium.

14.07 A regular employee is entitled to:

- (a) Four (4) Personal Floater Days if actively at work for at least nine (9) months in the calendar year;
- (b) Two (2) Personal Floater Days if actively at work for at least three (3) months but less than nine (9) months in the calendar year.

Temporary Status Employees

14.08 In addition to the holidays stated in section 14.01, temporary employees at work for at least three (3) months shall be granted up to two (2) Personal Floater Days off with pay each calendar year at their basic rate of pay for those days. For a temporary part-time employee, the value of a day off with pay shall be calculated as the greater of ten (10)% of their earnings for the two (2) week pay-period immediately preceding, or, five (5)% of their earnings for the four (4) week pay-period immediately preceding when the day off with pay is taken, excluding overtime, shift premium, on-call premium, and call-out premium.

14.09 A temporary employee is entitled to:

- (a) Two (2) Personal Floater Days if actively at work for at least nine (9) months in the calendar year;
- (b) One (1) Personal Floater Day if actively at work for at least three (3) months but less than nine (9) months in the calendar year.

General

14.10 For the purpose of sections of 14.07 and 14.09, an employee shall not be considered actively at work when receiving disability benefits, is on leave of absence (including maternity / parental leave) or on salary continuance.

14.11 Personal Floater Days must be taken between January 1st and December 31st of the calendar year in which they are earned. There will be no payment in lieu of unused floater days.

14.12 If an employee has taken more Personal Floater Days off than he or she has earned, the overpayment of personal floater days will be recovered from the employee's final pay.

14.13 Scheduling of Personal Floater Days is subject to business needs and management approval.

14.14 Personal Floater Days must be used in whole increments; partial day usage is not permitted.

ARTICLE 15 **BEREAVEMENT LEAVE**

15.01 An employee shall be granted, in the event of the death of his or her spouse, common-law partner, same-sex partner, son or daughter, bereavement leave with pay from any of their scheduled tours of duty that occur during the five days immediately following the day of death.

15.02 An employee shall be granted, in the event of the death of his or her father, mother, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandparent, grandchild, father or mother of common-law partner, father or mother of same-sex partner, or other relative residing in the same permanent residence as does the employee, bereavement leave with pay, from their scheduled tours of duty for any necessary period not exceeding three days.

15.03 The Company may extend the periods of bereavement leave with pay provided for in sections 15.01 and 15.02 to one week when it is necessary for the employee to leave the city in which they are employed.

15.04 Bereavement leave may be required outside the period specified in sections 15.01 to 15.03. In such circumstances, the Company may grant a request to defer the leave.

15.05 If an employee is entitled to bereavement leave as provided for in 15.01 and 15.02, during the last day of work preceding a vacation, and if the employee so requests, the Company will reschedule the vacation. Only the balance of bereavement entitlement that occurs during the vacation shall be rescheduled. The rescheduling of vacation will be subject to business needs, and must be taken in the calendar year for which the vacation is given or by the end of April of the following year.

ARTICLE 16 **WITNESS AND JURY DUTY**

16.01 An employee who has been excused from a regular work assignment because of jury duty, or to act as a witness in Court under subpoena, shall be granted pay at their basic rate (or for a part-time employee at his or her pro-rata proportion of the basic rate) for the necessary absence from duty. An employee acting as a voluntary witness or who is otherwise involved as a party in the case shall not be paid for any absence occasioned thereby.

16.02 An employee shall report for regular duties when temporarily or finally excused from such attendance at Court.

16.03 When, before leaving work on the last day of work preceding their vacation, an employee is validly ordered to attend jury duty, and the time stipulated for attendance at Court falls within the time scheduled for the employee's vacation, the Company, if the employee so requests, shall re-schedule the vacation at a later date in the calendar year for which the vacation is given or by the end of April of the following year.

ARTICLE 17

SAFETY AND HEALTH

17.01 Both parties to the present Agreement recognize the need to ensure the safety and protect the health of all employees.

17.02 It is the Company's responsibility to adopt and introduce, as circumstances may require, reasonable procedures and techniques to provide for the safety and health of employees while at work. The Union may make suggestions regarding safety for consideration by the Company.

17.03 It is the employee's responsibility to take, in accordance with the Company rules and procedures, all reasonable and necessary precautions for their own safety, including the use of all appropriate safety clothing and equipment when required by those procedures. No employee shall be required to work in an unsafe manner or to use unsafe tools, vehicles or equipment.

17.04 An invitation shall be given to a Local Safety and Health representative to attend any accident investigation meeting involving an employee whom he represents. The local Safety and Health representative may delegate a Steward from the same local to replace him or her at the meeting. An invitation shall also be extended to the Local Officer where, in the opinion of Management, the Local Officer may contribute to the development of recommendations that will prevent similar accidents in the future. The Local Officer may delegate another Local Officer from the same local to replace him or her at the meeting. The Local officer or said delegate, when required, and any Local Safety and Health representative, will participate in meetings via conference call, unless it is agreed by management that circumstances warrant a physical presence.

17.05 The Company shall pay for all safety equipment that employees are required to wear except for safety footwear which is provided for in the Safety Footwear Memorandum of Agreement included in this agreement.

17.06 (a) The Corporate Safety and Health Committee is composed of three management representatives and three non-management representatives, one of which is a Local 950 delegate, the Local 950 President (or delegate), and a non-management employee not represented by Local 950.

(b) The Corporate Safety and Health Committee shall meet at least quarterly and is responsible for establishing its own rules and procedures as well as the rules and procedures of the local Safety and Health Committees, their scope of responsibility, frequency of meetings and any other similar matter.

(c) Except for the number of Committees and the frequency of meetings, the rules for both the Corporate and local Safety and Health Committees, as referred to in subsection 17.06 (b), shall mean the powers and obligations of joint Safety and Health Committees found in Part II of the Canada Labour Code.

(d) Notwithstanding the provisions of Article 5, any contestations relating to the interpretation, administration or operation of the procedures agreed to by the parties for both the Corporate and local Safety and Health Committees shall not be submitted to the grievance procedure.

(e) It is clearly understood that relevant safety and health issues that have implications that transcend local concerns will be referred to the Corporate Safety and Health Committee together with any notes dealing with that issue.

17.07 The number of western Local Safety and Health Committees shall be as mutually agreed to by the parties. These Committees are composed, in equal numbers, of employees and representatives of the Company, and will include Local 950 members and non-members.

ARTICLE 18

WORKING CONDITIONS COVERED BY COMPANY POLICIES

18.01 Travel and Expense Policy

Where an employee is required to travel on Company business at least 72km one way from the Company work center he shall receive the following:

\$20.00 if away over the lunch period, and \$30.00 for dinner if the regular work day extends a minimum of three (3) hours beyond the basic hours of work per day. Receipts must be provided for each meal claimed.

Where an employee is required to travel on Company business and overnight, he shall receive living expenses as follows:

(a) Reasonable and actual expenses for satisfactory, single occupancy room where it is available, and

(b) a per diem allowance of

(i) \$65.00 per calendar day (receipts must be provided), if the employee is away for a full calendar day, or

(ii) \$15.00 if away over the breakfast period (overnight stay required), \$20.00 if away over the lunch period, and \$30.00 for dinner if work extends a minimum of three hours beyond the basic hours of work per day. Receipts must be provided for each meal claimed.

18.02 Benefits

The Company agrees to notify the Union, prior to its implementation, any change in the level of benefits provided to employees covered by this Agreement under the following:

(a) The Defined Contribution Pension Plan;

(b) The health, life and accident insurance coverage under the Omniflex Benefits Program;

Details of the benefit plans can be found at <https://www.benefitsavantages.hroffice.com>.

ARTICLE 19 WORKFORCE MANAGEMENT

19.01 For the purpose of this Article, a regular employee is an employee who is not employed on a temporary or term basis.

19.02 The parties agree that the Company's ability to manage its workforce to fluctuating business or customer needs is an essential element to the success of the Company and that this is part of its management rights.

19.03 Before the Company proceeds with any reductions of regular employees, the Company and the Union shall meet within ten (10) days of the notification to surplus regular employees. The purpose of said meeting will be to discuss the possible benefit of an alternate adjustment plan regarding regular employee reductions. In the event an alternate plan cannot be reached to the satisfaction of both parties, the Company will proceed with any necessary reductions of regular employees in its complete discretion.

19.04 In the context of Article 19.02, it is agreed by the parties that temporary and/or term employee(s) will be terminated from their employment prior to the termination or lay-off of any regular employee(s), if said temporary and/or term employee(s) is performing the same work, and in the same occupational title and report centre, as the regular employee(s).

19.05 The Company will identify the number of regular employee reductions and administer said reductions on the basis of:

- a) Occupational title as outlined in Appendix A of this Agreement; and
- b) Report centre; and
- c) Least net credited service as shown on Company records

Notwithstanding the provisions of 19.05 above, the Company may ask if there are any employees meeting the surplus requirements who will volunteer to leave the Company.

19.06 In the event a regular employee in the Team Prime occupational title is declared surplus, said regular employee would have the option of demotion into their natural work group and report centre.

a) Natural work group is defined as the team for which the Team Prime provides technical knowledge and support to team members for day-to-day issue resolution;

b) In the event of a Team Prime demotion, working conditions will change to reflect the new occupational title, as may the salary;

c) In the event a regular employee in the Team Prime role demotes into their natural work group, the Company may then proceed with a surplus of one or more regular employees in the natural work group without the obligation of exploring alternative plans as provided in Article 19.03.

19.07 For the purpose of this Article, seniority shall be determined by the net credited service as shown on Company records.

a) If two or more regular employees have the same seniority, the one occupying their present position the longest shall be deemed to have the most seniority;

b) Where two (2) or more regular employees have the same seniority and same time on the current job, a method involving chance will be used to determine who has the most seniority. The method used and how it will work should be discussed with the Union prior to implementation.

19.08 In the event it becomes necessary to proceed with a reduction to the workforce, the Company agrees to provide severance to affected employees (including those who volunteer) of one half (0.5) months for each completed year of service up to a maximum of twelve (12) months.

ARTICLE 20

LAY-OFF AND RECALL PROCEDURE

20.01 For the purpose of this Article, a regular employee is an employee who is not employed on a temporary or term basis.

20.02 Where an alternative plan is not reached in accordance with Article 19.03 of this Agreement and the Company decides to reduce its workforce, the Company will proceed to offer the surplus regular employee the following options:

a) Termination of employment under applicable Company severance administration. Said severance is as referenced in Article 18 “working conditions covered by Company policies”; or

b) Lay-off with recall rights in accordance with Article 20.03 and 20.04, on the condition said employee has one (1) or more years of continuous net credited service;

c) In the case of a regular employee declared surplus in the Team Prime role, said regular employee will also have the option of demotion into their natural work group as provided in Article 19.06.

20.03 Following the Company's surplus notification, each regular employee will have two (2) working days to inform the Company of their choice as outlined in Article 20.02. A form will be provided to the employee to record their option as will information pertaining to the terms of severance, lay-off and demotion where applicable.

20.04 The lay-off and recall procedure is bound by the following terms and conditions:

- a) Laid-off regular employees shall be listed on a recall list by occupational title, report centre and net credited service. Said list(s) will be maintained by each appropriate CP3 manager and a copy provided to the Union Local President;
- b) Net credited service will not accrue while a regular employee is laid-off and placed on the recall list;
- c) All compensation will cease on the date a regular employee is placed on the recall list;
- d) The Company agrees to maintain the eligibility of a laid-off regular employee, during the first thirty (30) calendar days of their lay-off, to the following benefits. All other benefits will cease on the date the regular employee is placed on the recall list.
 - (i). Participation in the health, life and accident insurance coverage under the Omniflex Benefits Program without payment of premium;
 - (ii). Participation in the optional life and accident insurance plans, providing the regular employee prepays the applicable premiums prior to the commencement of a lay-off.
- e) If the Company, in its complete discretion, decides to hire a new regular employee within an occupational title and report centre, the Company shall first recall a laid-off regular employee, from the corresponding recall list (i.e. by occupational title and report centre) to perform the work for which they were previously assigned on the basis of most net credited service in accordance with Article 19.06 of this Agreement, provided the regular employee is qualified to perform the work within a ten (10) calendar day familiarization period.
 - (i). The aforementioned familiarization period is defined as short-term training aimed at refreshing and reinforcing previously acquired skills. It is expressly understood that this training shall not be initial training.
- f) It is the responsibility of a laid-off regular employee to keep the Company informed of their correct address and contact information, including an e-mail address if available;
- g) A laid-off regular employee must advise the Company in writing within seven (7) calendar days of the date of the recall to work as to their acceptance of the

Company's offer. The laid-off regular employee shall have seven (7) calendar days from the date of their acceptance of the offer to report to work.

- h) Failure on the part of any laid-off regular employee to confirm receipt in writing of the Company's offer of recall to regular employment, within forty-eight (48) hours of the date of the offer of recall, shall constitute a rejection of the offer and the regular employee shall be deemed to have resigned.
- i) The date of a registered letter by same day courier, or next day courier where same day is not feasible, to the regular employee's last address of Company record shall be the date of the offer of recall. The Company will also attempt to contact the regular employee by telephone and e-mail, if available, on the same day of the letter's release.
- j) A laid-off regular employee who has not been recalled to work within fifty-two (52) weeks of the date they were laid-off shall be deemed to be immediately terminated from the employ of the Company. In said circumstance, a regular employee is eligible only to "severance for a laid-off regular employee" as provided for in the severance policy, which is part of Company severance administration as referenced in Article 18 "working conditions covered by Company policies";
- k) Within the period of fifty-two (52) weeks, where a laid-off regular employee provides written notice, by registered letter or email, to the appropriate manager of electing to be taken off the recall list and forego any rights of layoff and recall provided for in this Article, the regular employee will be deemed to be immediately terminated from the employ of the Company. In said circumstance, a regular employee is eligible only to "severance for a laid-off regular employee" as provided for in the severance policy, which is part of Company severance administration as referenced in Article 18 "working conditions covered by Company policies".
- l) The Company will not hire a temporary or term employee to backfill a position that was previously occupied by a regular employee, in the same occupational title and report centre, while an employee remains on the corresponding recall list without first offering to temporarily recall said employee, provided the employee is qualified to perform the work in a ten (10) day familiarization period as outlined in Article 20.04 (e) and 20.04 (e)(I). In the event of a temporary recall in this context, by order of net credited service, the employee will assume the new temporary working conditions and be prepared to commence work within seven (7) calendar days from the date of an offer. Should an employee not confirm receipt in writing to an offer of recall within forty-eight (48) hours, or be unavailable to commence work within seven (7) calendar days, the Company will proceed to the next qualified employee on the recall list by order of net credited service. The computation of time associated to the recall period will remain unchanged during the temporary assignment (i.e. the time spent on a temporary recall assignment shall not extend the original period of recall).
- m) In the event a regular employee does not accept a recall of regular employment and informs the Company of such in writing, or fails to report to

work within the period prescribed in Article 20.04 (g), said employee shall be deemed to have resigned. In the event a regular employee does not accept a temporary recall, the employee will remain on the corresponding recall list.

ARTICLE 21

BULLETIN BOARDS

- 21.01** In Company buildings, either leased or owned, where the Union identifies a bulletin board is required for the purpose of posting notices with respect to Union activities, a bulletin board will be installed, according to specifications determined by the Company, and all costs of said board, including installation, will be borne by the Union. Where available, existing Company bulletin boards will be used for this purpose.
- 21.02** Bulletin boards are to be located in buildings, either leased or owned, in which there are employees covered by this Agreement who are permanently located in said building. No more than one bulletin board shall be installed or maintained at any Company building, either leased or owned, for the purpose outlined in Article 21.01. The appropriate Director, Labour Relations, or his designate, agree to suitably locate said bulletin boards.
- 21.03** The Union agrees to post on bulletin boards only factual notices, reports and announcements pertaining to Union meetings, elections, nominations, appointments, finances, or recreational and social activities.
- 21.04** The Union agrees that nothing contrary to the interests of the Company or in contravention of the spirit and intent of this Agreement shall be posted. Should the Company believe that posted material is not in accordance with the provisions of this Article, it will be brought to the attention of any Local or National Representative of the Union, and all such material wherever posted shall be removed by the Union, immediately after such notification, and shall not be reposted. In the event the material is not removed in a reasonable time frame, the Company shall take upon itself to remove said material.

ARTICLE 22

DISCIPLINARY ACTION

- 22.01** No employee shall, for disciplinary reasons, receive a written reprimand or a written warning, be suspended, demoted or dismissed, except for just cause.
- 22.02** A Union representative shall be invited by a manager to be present at any meeting called for the explicit purpose of announcing to an employee any measure referred to in section 22.01. A manager will make reasonable attempts to secure a Union representative in advance of the meeting. In the event a Union representative is not available in a reasonable time frame, the disciplinary meeting shall proceed and a Union representative shall be notified in a reasonable time frame thereafter.

- 22.03** Where circumstances, in the discretion of a manager, require the spontaneous imposition of discipline, the Company undertakes to advise a Union representative as soon after as possible.
- 22.04** All measures referred to in section 22.01 shall form and become part of the disciplinary record of that employee. When a measure of discipline has been in an employee's file for two (2) years, the Union may request a meeting with the appropriate manager to discuss the possible removal of the disciplinary record. Management will duly consider any such request and will decide, in its sole discretion, whether or not to remove the record of discipline.
- 22.05** A Union representative shall be invited by a manager to be present at any meeting with an employee where the purpose of the meeting is to conduct an interview related to contemplated discipline involving matters related to possible theft and/or fraud. A manager may determine, in their sole discretion, to invite a Union representative to an interview in any other matter which may lead to the imposition of discipline.
- 22.06** In all cases pertaining to interviews described in this section, a Union representative will attend the interview as an observer only, and in no way interfere and/or interrupt in any part of the interview.

ARTICLE 23 UNION NOTIFICATION

- 23.01** The Company agrees to advise the Local President, or designate, when an employee is hired, retired on pension, permanently transferred, reclassified to either part-time or full-time, or promoted to a management position. The Company shall provide the employee's first and last name, full-time or part-time status, and for temporary employees the expected, or approximate, length of employment. When an employee is permanently transferred, Union notification will include employee location and occupation. The Company further agrees to advise the Local President, or designate, of an employee's death, resignation or leave of absence for a period exceeding 30 days.
- 23.02** The Company agrees to advise the Local President, or designate, of any job postings that pertain to occupations covered by this Agreement at the time of the posting or immediately thereafter.

ARTICLE 24 DURATION

- 24.01** The Agreement will enter into effect on the date of signing except as otherwise provided and shall remain in full force and effect up to and including **December 18th, 2021**.
- 24.02** Either party to this Agreement may, by written notice given to the other party at the least 30 days but not more than 120 days before the expiry of this Agreement, require the other party to commence collective bargaining for the

purpose of renewing or revising this Agreement or entering into the new Agreement.

24.03 Notice shall be sufficient with respect to the Union if addressed to Unifor Local 950, 2704 Pandora Street, Vancouver, British Columbia, V5K 1W1, and with respect to the Company if addressed to the Secretary of the Company at 1 Carref. Alexander-Graham Bell, A7, Verdun, Québec, H3E 3B3.

WITNESS CLAUSE

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives this **18th day of December 2017**.

UNIFOR LOCAL 950	BELL CANADA
Brent Eichler	Terry Deighton
Gavin Davies	Shannon Raffan
Yinka Alexander	Kevin B. Green
Keith Chan	Mathew Smart
Paul Sihota	

Appendix A
OCCUPATION TITLES

For the purposes of Article 1, the following occupation titles are covered by this Agreement

Data Technology **Technician**

Field Services **Technician**

Network Operations **Technician**

Team Prime

Voice Technology **Technician**

Appendix A JOB DESCRIPTIONS

Bell Western Region – Unifor 950 Technical Job Summaries

The following is a summary of each occupation identified in Appendix A of the Local 950 Collective Agreement. These summaries are not intended to be exhaustive in describing accountabilities or duties, but rather provide a general overview. The company reserves the right to amend the job summaries provided herein as required. The company will advise the union of any changes to these summaries.

Data Technology Technician

The Data Technology Technician is primarily accountable for the test, activation and migration of data and IP customer orders, by providing operational support (turn-up and test) to ensure critical dates pertaining to customer service requests are met. The incumbent will activate circuits on network elements and perform remote testing to sectionalize and assist in trouble resolution.

Field Services Technician

Reporting to the Manager-Field Services, the Field Services Technician is responsible for the timely high-quality installation, repair and maintenance of Bell's portfolio of data, PBX, voice and networking products and services. The incumbent will have an ongoing interaction with the customer and consequently plays an important role in building solid and committed relationships with Bell's customers. The Field Services Technician will promote on-site sale and service, and assist the customer in interfacing with Bell's departments as required. In addition to their engagement with customer premise equipment, the incumbent may also be involved with Central Office responsibilities as required.

Network Operations Technician

Reporting to the Operations Manager, the Network Operations Technician is responsible for high quality installation, acceptance, repair and maintenance of Bell's portfolio of Transport, Access, Data and Network equipment. The incumbent will also be expected to apply new methods and technologies to the ongoing process and operation, for improvement of quality service to Bell clients. The Network Operations Technician will have a continuing interaction with internal and external customer's, other Telco's and play an important role in building solid and committed relationships with Bell's customers. The incumbent may also be involved with FST responsibilities as required.

Team Prime

The Team Prime will be required to complete the functions of one of the occupational titles found in Appendix A of the Local 950 Collective Agreement, as well as providing technical knowledge and assistance to team members for day-to-day issue resolution. The incumbent will identify opportunities for process

improvement, training delivery, and providing assistance to management in employee coaching.

Voice Technology Technician

The Voice Technology Technician works in an in-bound call center environment and is responsible for the Test and Activation of all On-Net Voice Circuit orders to ensure critical dates are met. This will be accomplished through remote testing services when prompted to do so by the lift and lay process or when called by on-site Bell in the West technicians and/or customer interconnect technicians.

**APPENDIX B
WORK LOCATIONS**

Location	Address	City	Prov	Postal Code
Bell Office	1920 Maynard Rd SE	Calgary	AB	T2E 6J8
Bell Office	404 6 Ave SW #675	Calgary	AB	T2P 0R9
Bell Office	140 10th Avenue SE	Calgary	AB	T2G 0R1
Bell Office	10005-50 st	Edmonton	AB	T6A 3X5
Bell Office	10032-103 st	Edmonton	AB	T5J 0X2
Bell Office	191 Victoria St	Kamloops	BC	V2C 1Z4
Bell Office	1460 Bunker Road	Kamloops	BC	V2C 0B5
Bell Office	1717 Dickson Ave	Kelowna	BC	V1Y 9G6
Bell Office	1551 Estevan Road	Nanaimo	BC	V9S 3Y3
Bell Office	4819C - 48th Ave	Red Deer	AB	T4N 3T2
Bell Office	2013 - 11th St West	Saskatoon	SK	S7M 4A7
Bell Office	2633 Nootka St	Vancouver	BC	V5M 3M4
Bell Office	515 W Hastings St #503	Vancouver	BC	V6B 4N4
Bell Office	711 Broughton St FL4	Victoria	BC	V8W 1E2
Bell Office	1 Wesley Ave #101	Winnipeg	MB	R3C 4C6

The Company reserves the right to add or remove work locations and will advise the union prior to doing so.

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

FIXED SALARY INCREASES AND LUMP SUM PAYMENTS

1. All Regular employees covered by the Local 950 Collective Agreement will receive a Fixed Salary Increase based on the position of their basic salary in relation to the annualized benchmark, in accordance with the provisions of paragraphs 1(a) or 1(b):

(a) Applies to all Regular employees and Regular employees temporarily assigned to an acting Team Prime role, excluding Regular employees permanently assigned to the Team Prime occupational title:

Year	Annualized Benchmark	Basic salary position relative to Benchmark			
		Less than 90%	90% to less than 100%	100% to less than 110%	110% to less than 120%
2018	\$64,030	3.00%	2.50%	2.00%	1.25%
2019	\$65,151	3.00%	2.50%	2.00%	1.25%
2020	\$66,454	3.00%	2.50%	2.00%	1.25%
2021	\$67,783	3.00%	2.50%	2.00%	1.25%

(b) Applies to all Regular employees permanently assigned to the Team Prime occupational title:

Year	Annualized Benchmark	Basic salary position relative to Benchmark			
		Less than 90%	90% to less than 100%	100% to less than 110%	110% to less than 120%
2018	\$71,000	3.00%	2.50%	2.00%	1.25%
2019	\$72,243	3.00%	2.50%	2.00%	1.25%
2020	\$73,687	3.00%	2.50%	2.00%	1.25%
2021	\$75,161	3.00%	2.50%	2.00%	1.25%

Lump Sum Payment

2. In lieu of a Fixed Salary Increase, all Regular employees whose basic salary position in relation to the annualized benchmark is equal to or greater than 120%, shall receive a one-time lump sum payment of **\$1000** in the applicable year.

Eligibility

3. To be eligible for a Fixed Salary Increase or Lump Sum Payment, an employee must:

(a) in the Company's sole discretion, meet performance requirements and job expectations, and;

(b) be covered by this Collective Agreement on a continuous basis, for at least nine (9) months prior to the Fixed Salary Increase or Lump Sum Payment.

Mid-year reviews will be completed and the results communicated to employees by August 31st. The Company will also advise the union leadership of all employees who are rated as “does not achieve” during the mid-year review process.

Year-end reviews will be completed and the results communicated to employees by January 31st. The Company will also advise the union leadership of all employees who are rated as “does not achieve” during the final review process.

An employee who is rated as “does not achieve” during the year-end review process of the previous year (and thus does not receive a wage increase in April of the current year) will receive his wage increase with no retroactivity if his performance improves to where he is rated as “achieves” in the current year mid-year review. The wage increase will take effect by the first week of September.

Wage Administration for Temporary employees

4. The Company, in its sole discretion, will determine if salary increases or lump sums, will be distributed to temporary employees in any given year of this Agreement.

Wage Administration for Acting Team Prime

5. Where an employee is assigned temporarily to an acting Team Prime role for a period of greater than one full work week, and where said period of work is on a continuous basis, a base salary differential of up to 5%, as determined by the Company, will apply at the beginning of the second work week.

Effective date

6. Lump Sum Payments shall be paid and Fixed Salary Increases shall be made effective as near to April 1 as practicable.
7. Employees absent due to leave, accident, sickness or quarantine at the time of the Fixed Salary Increase, or Lump Sum Payment, as provided for in paragraphs 1, 2 and 3 will receive their Fixed Salary Increase, or Lump Sum Payment, upon their return to work.

General

8. The parties agree and understand that the performance evaluation method and/or system is at the sole discretion of the Company. In the event of a disagreement on this Memorandum of Agreement, the Union may file a grievance and such grievance shall be subject to the grievance process provided for in Article 5 of the Collective Agreement. The parties agree that notwithstanding the provisions of Article 6 of the Collective Agreement, the jurisdiction of the arbitrator will be solely limited to

determining whether the Company acted in bad faith, arbitrarily or in a discriminatory manner in applying its evaluation method and/or system.

Signed this 18th day of December 2017.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

ACHIEVEMENT INCENTIVE PLAN

Achievement Incentive Plan

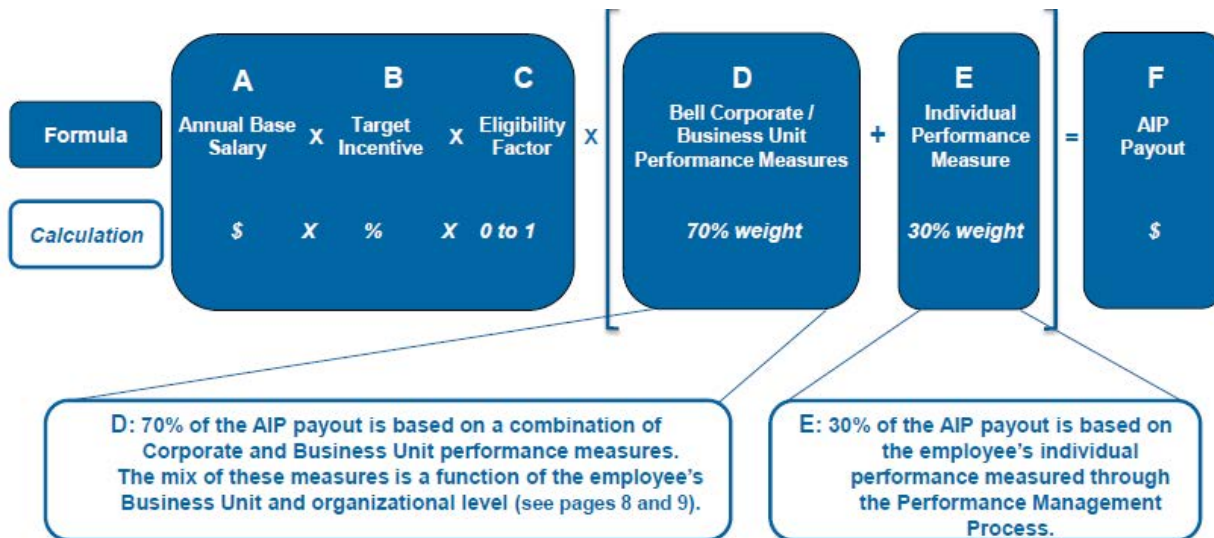
The Achievement Incentive Plan (AIP) is an important component of the total cash compensation of eligible employees.

Temporary employees are not eligible for AIP (including non-eligibility of Summer and Coop students). More information with respect to eligibility can be found on the Company's Intranet site.

AIP provides a link between our corporate/business unit successes and individual performance.

The AIP target for all western technician roles is currently 9% per year. Any update or changes to the plan is subject to the Company's sole discretion. AIP payout is governed by the then current AIP Policy.

For illustrative purposes, the **2018** AIP formula, the definition of its components, and its individual performance index (multiplier) is as follows:



A	Annual Base Salary	<ul style="list-style-type: none"> For full time employees, the annual base salary used in the AIP calculation is the employee's salary as of December 31st, 2014 (or the annual base salary in the last AIP eligible position). For part time employees, the annual base salary used in the AIP calculation is based on the salary that the employee would have received if working full time. (The eligibility factor will reflect the part time status of the employee.)
B	Target Incentive	<ul style="list-style-type: none"> The target incentive varies according to the contribution path (CP level) or employee group of the employee as of December 31st, 2014 (or the target incentive in the last AIP eligible position). See page 7.
C	Eligibility Factor	<ul style="list-style-type: none"> For full time employees, the eligibility factor is calculated on the number of calendar days (on a 365 days basis) for an employee working in an AIP eligible position during the year. For full time employees, a 1 factor (365 days / 365) indicates a full year eligibility. For a part time employee, the eligibility factor is calculated based on the hours worked in an AIP eligible position converted in days (hours worked divided by 7.5) and then divided by 261 (365 minus weekends = 261). Paid days off and vacation will be included as hours worked for the eligibility factor calculation. The following periods will reduce the eligibility factor: absence for sickness, leave without pay, time spent in a non AIP eligible position, LTD, period on salary continuance, etc.
D	Bell Corporate / Business Unit Performance Measures	<ul style="list-style-type: none"> 70% of the AIP payout is based on a combination of Corporate and Business Unit performance measures. The mix of these measures is a function of the employee's Business Unit and organizational level (see pages 8 and 9) Each result (for example EBITDA, Revenue, Service Metrics) can vary from 0% up to 150%. To be prorated based on the time worked in each Business Unit in 2014.
E	Individual Performance Index	<ul style="list-style-type: none"> The individual performance index is determined by the Director or VP. This factor varies according to the performance rating received by the Performance Management Process. This factor can fluctuate from 0 to 3.0 based on individual performance rating.
F	AIP Payout	<ul style="list-style-type: none"> The AIP payout the employee receives. The maximum AIP payout cannot exceed 195% of the employee's target bonus.

Individual performance is measured through the Company's «Performance Management Process». This process evaluates results on set objectives at the beginning of the year as well as on Bell's Leadership Success Profile.

Based on the **2018** performance, 30% of an individual's AIP payment could vary between 0 and 300%.

The following grid indicates the individual performance index (multiplier) applicable to the 30% or individual performance indices range associated to the various overall performance ratings in the «Performance Management Process».

RESULTS	+	LEADERSHIP	=	OVERALL PERFORMANCE RATING & ASSOCIATED MULTIPLIER FACTOR		
EXCEEDS MEETS BELOW MEETS	HIGHLY EFFECTIVE EFFECTIVE NEEDS DEVELOPMENT	Results				
		BELOW MEETS	MEETS	EXCEEDS		
		HIGHLY EFFECTIVE	N/A	Exceeds Leadership 1.5 to 2.5	Exceptional 2.5 to 3.0	
	EFFECTIVE	Partially Meets Results 0 to 0.75	Meets 0.75 to 1.25	Exceeds Results 1.5 to 2.5		
	NEEDS DEVELOPMENT	Non-Performing No AIP payout*	Partially Meets Leadership 0 to 0.75	Partially Meets Leadership Exceeds Results 0.25 to 0.75		

* A Non-Performing rating also removes the 70% Corporate/BU portion of the AIP payout

For the most current AIP information, please refer to the HR section of the Company's intranet site.

General

The parties agree and understand that the performance evaluation method and/or system is at the sole discretion of the Company. In the event of a disagreement on this Memorandum of Agreement, the Union may file a grievance and such grievance shall be subject to the grievance process provided for in Article 5 of the Collective Agreement. The parties agree that notwithstanding the provisions of Article 6 of the Collective Agreement, the jurisdiction of the arbitrator will be solely limited to determining whether the Company acted in bad faith, arbitrarily or in a discriminatory manner in applying its evaluation method and/or system.

Signed this 18th day of December 2017.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

AVERAGING OF HOURS

This is to confirm our agreement with respect to the averaging of “Basic hours of work” and the averaging of “Maximum hours of work” for employees covered by this Collective Agreement.

The purpose of averaging “Basic hours of work” and “Maximum hours of work” are different and hence will be addressed separately in this memorandum.

Basic hours of work

1. In compliance with the Canada Labour Code, this memorandum overrides portions of articles 7 and 8 of this Collective Agreement and regulates the averaging of the basic hours of work as follows:
 - a) The basic hours of work of 7.5 per day and of 37.5 per week described in article 7 may be averaged out over a defined four (4) week period. The averaging of the basic hours of work is subject to local agreement between the Company and the Local Union President (or designate).
 - b) When an agreement is in place as described above, overtime will only be paid if an employee works more than 150 basic hours in a defined four (4) week period.
 - c) Local agreements may vary as to the number of basic hours per day or per week, or the number of days worked per week, but whatever the agreement is the total number of basic hours worked must not exceed 150 hours over a defined four (4) week period.

Maximum hours of work

2. In compliance with the *Canada Labour Code*, this memorandum allows for the averaging of the maximum hours of work per week set by the *Code* (48 hours in any given week) over a 26 week period.
 - a. The maximum hours of work of an employee for each 26-week period of the calendar year will be 1,248.
 - b. The first 26-week period will go from December 31st 2014 to June 30th 2015 and the second 26-week period will go from July 1st 2015 to December 29th 2015. The following 26 week periods will be sequential to December 29th 2017 unless the parties agree otherwise.
 - c. These maximum hours worked include all basic and overtime hours worked.

This maximum hours of work averaging is applicable to all employees covered by this Collective Agreement and no further local agreements are needed.

This Agreement shall remain in full force and effect during the term of this Collective Agreement.

Signed this 18th day of December 2017.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

SAFETY FOOTWEAR ALLOWANCE

This is to confirm the following:

The parties agree that incumbents of the following occupational titles are entitled to a safety footwear allowance:

- Field Services Specialist
- Network Operations Specialist
- Team Prime (in Field Operations only)

The terms of the allowance are as follows:

- Reimbursement is only payable upon presentation of a valid receipt to the employee's immediate manager;
- The safety footwear must be CSA approved and adhere to Company policy;
- Reimbursement is up to \$225.00 per twenty-four (24) month period; or
- Reimbursement is up to \$150.00 per twelve (12) month period

In consideration that an employee may have purchased safety footwear shortly in advance of the signing of this Collective Agreement dated December 18, 2014 the parties agree that at least twelve (12) months must have elapsed prior to the reimbursement of any of the abovementioned terms.

Signed this 18th day of December 2017.

FOR THE
COMPANY

FOR THE
UNION

Terry Deighton
Chief Negotiator

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

LABOUR RELATIONS MEETINGS

The signing parties of this **Memorandum of Agreement** recognize that it would be in the interest of both parties to keep channels of communication open throughout the life of the Collective Agreement.

It is the parties' intention to meet at times and places, if not by conference call, that are agreed to by both parties to discuss labour relation issues that may include, but are not limited to:

- Issues arising from the administration or interpretation of the terms and conditions of the Collective Agreement;
- Employee access and distribution of training and development opportunities;
- Issues related to staffing **and contracting out in Tier 1 cities**;
- Any other issues that the parties agree to discuss.

Signed this 18th day of December 2017.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

HOME DISPATCH PROGRAM

The Company may terminate the Home Dispatch Program after consultation with the union and 60 days' notification to affected technicians.

The Company may amend the Home Dispatch Program after consultation with the union and 14 days' notice.

The company may choose to terminate any individual's participation in the program in the event of persistent non-compliance with this policy.

All Field Service and Network Operation Technicians may choose to opt out of the home dispatch program. Program participation requires technicians to live within 40 kilometers of the work centre.

A technician who does not participate in Home Dispatch may bring the vehicle home at the end of the shift provided that it is a shorter distance than bringing the vehicle back to the work centre. Management approval must be obtained and will not unreasonably be withheld.

Personal use of company vehicles is subject to Bell's Fleet policy.

Travel from home to a remote or customer site within the city of the work centre and surrounding area up to 40 kilometers, is not considered personal use, and is unpaid time.

Travel from home to a remote or customer site outside the city of the work centre or beyond 40 kilometers, is not considered personal use, and is paid time less the standard commute time. The technician must dispatch at a time that would allow him/her to be at the work centre by the beginning of the shift. For example, if a technician's standard commute to the work centre would be 30 minutes and the shift start time was 8:00 AM, s/he should dispatch at 7:30 AM.

If the Home dispatched technician is not travelling to a customer or remote site at the beginning of the shift the technician must report to the work centre for the start of the shift. If a technician is leaving a customer or remote site and it is not the end of a shift, they are to report back to the work centre. Travel to or from home to the work centre is considered personal use and the travel time is unpaid.

Technicians in the employ of the Company as of December 18, 2017 and who do not live within 40 kilometers of the work centre will be considered as grandfathered and maintain their ability to dispatch from home.

Grandfathered technicians must report to either the first customer location of the day or the work center for the start of their shift. If a Grandfathered technician is not leaving a customer or remote site and it is not the end of a shift, they are to

report back to the work centre. Travel home is considered personal use and the travel time is unpaid.

Signed this 18th day of December 2017.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**MEMORANDUM OF A AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

PAID EDUCATION LEAVE

The Company agrees to pay into a special fund a lump sum amount of \$5000 in each year of the four year collective agreement to provide for a Unifor Paid Education Leave (PEL) program.

Payments will be sent by the Company to the following address:

**Unifor Paid Education Leave Program
205 Placer Court
Toronto ON M2H 3H9**

Candidates for PEL shall be selected by the Union to attend. The Union will provide written confirmation to the Company of such selection. Employees on PEL leave of absence will continue to accrue seniority and service.

Signed this 18th day of December 2017.

**FOR THE
COMPANY**

**Terry Deighton
Chief Negotiator**

**FOR THE
UNION**

**Brent Eichler
President, Unifor Local 950**

**MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA AND UNIFOR LOCAL 950**

SEVERANCE FOR FORMER BELL INTRIGNA EMPLOYEES

The Company agrees to recognize the severance package which was part of their initial employment offer with Bell Intrigna.

These employees are entitled to severance equal to 1.0 month of base salary per year of service up to a maximum of 12 months of salary.

Signed this 18th day of December 2017.

FOR THE
COMPANY

FOR THE
UNION

Terry Deighton
Chief Negotiator

Brent Eichler
President, Unifor Local 950

The following letters are attached to this document solely for convenience purposes and are not part of the Collective Agreement nor will they be construed as being part of the Collective Agreement.

LETTER OF INTENT CERTIFICATION PREMIUM PROGRAM

Bell Canada and Unifor Local 950

General

In our industry, there are now no barriers and technology is evolving rapidly. As a result, it is critical that all employees continue to develop their qualifications and their competencies. Employees who take the initiative to learn and develop themselves by increasing their skills and knowledge should be recognized.

A Certification Premium is established to recognize Regular employees who achieve a recognized external certification on their own time.

Selection Criteria for Recognized External Certifications and Eligible Suppliers

The Certification Premium will apply to recognized external certifications and eligible suppliers who meet specific selection criteria. These criteria will evolve to reflect the progress of technology, products and services necessary to provide the Company's customers with best in class service. An annual review of recognized external certifications and eligible suppliers will be completed by the Company.

- The list of recognized certifications and eligible suppliers as well as the amount of the associated premiums will be posted by the Company on the applicable intranet site or system.

Eligibility and Selection of Employees to Receive the Premium

- All Regular employees are eligible including those who participate in educational leaves. Employees on any other discretionary leave are not eligible.
- The employee must meet job requirements.
- Participation in the Certification Program must be subject to mutual agreement between the employee and the manager. It is understood that approval to participate will not be unjustifiably withheld.

The certification must be successfully completed and meet the suppliers' requirements to obtain the Certification Premium.

Payments

The employee who qualifies to receive the Certification Premium will be paid in one lump sum in the quarter following the quarter during which he or she received a recognized external certification from an eligible supplier. An employee may receive more than one premium per year if he or she meets all necessary criteria.

Premiums over \$5,000

If the Certification Premium is more than \$5,000, the employee must sign a letter agreeing that he or she will not accept any job offer from a competitor or a subsidiary of BCE within the 24 months following the date on which he or she received his payment unless authorized by his business unit. Should the employee refuse to sign such a letter, his Certification Premium will be capped at \$2,000.

Any employee receiving a premium greater than \$5,000 who chooses to resign during that 24 month period, whatever the reason, must repay the Certification Premium on a prorated basis based on the number of months worked during the 24 month period. The employee authorises the Company to deduct whatever amount is owing from his or her last pay cheque or any other outstanding amount he or she may be owed by the Company. Any remaining amount must be reimbursed to the Company within 60 days of his or her departure.

In its sole discretion, the Company may replace, or modify, the Certification Premium Program at any time. The Company shall inform the Union of the change(s) to be implemented. Employees currently approved for a premium, and who qualify for a payment, will not be affected by the above mentioned change(s), until they apply for a subsequent premium at which point the change(s) will apply.

Signed this 18th day of December 2014.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950

**LETTER OF INTENT
CHANGES TO COMPANY POLICIES**

Bell Canada and Unifor Local 950

This is to outline our understanding regarding the communication of changes to policies affecting Bell West bargaining unit employees represented by Unifor.

The parties agree that all company policies are readily available on BellNet which is accessible to all employees. However, the Company will endeavor to provide the union leadership with advanced notice of any changes to policies impacting employees at Bell West. The Company will strive to communicate these changes in writing when possible and practical.

Furthermore, the Company and the Union will review and discuss any issues or concerns with this Letter of Intent during the Labour Management Committee Meetings.

Signed this 18th day of December 2014.

FOR THE
COMPANY

Terry Deighton
Chief Negotiator

FOR THE
UNION

Brent Eichler
President, Unifor Local 950