

May 9, 2018

To: Presidents of Telco Locals across Canada

Re: Performance Road Map

Sister and Brothers,

We wanted to follow up on discussions which began last fall regarding the performance management program, formerly called "Performance Road Map" or "Stacked Ranking".

In the meeting last fall we provided many examples to the company about the unfairness of many aspects of the performance management program. We gave examples where expectations were not clear, metrics for evaluation had not been communicated and coaching was virtually non-existent, and in many cases the programs seemed to be focused on discipline vs actually creating a fully trained and efficient workforce.

On Monday, we, along with the National Representatives who lead bargaining for each of the Bell Canada companies, along with the Telecommunications Director Tyson Siddall, met with the company.

This meeting was not to replace the contractual obligations Bell has to our Atlantic and Clerical committees as a result of recent bargaining. Nor was it to resolve the grievances filed in the different bargaining units.

What was clear about this presentation is that efforts have been made to consider our input into creating a program which they have called "Coaching for Success". It does appear that a lot of internal examination of the previous program has taken place and to the credit of Bell, they were quite honest with us about the short comings of the former PRM and particularly the unwelcome effects on our membership.

Admissions regarding unclear evaluation criteria, ill trained supervisors on coaching techniques and a system that seemed to be focused in some cases on discipline instead of coaching were some of the things Bell talked about and expressed a desire to change in the new program they are calling Coaching for Success.

In the end, how the Coaching for Success program is implemented remains to be seen and ultimately we will hold our comments on its implementation until some experiences are realized by our members.

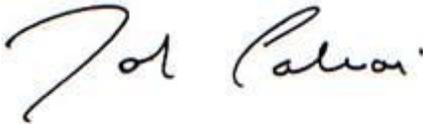
We strongly emphasized to the company that discussions with all the Local leadership must be had as well as with our members. We hope the different Bell business units will see this as an opportunity to clearly communicate with the employees about the new program and the short comings of the previous ones.

Sisters and Brothers, performance management with Bell has been a painful exercise to date and in several cases we are headed to arbitration. There is no question we have reason to be skeptical, but given the message to the national union this week, our concerns were received very clearly at the highest level of the organization.

Our understanding is that the program will be rolled out in the coming weeks/months. We have come a long way to get to this point and will continue to work diligently on your behalf to ensure we fight for a fair performance management system at Bell Canada companies.

Concerns/suggestions for improving the rollout of the Coaching for Success program can be directed to the National Representative responsible for your bargaining unit.

In solidarity,



John Caluori
Assistant to the Quebec Director



Chris MacDonald
Assistant to the National President

JC:CM:lmc/cope-343

cc: Staff servicing Bell Units
Jerry Dias, National President
Bob Orr, National Secretary-Treasurer
Renaud Gagne, Quebec Director