



CEPACC

CEP Atlantic Communications Council Membership Bulletin March, 2006

Workplace Change



In our last bulletin, we told you about the company's decision to outsource work in Trouble Resolution and Operator Services. This assault on our jobs and customer service continued on February 8th when the Council was given a 120-Day Notice for Test & Dispatch. For 'customer service' reasons (as well as monetary!) the changes will result in an Aliant wide dispatch center, located in the Donovan's Workcentre in Mt. Pearl, NL. 4 Business Dispatchers will be staying in Halifax and Consumer Test will be outsourced to our *'trusted external vendor'*. There are 60 members in NB, NS & NL who are affected by this change. Aliant believes that this will allow the customer first call resolution, however we feel differently. Jay's message to the masses stated that we had a banner year due to the hard work of the employees, yet Aliant continues to outsource our work. Since we returned from strike, Workplace Change has affected 234 employees and it continues. The workplace change committee will work diligently to find suitable placements for all members.

We are also very concerned as to the impact on customer service and bargaining unit work that will be caused by a pilot project contracting out Installation & Repair on the southwest coast of NL and in NB. As well, there have been alarming announcements changing the hours of work for our operators in St John's, NL, Saint John, NB and New Glasgow, NS. 411 is now closed from 6pm-8am (Mon-Sat), all day on Sunday and all Holidays. During these hours, 411 calls are routed to an outside vendor while Toll remains a 24-7 operation in NL & NB. Finally, we have just been informed that the Company will be contracting out the Document Management Center at the Fort William Building in St. John's to Xerox which impacts 4 members. All will remain in their current classifications, although 3 will be forced to relocate to the Donovan's Workcentre in Mt. Pearl, NL. To date, permanent placements were successfully found for 133 members who were affected by the Trouble Resolution workplace change in NL, NS and NB. We are committed to the 27 remaining.

There have been many questions from members who are under the impression that we support the Company's distressing move to contract out our work. Rest assured, both the **Council & Local Executives are unequivocally opposed to out-sourcing**, in all its forms and we continue to highlight the benefit on both productivity and customer service that exists by keeping work in our bargaining unit. However, make no mistake, if you are in a service related position rather than a revenue-generating position you are in jeopardy of losing your job to outsourcing. Do not take this as fear mongering; accept it as a reality of where Aliant is headed. The message we are reminded of daily is 'we need to do things differently in order to combat competition. Liken this to buying a new car. If I am not provided the service at that dealership I will not buy a car there again. Our message to Aliant is that you can sell all of the products and services that you want, but if you cannot provide the service and support, then our customers will leave us. I guess that is where we should all have tremendous faith in the 'trusted external vendor', who, by the way, has no stake in the game. We are told by Aliant to 'make it personal' well we are... we are taking it personal.

Again we want to remind you to take out your Collective Agreement and familiarize yourself with Article 12 and Workplace Change. It is an important piece of language and we need to make sure we keep it next round of negotiations.

Arbitrations

After many interviews with lawyers and unjustly terminated mobility members in NB, we now have tentative arbitration dates from the arbitrator of March 30th/31st and May 2nd/3rd.

Health & Safety

Vehicle Safety



On Friday, January 27th, it was brought to the company's attention that there was a problem with the cross member on the Ford ½ ton trucks equipped with space-caps. It seemed that a high number of these trucks were having cracks in the cross member due in part to weight. All Fords were to be checked and necessary repairs done. There was also some damage to some other models and the company was going to do a random check on 10% of these vehicles. To date, we haven't heard the results of the report. It appears that some of these trucks with space-caps look like they are being overloaded again. We would like to remind all members that **overloading any vehicle is UNSAFE.** If you feel this problem or any other health or safety issue requires attention do not hesitate to bring it to both the union and the company.

Snowstorms



February 1st, brought the worst snowstorm of 2005/2006 in Atlantic Canada. Members of the safety committee felt that there might have been an office closure in Halifax as per the company's Office Closure Policy. We brought this to the attention of the company and received a reply explaining how the procedure works. Even though the procedure is not a black and white science, we feel that the decision not to close Halifax was weighted heavier in favour of 'running the business' than safety. We would like to remind all members that if anyone feels it is unsafe to go to work due to 'severe weather conditions', they have Article 10.07 to use as a guide re: pay treatment. **Safety First!**

Just like Halifax, the company also feels that keeping the Shippagan office running is more important than realizing the fact that members are not able to get to the office when the road to Shippagan is closed by the RCMP due to high winds or a storm. The company does not care that the member cannot get to work because as long as they can stay open, they do not have to pay. The company appreciates and wants the bilingual aspect that the region brings to them but does not concern themselves about the members who drove 20-30 minutes to get to the office only to see the road closed at the last 5 minutes of the trip. Once again the company treats people like a 'resource' rather than a 'person'. Funny how they want us to 'make it personal' when the company is very 'resourceful' at not 'being there for you'.

Miscellaneous Information

- Have a look at the Council's new website: www.cepacc.ca. You'll find posted bulletins, Council By-laws, links to the other locals and more.
- Karen Lewis of Local 410 in NL has been chosen as one of the Atlantic Region Representatives on the CEP National Young Workers Committee.
- In a few months, the CEP National will be launching its mentoring program that was mandated at the last convention. We encourage any member who wishes to get more involved in their local to take advantage of this wonderful opportunity to learn from your peers. The '*older*' folks won't be around forever to pass on their knowledge but you can learn from them now before they retire. When the program gets underway, locals will post notices providing more details.

In solidarity,

CEPACC Executive,

Penny Fawcett
Wayne Walsh
Joyclin Coates

Noel Pauley
Chuck Rouse
Mary Croke