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April 3, 2020

TO: EXPERTECH LOCAL UNION PRESIDENTS AND CHAIRPERSONS

SENT VIA EMAIL

Greetings,

Thank you for your patience and determination in these uncertain times. The Covid-19 has certainly changed the way we do everything, and we wanted to assure you that we continue to work with the company on a daily basis. For the past three weeks we have been working hard to ensure your safety and keep our jobs.

We know that you face the same dilemma at every moment of your day, which is to continue to maintain telecommunications services in our communities and to do everything in your power to ensure your health and that of your families. The mental strain of the current situation should not be underestimated.

More than ever we are faced with situations that affect us psychologically. Rest assured that your representatives are listening and will be able to support you no matter the situation. Unifor has taken the necessary steps with the employer to optimize the various prevention and problem-solving mechanisms:

- We have brought together all the representatives of the various corporate Health and Safety Committees into one committee, for all of the bargaining units under BCE as well as for all of the regions in the country. By centralizing these stakeholders, our aim is to ensure better efficiency and uniformity.
- Your representatives on the Bargaining Committee have weekly follow-up calls with Expertech management to raise the various issues that you are experiencing in the field.
- Your Representatives on local health and safety committees are in constant communication with each other to ensure the effectiveness of the measures implemented by the company.

You will have noticed that the Company sends daily updates related to process changes as it continues to transform operations in order to keep the network running for our customers, who depend on it even more.

Through all of our discussions with the various stakeholders in the company, we have been adamant that they put you at the top of their concerns.

We know your work environment is greatly disrupted. We invite you to remain rigorous regarding the various measures to ensure your safety in your workplaces. Be sure to carry out the usual verifications.

In terms of work volume, this is one of the concerns we are working on with the employer. Some of you told us that the employer made you perform tasks that did not seem essential. You are right, when a technician is asked to remove "racks" from the Central Offices, it may seem non-essential. However, there is a nuance to the principle of essential service. The current situation should not be considered based on the definition of essential service within the meaning of the Labour Code which determines the parameters in a labor dispute situation. Rather, it is a matter of determining which professional activities are considered essential to the proper functioning of our society in times of crisis. So yes, you may feel like you are performing non-essential tasks. What matters is that you rigorously apply the sanitary rules communicated by the employer. Your safety is paramount, especially in this unprecedented time.

Our sisters and brothers in the clerical unit could be asked to lend a hand to Bell's office unit. Given the global crisis we are not surprised to see that contracted call centers overseas have been closed. A large volume of work has therefore been repatriated, and Bell needs all the help it can get to handle this volume of work.

We are well aware that some of our Expertech specific activities are dependent on municipal governments. Given the current situation, the drop in the volume of our work could be offset by assisting other bargaining units. The parties are in discussions to this effect.

We are staying the course on our positions regarding the work related to the deployment of 5G technology. More than ever, we believe that reliability and excellence in work depend on you.

Once again, we reiterate the importance of being rigorous in the application of sanitary rules. Your health is at the heart of the solution to this crisis.

In Solidarity,

Your Expertech Bargaining Committees

cc: National Staff Representatives servicing Expertech units

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