



TELECOMMUNICATIONS WORKERS UNION
SYNDICAT DES TRAVAILLEURS (EUSES) EN TÉLÉCOMMUNICATIONS

POLICIES

EFFECTIVE MAY 2011

TWU POLICIES

*The Policies were updated in **May 2011** and
the changes are highlighted in bold.*

Revision dates represent language change.

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TWU POLICIES

RULES OF CONVENTION

1. The Chairperson or, in his/her absence or at his/her request, the Vice-Chairperson, shall take the Chair at the time specified at all regular and special Conventions. In the absence of either the Chairperson or Vice-Chairperson, the Chair shall make the interim appointment, subject to Convention approval. In the absence of both the Chairperson and Vice-Chairperson, the President or his appointee shall appoint a pro-tem Chairperson and Vice-Chairperson subject to Convention approval. R
Jan 88
2. When a vacancy occurs in the position of Chair or Vice-Chair, an election shall be held immediately at the present Convention or, if vacated between Conventions, as the first order of business at the next TWU Convention. R
Mar 03
- *3. When recognized by the Chair, the delegate shall identify themselves and when speaking shall confine their remarks to the question at issue. R
Mar 03
- *4. No question of a sectarian nature shall be discussed.
- *5. Speeches shall be limited to three (3) minutes except in moving a motion, when the member shall be allowed five (5) minutes. When making a report, there shall be no time limit. R
Jan 93
- *6. A member shall not speak more than once on a subject until all who wish to speak have had an opportunity to do so. If the mover of the motion has not exercised their right to speak, the Chair may recognize them at any time. R
Mar 03
- *7. A member shall not interrupt another except to call a point of order or urgent point of privilege.
- *8. If a member be called to order, they shall at the request of the Chair take their seat until the question of order has been decided. R
Mar 03
- *9. Should a member persist in unparliamentary conduct, the Chair will be compelled to name them and submit their conduct to the judgment of the Convention. In such case, the member whose conduct is in question should explain and then withdraw, and the Convention will determine what course to pursue in the matter. R
Mar 03
- *10. If the report of a Committee is adopted, it becomes the decision of the Convention. If defeated, it may be referred back to the Committee for reconsideration.
- *11. Unless otherwise specified, any decision taken by the Convention shall take effect immediately upon adjournment of the Convention.
- *12. When a motion to reconsider is approved by a 66-2/3% majority the motion may be reconsidered immediately. R
Mar 03
13. Committees may combine resolutions or prepare a composite to cover the intent of the question at issue. Reports of Committees are not subject to amendment, but a motion to refer back to the Committee with guidance for reconsideration shall be in order.

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14. A motion to refer back is not debatable except as to advisability to refer and, when properly seconded, the question shall be immediately put to the Convention.
15. When a question is put, the Chair, after announcing the question, shall ask: "Are you ready for the question?" If no delegate wishes to speak, the question shall be put. R
Mar 03
16. Questions may be decided by a show of hands, or a standing vote on the basis of one vote per delegate.
17. Any delegate may appeal the decision of the Chair. When a challenge to the Chair is made, the Chair at the time shall step aside, and the Vice-Chair shall take the Chair. The question shall then be put thus: "Shall the decision of the Chair be sustained?" The question shall not be debatable except that the Chair and challenger may make an explanation for their actions. R
Mar 03
18. Emergency Resolutions shall be dealt with as the last order of business before Good of the Order and adjournment.

Emergency Resolutions shall be presented in writing to the Chair prior to being placed on the floor.

Emergency Resolutions shall be defined as resolutions dealing with issues that had not arisen by the deadlines set for Convention and shall be of such a pressing nature as to require a decision at the present Convention. R
Jan 96
19. Good of the Order shall only include non-contentious issues, announcements or notice of Emergency Resolutions. Any resolution to be considered under Good of the Order shall be submitted in writing to the Chair prior to being placed on the floor. R
Jan 96
20. In case of a tie vote, the Chair shall cast the deciding vote. R
Mar 03
21. When the previous question is moved, no discussion or amendment of either motion is permitted. If the majority vote that "the question be now put", the original motion has to be put without debate. If the motion to put the question is defeated, discussion shall continue on the original motion. R
Jan 96
22. When voting on Committee Reports, delegates shall vote on the body of the report separately. The delegates shall then vote on any recommendations contained in or attached to the Report. Voting shall be on the Committees' recommendations of either concurrence or non-concurrence.

If a Committee recommendation of non-concurrence is defeated, a motion to refer back to the Committee with direction is in order. R
Jun 90
23. All elections shall be by majority vote. When an insufficient number of candidates poll a majority vote on the first ballot, the candidate(s) polling the least number of votes shall be dropped from the ballot. This process shall continue for all succeeding ballots. The number of candidates dropped shall be at the discretion of the Chair, subject to appeal from the floor and this number shall be announced prior to each round of balloting being taken.

R
Mar 03

TWU POLICIES

24. When the doors are locked for an election, they shall remain locked until that ballot in progress has been completed. The Chair in consultation with Credential Chair shall issue suitable warning to all delegates, prior to locking of the doors for the purpose of that election.
 25. A motion to suspend the regular Rules of Convention or to suspend regular business shall require a sixty-six and two-thirds percent (66-2/3%) vote of Convention.
 - *26. Any situation not governed by the preceding shall be governed by Bourinot's Rules of Order. R
Jan 96
- *NOTE: Any changes contemplated to those marked (*) Convention Rules of Order, will require a Constitutional change. R
Mar 03

TWU RULES FOR ALL-CANDIDATES FORUMS
ELECTION OF OFFICERS, BUSINESS AGENTS

The following rules are recommended for all-candidates forums for the election of TWU officers and business agents:

1. **Table Officers** (President, Vice-President, Secretary-Treasurer)

- (a) Each candidate will have 5 minutes to make an introductory speech.
- (b) The order of speaking will be determined by draw.
- (c) Following the 5-minute speeches, there shall be a question period of a half an hour. Each Delegate may submit one signed question in writing identified by Local to the Convention Chair the day before the forum. The Chair and the Vice-Chair will discard any questions of a personal nature. The Chair will draw questions at random and pose them to the candidates.
- (d) There shall be a 1-minute time limit on each question asked. Each question shall be posed to all candidates. Each candidate will have a maximum of 2 minutes to respond to a question. Candidates will respond to questions in a rotating order.
- (e) Following the question period, each candidate will have the opportunity to give a wrap-up speech of no more than 3 minutes. The wrap-up statements shall be in reverse order from the introductory speeches.
- (f) There shall be a separate forum conducted for each table officer position that is contested.

R
Mar 03

2. **Business Agents**

Each candidate will have 5 minutes to make a speech.

R
Jan 95

TWU POLICIES

GENERAL POLICY

Active Members

1. When a member holding any elected position applies for or relieves in a management position, they must present their written resignation of that position to the Local Executive effective immediately.

This is not in violation of para. 2, Section 9 (1) of the Human Rights Act.

R
Jan 89

2. Relieving management supervisors shall not report on any matters that can be construed as being of a disciplinary nature, or evaluation of an employee.

R
Jan 96

3. Union policy shall be non-signature of any Employee Evaluation Form (e.g. SP23).

R
Jan 96

4. No member shall participate in participatory management groups until the Company agrees to the TWU policies on participatory management as laid out by the Executive Council.

R
Jan 96

5. The Secretary-Treasurer of the Union shall receive, by appointment, any member of the Union in good standing who wishes to inspect the books and records of the Union.

Retired Members

6. Members shall be considered retired when they begin collecting any pension negotiated by the Union, or where there is no pension, at the decision of Executive Council.

R
Jan 97

7. The TWU Secretary-Treasurer shall organize annual banquets for retired Union members.

R
Feb 10

8. The retired members of the Union shall be placed on the mailing list.

R
Jan 96

Job Transfers

9. Job classifications not changed by a Job Posting Procedure can only be changed by a Letter of Agreement, giving a reason for the change and receiving approval by the Executive Council.

R
Jan 92

10. Lateral transfers must have the approval of both the involved Local's Executive and also the Executive Council. Such approvals must be in writing and must be a product of a duly constituted meeting of the approving body.

R
Feb 00

Compassionate Transfers shall be governed by the Human Rights Act under the Duty to Accommodate. The affected Locals shall be notified of Compassionate Transfers prior to completion.

TWU POLICIES

Locals

11. Local Membership Jurisdiction R
Jan 92
- (1) Members must belong to Local having jurisdiction for their classification in their permanent headquarters. Paid Officers may retain Local membership for as long as they hold office.
 - (2) For Local Officers changing jurisdictional boundaries, the original Local shall decide whether or not a transferring Officer can retain office for the remainder of that elected term only.
 - (3) The new Local of the transferring member shall process the transferring member and shall be empowered to initiate, process and effect the transfer with or without the signature of the transferring member. R
Jan 82
12. (a) The Executive Council shall encourage and assist Locals to amalgamate.
- (b) Amalgamation Process
- (c) This policy shall not be interpreted as an impediment to locals that have identified the need to reform into more than one local. R
Feb 10
- (1) A joint meeting of the affected Locals shall be held to discuss the amalgamation.
 - (2) A membership vote shall be taken in each affected Local in order to proceed with amalgamation.
 - (3) A Bylaw Committee shall be formed with equal representation from each of the affected areas.
 - (4) The proposed Bylaws must be passed in each of the affected Locals.
 - (5) A copy of the proposed Bylaws and the ballot counts shall be sent to the TWU Constitution Committee.
 - (6) Upon Convention approval, the new Local shall then be formed. R
Jan 96
13. A member in good standing in the TWU shall be entitled to attend any Local meeting. The member shall be entitled to a voice but not be eligible to hold any office nor be entitled to any voting privileges on Local matters, except in the Local in which they are a member. R
Jun 86
14. A copy of all minutes shall be sent to the Secretary-Treasurer of the Union no later than fourteen (14) days after each Local meeting.
15. Locals should co-ordinate their meeting times in order to cut down on the need for repeated trips of Business Agents. R
Jan 92
16. All proposed Constitutional Changes shall be included with the meeting notice. R
Jan 96

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17. All education videos created for the TWU which require acting skills will be made by unionized firms utilizing unionized actors and actresses. R
Jun 90

Executive Council

18. The Executive Council shall meet a minimum of nine (9) times per calendar year at the call of the President. R
Feb 03
19. Executive Council meetings shall be open to a maximum of three observers per Local and that those observers be members of their Local Executive or appointees of their Executive. No Union compensation for time or expenses are to be involved. R
Jan 96
20. That in order to expedite the meetings of the Executive Council all correspondence be reviewed by the Table Officers and where applicable formulate recommendations as to the disposition of that correspondence. R
Mar 03
21. Effective immediately, recorded votes are to be mandatory at all Executive Council meetings. R
Jan 84
22. Business Agents should have at least one Local to service and make every effort to attend the Local's meetings. R
Jan 96
23. In order to reduce the Union's legal costs, the paid Officers shall assume more of the responsibility of presenting cases at arbitration. R
Jan 96
24. No paid TWU officer or TWU Union representative shall meet with management on Union business without another paid TWU officer or TWU representative with them as a witness. R
Mar 07
25. The Executive Council will have all existing official bargaining notes entered into the TWU data base. R
Feb 10

Letters of Agreement

26. When a surplus has been identified by the Company, a Committee from the Locals involved will be formed to provide assistance to the Executive Council in both the preparation and implementation of Letters of Agreement regarding the surplus members. R
Jan 85
27. Letters of Agreement formulated during negotiations shall be approved by the Bargaining Committee and included in the bargaining package. Letters of Agreement formulated outside of negotiations shall be signed only after discussion and approval of the Executive Council. R
Jan 96
28. All new Letters of Agreement shall be distributed to Convention Delegates and Local Secretary-Treasurers for information at least annually. R
Mar 02

Councillors

29. Councillors should participate in grievances that are taken to the Industrial Relations level and in arbitrations in order to give them experience and reduce dependency on Business Agents. R
Jan 96

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Business Agents meeting with the Company on Local issues shall have a Councillor from the Locals involved at those meetings. R
Jan 94

Before the Union withdraws from a 4th level grievance, the servicing Business Agent shall inform the Local. R
Jan 98

30. Councillors in outlying districts should be allowed to do more servicing of their areas in order to relieve pressure on Business Agents, with the approval of the Executive Council. R
Jan 96

Other Conventions/Conferences

31. Delegates from Locals of the TELUS Bargaining Unit shall meet in Convention during the second week in September in bargaining years for the purposes of determining the bargaining package. R
Feb 00

32. Provincial Federation of Labour Convention Delegates shall be elected by Locals on the basis of one Delegate for each 500 members or less and one additional Delegate for each 500 members or the major portion thereof. Executive Council may authorize elections of additional Delegates by the Locals. R
Jan 01

33. The TWU delegation to the Provincial Federation of Labour Convention shall hold caucuses to keep all TWU delegates informed as to what resolutions will be coming up each day for debate. The first caucus shall be held prior to opening of the Conventions to debate positions on issues and elect whips. R
Jan 01

34. All persons voting on behalf of the Telecommunications Workers Union shall be members in good standing of the Telecommunications Workers Union. R
Jan 96

General

35. When the Bargaining Committee considers that all other means available through the process of collective bargaining have been exhausted, it shall authorize the taking of a strike vote in the bargaining unit affected.

Upon receipt of a favourable strike vote, the Executive Council and Tactical or Strike Committee shall have the authority to implement the strike. R
Jun 83

36. The TWU shall not use 800 or 900 line numbers except for the purposes of a National 800 Hotline and shall encourage members to use live Operator Services wherever possible. R
Jan 06

37. All "Hot" edicts and places not to be patronized shall be published in the Transmitter and other bulletins by the TWU. R
Jan 96

38. The Tactical Committee shall begin involving the membership from the day the contract proposals are exchanged with the Company, and the involvement shall continue on a regular basis throughout the bargaining process. R
Jan 96

39. The TWU will investigate any action that would be required to remove the TELUS Management trustees of the TWPP and replace them with elected TWU members of the plan. R
May 09

CONVENTION POLICY

Convention Agenda/Reports

1. Delegates shall receive the Agenda and Committee reports approximately two (2) weeks prior to the Convention, including a list of all Delegates by Local and Bargaining Unit. R
Jan 96

That the TWU Convention delegates be listed in vertical order including the first names, Locals and Bargaining Unit of each delegate in Convention Minutes and Agendas. R
Jan 92
2. The Agenda shall provide for fifteen (15) minutes at the end of each day, and not less than five (5) minutes nor more than fifteen (15) minutes immediately prior to each lunch break, for Good of the Order. R
Jan 96
3. Guest speakers at Convention will be limited to a maximum of three (3) with a total time of 1-1/2 hours. R
Jan 96
4. The President's and Executive Council Reports shall be made in writing to the Convention, with the exception of certain items originating from the Solidarity Committee. Upon appointment of any new committee, the President's Report shall include a clear mandate of the committee along with the number of members appointed and a date by which the committee will complete its work. R
Feb 10
5. The Union Trustees of the Telecommunication Workers Pension Plan shall report to all regular Conventions regarding the workings and welfare of the Plan. The report shall be followed by a question period from the Convention Delegates. R
Jan 96

Nominations/Elections

6. Nominations for paid Officers and Committees shall take place on the first day of the Convention and election shall take place on the final day of Convention. On a one-day Convention, the nominations shall be one of the first items of business, and the election to take place at the end of the Convention. Nominations shall be re-opened to fill the duration of a term vacated by a successful candidate. R
Jan 96
7.
 - A) The Constitution Committee shall consist of a minimum of six (6) Convention Delegates nominated and elected at Convention. Any increase to these numbers shall be included on the Agenda that is put forward by Executive Council and approved by Convention.
 - B) The Finance Committee shall consist of a minimum of six (6) Convention Delegates nominated and elected at Convention. Any increase to these numbers shall be included on the Agenda that is put forward by Executive Council and approved by Convention.
 - C) The Education Committee shall consist of a minimum of six (6) Convention Delegates nominated and elected at Convention. Any increase to these numbers shall be included on the Agenda that is put forward by Executive Council and approved by Convention.

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- D) The Bargaining Committee for the TELUS Bargaining Unit shall consist of the President, a minimum of three (3) members of Executive Council and a minimum of six (6) Convention Delegates nominated and elected by Delegates of that Bargaining Unit. Any increase to these numbers shall be included on the Agenda that is put forward by Executive Council and approved by Convention. R
May 00
8. Alternate delegates shall not be eligible to run for the positions of Chair, Vice-Chair or for Committees. R
Mar 03
9. The term of office for Convention Committees shall be two years, with staggered elections, except for the Bargaining Committee which shall not stand down until after the contract is signed and the Credentials Committee which shall stand down after each Convention. R
Jan 96
10. CLC Convention Delegates shall include the President, Secretary-Treasurer, and eight (8) delegates plus two (2) alternates nominated and elected at Convention. The number of delegates may be increased by the Executive Council. R
Jan 92
11. Nominees for Officers and Bargaining Committee positions of Bargaining Units over 1000 members shall:
- (a) Submit a written resume, to be circulated to Delegates at the Convention.
 - (b) Address a three (3) minute speech to the Convention.
12. There shall be an all-candidates forum held during Convention for the offices of President, Vice-President, Secretary-Treasurer and Business Agents, under a format designed by the Political Action Committee. R
Jan 96
13. The number of votes cast for each candidate on each round of balloting for any elected position shall be recorded on a blackboard for the information of the delegates. R
Jan 96
14. Each ballot must contain a number of votes corresponding exactly to the number of positions to be filled on that ballot. R
Jun 86

Committees

15. Cut-off date for recommendations to Committees from Locals shall be December 15th for the following March Convention and May 1st for the following September Convention. Locals shall prepare their recommendations to the fullest extent, e.g. article, paragraph and reason when presenting same to Convention. R
Jan 01
16. Committee Chairs or their appointees shall gather and prepare all needed material and make it available to committee members ten (10) days prior to any meetings. The Chair shall determine the number of days the committee will meet. The President shall ensure committee Chairs are trained. R
Mar 03
17. The Secretary-Treasurer shall arrange time off for Committee Meetings in sufficient time to enable all members to attend. Committee Meetings should not be held during Convention unless absolutely necessary. R
Jan 96
18. All elected committees will report annually. All other committees may prepare written submissions to be included in the Convention Kit for information only. A committee R
Jun 92

TWU POLICIES

desiring to report may do so with notification to the Secretary-Treasurer fifty (50) days prior to the submission of the Agenda to Convention.

19. Committee members who are not Convention Delegates shall be allowed time off to participate when the Committee reports, and they shall be paid by the TWU when they attend. R
Jan 96
 20. Delegates shall not be on more than one elected Committee. Delegates may, however, be appointed to other Committees provided they have expertise in the subject area of that Committee. This expertise shall be explained to Convention. All appointed committees shall be reviewed by Executive Council on an annual basis. Should a reduction be necessary, any member sitting on more than one appointed committee will be removed first. R
Jan 96
 21. All committees, appointed, elected, working and Executive Council committees have a specific mandate and that that mandate be in writing and available to any member requesting it.
- Note: Elected committees' mandates are covered in the Constitution, Article XIII. Convention Policy No. 4 covers other committees' mandates. Mandates are available from the Secretary-Treasurer upon request.* R
Jan 99

Officers

22. If an Officer takes early retirement on terms imposed by the Company, this early retirement will take effect on the date stipulated for all employees affected. R
Jan 96
23. At the time a Union officer's term expires, the Union shall make every attempt to place the outgoing officer per seniority and the provisions of their Collective Agreement. R
Jan 96

General

24. All Conventions are declared non-smoking on the main Convention floor area. R
Jan 92
25. Immediate members of delegates' families shall be allowed to sit at Convention with prior approval of the Credentials Committee. Executive Council shall establish criteria to determine the eligibility of visitors. R
Jan 96
26. A room shall be made available outside of Convention hours for any groups of members wishing to use it. The allocation of this room will be made by the Chair on an availability basis. All caucus meetings are to be open to any TWU members. R
Mar 03
27. The Secretary-Treasurer shall update the policy papers after each Convention and distribute them to each Convention Delegate as soon as possible. R
Jan 96
28. All TWU Policies shall be subject to mandatory review every four (4) years. R
Jan 91

TWU POLICIES

FINANCIAL POLICY

Definitions

Collective Agreement refers to the TWU-STT-TELUS Collective Agreement. R
Mar 07

Top Communications Technician rate refers to the negotiated wage rate in the current TWU-STT-TELUS Collective Agreement. R
Mar 07

Upper Fraser Valley refers to Abbotsford, Agassiz, Aldergrove, Chilliwack, Rosedale, Sardis, Yarrow, Hope, Whonnock and Mission.

Transportation refers to airfares, airport fees, coach lines, ferry fares, road tolls, parking fees, mileage, shuttle and taxi fares to and from airports and ferries. R
Mar 03

1. Expenses for Officers, Delegates and members on TWU sanctioned business:

The determination of out-of-town status shall be beyond 15 miles (24 km.) travelling distance, by the most direct route, from the meeting site to either the lesser of the two: R
Mar 07

- (a) Their residence, or
- (b) Their work headquarters.

Any Delegate returning to his residence shall only be entitled to in-town expenses. All daily per diem rates to be rounded out to the nearest dollar. Daily per diem rates cover a 24-hour period. Exceptional expenses shall require the prior approval of the Secretary-Treasurer. R
Mar 07

Any Officer or Delegate whose residence is beyond 15 miles (24 km) travelling distance, attending a CLC, Federation of Labour or TWU Convention, will have the choice of having a hotel and given out-of-town expenses for the duration of the convention. R
Mar 08

Any member on in-town union business extending through supper hours shall be paid an additional 12% of top Communications Technician rate at the discretion of the Secretary-Treasurer. R
May 09

Conventions

(a) Expenses for out-of-town members requiring overnight accommodations will be approved hotel rate plus 30% of the top Communications Technician wage rate plus transportation. Hotel rate to be established by the Secretary-Treasurer. R
May 09

(b) Expenses for in-town members will be 12% of the top Communications Technician rate, plus parking fees. For late sittings, the in-town daily per diem will be double at the discretion of the Secretary-Treasurer. R
May 09

Committees (Convention and Executive Council appointed)

(c) Expenses for members not requiring overnight accommodations will be 12% of top Communications Technician rate. R
May 09

TWU POLICIES

- (d) Expenses for out-of-town members requiring overnight accommodations will be approved hotel rate plus 30% of the top Communications Technician wage rate plus transportation. Hotel rate to be established by the Secretary-Treasurer. R
May 09

Grievance/Arbitration Process

(The following does not apply to the normal grievance procedure)

- (e) Members not requiring overnight expenses will be provided with their meals either by credit card or by receiving 12% of top Communications Technician rate per meal, plus transportation. R
May 09
- (f) Expenses for out-of-town members requiring overnight accommodation will be approved hotel rate plus 30% of the top Communications Technician wage rate plus transportation. Hotel rate to be established by the Secretary-Treasurer. R
May 09
2. Out-of-town members requiring overnight accommodation while on TWU sanctioned business shall receive one-half day time off for travelling on their own time to and from such business, plus transportation. Out-of-town members requiring overnight accommodation residing in Upper Fraser Valley claim two (2) hours travel time for travelling on their own time to and from such business, plus transportation. All other members receive no travel time, i.e. Lower Fraser Valley and Greater Vancouver. Any exceptional travel time shall require the approval of the Secretary-Treasurer. R
Jan 92
3. That members on official TWU sanctioned business, Local general or executive meetings or to attend TWU approved labour courses, be reimbursed for additional costs incurred for child care. The additional costs shall be determined by the differences between normal working day costs and the actual costs incurred. Any exceptional child care expenses shall require prior approval of the Secretary-Treasurer. R
Jun 91
4. (a) Mileage will be paid to Convention Delegates, Convention Committees, Executive Council appointed Committees, members attending Local meetings, or elected, appointed or requested to attend Local Labour Council meetings shall be paid at the following mileage rate when travelling by automobile to and from the Union sanctioned meeting closest to their place of work and the total round trip mileage exceeds 40 kilometres. All mileage after 40 kilometres will be paid for at the discretion of the Secretary-Treasurer or Local executive at the rate of 45 cents per kilometre, plus 3 cents per kilometre per passenger kilometre. R
May 09
- (b) Extraordinary travel expenses incurred over or under 40 kilometres may be paid for at the discretion of the Secretary-Treasurer or Local Executive. R
Jan 01
5. Secretary-Treasurers' course to be held on an as needed basis. R
Jun 88
6. Members of the TWU shall be paid hotel room plus 30% of top Communications Technician rate with prior authorization of the Executive Council while attending TWU approved labour courses when held at a distance which precludes their return home each night. Members unable to return home due to weather conditions may be paid such expenses subject to approval of the Local Executive. R
May 09
7. Members of the TWU shall be paid an allowance of 10% of top Communications Technician rate per half day, evening or full day to cover out-of-pocket expenses, when elected, appointed or requested to attend union-approved Education Courses, Labour Council regular meetings, or TWU Local Executive meetings. This allowance may be R
Mar 07

TWU POLICIES

paid to members who are elected, appointed or requested to attend meetings other than those specifically mentioned, at the discretion of the Local Executive.

8. Local Executive members not able to return home from Executive or General Meetings because of travel arrangements or weather conditions shall be reimbursed through the Union for limited time off of up to four (4) hours the next day, as well as the actual hotel and meal expenses incurred in the overnight stay. R
Jun 85
9. That the salaries for Officers be as follows:

	<u>July 1, 2011</u>	<u>July 1, 2012</u>	<u>July 1, 2013</u>
President	\$90,225.525	\$92,030.04	\$93,870.64
Vice-Pres. & Sec.-Treasurer	\$84,003.075	\$85,683.14	\$87,396.80
Business Agents	\$77,780.625	\$79,336.24	\$80,922.96

10. The benefits gained by the master section of the TELUS-TWU-STT Collective Agreement and Letters and Memoranda of Agreement that apply to the master section shall apply to the paid officers. R
Mar 08
11. (a) That the TWU sponsor three (3) seven hundred and fifty dollars (\$750.00) scholarships and four (4) one thousand dollar (\$1,000.00) scholarships. R
Mar 07
- (b) That the TWU sponsor a Wally Alexander Memorial one thousand dollars (\$1,000.00) scholarship to a TWU student of the Labour College of Canada Residential Program. R
Feb 00
12. In order to prevent extreme financial hardship to our members honouring picket lines, a payment of 70% of gross wages will commence on the third day of picketing. R
Jun 83
13. That if, in the opinion of the Executive Council, a group of members on a job action are to be held off the job then a payment of up to seventy percent (70%) of a day's gross wages may be given. R
Jan 84
14. All Locals shall establish an account in a chartered financial institution and shall deposit all its revenues therein. Credit Unions shall be given first consideration.
15. Local Secretaries' remuneration shall be 45% of the top daily Communications Technician rate per month plus 10% of top Communications Technician rate per Local General or Special Meeting. R
Mar 07
16. (a) An annual grant of \$1.50 per member shall be paid to each Local for social functions, door prizes, promotional items, etc. This amount to be determined by November 1 Official Membership count. The minimum amount allocated to any Local will be \$100. **(Suspended for 2011)** R
May 09
- (b) The Secretary-Treasurer of the TWU is authorized to automatically send each Local their Social Fund the first of April each year. **(Suspended for 2011)** R
Jun 89
17. All purchases of assets by a Local above one hundred dollars (\$100.00) or leases and rentals that exceed this amount per year must be approved by the Secretary-Treasurer of the TWU or the TWU Finance Committee.

TWU POLICIES

18. Each Local that wishes to have TELUS calling Cards will be responsible for all calls charged against the card. Executives of the Local will be responsible to verify all charges.
19. Sick Committees are empowered to spend up to thirty dollars (\$30.00) per sick member. A member must be absent over ten (10) working days. One time only per sickness. R
Jan 91
20. No Local may make a donation exceeding the sum of fifty dollars (\$50.00). No further donation may be made to the same cause by the Local within the calendar year without the approval of the Executive Council of the Union. That Locals limit donations to requests within their Local area only. R
Jun 87
21. Monthly the Secretary-Treasurer of each Local shall send an itemized statement to the Secretary-Treasurer of the Union showing the amount expended from the Local expense account during the previous month. R
Jan 92
22. The Secretary-Treasurer of the Union shall upon a receipt of the itemized statement of the Secretary-Treasurer of the Local reimburse the Local for its expenses.
23. In an emergency, a Local Executive may request the Secretary-Treasurer of the TWU for additional monies to cover extraordinary expenditures subject to approval of the TWU Executive Council.
24. The Union will allow one Executive member or Shop Steward off per work location and 4 others per Local, scheduled to work, union paid time off the job as necessary to attend Local union meetings, Executive meetings, or a specially-called meeting. An additional person will be allowed paid time off in locals over 200 members at a ratio of 1 person per 100 members. It will be the responsibility of the Local's Secretary-Treasurer to advise the TWU's Secretary-Treasurer the names of members being booked off. In all cases, the Local will endeavour to give a minimum of two weeks' notice. R
Feb 10
25. That the TWU and its officers should purchase or lease communications and office equipment from companies employing TWU Bargaining Unit members when the security and privacy of the TWU is not put at risk. If in any cases where particular equipment is not available, then purchases or leases should utilize union suppliers when possible. R
May 09
26. The TWU Executive Council and Convention donations will be collectively restricted to a maximum of \$10,000 per fiscal year, unless exceptional circumstances prevail as decided by Executive Council or Convention. Exceptional circumstances shall not include donations to political parties. R
Jan 95
27. The TWU will establish a Political Action Fund. This fund will be financed by the transfer of two dollars (\$2.00) per member per fiscal year from the Administrative Account. Disbursement of monies from the Political Action Fund will be at the discretion of Executive Council or Convention. R
Jan 89
28. All committees shall submit a detailed budget to include all anticipated expenses for the following year's program. All committees reporting to Convention shall include a brief financial statement for the fiscal period between Conventions. R
Jan 98

TWU POLICIES

29. The TWU will allow one elected or appointed Labour Council Delegate per Local, scheduled to work, Union paid time off the job as necessary to attend a regular, committee, or executive local Labour Council meeting. It will be the responsibility of the Local's Secretary-Treasurer to advise the TWU's Secretary-Treasurer the name of the member being booked off. In all cases, the Local will endeavour to give a minimum of two weeks' notice. R
May 09
30. All banked A.F. up to and including February 28, 1992, to be grandfathered in a separate account. R
Jan 92
31. (a) The Finance Committee shall present a balanced or surplus operating budget to Convention. R
Jan 94
- (b) A budget covering surplus funds may be presented by the Finance Committee to Convention when surplus funds are available. R
Jan 94
- (c) Surplus funds to be defined as those monies over and above a minimum of six (6) months operating expenses in the Administration Account and no other outstanding unfunded liabilities. R
Feb 00
32. Effective January 1, 1995, all In Lieu time accumulated will be banked at the rate of pay in effect at the time of banking. If this time is cashed in for any reason, the payout will be at the rate at which it was banked. R
Jan 94
33. All expenses submitted by a local or one of its members must be accompanied by a copy of any receipt(s) received. R
Jan 01
34. That all members submit AF IN LIEU vouchers to the Secretary-Treasurer within 60 days of when such time was earned. If a member presents a valid reason as to why their AF IN LIEU was not submitted within the stipulated timeframe, the Secretary-Treasurer will have the discretion to approve any reasonable request. R
Mar 07
35. Any member or Officer of the TWU, travelling on Union business, fly economy class whenever possible. R
Mar 07
36. Rank and File Bargaining Committee members negotiating first Collective Agreements be eligible for expenses. R
Mar 08

TWU POLICIES

POLITICAL POLICY

1. That the TWU go on record as opposing the cutbacks to the unemployment insurance system, and the Union continue to press the Federal government to adopt a full employment policy. R
Jan 96
2. That the TWU do all in its power to protect the rights of collective bargaining for all public sector unions, including the right to strike, and support labour movement campaigns against legislation which attempts to replace collective bargaining with "formula" bargaining. R
Jan 96
3. That the TWU continue to support the postal workers in their struggle to retain their legal right to strike. R
Jan 82
4. That the TWU fight for the preservation of Medicare.
5. That the TWU do all in its power to fight so-called "right-to-work" legislation should such legislation ever be introduced federally or provincially. (Re-affirmed June 1983) R
Jun 83
6. That the TWU continue to inform its membership about the effects of all new legislation which will affect the rights or welfare of our members, and that the TWU continue to publicly voice its opposition to any such legislation which is clearly detrimental to the interests of this Union or the labour movement at large. R
Jan 83
7. That the TWU commit itself to involving the membership and the Union as a whole in election campaigns on the side of those candidates and those parties which support the interests of our members and the interests of the labour movement as a whole. The Executive Council may, upon request or at its discretion, make campaign contributions up to one thousand dollars (\$1,000.00) to TWU members seeking public office. R
Jan 82
8. We inform all levels of government of our concerns through increased communications with politicians. R
Jan 01
9. That the TWU maintain constant vigilance and pressure on the C.R.T.C. to ensure the best quality of telecommunications service for the people of Canada. R
Jan 01
10. That the TWU continue to endorse the Political Action Program in the strongest possible way.
11. That the TWU Political Action Committee continue with its present structure, that it continue to meet regularly, and that it pursue an active Political Education Program during the coming year.
12. That the TWU establish a full-time position for a resource person, whose task shall include co-ordination of the TWU Political Education Program as a first priority.
13. That the TWU press for the revision and consolidation of minimum labour standard laws by provincial governments, and demand that farm workers and domestic workers be included under such standards. R
Jan 01

TWU POLICIES

14. That the TWU demand the government continue to increase the minimum wage immediately. R
Jan 96
15. That the TWU make a major priority in lobbying and organizing political pressure to urge the federal government to make major changes to the Canada Labour Code and Canada Labour Relations Board to ensure (i) that the Board shall have labour representatives on its panels, and (ii) that the Board will follow fair and consistent labour relations policy in the determination of "appropriate bargaining units", and (iii) that decisions such as the "Section 119" C.L.R.B. decision of August 1979, which made no decision on an "appropriate unit" for the TWU, can be overturned. R
Jan 82
16. That the Committee do everything in its power to call for government investigation and public hearings into the social, economic service and employment effects of technological developments being undertaken by TELUS and other communications companies in Canada. R
Jan 01
17. That the TWU call on the federal government to make drastic changes to the C.R.T.C. to ensure (i) that the C.R.T.C. no longer shall rely on company developed data, surveys, and (ii) that the C.R.T.C. encourage union and public input to investigate TELUS or other phone companies, and (iii) that the C.R.T.C. be mandated and look beyond the narrow aspects of "rate of return" and investigate local community impact, employment, and true quality of service effects of proposals for technology, network changes or rate increases by the phone companies. R
Jan 01
18. That the TWU do everything in its power to involve all parts of the labour movement, particularly the Provincial Federations of Labour to take up technological change as an urgent labour movement concern. R
Jan 01
19. That the TWU endorse the New Democratic Party and the BLOC Quebecois, on the basis that they are the only parties whose principles and record are worthy of Labour's support, while these parties continue to support TWU members and their best interests. R
Feb 10
20. That the TWU support Labour Council-endorsed Municipal candidates or organizations which clearly represent the needs of working people and the positions of organized labour. R
Jan 87
21. That the TWU go on record demanding the immediate repeal of Bill 54, the Municipal Amendment Act 1980. R
Jan 87
22. That tracts of land be made available for co-op housing development. R
Jan 01
23. That the TWU go on record opposing any separate form of billing of patients and that doctors be obliged to negotiate their contracts with the provincial government, the same as any other union does. R
Jan 83
24. That the TWU support the B.C. Organization to Fight Racism (B.C.O.F.R.) in their efforts to eliminate racism. R
Jan 87
25. That the TWU denounce all attempts by government or employers to make working people the scapegoats of economic mismanagement, and that the TWU call on Provincial Federations of Labour and the Canadian Labour Congress to conduct the needed public meetings to fight and expose such scapegoating. R
Jan 01

TWU POLICIES

26. That the TWU Political Action Committee conduct a semi-annual seminar on an annual basis. R
Jan 96
27. That the Political Action Committee be authorized the necessary funds to prepare and distribute a regular bulletin, and that a maximum of two members of the Political Action Committee be given one day of Union-paid time to prepare each bulletin. R
Jan 96
28. That the TWU oppose the proposed free trade agreement. R
Jan 96
29. That the TWU through Provincial Federations of Labour and the Canadian Labour Congress exert continued pressure on the Federal government to pass Federal Anti-Scab Legislation. R
Jan 01
30. That the Political Action Committee make its priority the formulation of political policy for the TWU and the education of the members of the TWU on the impact of government policy on them: and
- That the Political Action Committee encourage members to become active in community, provincial and federal issues on an ongoing basis.
31. That the TWU do everything in its power to lobby all levels of government to put a stop to the outsourcing of our member's work and to jobs leaving Canada. R
Feb 10

RECOMMENDATIONS FOR FUTURE USE OF THE FUND

R
Jan 98

1. The TWU will release members to work on federal and provincial election campaigns, providing releases meet the requirements of applicable legislation and the following guidelines:
- (a) The TWU will only accept one list of names submitted by the CLC. The first list will be the last list.
- (b) Only members in good standing will be considered for release. Members will be expected to contribute some of their own time to the campaign. R
Jan 99
- (c) Members must take the Union time off during the campaign they are working on. R
Mar 03
- (d) There is no limit to be placed on the numbers of people who can be released, as long as there is money in the Fund to pay for it. The TWU will expect the party to limit releases to key ridings and only one person per riding.
- (e) The Union may wish to release individuals to work on a specific candidate's campaign who the Union feels has/will work(ed) on behalf of the Union to the members' best interest.
2. A donation will be made to the central campaign if requested by either the Canadian Labour Congress or Provincial Federations of Labour.

TWU POLICIES

3. Distribution of political information to the worksite for bulletin boards and to individual members.
 - (a) The TWU Political Action Committee will meet at the first available opportunity in the election window to select/edit material that is judged to be of best use to focus the membership on the issues of the campaign.
 - (b) The Committee will attempt to use the message that has been developed by the Canadian Labour Congress and Provincial Federations of Labour. R
Jan 01
4. Members in good standing who run and get nominated as candidates for the NDP provincially may be released on Union Time for the duration of the campaign. R
Mar 03
5. The Union will fund the purchase of tickets to attend fund-raising dinners or other functions that Executive Council considers will be of advantage to the membership.
 - (a) The cost of these donations is to be limited to \$3,000.00 per annum from the fund. R
May 09
 - (b) The tickets will be made available to Executive Council members and TWU activists within the NDP on a first come, first served basis. Notification of availability will be made through the TWU Hotline as soon as possible.
 - (c) Wherever possible, attendance at these fund-raising activities will give first priority to Union establishments.
6. The Union will help fund TWU members in good standing per Political Policy No. 20:

That the TWU support Labour Council-endorsed Municipal candidates or organizations which clearly represent the needs of working people and the positions of organized labour.

R
Jan 87
 - (a) Members will be expected to have the endorsement of their Local and have their application in to Executive Council (c/o the Political Action Officer) at least one Executive Council date prior to their election date.
 - (b) Members who qualify for a donation will be expected to provide a copy of a campaign expense budget and only ask for a donation if required.
 - (c) The amount of the donations paid will be on the recommendation of the Political Action Officer and with the concurrence of Executive Council. The total cost of all these donations is not to exceed \$5,000.00 per annum and is to come from the Fund. R
Aug 02
7. The Union will not fund individuals to attend political conventions.
8. The Union will continue to assist other recognized unions in election campaigns in which they may be involved, i.e. federal, provincial or municipal. This has to be at no cost to our members while maintaining security over the membership list.
9. The TWU will fund campaigns of municipal politicians who have indicated a long-time track record for support on issues facing our members. Donations are to be limited to \$100.00 per individual and \$5,000.00 per annum. R
Aug 02

TWU POLICIES

10. A donation may be made to a central municipal campaign if requested by either the Canadian Labour Congress or a Provincial Federation of Labour. This donation is not to exceed \$5,000.00. R
Aug 02
- N.B. Final approval for all requests for moneys and assistance rests with Executive Council subject to appeal to Convention. R
Mar 05

TWU POLICIES

EDUCATION POLICY

1. The TWU will establish an Education Fund to provide funding for the development of courses – paying expenses, and in some cases wages for TWU, CLC and other courses authorized by the Union. **(Suspended for 2011)**

This fund will be maintained by a contribution of \$28.00 per member per year to a maximum of 3 years contribution in surplus.

The most recent official membership count will be used to determine the number of members for budgeting purposes.
2. The TWU Education Fund shall be administered by the Executive Council with input from the Education Committee and pursuant to the Constitution and the Policies of the Union.
3. The first priority of this fund shall be to provide a Shop Stewards' course on Basic Trade Unionism to every member who wishes to learn about or to become active in the Union, and it shall be our objective to offer a course to all members before any member is offered a second course. The Education Committee shall maintain records of all members and officers who have taken Union-paid courses.

In administering the Education Policy the Committee will ensure that there is a balance of courses offered with the purpose to educate/initiate new activists and to broaden the skills of those activists who presently contribute their efforts to their own Local and to the Union. Each Local will participate in choosing courses provided to its membership.
4. All instructors' wages, expenses, committee costs and costs related to the design of courses shall be administered out of this Fund.
5. It is our objective as a Union that all CLC courses paid for out of this Fund shall be shared equitably by the Convention Delegates, Local Executives and Shop Stewards. Preference will be accorded to new Local officers, members who have not previously attended, and members who have taken weekend courses on their own time.
6. Executive Council training shall continue to be paid out of officers' expenses in the General Fund.
7. The Executive Council of the TWU, with input from the Education Committee, will retain the authority and jurisdiction to designate the number of CLC winter school courses available and to make a determination of which courses will be made available through sponsorship and expenses paid by the TWU.
8. Selection of members for CLC Education courses shall be made by the Locals and Executive Council.

R
Jan 94

TWU POLICIES

Local participation will be based on the following formula:

1 - 300	- 1 candidate
301 - 500	- 2 candidates
501 - 800	- 3 candidates
801 - 1200	- 4 candidates
1201 - 1600	- 5 candidates

9. When a member or officer has been authorized to attend a specific course, any change or substitution will require approval from the Executive Council or the officer responsible for education. R
Jan 98

10. Advanced courses will be offered when they are required to meet specific challenges as determined by the Executive Council of the TWU, with input from the Education Committee. R
Jan 98

11. All Union instructors will be approved by Executive Council. R
Jan 98

12. The Education Committee will compensate for wages lost for members attending approved TWU Education courses. R
Jan 98

MINOR SPORTS SPONSORSHIP POLICY

1. Locals will be eligible to receive the amount of \$1.00 per member. Where a Local has a membership of less than 500, the Local Executive may spend up to five hundred dollars (\$500.00). **(Suspended for 2011)** R
Mar 08
2. Only requests from members who are actively participating in minor sports organizations shall be considered. (i.e. association executive members, coaches, managers, referees, etc.).
3. All requests must be approved by the Local Executive who will forward them to the Secretary-Treasurer of the TWU for payment.
4. Requests will be considered on an annual basis.
5. The Local Executive shall consider requests on the basis of need as well as exposure of the Union to the general public. R
Mar 04

SAFETY AND HEALTH POLICY

1. **Safety and Health Creed**

"THE DEMANDS OF THE SERVICE OR THE IMPORTANCE OF THE JOB ARE NEVER SO GREAT THAT WE CANNOT DO THE JOB SAFELY."

If the job is NOT safe, in the opinion of the person doing the job, it should not be done by ANY person until it is safe.

2. **Right to Refuse**

The right to refuse work that may be injurious to one's health and/or safety is the right of all members.

3. **Right to Know**

Members shall have the right to know what is in a substance or in the working environment before starting a job.

4. **Accident Investigation**

The "union member" referred to in the Collective Agreement shall be the TWU District Committee Co-Chairperson or his/her appointee. Read Letter of Agreement on Accident Investigation contained in the Collective Agreement book.

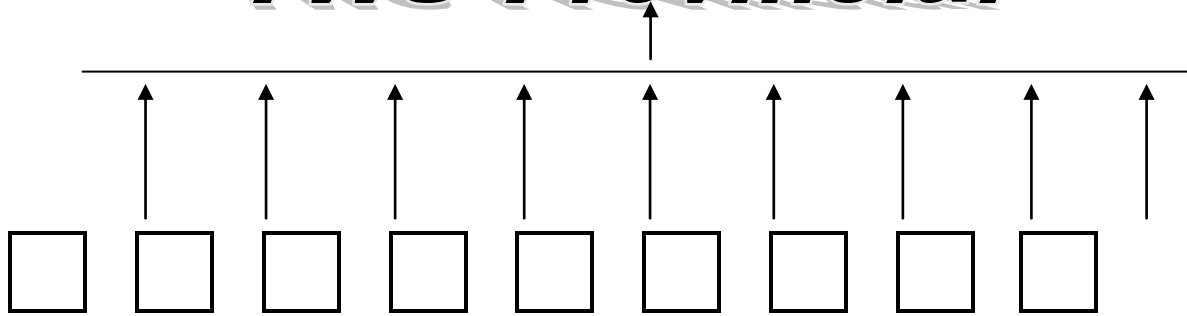
5. **Joint Safety and Health Program Structure**

It shall be the responsibility of all TWU members to ensure that regularly schedule worksite (Crew/Staff) Safety and Health Meetings, District Joint Safety and Health Committee Meetings, and Provincial Joint Safety and Health Meetings take place.

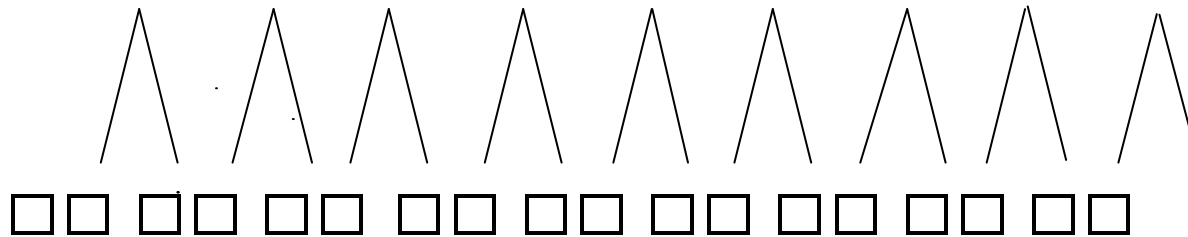
R
Feb 00

Read the Master Section of the Collective Agreement, the new article titled "Health and Safety".

1. ***TWU Provincial***



2. *Local Safety & Health Committees*



3. *Work Site Safety & Health Lessons*

1. Meets with the Company eight (8) times a year.
 2. Meets with the Company monthly.
 3. Plant have Safety lessons monthly.
- Traffic and Clerical have Safety lessons quarterly (minimum).

6. **Hazardous Substances**

It is the responsibility of the Committee to promote the health and safety of workers; therefore, the Committee agrees with promoting workers' health by removing hazardous substances from the working environment. It is the responsibility of the Company to provide professional education about all hazards.

R
Jan 86

7. **Testing VDTs**

That all VDTs in all TWU offices be tested annually or more frequently if required.

R
Jan 86

8. **Stress**

The Safety and Health Committee is committed to working towards removing or reducing sources of stress in the workplace wherever possible.

R
Jan 89

TWU POLICIES

9. Health & Safety Policy Committee Fund

- (a) The TWU will establish a Health & Safety Policy Committee Fund to provide funding for the development of courses for Health & Safety Committees, paying wages and travel expenses for Policy Committee members when visiting Local Health and Safety Committees. **(Suspended for 2011)**
- (b) This fund will be maintained by a contribution of \$2.00 per member per year to a maximum of three (3) years' contribution in surplus. (March 2003) The most recent official membership count will be used to determine the numbers of members for budgeting practices. **(Suspended for 2011)**
- (c) The TWU Health & Safety Policy Committee Fund will be administered by the Business Agent responsible for the Committee with input from the Table Officers of the TWU. **(Suspended for 2011)**
- (d) All the expenses and wages for annual Safety Committee visits and Seminars will be taken out of this budget. **(Suspended for 2011)**

R
Nov 02

R
Mar 03

HUMAN RIGHTS POLICY

The Telecommunications Workers Union is part of a broad social movement whose purpose is to improve the human condition. As such we recognize the inherent dignity and equal and inalienable rights of all members of the human family as the foundation of all freedom, justice, and peace in the world.

Our organization strongly supports the United Nations Universal Declaration of Human Rights, which states that "All human beings are born equal with dignity and human rights."

As an integral part of its mandate, the TWU encourages and supports aboriginal people, members of minority groups, and the disadvantaged in their fight to obtain what is rightfully theirs. This support also extends to men and women who are victims of systemic discrimination on the basis of their sexual orientation.

The TWU promotes and works for the elimination of racism in our country, our communities, our workplaces and in the labour movement itself.

The TWU is an advocate for the eradication from society of discrimination based on race, creed, colour, ethnic origin, ancestry, place of origin, citizenship, gender, sexual orientation, age, marital status, family status, or disability.

We support the right of all workers to join a union and to engage freely in its activities. The TWU believes that every individual has the right to dignity and respect and the right to be treated fairly within the union, in the workplace and in broader society.

We are advocates of the right of all Canadians to obtain work and financial rewards commensurate with their abilities and without consideration of their gender, ethnic origin, colour, or condition.

We maintain the right of all individuals to satisfy basic needs such as food and shelter, as well as the right to an education, meaningful employment, and sufficient retirement income.

We believe that it is the role of government to guarantee the respect for each and every person, ensuring their ability to exercise both individual and collective rights within our society. Consequently, we promote the exercise of collective rights such as access to medical services, which complement individual rights and believe that they should be readily available to all citizens.

Given the increasing importance of protecting privacy as we move into the information age, we urge governments to make any changes necessary in Canada's Human Rights Legislation, Labour and Employment Law, and the Charter of Rights to protect against the invasion of privacy.

TWU HARASSMENT POLICY

1.0 STATEMENT OF PRINCIPLES

1.1 Commitment of the TWU

The TWU is committed to providing its members with an environment in which all members are treated with dignity and respect. Each individual has the right to participate in the union in an atmosphere that promotes equal opportunities and prohibits discriminatory practices.

The TWU has adopted this policy to make it clear that harassment will not be tolerated in this union. The TWU encourages reporting of all incidents of harassment, regardless of who the complainant or respondent may be.

1.2 Definition of Harassment

For the purposes of this policy, harassment is defined as deliberate, offensive conduct concerning a member's language, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for which a pardon has been granted, that demeans or humiliates the member, and that a reasonable person should have known would be unwelcome.

Disrespectful behaviour that is not related to one or more of the prohibited grounds of discrimination, commonly known as "personal" harassment, is not covered by this policy.

Some examples of harassment include:

- a. Unwelcome remarks, slurs, jokes, taunts, or suggestions about a member's language, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for which a pardon has been granted (prohibited grounds);
- b. Unwelcome sexual remarks, invitations, or requests (including persistent, unwanted contact after the end of a sexual relationship);
- c. Displays of sexually explicit, sexist, or racist material;
- d. Written or verbal abuse or threats related to a prohibited ground;
- e. Practical jokes related to a prohibited ground that demeans or humiliates;
- f. Leering (suggestive staring) or other offensive gestures;
- g. Unwelcome physical contact, such as patting, touching, pinching; and
- h. Sexual assault.

1.3 Application of the Policy

This policy applies to TWU members, including but not limited to elected officers, appointees to union positions, and rank-and-file members of the TWU, for complaints of harassment that take place within the union environment.

The union environment means:

- a. Harassment in the course of TWU work assignments, whether the harassment is inside or outside of a TWU union office, over the telephone, by electronic communication, or in person;

TWU POLICIES

- b. Harassment at a TWU event and/or an event in which a member is participating on behalf of the TWU including but not limited to conventions, meetings, seminars, councils, courses and conferences; and
- c. Harassment in non-TWU venues if the member harassed is there as a result of union work-related responsibilities or a union-related relationship.

This policy does not apply to any TELUS or other employer workplace harassment complaints involving TWU members as those complaints will be dealt with through the grievance process or the applicable workplace harassment policy.

This policy is not a substitute for, nor does it supersede, such rights as an individual may have under applicable human rights legislation.

1.4 Purposes

This policy is not intended to constrain social interaction between members of the union. The purpose of this policy is:

- a. To maintain an environment that is free from harassment;
- b. To set out the types of behaviours which constitute harassment; and
- c. To provide a mechanism for resolving complaints of harassment between members.

1.5 Outside Investigator

The outside investigators referred to in this policy will be appointed annually by Executive Council (EC) at the first annual EC meeting (or until determined otherwise if annual appointment does not take place). The list of Investigators will be provided to EC by the HRO's for EC approval.

2.0 CONFIDENTIALITY

The TWU recognizes the difficulty of coming forward with a complaint of harassment, and the interest in keeping the matter confidential.

To protect the interests of the complainant, the respondent, and others who may report incidents of harassment, confidentiality will be maintained throughout the process and information relating to the complaint will only be disclosed to the extent necessary to carry out these procedures.

The TWU will administer this policy in accordance with its obligations under applicable personal information protection laws. Where permitted by law, the TWU may collect, use or disclose information necessary to conduct an investigation related to this policy without consent.

Failure to maintain confidentiality by any person will be considered a breach of this policy and may lead to charges under the TWU Constitution.

3.0 POLICY PROCEDURES

3.1 Initial Action by Complainant

A member who believes that she or he has been subjected to harassment (the "complainant") is encouraged to bring the matter to the attention of the member responsible for the conduct and make it known to that person that the behaviour is unwelcome.

3.2 Step 1: Informal Process

Where the complainant does not wish to bring the matter directly to the attention of the member responsible, or where such an approach is attempted and does not produce a satisfactory result, prior to filing a formal complaint, the complainant must first contact the Human Rights Officer ("HRO") in their province for assistance in resolving the matter.

The HRO will ask for details of what happened and will determine any preliminary or jurisdictional matter, including but not limited to the timeliness of the matter, whether the alleged harassment is related to a prohibited ground of discrimination, or whether the allegation is frivolous or vexatious.

Where the HRO decides not to deal with a matter on a preliminary or jurisdictional ground, he or she will inform the complainant of that decision in writing. The complainant may appeal the decision of the HRO to the applicable Human Rights Commission.

Where the HRO decides to deal with a matter, he or she will attempt to resolve it informally.

3.3 Step 2: Formal Complaint

If the informal process does not resolve the complaint, the complainant may file a formal complaint with the HRO.

The formal complaint must be in writing and contain the following information:

- a. Who are the complainant(s) and the respondent(s)?
- b. What happened?
- c. Dates, times, and how often these things occurred
- d. Where did this occur?
- e. The names of any witnesses
- f. What would constitute a satisfactory resolution?

3.4 Handling the Complaint

If either the complainant or the respondent is a member of Executive Council, the HRO will refer the complaint to the outside investigator who will have all of the duties and responsibilities of an HRO under this policy unless otherwise stated.

The HRO, or if the complainant or respondent is a member of Executive Council, the outside investigator will notify the respondent in writing that a formal complaint has been filed, who the complainant is, and what the allegations are. The respondent will be asked to respond to the complaint in writing within 15 days (extension may be granted due to vacation or illness or other extenuating circumstance). The response will be shared with the complainant.

3.5 Mediation

If the complainant or respondent is a member of Executive Council, the outside investigator may conduct a mediation to attempt to resolve the matter and reach a solution that is agreeable to both parties.

Mediation can occur either before or after a formal complaint is filed.

3.6 Investigation

- a. The HRO, or if the complainant or respondent is a member of Executive Council, the outside investigator, will investigate the complaint. All union members have a responsibility to cooperate in the investigation. Every investigation will include:
 - i. Getting all pertinent information from the complainant;
 - ii. Informing the respondent of the details of the complaint and getting his or her response;
 - iii. Interviewing any witnesses;
 - iv. Deciding whether, on a balance of probabilities, the harassment did take place; and
 - v. Recommending appropriate remedies, penalties or other action.
- b. At the conclusion of the investigation, the HRO, or if the complainant or respondent is a member of Executive Council, the outside investigator, will prepare a written report setting out his or her conclusions and recommendations to resolve the complaint. The HRO must consult with the remaining HRO's in preparing the report and recommendations. The outside investigator is not required to consult with the remaining HRO's in preparing the report and recommendations.
- c. The HRO, or if the complainant or respondent is a member of Executive Council, the outside investigator, will give a copy of the report to the complainant and the respondent.
- d. If the complainant and the respondent accept the conclusions and recommendations in the report, the complainant and the respondent will implement the recommendations and the matter will be at an end.
- e. If either the complainant or the respondent does not accept the conclusions in the report or does not implement the recommendations in the report they may file a complaint with the appropriate Human Rights Forum.

4.0 CONFLICTS OF INTEREST

4.1 Conflicts of Interest with the HRO

In the event that there is a conflict of interest for the HRO in the province in which the complainant resides, then the complaint shall be handled by another HRO in closest proximity to where the complainant resides.

5.0 FALSE ACCUSATIONS

For the purposes of this policy, a false accusation is defined as any accusation brought forward by a member or group of members who are aware that the facts surrounding the accusation are frivolous or vexatious, inaccurate or untrue. A complaint must be filed with reasonable grounds to believe that an injustice has occurred.

False accusations are detrimental to both the respondent and the welfare of the union and will be considered a breach of this policy.

5.1 Handling of a False Accusation

In the event that the HRO, or the outside investigator, concludes that a false accusation has been made by a complainant, the respondent may file charges against the complainant pursuant to the Constitution for breach of this policy. The report of the HRO, or the outside investigator, will be admissible as evidence in those proceedings.

6.0 RETALIATION

Retaliation is any action taken against a member because they:

- a. Invoked this policy whether on behalf of oneself or another individual; or
- b. Participated or cooperated in any investigation under this policy.

Retaliation is a breach of this policy. A complaint of retaliation will be treated in the same manner as a complaint of harassment under this policy.

7.0 TIMELINES

Complaints must be filed within three months of the most recent alleged incident that violated this policy.

*(The new TWU Harassment Policy was adopted at Executive Council **Dec 2010**.)*

TECHNOLOGICAL CHANGE POLICY

1. The Company shall notify the Union as soon as any new equipment which will affect working conditions, salaries, concessions or manpower levels is in the costing stage of such evaluation prior to budget approval. With regard to any such equipment, the Company shall provide information such as:
 - manufacturers' specifications
 - sales brochures
 - implementation plans (covering such items as floor plans, seating arrangements, staffing requirements, hours of work, shifting, phase-in, etc.)
 2. Union representatives will be provided with paid time off to attend courses, seminars and conferences of the Union's own choosing with a view to equip them better to negotiate technological change issues.
 3. Prior to budget approval of any new equipment, the Company shall allow the Union sufficient time to research and prepare a presentation which will consider such items as: health and safety, working conditions and other possible social problems.
 4. New technology shall not be introduced until full agreement has been reached on the whole range of negotiating issues.
 5. Upon agreement of new technology introduction, the Company shall agree to meet with the Union, with a view to negotiate a local Letter of Agreement for the affected area.
- This Letter of Agreement should include:
- (a) A committee comprised of three (3) Union appointees and three (3) Company appointees to control and monitor the agreement. These numbers may be altered by mutual agreement.
 - (b) In areas where agreement cannot be reached as to waiving prerequisites and affected employees have expressed interest, the Company shall undertake a program to supply training on paid Company time and full expenses, where applicable.
 - (c) All employees will be given employment that is meaningful and satisfying.
 - (d) Employees accepting a job in a lower paid classification shall not have their wages or wage progression lowered.
 - (e) The Company shall agree to act promptly to fill vacancies and additions to staff during the life of the agreement.
 - (f) No employee shall be forced to leave their headquarters due to technological change. Employees not able to obtain a position immediately within their headquarters area shall have the option of working temporarily in another area, on expenses, as per the Collective Agreement.

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- (g) The Local Committee may negotiate backfilling when employees are relocated prior to the change over to new equipment.
- (h) The Letter of Agreement shall remain in effect until all affected employees are permanently placed. R
Jun 92
6. The Union shall monitor proposed reductions in staff and initiate such changes as: a reduction in working hours, increased work breaks, longer holidays, sabbaticals, earlier retirements and improved pensions, ensure that no employee performs Company work at their residence, etc., to prevent such changes from having any detrimental effect on the wages and working conditions of employees. R
Jun 92
7. Staffing levels for new equipment must be provided so that social, health and safety problems will not increase. R
Jan 82
8. No information acquired by computer-based systems shall be used for individual or collective work performance records. Any breach of this principle would be grounds for system reprogramming. R
Jan 82
9. The Union shall monitor developments and review progress against objectives set out by agreement. A trial period of operation may be established on new equipment during which time consultation and negotiation can continue. R
Jun 92
10. That the Automation Committee ensure that the work force plans continue to be updated on a regular basis. R
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(Please note that the word Counsellor was replaced with the word Councillor – November 2005)