



UNIFOR
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By e-mail: Serge.thibault@bell.ca

Serge Thibault
Director, Labour Relations
Bell Canada
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Serge:

Due to recent events, it has come to our attention that many of our members have been directed to perform work on numerous and various types of Bell services without logging this work in any form. This includes the services of executives, management, and co-workers; and also, their friends and family. This will no longer be acceptable.

All instructions to perform work on any and all Bell services are to come through the same process as all customers. Instructions should come through the company's various ticketing systems or exceptionally by email with specific reference to the service(s) and account(s) in question. Our members will be instructed to refuse to perform work that is given to them by any other means, and if forced will be instructed to perform the work, document the details of the task(s) and /or account(s) that they have been instructed to perform, including the manager who has made the request, and contact their steward in order to detail these events and pursue the appropriate action.

It is unfortunate that these types of measures must be taken, however it has been made clear to the Union and the membership that the integrity of various levels of management has been compromised and that members must document their daily tasks in writing in order to protect themselves from disciplinary measures.

Maureen Dawson
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