



Communications, Energy and Paperworkers Union of Canada
5915 Airport Road, Suite 510
Mississauga ON L4V 1T1
Tel: 905-678-0800 Fax: 905-678-7868

Ontario Region

July 28, 2011

To: National Representatives Servicing Expertech C&S Members

Re: BTS Policy on using GPS

Erin Baker, the Ontario HR Director for Expertech, has advised me that effective Monday, August 1st 2011, the company is going to adopt the BTS policy on using GPS to track staff that might be speeding in company vehicles. You will find the policy reflected in a letter at the back of the new BTS contract dated March 21, 2011 from Alain Larocque to Sean Howes. Basically, it says that the GPS will be used to support identification of speeders, in particular speeds in excess of 120 km. It says that GPS-based evidence of speeding will be used for verbal counselling and then ultimately for discipline.

Baker says that the policy will be communicated in writing to managers, who are supposed to advise our members.

You may want to note that there is a second letter in the BTS agreement dated February 22, 2011 which contradicts the letter of March 21st 2011 on the point of whether GPS evidence can be used as the primary evidence to identify speeding. Sean advises that an arbitration, as yet unscheduled, will address this.

In solidarity,

Howard Law,
National Representative.

cc: Barb Dolan, Admin VP

HL:pf/cope-343

Bell Technical Solutions

2000 Argenta Rd.
Plaza 2, 4th Floor
Mississauga, On., L5N 1V9

February 22, 2011

Sean Howes
National Representative
CEP

Re: Telematic Equipment (GPS)

Dear Sean,

This confirms our discussion related to the usage of Telematic equipment in monitoring day-to-day operations and the manner in which information has been used by management in the field.

The company recognizes the value and hard work performed by employees and their contribution to the success of the organization. For this reason, I want to reiterate that the purpose of the Telematic equipment is not intended to be used as a monitoring tool for daily activity or to question the route driven from place to place. The Company does not support this type of activity from its managers; nor is the Telematic equipment intended to replace the need for managers to be out in the field coaching their technicians.

The intent of the Telematic equipment is to collect information which will help the company remain competitive by better enabling the company to monitor workforce productivity, to improve safety, to protect and manage its vehicles, to reduce greenhouse gases and in certain circumstances help manage performance issues or investigate security breaches.

It is recognized that conclusions drawn from information collected through Telematics may sometimes be misleading. Therefore, information collected via Telematics will not be used as the sole or primary source of information to support disciplinary measures. Managers will be required to cross reference and verify information before any contact is made with an employee.

Managers will be notified to use Telematic information with caution and ensure that proper verifications are done before discussions or actions are taken with the technician. Information gathered from Telematic data does not justify phone calls or text messages questioning the employee's activities or locations. However, it may be used during coaching sessions that are within the parameters of the actual policy.

Sincerely,



John Fines,
Director – Field Services Ontario

Bell Technical Solutions

2000 Argentia Rd.
Plaza 2, 4th Floor
Mississauga, On., L5N 1V9

March 21, 2011

Sean Howes
National Representative
CEP

Re: Safe Driving

Dear Sean,

This confirms our discussion related to excessive speeding identified by Telematics equipment.

In reference to speeding with a company vehicle, it is understood that any speeding over the posted speed limit is in violation of the Highway Traffic Act and it is an expectation that employees will follow and obey all laws.

Therefore, the company will ensure that the following steps are taken to ensure fairness with employees.

1. The company will inform all employees through a general memo that speed is monitored by Telepod
2. For safety reasons, when employees are tracked driving more than 20km/hr over the posted speed limit, a coaching session with the employee will be conducted by the Manager
3. If occurrences continue, verbal counseling will take place. At this point employees may be sent to specific training sessions related to safe driving
4. If occurrences persist, appropriate disciplinary action will be applied, notwithstanding that this was the sole or primary source of information.

Fortunately, these cases are related to a very small number of individuals and we acknowledge that the majority of our technicians do drive safely. With this in mind, the company has agreed and will withdraw disciplinary action taken so far for employees driving 25km/hr or less over the posted speed limit.

We would like to reconfirm that the company is open to suggestions that may be presented from time to time by the Health and Safety Policy Committee that may help improve this situation.

I hope this letter clarifies your concerns relating to the GPS and encourage you to contact me for any further questions or concerns.

Yours truly,


Alain Larocque,
Director of Human Resources and Communications