
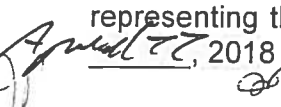
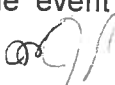




MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

Whereas the parties have bargained intensely and collectively and have been able to reach a Tentative Agreement;

The aforementioned parties agree as follows:

1. The terms of the Tentative Agreement reached by the Company and the Union consist of the Collective Agreement dated September 23, 2013 amended by Schedule A of this Memorandum of Agreement numbered from 1 to 60.
2. The undersigned members of the bargaining committee, representing the Union in negotiations with the Company, jointly and individually commit to recommend acceptance of the terms of the aforementioned Tentative Agreement to the employees in the unit for a ratification vote which shall be concluded by March 22, 2018. 
3. In the event of ratification by the employees by March 22 2018, the terms of the Tentative Agreement, except for the letters of intent, shall constitute the next Collective Agreement between the parties, and the members of the bargaining committee representing the Union jointly and individually commit to sign a Collective Agreement by April 22, 2018 pursuant to the terms of the Tentative Agreement set out hereinabove. 
4. The undersigned members of the bargaining committee representing the Company, being duly authorized to conduct negotiations with the Union, hereby commit on behalf of the Company to sign a Collective Agreement pursuant to the terms of the Tentative Agreement set out hereinabove, in the event that the said terms are ratified by the Union's members by April 22, 2018. 
5. In the event of rejection by the employees, the terms of the Tentative Agreement shall be null and void.
6. In the event of any disparity between the French and English versions of any component of this Tentative Agreement, the English version shall be deemed the official one. Moreover, any clerical or administrative error can be corrected before the signature of the collective agreement.

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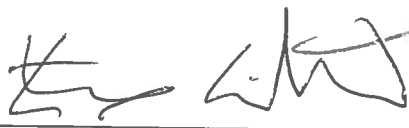
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IN WITNESS WHEREOF, we have signed at Montreal this 22 day of January 2018

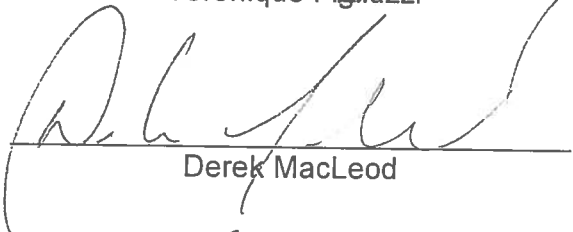
Unifor

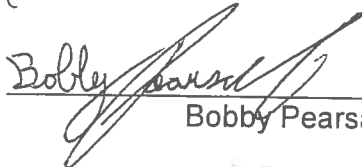

Josephine Petcher


Olivier Carrière


Steve Couillard


Véronique Figliuzzi


Derek MacLeod

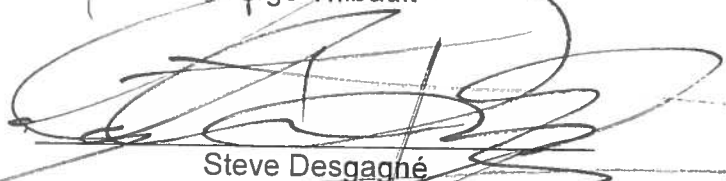

Bobby Pearsall

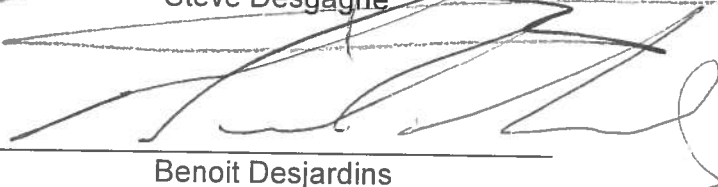

Hugues Perreault


Simone Sladkowski

Bell Canada


Serge Thibault .


Steve Desgagné


Benoit Desjardins


Derek Leno



James London Wilson

EXHIBIT 8

CONTRACT CLAUSE PROPOSAL – 2017

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 6

NOTIFICATION TO UNION

PRESENT

6.01 The Company agrees to supply bi-monthly, to designated Local Officers of the Union, the surname and first name on Company records, employment status, occupation, and reporting centre, of all employees, as well as the names of the Contribution Path (CP) 2, CP3 and CP4 managers and the organization code of the CP2 manager of each employee, within a district or equivalent operating unit of the Company.

6.02 The Company agrees to advise the Representative concerned when an employee is hired, transferred, reclassified, or promoted to a management position. Such advice will be given to the Representative at the time the employee is informed or immediately thereafter.

6.03 (a) Subject to the provisions of Section 6.04, the Company agrees to give as much prior notice as circumstances permit to the Representative of the employee concerned of any contemplated written reprimand or written warning, dismissal, suspension or demotion.

(b) When a meeting is conducted to announce a disciplinary measure as described in Section 15.01 to an employee, it is agreed that the Representative of the Union must be invited to attend the meeting, unless the employee concerned objects.

6.04 Where the Company deems it necessary to take immediate action in dismissing, suspending or demoting any employee, the Company shall thereafter immediately advise and review the case with the Representative of the employee concerned.

PROPOSED

No change

6.02 The Company agrees to advise the Representative concerned when an employee is hired, transferred, reclassified, **promoted or leaves the Company**. Such advice will be given to the Representative at the time the employee is informed or immediately thereafter.

No change

No change

EXHIBIT 5-1

CONTRACT CLAUSE PROPOSAL - 2017

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 9

MEETINGS

PRESENT

9.01 Meetings between the authorized bargaining Representatives of the Union and the designated bargaining Representatives of the Company shall be held as required, on reasonable notice by either party.

9.02 At such meetings, the number of persons shall not exceed seven (7) for the Company and seven (7) for the Union. Any increase to the number of persons at the bargaining table shall be by mutual agreement between the parties.

PROPOSED

No change

9.02 At such meetings, the number of persons shall not exceed seven (7) for the Company and **nine (9)** for the Union. Any increase to the number of persons at the bargaining table shall be by mutual agreement between the parties.

EXHIBIT 4-2

CONTRACT CLAUSE PROPOSAL - 2017

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 16

GRIEVANCES

PRESENT

PROPOSED

16.01 (a) The parties to this Agreement are committed to promptly resolving any differences between the Union and the employees it represents and the immediate manager. The parties agree that the employee's Representative, or a Representative designated by the Union, and the manager of the employee should try to resolve the differences prior to a grievance being filed in accordance with the provisions of this Article. The employee concerned may attend this meeting, if she so desires.

No change

(b) Grievances of an individual employee or groups of employees shall be handled by the Union at the request of the employee or employees, and shall be processed in accordance with Sections 16.03 to 16.16 inclusive. Each grievance shall be presented to the Company within 42 calendar days from the occurrence on which such grievance is based.

16.02 All grievances shall be submitted in writing on a standard grievance form agreed to by the parties, and shall include:

No change

- (i) the grievor's name and occupation,
- (ii) the date of the event giving rise to the grievance,
- (iii) the nature of the grievance,
- (iv) the remedy sought from the Company,
- (v) identification of the Article(s) allegedly violated, unless the grievance relates to a matter not covered by this Agreement.

PRESENT**PROPOSED****Individual and Group Grievances****Step 1**

16.03 (a) Where a grievance is handled by the Union at the request of the employee(s), the Representative of the employee(s) or a Representative designated by the Union, shall attempt to settle the grievance with the Contribution Path (CP) 3 manager having jurisdiction over the grievor(s) or another designated manager. The manager shall have seven (7) calendar days following the presentation of the grievance in which to render a decision orally. The manager shall sign the grievance and enter the date a decision was rendered.

No change

(b) In the case of a group grievance, the Union representative and the Company shall jointly agree on the number of employees who will participate in the grievance presentation. If an agreement cannot be reached, the Union representative may invite a maximum of 10 percent of the grievors involved rounded to the next highest whole number.

Step 2

16.04 Where a grievance has not been settled at Step 1, it shall be submitted by the Local Representative or a Representative designated by the Union to the CP4 manager having jurisdiction over the grievor(s), or his designate, within 21 calendar days of the disposition of the matter at Step 1. The manager shall have 21 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

No change**Step 3**

16.05 (a) (1) Where a grievance concerning the interpretation, administration, application or alleged violation of a provision of the Agreement has not been settled at Step 2, the grievance shall, if so desired by the Union, be discussed at a meeting of the Grievance Committee. Each party will designate its representatives on this Committee.

No change

PRESENT**PROPOSED**

(2) Notice requesting a meeting of the Grievance Committee shall be given by the Union to the Director - Labour Relations, or to his designate, within the 42 calendar days following disposition of the matter at Step 2. The Company members of the Grievance Committee shall have 42 calendar days following presentation of the grievance in which to render a decision. The Grievance Committee shall present the reasons for its decision in writing to the Union.

No change

(b) (1) Where a grievance, other than one described in Subsection 16.05 (a) (1), has not been settled at Step 2, it shall, if so desired by the Union, be submitted by a Representative designated by the Union, to the CP5 manager or his equivalent, within 42 calendar days of the disposition of the matter at Step 2. The CP5 manager, or his equivalent, shall have 42 calendar days following presentation of the grievance in which to render a decision.

No change

(2) The CP5 manager, or his equivalent shall present the reasons for his decision in writing to the Union. This shall constitute the final resolution of any grievance submitted under Subsection 16.05 (b) (1).

No change

16.06 Where within a Department a level of management mentioned in this Article does not exist, the Representative designated by the Union will present the grievance at the next step of the grievance procedure. Under no circumstances shall a grievance be submitted to a manager at a level higher than that of a CP5 manager.

No change

Dismissal

16.07 In the case of a dismissal, the matter may be referred directly to Step 2 of the grievance procedure as provided in Section 16.04. In such a case, the grievance shall be presented within 42 calendar days from the occurrence on which such grievance is based.

No change

PRESENT**PROPOSED****Disability Benefits**

16.08 In the case of a refusal of disability benefits, or in the case of a suspension of disability benefits, the matter will be referred directly to Step 2 of the grievance procedure as provided in Section 16.04. In such a case, the grievance shall be presented within 42 calendar days from the occurrence on which such grievance is based.

No change

Policy Grievances

16.09 If the interests of the Union as a party to this Agreement are affected by the Company's interpretation, administration, application or alleged violation of any provision of this Agreement, the Union may file a grievance directly to the CP4 manager involved. Such grievance shall be identified as a Policy Grievance and shall be submitted by the Local Representative from that Local and signed on behalf of the Union. That manager shall have 21 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

Policy, Union and Company Grievances

No change

A Policy Grievance may also be submitted in accordance with the provisions of Subsection 16.10 (b) where it concerns a matter of broader application than a district.

16.10 (a) If a Policy Grievance has not been settled as provided under the provisions of Section 16.09, it shall be submitted by a National Representative of the Union to the CP5 manager, or equivalent, within 42 calendar days of the disposition of the matter under Section 16.09. That manager shall have 42 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

16.10 (a) If a Policy Grievance has not been settled as provided under the provisions of Section 16.09, it shall be submitted by a National Representative of the Union to the CP5 manager, or equivalent, within 42 calendar days of the disposition of the matter under Section 16.09. That manager shall have 42 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

PRESENTPROPOSED

(b) A Policy Grievance of broader application than a district may be signed and submitted by a National Representative of the Union directly to the CP5 manager, or equivalent. That manager shall have 42 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

(b) A Policy and/or Union Grievance of broader application than a district may be signed and submitted **directly at step 3 in accordance with the provisions of Section 16.05 by the President of the Union, of an Officer of the Union, or his delegate to the Director – Labour Relations or to his designate. The Company** shall have 42 calendar days following the presentation of the grievance in which to render a decision. The manager shall present the reasons for his decision in writing to the Union.

16.11 Where a Policy Grievance has not been settled as provided under the provisions of Section 16.10, the grievance shall be processed in accordance with the provisions of Subsection 16.05 (a).

16.11 Where a Policy Grievance has not been settled as provided under the provisions of Section **16.10(a)**, the grievance shall be processed in accordance with the provisions of Subsection 16.05 (a).

16.12 The Company may file a grievance at Step 3 of the grievance procedure. Such grievance shall be filed by the Director - Labour Relations, or by his designate. For purposes of Company grievances, the provisions of Section 16.05 will be read and construed with necessary changes.

No change

Time Limits

16.13 Any grievance not presented or processed by the Union in conformity with the mandatory time limits prescribed in this Article shall be deemed to have been abandoned and cannot be continued or reopened.

No change

16.14 If the Company fails to respond or if the grievance is not settled within these time limits, the grievance may be processed immediately to the next step.

No change

16.15 Time limits may be extended only by mutual consent, in writing.

No change

PRESENT**PROPOSED****General**

16.16 Where a grievance is being handled by a Representative of the Union, the Company will not endeavour to settle the difference with the employee involved without prior notice to the Representative. Where, after such notice, an interview between the employee and management is to take place, the employee shall have the right to be accompanied by a Representative. No such grievance will be deemed to have been settled without the concurrence of the employee's Representative.

No change

16.17 The right of an individual employee or groups of employees to settle their grievances personally with the management of the Company through the regular supervisory channels, up to and including the CP5 manager, or equivalent, is not restricted by this Agreement, except where such grievance is being handled, or has been handled, by the Union.

No change

CONTRACT CLAUSE PROPOSAL - 2017

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 19

TECHNOLOGICAL CHANGE

PRESENT

19.01 The parties agree that they will continue the system of consultation in force since 1953 in order to assist employees affected by any technological change to adjust to the effects thereof and that, therefore, Sections 52, 54 and 55 of the Canada Labour Code shall not apply during the term of this Agreement.

PROPOSED

No change

19.02 The parties further agree that in cases where, as a result of technological change, the service of an employee is no longer required beyond a specified date because of lack of work or the discontinuance of a function, the Workforce Adjustment Plan concluded by the parties will apply.

19.03 The Company agrees to provide as much advance notice as is practicable but, not less than four (4) weeks' notice to the Union of the introduction or implementation of technological change when it will result in significant changes in the employment status or working conditions of the employees.

19.04 It is understood that the purpose of these meetings is to evaluate the alternatives for the affected employees, including but not limited to, transfer into other positions, training, displacement, if applicable.

19.05 The Company will provide the following information:

1. the nature of the technological change;
2. the date or dates on which the change will take effect;
3. the location or locations involved;

4. the approximate number and profiles of employees likely to be affected by the technological change;
5. the effect that the technological change is likely to have on the terms and conditions of employment of the employees affected; and
6. to the extent available, information will be provided about the potential number of layoffs, new jobs or classifications to be created, if any, as a result of the proposed technological change.

19.06 As soon as reasonably practicable after notice is given under section 19.03, the Company shall consult meaningfully with the Union concerning the rationale for the change and the topics referred to in section 19.04 on each group of employees, including possible training.

EXHIBIT 13-2

CONTRACT CLAUSE PROPOSAL - 2017

CLERICAL AND ASSOCIATED EMPLOYEES

ARTICLE 33

TRANSFERS

PRESENT

PROPOSED

33.01 All employees are eligible for transfer consideration in accordance with applicable Company practices currently in force, or as amended from time to time following consultation with the Union. The Company intends to fill job vacancies with qualified Company employees, whenever possible.

No change

Job Postings – Temporary Assignments

33.02 Where there is a temporary assignment of 3 months or more but less than 12 months, except as otherwise provided in section 33.06, the District shall inform all its employees electronically that a temporary assignment is available.

No change

33.03 The Company will select the qualified applicant in the following order:

- (i) a regular employee who has a 912M surplus or medical on file in the district;
- (ii) any other regular employee in the district;
- (iii) a temporary employee in the district.

33.03 The Company will select the qualified applicant in the following order:

- (i) a regular employee who has a 912M surplus or medical on file in the **service (same VP)**;
- (ii) any other regular employee in the district;
- (iii) a temporary employee in the district.

33.04 Should there be no qualified candidate in the district, the temporary assignment shall then be posted corporately.

No change

33.05 The Company will select the qualified applicant in the following order:

- (i) an employee with a 912M with eight (8) years or more of completed NCS and who is on salary continuance;

33.05 The Company will select the qualified applicant in the following order:

- (i) an employee with a 912M with eight (8) years or more of completed NCS and who is on salary continuance;

PRESENT

- (ii) an employee with a 912M who has less than eight (8) years of completed NCS and who is on salary continuance;
- (iii) an employee with a 912M (surplus) who is within her notice period or an employee who has a 912M (medical) on file;
- (iv) any other Bell Canada unionized person who has a 912M surplus or medical on file;
- (v) a temporary employee;
- (vi) any other Bell Canada unionized person;
- (vii) any other person.

PROPOSED

- (ii) an employee with a 912M who has less than eight (8) years of completed NCS and who is on salary continuance;
- (iii) an employee with a 912M (surplus) who is within her notice period or an employee who has a 912M (medical) on file;
- (iv) any other Bell Canada unionized person who has a 912M surplus or medical on file;
- (v) **a permanent employee in the service (same VP);**
- (vi) a temporary employee;
- (vii) any other Bell Canada unionized person;
- (viii) any other person.

33.06 Notwithstanding the provisions of section 33.02, temporary assignments may last longer than 12 months when the assignment is for the:

No change

- (i) replacement of a maternity leave;
- (ii) replacement of a medical leave;
- (iii) assignment to a special project for which the Company informed the Union beforehand of the details of the project.

Job Postings – Permanent Positions

33.07 Where the District determines there is a permanent vacancy, or when a temporary assignment becomes permanent, the District shall inform its employees electronically that a permanent position is available.

No change

PRESENT

PROPOSED

33.08 The Company will select the qualified applicant in the following order:

- (i) a regular employee who has a 912M surplus or medical on file in the district;
- (ii) any other regular employee in the district;
- (iii) a temporary employee in the district.

33.08 The Company will select the qualified applicant in the following order:

- (i) a regular employee who has a 912M surplus or medical on file in the **service (same VP)**;
- (ii) any other regular employee in the district;
- (iii) a temporary employee in the district.

33.09 Should there be no qualified candidate in the district, the position must then be posted corporately.

No change

33.10 The Company will select the qualified applicant in the following order:

No change

- (i) an employee with a 912M with eight (8) years or more of completed NCS and who is on salary continuance;
- (ii) an employee with a 912M who has less than eight (8) years of completed NCS and who is on salary continuance;
- (iii) an employee with a 912M (surplus) who is within her notice period or an employee how has a 912M (medical) on file;
- (iv) any other Bell Canada unionized person who has a 912M surplus or medical on file;
- (v) a regular employee;
- (vi) a temporary employee;
- (vii) any other Bell Canada unionized person;
- (viii) any other person.

PRESENT

PROPOSED

General

33.11 Before posting a position, the District must call back any employee on its recall list that is qualified to do the job

No change

33.12 The best qualified employee amongst the candidates will be selected to fill the temporary assignment or the vacancy. For equally qualified candidates, the employee with the most seniority will be selected.

No change

No change

33.13 In order to be considered for a position, an employee must meet the eligibility criteria related to transfers across districts which can be amended from time to time.

33.14 (a) The posting must include the job profile and wage band, the location as well as an overview of the position responsibilities and the qualifications deemed essential for the job. Temporary assignments must also include the start and end date of the assignment.

No change

(b) Jobs must be posted for a minimum of 10 calendar days.

(c) A copy of the job posting must be provided simultaneously to the representatives included on the Union's distribution list.

33.15 The Company has complete discretion and final determination in the selection of the employee.

No change

33.16 Upon request, an employee who was interviewed but was not selected for a position shall receive feedback as to the reasons why she was not selected.

No change

33.17 Any differences concerning this Article may be discussed at the Joint Labour Relations Committee.

No change

APPENDIX A

LIST OF CLERICAL AND ASSOCIATED
OCCUPATIONS

SALARY GROUP 10

Associate -

Access Card
Administrative Support
Contract Management
Collection Support
Counting Room
Directory Assistance
Information Processing
Mail & Office Routines
Quality Assurance
Personal Screening
Research
Service Outage Support
Tape Library
Time/HR Administrator

Client Representative -

Repair
Residential Services
Revenue Recovery and
Assets Protection - Residential
Markets
Sales and Service Support

SALARY GROUP 11

Associate -

9-1-1
Account Receivable
Management
Billing
Budget & Financial Results
Carrier Transactions
Claims
Communications
Human Resources
Transaction
Management
Material
Payments and Settlements
PC Management Services
Presence at Work
Procurement
Right of Way
Street Guide
Web Assistance

Client Representative –

Accounts Payable
Directory Listing
Regional Representation
Resolution Representatives
Revenue Recovery and
Assets Protection - Business
Markets
Service Assurance Business
Markets
Specialist Consumer Market

**LIST OF CLERICAL AND ASSOCIATED
OCCUPATIONS (cont'd)**

SALARY GROUP 12

Associate –

Bankruptcy and Third Party
Leasing (Business)
Control Center
Control Center Administrative
Support
Corporate Financial Results & Reports
Cost Analysis
Creative and Artistic Design
Services
Data Analysis
Disability Management/
Workplace Injury
Documentation Management
Front Office
Network Access
Recruitment
Reference Material
Talent Acquisition
Traffic Studies
Transfer Management
Service Coordination
Supply Chain Network Administration
Workforce Controller

Client Representative –

Carrier Services
Corporate Account Management
**Customer Solutions – Bell Business
Markets**
Customized Billing Solutions
Agent
Large Business and
Government Markets
On-line Reporting and Billing
Expertise Agent
Service Assurance Escalation
Representative Business Markets
Service Consultant
Small & Medium Business Markets

APPENDIX A

LIST OF CLERICAL AND ASSOCIATED
OCCUPATIONS (cont'd)

SALARY GROUP 13

Associate -

Complaints to CRTC and CCTS

Computer Support
Circuit Design
Design and Draw Detailed
Engineering
Fraud
Municipal Operations Center
Network Administration
Network Deployment
Network Management
Network Resource
Management Forecasting
Network Surveillance
Network Project Administration
Network Studies
Payroll
Provisioning and Activation
Quality Audit

Client Representative –

BBM Market Customer Agent -
Service Consultant
Customer Agent - Enterprise
Market
Global Service Delivery Centre
Help Desk / Escalation
Independent Telcos
Legal Affairs Support
Project Coordination
SMB Mid Market

SALARY GROUP 14

Associate -

Access Network Conception
Computer Applications Support
Trainer - Coach
Legal Compliance
Project/Process Delivery
Switching Translations

Client Representative –

Business Market Operations

OTHER SALARY GROUPS

Associate -

Access Network Coordinator

EXHIBIT 2-1

APPENDIX B

LIST OF LOCALITIES

Barrie	Newmarket
Belleville	North Bay
Brampton	Oshawa
Brantford	Owen Sound
Brockville	Ottawa
Châteauguay	Peterborough
Chatham	Port Hope
Chicoutimi	Québec
Cornwall	
Fort-Frances	
Gatineau	Renfrew
Gracefield	Saint-Bruno
Granby	Saint-Catharines
Haliburton	Saint Jérôme
Hamilton	Saint Agathe
Huntsville	Sarnia
	Sault Ste. Marie
	Sherbrooke
	Sudbury
Kenora	Thetford Mines
Kingston	Thunder Bay
Kitchener	Toronto
Kuujuuaq	
Lindsay	Trois-Rivières
London	
Montréal	Windsor

HOURLY AND BI-WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE DECEMBER 1, 2017

1,75%	Salary Group 10		Salary Group 11		Salary Group 12		Salary Group 13		Salary Group 14		Profile 204	
Step	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly
1	\$16,3785	\$1 228,39	\$20,0643	\$1 504,82	\$24,0725	\$1 805,44	\$28,0807	\$2 106,05	\$30,7646	\$2 307,35	\$35,2291	\$2 642,18
2	\$17,3805	\$1 303,53	\$21,0664	\$1 579,98	\$25,0745	\$1 880,58	\$29,0827	\$2 181,20	\$31,7666	\$2 382,50	\$37,4517	\$2 808,88
3	\$18,5853	\$1 393,90	\$22,0684	\$1 655,13	\$26,0764	\$1 955,73	\$30,0967	\$2 257,25	\$32,7687	\$2 457,65	\$40,0447	\$3 003,35
4	\$19,7900	\$1 484,25	\$23,0704	\$1 730,28	\$27,0786	\$2 030,90	\$31,0988	\$2 332,41	\$33,7707	\$2 532,80		
5	\$21,0664	\$1 579,98	\$24,0725	\$1 805,44	\$28,0807	\$2 106,05	\$32,1006	\$2 407,55	\$34,7727	\$2 607,96		
6	\$22,7365	\$1 705,24	\$25,8141	\$1 936,06	\$29,8938	\$2 242,04	\$33,3652	\$2 502,39	\$36,1088	\$2 708,16		

Note: The interval from one step to the next shall be twelve months.

HOURLY AND BI-WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE DECEMBER 1, 2018

1,75%	Salary Group 10		Salary Group 11		Salary Group 12		Salary Group 13		Salary Group 14		Profile 204	
Step	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly
1	\$16,6651	\$1 249,88	\$20,4154	\$1 531,15	\$24,4938	\$1 837,03	\$28,5721	\$2 142,91	\$31,3030	\$2 347,73	\$35,8456	\$2 688,42
2	\$17,6846	\$1 326,35	\$21,4350	\$1 607,63	\$25,5133	\$1 913,50	\$29,5916	\$2 219,37	\$32,3225	\$2 424,19	\$38,1071	\$2 858,03
3	\$18,9105	\$1 418,29	\$22,4546	\$1 684,10	\$26,5328	\$1 989,96	\$30,6234	\$2 296,75	\$33,3421	\$2 500,66	\$40,7455	\$3 055,91
4	\$20,1363	\$1 510,22	\$23,4741	\$1 760,56	\$27,5525	\$2 066,44	\$31,6430	\$2 373,22	\$34,3616	\$2 577,12		
5	\$21,4350	\$1 607,63	\$24,4938	\$1 837,03	\$28,5721	\$2 142,91	\$32,6624	\$2 449,68	\$35,3813	\$2 653,59		
6	\$23,1344	\$1 735,08	\$26,2658	\$1 969,94	\$30,4170	\$2 281,27	\$33,9491	\$2 546,18	\$36,7408	\$2 755,56		

Note: The interval from one step to the next shall be twelve months.

APPENDIX C

HOURLY AND BI-WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE DECEMBER 1, 2019

2,00%	Salary Group 10		Salary Group 11		Salary Group 12		Salary Group 13		Salary Group 14		Profile 204	
Step	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly
1	\$16,9984	\$1 274,88	\$20,8237	\$1 561,78	\$24,9836	\$1 873,77	\$29,1436	\$2 185,77	\$31,9291	\$2 394,68	\$36,5625	\$2 742,19
2	\$18,0383	\$1 352,87	\$21,8637	\$1 639,78	\$26,0235	\$1 951,76	\$30,1835	\$2 263,76	\$32,9690	\$2 472,67	\$38,8692	\$2 915,19
3	\$19,2887	\$1 446,65	\$22,9037	\$1 717,78	\$27,0634	\$2 029,76	\$31,2358	\$2 342,69	\$34,0090	\$2 550,67	\$41,5604	\$3 117,03
4	\$20,5390	\$1 540,43	\$23,9436	\$1 795,77	\$28,1036	\$2 107,77	\$32,2759	\$2 420,69	\$35,0489	\$2 628,67		
5	\$21,8637	\$1 639,78	\$24,9836	\$1 873,77	\$29,1436	\$2 185,77	\$33,3156	\$2 498,67	\$36,0889	\$2 706,67		
6	\$23,5971	\$1 769,78	\$26,7911	\$2 009,34	\$31,0253	\$2 326,90	\$34,6281	\$2 597,10	\$37,4756	\$2 810,67		

Note: The interval from one step to the next shall be twelve months.

HOURLY AND BI-WEEKLY BASIC RATES OF PAY BY SALARY GROUP

EFFECTIVE DECEMBER 1, 2020

2,00%	Salary Group 10		Salary Group 11		Salary Group 12		Salary Group 13		Salary Group 14		Profile 204	
Step	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly	Hourly	Bi-weekly
1	\$17,3384	\$1 300,38	\$21,2402	\$1 593,01	\$25,4833	\$1 911,25	\$29,7264	\$2 229,48	\$32,5677	\$2 442,57	\$37,2938	\$2 797,03
2	\$18,3991	\$1 379,93	\$22,3010	\$1 672,57	\$26,5440	\$1 990,80	\$30,7871	\$2 309,03	\$33,6284	\$2 522,13	\$39,6466	\$2 973,50
3	\$19,6745	\$1 475,59	\$23,3618	\$1 752,14	\$27,6047	\$2 070,35	\$31,8606	\$2 389,54	\$34,6892	\$2 601,69	\$42,3916	\$3 179,37
4	\$20,9498	\$1 571,24	\$24,4225	\$1 831,69	\$28,6656	\$2 149,92	\$32,9214	\$2 469,10	\$35,7499	\$2 681,24		
5	\$22,3010	\$1 672,57	\$25,4833	\$1 911,25	\$29,7264	\$2 229,48	\$33,9820	\$2 548,65	\$36,8107	\$2 760,80		
6	\$24,0690	\$1 805,18	\$27,3270	\$2 049,52	\$31,6458	\$2 373,44	\$35,3206	\$2 649,05	\$38,2251	\$2 866,88		

Note: The interval from one step to the next shall be twelve months.

RATES OF PAY FOR TEMPORARY EMPLOYEES**HIRED ON A SEASONAL BASIS**

The rates of pay for Temporary employees hired on a seasonal basis, for a period of employment not expected to exceed six (6) months, shall be the following:

	SALARY GROUP 10	SALARY GROUP 11	SALARY GROUP 12	SALARY GROUP 13	SALARY GROUP 14
	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate
Jan 1, 2018	\$14,0000	\$14,5000	\$15,0000	\$16,0000	\$18,0000
Jan 1, 2019	\$15,0000	\$15,5000	\$16,0000	\$17,0000	\$19,0000
Jan 1, 2020	\$15,5000	\$16,0000	\$16,5000	\$17,5000	\$19,5000
Jan 1, 2021	\$16,0000	\$16,5000	\$17,0000	\$18,0000	\$20,0000

Should the period of employment of those employees unexpectedly reach six (6) months, or the employee accumulates six (6) months of net credited service, the salary rate shall be brought, according to Company practices, to the appropriate salary group as described in Appendix C of this Collective Agreement.

The months accumulated since the last date of hiring shall be credited to the employee for purposes of future salary increases.

The above-mentioned salary rates shall be reviewed with the Union on an annual basis, or more frequently if required, on a consultative basis, in order to ensure that the hourly rates remain competitive.

COMMITTEE ON HEALTHCARE COVERAGE
AT RETIREMENT

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA

This is to confirm our agreement with respect to the discussions surrounding the availability of alternative healthcare coverage for future retirees who will have limited or no healthcare coverage at the time of their retirement.

A working committee will be created and an initial meeting of the working committee will take place within sixty (60) days of the date of signing of the collective agreement.

The working committee will be comprised of the following:

For the Company:

- Four (4) Company members.

For the Union:

- Four (4) CEP representatives, 2 from Quebec, 2 from Ontario designated by the CEP National.

The working committee's mandate shall be limited to addressing and providing a recommendation for employees who will retire after December 31, 2011 in regards to the following:

- Explore the availability of healthcare coverage at retirement, including a review of current market options available with recognized insurance providers for healthcare coverage at retirement.
- Identify options for employees to prefund the cost of healthcare coverage at retirement specifically with but not limited to flex dollars, tax free savings accounts, payroll deductions, etc.

It is understood and recognized that the working committee's recommendation will be restricted to proposing an option whereby the cost will be entirely assumed by the employees.

Subject to the above and to all legal requirements, the working committee shall make its recommendation no later than December 31, 2010.

In the event the recommendation requires mandatory participation of all employees and/or future retirees, the Union may conduct a vote amongst the employees on the said recommendation. In such case, it is understood and agreed that if the majority of the employees reject the recommendation, all terms and conditions of this MOA will be fulfilled and the mandate of the working committee is completed.

In the event that (1) the majority of the employees vote in favour of the recommended option; or (2) no vote is held or required, the Company agrees it shall implement the recommendation. All costs associated with the said option are to be borne exclusively by the employees.

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

Signed at Montréal this 19th day of January 2010.

Dominique Benoît
Mary Incognito
Anne Moreau

Alain Portelance
Olivier Carrière
John O'Dell
Chris MacDonald

Nathalie Beaudry
Sherwood
Flemming
Faye Katsaros
Lorna Oswald

Karen Abel-Kay
François Dorval

Jacqueline Lys
Jean-Stéphane Mayer

For the Company

For the Union

OUTSOURCING / CONTRACTING OUT

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

UNIFOR

REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

Bell Canada is evolving in a very competitive marketplace and the parties recognize that in order to remain successful, Bell Canada needs to manage its business in the most efficient manner. The parties agree that, amongst other things, efficiency requires flexibility in the workforce, the assignment of work and Bell's ability to assign employees according to customer and business needs.

It is understood that Bell Canada has the right to outsource or contract out any of the work normally performed by employees included in the Clerical and Associated Employees bargaining unit at any time and under its own terms, subject to Letters of Intent on the Utilization of External Human Resources and on Outsourcing Initiatives and to the present Memorandum of Agreement.

The Company's preference is to maintain employment internally. In light of this, the intent of this Memorandum of Agreement is to provide a measure of job security for existing Regular Bell Canada employees, in the event that Bell Canada decides to outsource or contract out any of the work normally performed by employees included in the Clerical and Associated Employees bargaining unit.

The parties agree that before Bell Canada outsources or contracts out any work normally performed by employees in the Clerical and Associated Employees bargaining unit, the Company shall meet with the Union's Chief Negotiators and impacted Local Presidents to discuss, review and exchange on issues associated with outsourcing or contracting out.

Therefore, the parties agree as follows:

1. It is agreed that for the duration of this Memorandum of Agreement, Bell Canada will not, as a direct result of the outsourcing or contracting out of any of the work normally performed by employees included in the Clerical and Associated Employees bargaining unit, declare a surplus that would result in the termination or lay off of any Regular Bell Canada employee included in the Clerical and Associated Employees bargaining unit.
2. The parties acknowledge that Bell Canada may resort to the outsourcing or contracting out of bargaining unit work to deal with incremental work volume, work volume generated through attrition and/or for other operational reasons, including situations involving the movement of members of the Clerical and Associated Employees bargaining unit to entities outside of Bell Canada.

3. The parties agree that in situations where any differences concerning the interpretation or application of this Memorandum of Agreement arise, a grievance shall be filed and shall be processed through expedited arbitration. The matter shall be heard by an arbitrator on a date mutually agreed to by the parties.
4. The job security protection described in paragraph 1 of this Memorandum of Agreement, which is provided in the specific context of the modifications made to the Collective Agreement as part of its renewal, shall be in force for the duration of the collective agreement.

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

Signed at city this xx day of month 201x.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

JOINT LABOUR RELATIONS COMMITTEE
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

1. The parties agree to establish one (1) Joint Labour Relations Committee consisting of **four (4)** Company representatives (including the Chief Negotiator or his delegate), **six (6)** Union representatives and two (2) National Representatives. It is understood that the Union's bargaining committee members shall be representatives on the Joint Labour Relations Committee.
2. The mandate of the Committee is to, first and foremost, foster and improve relationships between the Company and the Union, and to discuss and make recommendations as it deems necessary on:
 - (a) the administration of the job posting procedure and Regular Full-Time job opportunities;
 - (b) the various methods and standardized questionnaires used in determining the potential, the aptitude and the attitude of an employee wishing to be considered for a job posting;
 - (c) review trends of grievances or issues that may arise from time to time; without authority over grievances that are currently in the grievance process;
 - (d) discuss enhancements which could be made to the administrative processes surrounding benefits requests (such as Short Term Disability or medical reimbursements) and the administration of benefits as it pertains to employees on short term disability (STD) or long term disability (LTD);
 - (e) review of Regular Full-Time opportunities, and;
 - (f) scheduling, such as vacation allotments, days off, overtime, etc., and operational areas of improvement.
3. Other topics may be brought forth for discussion by mutual agreement of the parties.
4. The Committee does not have the mandate or the authority to make or recommend changes to the collective agreement or to deal with issues that are more properly addressed through collective bargaining.
5. The Joint Labour Relations Committee shall set its own schedule of meetings but shall meet at least quarterly.

6. ***It is understood that should the agenda include discussions related to paragraph 2 (d), the Company will invite a member of the Mental Health, Workplace Practice and Disability Management team and a representative from the insurance provider.***
7. Reasonable expenses incurred by the Union representatives, which are necessary for their work on the Committee, shall be reimbursed by the Company, according to its practices.

Signed at Montréal this **date** of **month 201X**.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

TREATMENT OF EMPLOYEES ON A FROZEN RATE OF PAY**MEMORANDUM OF AGREEMENT BETWEEN:****BELL CANADA****AND****COMMUNICATIONS, ENERGY AND PAPERWORKERS
UNION OF CANADA**

This is to confirm our agreement with respect to the salary treatment of employees who will continue to benefit from wage protection under this agreement. An employee who is at a basic rate of pay higher than the top step of the appropriate salary group for her occupation on May 31, 2013 will continue to benefit from the frozen rate of pay for the life of this Collective Agreement or until this wage scale catches up with her basic hourly rate, subject to the salary treatment guidelines as agreed to by the parties and contained in the Company practices.

It is further agreed by both parties that wage protection will no longer apply should an employee who has the necessary qualifications refuse to transfer to an occupation within her locality for which the basic rate of pay is at least equivalent to the frozen rate of pay.

Employees who remain wage protected under this Memorandum of Agreement shall be entitled to the following in lieu of a base salary increase:

- Employees in an occupation with a frozen rate of pay on June 1, 2013 shall receive a lump sum payment of \$ 750 payable on August 2, 2013;
- Employees in an occupation with a frozen rate of pay on June 1, 2014 shall receive a lump sum payment of \$ 750 payable on June 20, 2014;
- Employees in an occupation with a frozen rate of pay on June 1, 2015 shall receive a lump sum payment of \$ 750 payable on June 19, 2015;
- Employees in an occupation with a frozen rate of pay on June 1, 2016 shall receive a lump sum payment of \$ 750 payable on June 17, 2016;

It is further agreed that when the salary protection no longer applies to a Client Representative who is on queue, has sales and/or revenue objectives, the employee will have to chose between the following two options as it relates to incentive pay treatment:

1. participate in the Achievement Incentive Plan with a potential earning opportunity of 5.5% of base pay which will be paid as a bonus if objectives are achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity,

or

2. participate in the Variable Pay Incentive Plan with a potential earning opportunity of 12% of base pay which will be paid as a bonus if objectives are achieved at target. The plan recognizes individual contribution to objectives such as sales/revenue, quality and productivity.

The employee will be required to provide written confirmation of her choice within thirty (30) calendar days from the date when the salary protection no longer applies. If the employee fails to select one of the above-mentioned options, option two (2) will be considered as the choice of the employee.

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

The parties agree that any differences regarding interpretation or administration of the above provisions concerning treatment of employees on a frozen rate of pay may be processed in accordance with the provisions of Articles 16 and 17 of the Collective Agreement.

Signed at Montreal this 23rd day of September 2013.

FOR THE
COMPANY

FOR THE
UNION

Steve Desgagné

Olivier Carrière

WORKFORCE ADJUSTMENT PLAN
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

This is to confirm our agreement, and reflects the discussions which were held concerning the force adjustment and lay-off provisions found in the Collective Agreement, with respect to the process to be implemented for dealing with workforce issues during the term of the Collective Agreement.

This Workforce Adjustment Plan is a tool to be used when there is a need for a reduction of staff levels to meet the challenges of an increasingly competitive marketplace. In order to respond to the impact of workforce adjustment, a process that involves the participation of the Union and provides for the fair and equitable treatment of surplus employees has been agreed to by the parties.

Key features of the Workforce Adjustment Plan include:

Involvement of the Union

The involvement of the Union in the Workforce Adjustment Plan is accomplished through the following forums: Department Joint Committees and District Joint Committees. These forums are designed to ensure that the Union is kept informed of developments in the management of the workforce within the context of this Plan and is able to review the application of the Workforce Adjustment Plan guidelines.

Department and District Responsibilities

The Workforce Adjustment Plan guidelines are to be implemented on a department and district basis as and where appropriate, in an attempt to resolve a staff surplus problem. These guidelines have been developed jointly and include the following: controls on hiring, reclassification to Regular status, the employment of Temporary employees, the process for filling any vacant position in this bargaining unit and the utilization of voluntary measures where possible.

Management of Surplus

If, after following the application of the Workforce Adjustment Plan guidelines, there remains a surplus of Regular employees, the Company will offer the displacement procedure where applicable as set out in Attachment A of this Agreement.

Separation *

Where after the application of the above-described process, surplus employees exist, they will be treated as follows:

For employees with less than fifteen (15) years of NCS:

1. Any surplus employee with less than fifteen (15) years of NCS may choose one of the following options:
 - a. A lay-off with recall rights for a period of fifty-two (52) weeks with a lay-off allowance as set out in Attachment B to this Agreement,
 - or
 - b. A lump sum payment upon termination equivalent to the value of the Company contribution had the employee received a lay-off allowance as set out in Attachment B to this agreement. However, should the Company offer a more generous corporate separation program at the time of the surplus declaration, the corporate plan will apply.

For employees with fifteen (15) or more years of NCS:

2. Any surplus employee with fifteen (15) or more years of NCS may choose one of the following options:
 - a. A lay-off with recall rights for a period of fifty-two (52) weeks with a lay-off allowance as set out in Attachment B to this Agreement,
 - or
 - b. A lump sum payment upon termination calculated as follows: 1.5 weeks X NCS X basic weekly rate. However, should the Company offer a more generous corporate separation program at the time of the surplus declaration, the corporate plan will apply.

Whenever an employee fails to select one of the above-mentioned options, she shall be separated from the Company in accordance with 1 b) or 2 b).

- * Lump sum payments offered to Part-time employees shall be established on a pro-rated basis.

The Company will supply monthly to the Union, lists of employees who elect for a termination package by department and locality, indicating for each employee, the date of separation, the NCS date of the employee, and her original work location.

Career Transition Services

Career transition services will be offered to employees looking for another job inside Bell or elsewhere and will include: access to one-on-one counselling, job search support and training (as determined on a case by case basis). These services will be offered to employees, as appropriate, based upon an assessment of the individual's circumstances and the opportunities for placement.

General

Use in this Memorandum of Agreement of the feminine or masculine gender shall be construed as including both female and male employees, and not as specific sex designations.

It is understood that where an employee is placed into a lower-rated job as a result of the measures contemplated under this Agreement;

- move immediately to the step on the new wage schedule that grants the closest higher rate. If such rate does not exist, move to top step. The employee will benefit from wage protection (for clarity, the employee's rate of pay prior to the downgrade) for the duration of six (6) months.
- after this period, she shall immediately be paid the basic rate of pay for that job.

With the exception of the provisions found in Attachments A and B of this Agreement, the parties agree that any difference regarding the interpretation or administration of this Agreement shall be dealt with by the appropriate forums established for the involvement of the Union whose decisions shall constitute a final and binding settlement of the matter.

The parties agree that any difference regarding the interpretation or administration of the provisions set out in Attachments A and B of this Agreement may be processed in accordance with the provisions of Articles 16 and 17 of the Collective Agreement.

Duration

This agreement shall come into effect on <insert ratification date> and expire at the end of this Collective Agreement.

Signed at Montréal this ____ day of ____ 201__.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

DISPLACEMENT PROCEDURE

If a Regular Employee	And the Employee	Then	Qualifiers	Notes
Is Surplus	Has twenty-five (25) years or more of completed NCS. NOTE: Employee with twenty-five (25) years or more of completed NCS CANNOT be displaced.	The employee can displace employee with less than twenty-five (25) years of completed NCS.	Employee must be qualified to perform the work and be productive within sixty (60) calendar days of refresher training. Refresher training is defined as	Displacement Chart; Steps 1 through 10 and Notes 1 and 2 shall apply.
Is Surplus or Displaced	Has less than twenty-five (25) years of completed NCS and eight (8) years or more of completed NCS.	The employee can displace employee with less than eight (8) years of completed NCS.	short-term training aimed at refreshing and reinforcing previously acquired skills. It is expressly understood by the parties that the	Displacement Chart; Steps 1 through 10 and Notes 1 and 2 shall apply.
Is Displaced	Has less than eight (8) years of completed NCS.	Notes 1 and 2 only of the Displacement Chart shall apply.	aforementioned training shall not be initial training.	
Is Surplus	Has less than eight (8) years of completed NCS.	Cannot Displace.	Not applicable.	Career Transition Services.

Displacement Chart

- First; by displacing the most junior employee in the same department within the same locality in the following order:

-

Step 1	Same Salary Group	Same District	Same Locality
Step 2	Same Salary Group	Same Department	Same Locality
Step 3	Other Salary Group	Same District	Same Locality
Step 4	Other Salary Group	Same Department	Same Locality

- Second; by displacing the most junior employee in the same locality, but across departments in the following order:

Step 5	Same Salary Group	Other Department	Same Locality
Step 6	Other Salary Group	Other Department	Same Locality

- Third; by displacing the most junior employee within the same department, but outside the locality in the following order:

Step 7	Same Salary Group	Same District	Other Locality
Step 8	Same Salary Group	Same Department	Other Locality
Step 9	Other Salary Group	Same District	Other Locality
Step 10	Other Salary Group	Same Department	Other Locality

Notes:

1. A Regular employee with less than eight (8) years of NCS, who has been displaced under Steps 1, 3, 7 or 9 of the above process may displace the most junior Regular employee on the same occupational title within the same department and locality, provided that such assignment can be made without displacing a more senior employee.
2. An employee who declines a placement into a position as provided by the above process shall be offered career transition services.

LAY-OFF ALLOWANCE PLAN

A Regular employee who is laid-off shall be granted lay-off allowance under the Lay-Off Allowance Plan, as follows:

1. Subject to paragraphs 2 to 5 below and the Employment Insurance Act and Regulations, a Regular employee's total lay-off allowance entitlement during a period of lay-off shall be as follows:

Net Credited Service on Date of Lay-Off		Lay-Off Allowance Entitlement
Less than 1 year		0
1 year but less than 2 years	2 years	3 weeks
2 years but less than 3 years	3 years	4 weeks
3 years but less than 4 years	4 years	5 weeks
4 years but less than 5 years	5 years	6 weeks
5 years but less than 6 years	6 years	7 weeks
6 years but less than 7 years	7 years	8 weeks
7 years but less than 8 years	8 years	9 weeks
8 years but less than 9 years	9 years	10 weeks
9 years but less than 10 years	10 years	11 weeks
10 years but less than 11 years	11 years	13 weeks
11 years but less than 12 years	12 years	14 weeks
12 years but less than 13 years	13 years	15 weeks
13 years but less than 14 years	14 years	16 weeks
14 years but less than 15 years	15 years	17 weeks

Three (3) weeks additional pay for each full year of service as of 15 years of NCS.

2. Lay-off allowance payments shall be based on the employee's weekly basic rate of pay in effect on the date of lay-off and made on a biweekly basis.
3. a) The Lay-Off Allowance Plan becomes operative at the time the employee applies and qualifies for Employment Insurance benefits and upon receipt of proof that she receives such benefits.

- b) Each week's benefit shall be equivalent to 90% of the employee's basic rate of pay on the date of the lay-off in the case of a Regular Full-time employee, and to 90% of the average basic rate of pay in the four pay periods preceding the date of the lay-off in the case of a Regular Part-time employee, less Employment Insurance benefits entitlement, any earnings from other employment and statutory deductions, subject to the maximum weekly earnings provided for under the Employment Insurance Act and Regulations.
4. Entitlement to the lay-off allowance will cease as follows:
- a) when the lay-off allowance entitlement is used up;
 - b) when the employee reports for work subsequent to recall;
 - c) when the employee fails to report for work after recall;
 - d) when the employee has not been recalled to work within 52 weeks of the date of lay-off as set out in paragraph 5 of the Recall Procedures Section of this Attachment;
 - e) when the employee is disentitled or disqualified from Employment Insurance benefits;
 - f) when the employee obtains other employment which disentitles or disqualifies the employee from Employment Insurance benefits;
 - g) if the employee resigns.
5. An employee who has been recalled following a period of lay-off and is again laid-off prior to completing 52 weeks of continuous service after the date of return to work shall be granted a lay-off allowance pursuant to paragraph 1 above based on her overall net credited service after deducting the lay-off allowance she received during her previous lay-off.

Benefits Coverage

1. The Company agrees to treat the first 30 calendar days of a lay-off as a leave of absence and to maintain the eligibility of a laid-off employee during that period to:
- a) credit for service;
 - b) participation in the health, life and accident insurance coverage under the Omniflex Benefits Program without payment of premium;
 - c) participation in the optional life and accident insurance plans, providing the employee prepays the applicable premiums prior to the commencement of a lay-off.

Recall Procedures

1. a) Laid-off employees shall be listed on a recall list by department and locality. With the exception of employees in Toronto and Montréal, where an employee has been laid-off in a locality and all of the Department's operations in that locality have been eliminated, or are expected to be eliminated within the one (1) year period following the date of the employee's lay-off, the employee shall, on the date of her lay-off, be permitted to place her name on the recall list for one (1) other locality within the operating territory of the Department.
- b) When a job vacancy becomes available within the department and locality and a recall is warranted, eligible employees shall be recalled in inverse order of lay-off (by seniority, where two (2) or more employees have the same date of lay-off) provided they are immediately able to perform the work available. If there are no employees on the recall list who are immediately able to perform the work available, the same process will be followed for the recall of eligible employees provided they are qualified to perform the work available. When an employee accepts a recall to work, she shall immediately be paid the basic rate of pay for that job. If the employee accepts a recall to a work location other than her normal work location at the time of lay-off, she shall not be eligible to travel time and expenses as provided under Article 31 of the Collective Agreement.
2. It is the responsibility of a laid-off employee who desires to be recalled within the terms above to keep the Company informed of her correct address, and to advise the Company within ten (10) calendar days of the date of recall as to her acceptance.
3. The Company may assume that failure on the part of any laid-off employee to notify the Company within ten (10) calendar days of the date of the offer of recall concerning her acceptance of the offer, or to report for duty within 15 calendar days from the date of the offer or such other date as mutually agreed upon by the employee and the Company, shall constitute a rejection and the employee shall be deemed to have resigned.
4. The date of mailing of a registered letter to the employee's last address of Company record shall be the date of offer of recall.
5. a) A laid-off employee who has not been recalled to work within 52 weeks of the date she was laid-off shall be deemed to be terminated from the employ of the Company.
- b) In the determination of the period of lay-off in paragraph 5 a) above, an employee who has been recalled following a period of lay-off and is again laid-off prior to completing 52 weeks of continuous service after the date of return to work shall not be considered to have interrupted the continuity of the lay-off, however, the period of re-employment shall not be included as forming part of the period of lay-off. It is understood that, until she has completed 52 weeks of continuous service after the date of return to work, a recalled employee is subject to direct lay-off and shall not have access to a separation package, the career transition services or the displacement procedure set out in Attachment A to this Agreement.

Information Lists

1. The Company agrees to supply monthly to the Union, lists of laid-off employees by department and locality indicating for each employee the date of lay-off, the NCS date, and her original work location.

PERFORMANCE MANAGEMENT
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The Company has the exclusive right and power to manage the performance of the employees, in accordance with the Collective Agreement.

The parties agree that, amongst other things, performance management requires an effective and reasonable performance management system that maximizes the potential and contribution of every employee.

In achieving this objective, any performance management system will require clear job expectations and objectives, and ongoing feedback.

The objective of the ongoing feedback and evaluation process will be to ensure that employees understand job expectations and receive ongoing feedback on their performance. The process will include reasonable measurements of employees' performance and will be linked to business objectives and ultimately to customer service.

Notice of changes in performance indicators impacting employees' performance assessment will be provided to the union a minimum of 30 days in advance, and to employees a minimum of 15 days. During that period, the parties will have a meaningful discussion on changes to performance indicators.

Appropriate and timely coaching and training will also be provided to employees to assist them on the path of being successful and to identify areas of improvement. There will be clear and reasonable opportunities to improve where an employee is not able to meet job expectations.

The objective of the performance management process is to ensure that employees have the right skills and competencies to succeed in their current jobs.

Signed at **city** this **date** of **month 201X**.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

VIOLENCE OR ABUSE IN PERSONAL LIFE
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The Company recognizes that employees sometimes face situations of violence or abuse in their personal life that may affect their attendance or performance at work. For that reason, the Company agrees, when there is adequate and timely verification from a recognized professional (i.e. doctor, lawyer, registered counsellor), an employee who is in an abusive or violent situation will not be subject to discipline if the absence can be linked to the abusive or violent situation. Absences which are not covered by the provisions of article 29 will be granted as absence with pay, up to a maximum of five (5) days per calendar year.

Signed at **city** this **date** of **month 201X**.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

MENTAL HEALTH
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

In September 2010, Bell Let's Talk began a new conversation about Canada's mental health. At that time, most people were not talking about mental illness. But the numbers spoke volumes about the urgent need for action. Millions of Canadians, including leading personalities engaged in an open discussion about mental illness, offering new ideas and hope for those who struggle, with numbers growing every year.

Given Bell Canada's leadership in the area of Mental Health, Bell Canada and Unifor recognize the importance of ensuring a workplace culture which promotes and improves the mental health of all employees in the workplace. Bell Canada and Unifor have a common interest in promoting and enhancing a working relationship consistent with the principles of the Bell Let's Talk initiative.

In light of the above, Bell Canada and Unifor agree that within 3 months of ratification of the collective agreement, the parties will convene a meeting to discuss mental health initiatives currently in place in the workplace and what can be done to enhance the mental health initiatives in the workplace.

Signed at city this date of month 201X.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

PROFILES
MEMORANDUM OF AGREEMENT BETWEEN:
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

The Company may initiate and, at an employee's request, the Union may request a profile review when there are noticeable changes to the tasks, roles and / or responsibilities of a position. The profile review may be for the position of an employee, group of employees, or of the profile itself, as applicable.

The Company is responsible to review profiles, reclassify an employee or group of employees who perform the same work into the same appropriate profile, evaluate new Clerical and Associated positions, create profiles and determine the appropriate salary group.

Process:

- In order for a profile review to be initiated by employees, the employee or group of employees will be required to submit a duly completed Job Evaluation Questionnaire and transmit the request to the Union to be submitted to the Company on behalf of the employee or group of employees.
- As part of any profile review (including reclassifications, revisions to profiles and the creation of new profiles), the Company's representatives will verbally consult the affected employee, or a number of employees as applicable, in the presence of a union representative, and their supervisor(s).
- The tasks, roles and responsibilities of a position or profile being reviewed will be evaluated using the Hay Group method of job evaluation.
- Such requests will be decided within a 90-day period following the reception of a duly completed request. The 90-day period may be extended by mutual consent, in writing. It is understood that this consent will not be unreasonably withheld.
- Decisions will be provided to the employee (or group of employees) and the Union and must include the motives and rationale explaining the decision.

Wage Administration:

The rules governing salary treatment further to a revision or reclassification shall be the following:

- if the occupation is downgraded the employee will benefit from wage protection (for clarity, the employee's rate of pay prior to the downgrade) for the duration of the Collective Agreement and will be entitled annually to a \$750.00 lump sum in lieu of a bargained increase as described in Attachment C of the Collective Agreement until the top salary rate for her salary group exceeds her current rate.
- if the occupation is upgraded the pay adjustment will be effective from the date of the request.

General:

Once a new profile is created by the Company, the Company will notify the Union of the appropriate profile and the associated salary group.

It is understood that the salary protection described above does not apply to evaluations and reclassifications undertaken pursuant to the 2005 collective agreement.

The parties agree and understand that the Profile Plan of job evaluation method and/or system is at the sole discretion of the Company. In the event of a disagreement on this Memorandum of Agreement, the Union may file a grievance and such grievance shall be subject to the grievance process provided for in Article 16 of the Collective Agreement. The parties agree that notwithstanding the provisions of Article 17 of the Collective Agreement, the jurisdiction of the arbitrator will be solely limited to determining whether the Company acted in bad faith, arbitrarily or in a discriminatory manner in applying its job evaluation method and/or system.

Signed at **city** this **date** of **month 201X**.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

FACT FINDING MEETINGS
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The above parties have agreed as follows:

Within three (3) months after the signing of the Collective Agreement, a one (1) year trial shall be introduced regarding fact finding meetings related to the alleged violation of the Code of Business Conduct that could likely lead to a disciplinary measure. For the duration of the trial, the process will be as follows:

- When a Company representative conducts a fact finding meeting with an employee concerning the alleged violation of the Code of Business Conduct that could likely lead to a disciplinary measure, the Company representative shall:
 - Advise the employee and the Union Representative, in general terms (for example: misappropriation, conflict of interest, breach of trust, etc.), of the nature of the meeting, prior to the meeting, and;
 - Invite the Union representative to attend the meeting, unless the employee objects.
- In conducting such meetings, Company and Union representatives will perform their respective responsibilities in a professional and courteous manner with mutual respect for their counterparts.

It is understood that Union representatives, although not active participants, will have the ability to ask questions for clarification purposes but shall, in no way, disrupt the investigation process.

The Company and the Union shall meet quarterly to review the results and make recommendations as appropriate.

A final assessment by the parties to determine if the process described herein will be maintained for the duration of the Collective Agreement shall be conducted in a fair and reasonable manner at the end of the trial. However, should there be, in the Company's opinion, disruptions to the meetings, this Memorandum of Agreement may be rescinded by the Company upon 30 days' notice to the Joint Labour Relations Committee.

Signed at city this date of month 20xx.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

COMPANY'S POSITION ON OUTSTANDING GRIEVANCES RELATED TO PERFORMANCE

MANAGEMENT

MEMORANDUM OF AGREEMENT BETWEEN

BELL CANADA

AND

UNIFOR

REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The above parties have agreed as follows:

The attached grievances will be suspended until ratification. Upon ratification the parties will come to an agreement on the treatment of the attached grievances. Within 30 days of ratification the parties will review the attached list of grievances and decide to:

- Remove the letters on file and withdraw the grievances; or
- Continue the grievance process

For the policy grievance the Union agrees to postpone this grievance for a one (1) year period from the date of ratification.

It is understood that any grievance filed after the signature of this Memorandum of Agreement will be sent to step 3 of the grievance process to be put in abeyance and reviewed by the parties.

It is understood that the timelines prescribed in Articles 16 and 17 of the Collective Agreement are also suspended.

Signed at city this date of month 20xx.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

BELL EXPRESSVU LP EMPLOYEE INTEGRATION

WHEREAS the Board has rendered Order numbers 10986-U, 11004-U, 11042-U declaring that:

- a) Unifor is a trade union within the meaning of the *Code* and the certified bargaining agent of the following employees:
 - a. All employees of Bell ExpressVu LP working as call center representatives (including technical support), operation support associates, administrative support, blueprint programmers, excluding trainers and quality assurance employees;
 - b. All employees of Bell ExpressVu LP working at its call centers in Ontario excluding learning and communications support employees (including trainers and blueprint programmers), Control center employees (including operations support and compensation) and call center support employees (including back office);
 - c. All trainers of Bell ExpressVu LP working in the province of Ontario;

AND WHEREAS the Bell clerical and associated employees are covered by a collective agreement with Unifor (the “**Bell Clerical Collective Agreement**”);

AND WHEREAS the Bell Clerical Collective Agreement contains provisions, namely the Memorandum of Agreement – Outsourcing/Contracting Out that apply to all Regular employees covered by the clerical and associated employees’ bargaining;

AND WHEREAS the parties have agreed to enter into this Memorandum of Agreement (“**the Agreement**”) under section 18.1(2) of the *Code* to govern the integration of Bell ExpressVu LP employees into Bell;

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

1. The Preamble is an integral part of this Agreement.
2. The parties agree that they shall request the Board to cancel the separate certification orders of Bell ExpressVu LP employees by June 1, 2018. After June 1, 2018, the Bell ExpressVu LP employees will be fully integrated into Bell clerical bargaining unit as described below.

EXHIBIT 29-4

General

3. The parties agree that no modification to the wording of the Bell clerical certification orders is necessary to integrate the Bell ExpressVu LP employees into the existing Bell clerical certification order as set out above.
4. The Company agrees that, employees of Bell ExpressVu LP that perform the following functions will also be transferred into the Bell Canada Clerical and Associated Employees Bargaining unit:
 - a. Trainers and quality assurance employees located in Dorval;
 - b. Communications support employees (including trainers and blueprint programmers), Control center employees (including operations support and compensation) and call center support employees (including back office) located in the province of Ontario.

(A) Collective Agreement

5. The Bell ExpressVu employees are currently not covered by a collective agreement.
6. It is agreed and understood that Bell ExpressVu LP employees at the employ of Bell ExpressVu LP at the date of ratification of the Collective agreement will receive the percentage of the first salary increase negotiated for the Clerical and Associate Employees, effective on the same date.
7. The Company will proceed with the transfer of the Bell ExpressVu LP employees into the Bell Clerical bargaining unit thirty (30) days after the date of the ratification of the Collective agreement.
8. The Bell ExpressVu LP employees will be transferred on profile BEV, in salary group 10, at their Bell ExpressVu LP rate of pay at the time of the transfer and at the next lowest step closest to their rate of pay at the time of the transfer.
 - a. The Bell ExpressVu LP rate of pay will be protected (red circled), and;
 - b. All other working conditions of the Bell Clerical and Associated Employees' Collective Agreement will apply.
9. It is agreed and understood that between the date of ratification of the Bell Clerical and Associated Employees Collective Agreement and the date of transfer, Bell ExpressVu LP employees will be covered by the normative articles of the Bell Clerical and Associated Employees Collective Agreement (including union time, grievance and arbitration procedures, seniority, days off and vacation).
10. It is agreed and understood that of a job evaluation process will need to be completed by the Company between the date of transfer and September 30th 2018, to identify the equivalent position and salary group in the Bell Canada Clerical and Associated Employees' Collective Agreement, in accordance with Section 21.05 of said Collective Agreement and Company practices. The rate of pay shall be the rate on the salary group of the new job which grants the closest higher rate on December 1, 2018.

EXHIBIT 29-4

11. If on December 1st, 2018 the Bell ExpressVu LP employees' rate of pay is higher than the maximum rate in the salary group to which they are assigned, their salary will be protected until the maximum rate of pay in the salary group is equal to or higher than the employees' rate of pay at the time of integration. Said employees will be entitled to a lump sum payment in accordance with the Bell Canada Clerical and Associated Employees' Collective Agreement, as applicable.
12. It is agreed and understood that Bell ExpressVu LP employees transferred to Bell Canada will be protected under the Bell Canada Clerical and Associated Employees' Memorandum of Agreement on Outsourcing / Contracting Out under the same terms of that said Memorandum of Agreement.
13. The parties agree and understand that the purpose of the integration is to ensure that the Bell ExpressVu LP employees and the Bell clerical employee operate as one bargaining unit indistinctly.

(B) Orders Sought from the Board

14. The parties agree that they will jointly file a request, on or around May 15, 2018 for the Board to:
 - (a) Cancel the certification orders 10986-U, 11004-U, 11042-U;
 - (b) Declare that Bell ExpressVu LP employees, and now Bell as the successor employer, as described in the Board's certification orders no. 10986-U, 11004-U, 11042-U, are included in the Bell certification order no. 9413-U;
 - (c) Declare that the Bell clerical Collective Agreement will apply to the group of employees described in Board Orders no. 10986-U, 11004-U, 11042-U, with the adjustments set out in Section (B) above;
15. The parties will request that the orders sought under this Agreement be determined by the Board without an oral hearing and agree that the orders take effect as of the date of their issuance.

Signed at city this xxth day of month 201x.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

MEMORANDUM OF A AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

Re: Paid Education Leave

Effective December 1, 2017, the Company agrees to pay into a special fund an amount of two cents (\$0.02) per hour for regular hours to provide for a Unifor Paid Education Leave (PEL) program. Effective December 1, 2019 the amount shall be increased to three (\$0.03) cents per hour.

Such payment will be remitted on a regular basis into a trust fund established by Unifor effective from the date of ratification. Payments will be sent by the Company to the following address:

Unifor Paid Education Leave Program
205 Placer Court
Toronto ON M2H 3H9

Candidates for PEL shall be selected by the Union to attend. The Union will provide written confirmation to the Company of such selection. Employees on PEL leave of absence will continue to accrue seniority and service.

Signed at **city** this **xxth** day of **month** 201**x**.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

SITE CONSOLIDATIONS
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

1. Circumstances may arise where the Company may need to consolidate sites namely as a result of but not limited to productivity gains, technological improvements, process streamlining, enhanced customer experience or reduced workload.
2. As a result of site consolidations: a) employees will be offered the opportunity to relocate to the receiving site, b) after considering those employees relocating to the receiving site, the Company shall post according to Article 33 of the Collective agreement the number of jobs that will be required to perform the workload relocated to the receiving site.
3. It is understood that efficiency gains may arise from a site consolidation but that no work normally performed by employees included in the Clerical and Associated Employees bargaining unit shall be contracted-out or outsourced as a result of a site consolidation.
4. When efficiencies are identified by the employer, the Company commits to meaningful dialogue with the Union to discuss the reasoning for a reduction in the number of employees required to perform the work.

Signed at _____ this _____ day of _____.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

1. Women, from the Clerical and Associated employees bargaining unit facing situations of domestic violence or abuse may confer with a Women Union Support Advocate who can direct the employee towards the appropriate support mechanisms. The time required for the Women's advocate to carry out their role will be paid by the company.
2. The Company and the Union shall agree on reasonable guidelines within 30 days following the signing of this Memorandum of Agreement.
3. The number of Women Union Support Advocates shall not exceed ten (10).
4. The company will ensure that Women's advocates will be afforded the time off required for training which will be paid by the Union.

Signed at _____ this _____ day of _____.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

RESTRICTIONS ON CO-LOCATED CONTRACTORS
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

The parties agree as follows:

1. The Company shall not co-locate contractors who perform bargaining unit work beside Clerical and Associated employees in a Bell premise.

Unforeseen Circumstances

2. Notwithstanding the provisions of Paragraph 1, co-locating contractors who perform bargaining unit work beside Clerical and Associated employees in a Bell premise shall only be possible:
 - (a) for less than ninety (90) days when the Company is unable to perform the work, or;
 - (b) by mutual consent of the parties.

It is understood that the exception provided for in subparagraph 2 (a) is not intended to bypass the spirit of this Memorandum of Agreement, but to provide relief for unforeseen circumstances.

Review Process

3. Within twelve (12) months following the signing of this Memorandum Agreement, and for every identified co-located contractor who perform bargaining unit work beside Clerical and Associated employees in a Bell premise, the Company shall determine its options such as, notwithstanding the provisions of Article 33, offer a Temporary Part-Time position contingent on the contractor meeting Bell's hiring requirements, including pre-employment screening.
4. The Company will provide the Union updates during Joint Labour Relations Committee meetings.

Signed at Montréal this _____ day of _____.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

MANAGERIAL OR NON-MANAGEMENT NON-UNIONIZED JOB POSTINGS

MEMORANDUM OF AGREEMENT BETWEEN:

BELL CANADA

AND

UNIFOR

REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

It is understood that Managerial or Non-Management non-unionized Job Postings shall be reviewed by Human Resources and/or Labour Relations to ensure that the occupation is not covered by Appendix A of the Collective Agreement using the current criteria used to review positions.

It is understood that the occupation performed must be similar to the requirements of the job posted.

In the event that a Managerial or Non-Management non-unionized Job Posting is deemed to be covered by the Collective Agreement, the job posting shall be posted in accordance with the provisions of Article 33.

This Agreement shall remain in full force and effect during the term of this Collective Agreement.

Signed at City this xxrd day of xxxxx 201X.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

EMPLOYEE RECLASSIFICATIONS
MEMORANDUM OF AGREEMENT BETWEEN
BELL CANADA
AND
UNIFOR
REPRESENTING CLERICAL AND ASSOCIATED EMPLOYEES

It is understood that 100 Regular Part-Time employees will be reclassified to Regular Full-Time status based on their seniority.

It is understood and agreed that these reclassifications do not constitute job openings as defined in the Collective Agreement. Where possible, according to the Company, all reclassifications performed under this agreement shall take place in the employee's current job and at his current work location.

To be reclassified under these provisions, the employee must meet job requirements and/or not be subject to a performance improvement plan.

Employee reclassifications must be completed no later than three (3) months following the signature of the Collective Agreement.

This memorandum of agreement is not an integral part of the collective agreement.

IN WITNESS WHEREOF, we have signed at city this xxth day of month 201x.

FOR THE
COMPANY

FOR THE
UNION

Serge Thibault

Josephine Petcher

EXHIBIT 6

DELETE

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3



Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541

September 23, 2013

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: Benefits Forum

Dear Mr. Carrière,

The parties agree to the establishment of a Benefits Forum consisting of two (2) Company (one (1) from Labour Relations and one (1) from the Benefits team), one (1) Provider and two (2) Union representatives (one (1) from Ontario and one (1) from Québec) to discuss enhancements which could be made to the administrative processes surrounding benefits requests (such as Short Term Disability or medical reimbursements).

It is understood and agreed that this Forum shall not be used to discuss individual cases or to challenge a decision rendered by the Company's provider. However, individual cases may be used when providing examples of enhancements which could be made to the administrative processes, if the employee consents.

The Forum shall begin its work by no later than September 1, 2013 and set its own schedule and type of meetings.

Reasonable expenses incurred by the employee representatives, which are necessary for their work on the Forum, shall be reimbursed by the Company, according to its practices.

Sincerely,

Steve Desgagné
Chief Negotiator

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3

Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541



September 23, 2013

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: Profile

Dear Mr. Carrière,

This is to confirm our understanding related to Profile reached during bargaining for the renewal of the Clerical and Associated Employees' collective agreement.

General:

The Company may initiate and, at an employee's request, the Union may request a profile review when there are noticeable changes to the tasks, roles and / or responsibilities of a position. The Company is responsible to review profiles, evaluate new Clerical and Associated positions, create profiles and determine the appropriate salary group.

Revision and Reclassification:

Without limiting its management rights, it is the Company's sole responsibility to:

- reclassify an employee or group of employees who perform the same work into the same appropriate profile.
- address employees' requests for reclassifications and revisions. Such requests will be decided within a 90-day period following the reception of a duly completed request. The 90-day period may be extended by mutual consent, in writing.

Wage Administration:

The rules governing salary treatment further to a revision or reclassification shall be the following:

- if the occupation is downgraded the employee will benefit from wage protection for the duration of the Collective Agreement and will be entitled annually to a \$500 lump sum in lieu of a bargained increase as described in Attachment C of the Collective Agreement until the top salary rate for her salary group exceeds her current rate.
- if the occupation is upgraded the pay adjustment will be effective from the date of the request.

General:

Once a decision is rendered by the Company, the Company will notify the Union of the appropriate profile and the associated salary group.

It is understood that the salary protection described above does not apply to evaluations and reclassifications undertaken pursuant to the 2005 collective agreement.

Sincerely,

Steve Desgagné
Chief Negotiator

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3



Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541

September 23, 2013

Olivier Carrière
National Representative
Communications, Energy and Paperworkers Union of Canada

Subject: Site Consolidations

Dear Mr. Carrière,

This will confirm our understanding related to site consolidations reached during bargaining for the renewal of the Clerical and Associated Employees' Collective Agreement.

Circumstances may arise where the Company may need to consolidate sites namely as a result of but not limited to productivity gains, technological improvements, process streamlining, enhanced customer experience or reduced workload.

As a result of site consolidations and after considering those employees relocating to the receiving site, the Company shall post internally for the employees of this bargaining unit, the number of jobs that will be required to perform the workload relocated to the receiving site.

Yours truly,

Steve Desgagné
Chief Negotiator

EXHIBIT 37**DELETE**

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3

Steve Desgagné
Chief Negotiator
E: steve.desgagne@bell.ca
T: 514 786-4033
M: 514 233-0541



September 23, 2013

Olivier Carrière
National Representative

Communications, Energy and Paperworkers Union of Canada
545 Crémazie East, Suite 1101,
Montreal, Québec H2M 2V1

Subject: **Wage Administration for Employees assigned to Profile 204 – Access Network**

Dear Mr. Carrière,

In the event of ratification by the employees, by June 30, 2013, of the Tentative Agreement reached by the Company and the Union on May 31, 2013, and in accordance with the commitments made by the Company during bargaining, the following weekly salary treatment shall apply to employees assigned to Profile 204 in accordance with the criteria outlined in Section 21.03 of the Collective Agreement.

Step	Effective June 1, 2013	Effective June 1, 2014	Effective June 1, 2015	Effective June 1, 2016	Effective June 1, 2017
1	\$ 1 214.35	\$ 1 235.60	\$ 1 257.22	\$1 279.22	\$ 1 301.61
2	\$ 1 290.96	\$ 1 313.55	\$ 1 336.54	\$1 359.93	\$ 1 383.73
3	\$ 1 380.34	\$ 1 404.50	\$ 1 429.07	\$ 1 454.08	\$ 1 479.53

This salary treatment shall apply for the duration of the Collective Agreement.

Sincerely,

Steve Desgagné
Chief Negotiator

EXHIBIT 11

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3



Serge Thibault
Chief Negotiator
E: thibault.s@bell.ca
T: 514 870-1163
M: 514 233-7684

Date, 201X

Josephine Petcher
National Representative
Unifor

Subject: Unifor Joint Workplace Harassment Policy

Ms. Petcher,

This confirms our agreement reached during the negotiations for the renewal of the Bell Canada Clerical and Associated Employees' Collective Agreement regarding Unifor's Joint Workplace Harassment Policy.

Unifor will present their Joint Workplace Harassment Policy at a Joint Labour Relations Committee within 6 months of the signing of the Collective Agreement.

Unifor will inform the Company at least 30 days prior to the scheduled JLRC of their intention to do the presentation and will provide the names of any additional Unifor representatives who will attend the presentation.

The Company will invite representatives of the Mental Health, Workplace Practice and Disability Management team to attend the presentation.

It is understood that the Union will pay the expenses of all Unifor employees and of any additional representatives who will attend the presentation.

Regards,

Serge Thibault
Chief Negotiator

EXHIBIT 20

Bell Canada
1 Carrefour Alexander Graham Bell
Building A, 2nd Floor
Verdun, Québec H3E 3B3



Serge Thibault
Chief Negotiator
E: thibault.s@bell.ca
T: 514 870-1163
M: 514 233-7684

Date, 201X

Josephine Petcher
National Representative
Unifor

Subject: Local Health and Safety Committee (LHSC)

Ms. Petcher,

The Company agrees to organize a Local Health and Safety Committee (LHSC) Representatives meeting in Quebec and one meeting in Ontario within the twelve (12) months following the ratification of the Collective Agreement.

This Local Health and Safety Committee Representatives meeting is intended to review best practices associated to Health and Safety.

It is understood that reasonable expenses incurred by union representatives attending the meeting shall be reimbursed by the Company, according to its practices.

Regards,

Serge Thibault
Chief Negotiator