

Sharing of Interests & Issues

Progistix-Solutions Inc. & Communications, Energy and Paperworkers of Canada

September 23, 2009

<b>Interest:</b>	<ul style="list-style-type: none"><li>• Retain, grow revenue &amp; ensure our profitability with current clients.</li><li>• Obtain new clients with which we can be profitable.</li><li>• Stable and secure employment for team members.</li></ul>
<b>Issues:</b>	<ul style="list-style-type: none"><li>• In comparison with market and industry benchmarks we need to ensure our service levels are consistently in the top quartile.</li><li>• Clients, potential clients and benchmarking studies have indicated that we need to improve our operating efficiencies if we are to attract new business and retain our current clients. Specifically and immediately we need to demonstrate to Bell that we can offer productivity and operating improvements that will enable Bell to achieve, at a minimum, the same level of savings that they are convinced they would harvest through the RFP process.</li></ul>
<b>Options include:</b>	<ul style="list-style-type: none"><li>• Grievance &amp; Arbitration process- Why do so many items end up in arbitration and what can we do about it?</li><li>• The time required to schedule and administer vacations is prohibitive; what can we do to alleviate the administration required?</li><li>• Our benefit costs are prohibitive; what can we do about it? In addition to examining our extended health, disability and dental care programs we must also look at such items as safety shoe/boot allowances to ensure they are driven by need not entitlement.</li><li>• Being prompt and regular in attendance is essential to service consistency and efficiency; what do we need to do or change to improve attendance?</li><li>• How can we amend/modify the Performance Bonus Program to support efforts to improve operating efficiencies?</li><li>• How do we demonstrate to clients and potential clients that there is no risk of service interruption?</li><li>• Generally what else and where else should we look to reduce administration, ensure we achieve the expected operating efficiencies and create a culture of innovation &amp; quality? For example- what opportunities exist in:<ul style="list-style-type: none"><li>- The process for overtime distribution;</li><li>- Shift transfers;</li><li>- Learning &amp; development?</li><li>- What Memorandums or Letters of Intent are no longer meaningful, relevant or add value and can be deleted from the collective agreement?</li></ul></li></ul>