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## BELL CANADA CRAFT & SERVICES BULLETIN June 19, 2018

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**TO: BELL CANADA CRAFT & SERVICES MEMBERS**

Greetings,

Recent actions taken by Bell Canada corporate security, including many terminations and suspensions of our members, have demonstrated that verbal instruction provided by management to unionized staff is not a secure method of communicating policy, procedure or worker related instructions. Workers should request all correspondence be provided in written format either on paper or via email. Any correspondence provided via emails should be stored in a separate and easily accessible folder to ensure long term accuracy and security.

There is no guarantee the company will accept that any verbal request by managers or subsequent actions were legitimate. In addition, there is no guarantee the company will not disavow the request provided by management and may in fact assign guilt to the worker for carrying out the now disavowed request. Moreover, there are no clear time limitations and any request in retrospect may be deemed no longer acceptable.

Until workers are treated with respect and the company believes in the integrity of its unionized employees, we should DARN it – Document, Archive, Record & Note, otherwise your job may be at risk.

Example: Management asks to “quickly” look at a trouble ticket, circuit or any work related task but you are already presently engaged in other duties or feel the request is questionable.

Send a follow up email to your direct manager asking for confirmation, re-iterating the request as you understood it. If you have any concerns about the nature of the request or unsure if it will affect your “road to success” PRM metrics, copy your second and third levels on any email sent. Archive any and all related responses and note the managers’ names and requests on any tickets involved. Whether it is the example above or a different interaction, leave no doubt, get it in writing.

All workers must remain vigilant in protecting their employment security.

Contact your local executive if you have any questions.

In Solidarity,

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National Representative  
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