

TEAM-IFPTE Local 161

Telecommunications Employees Association of Manitoba

TEAM Bargaining Survey Results

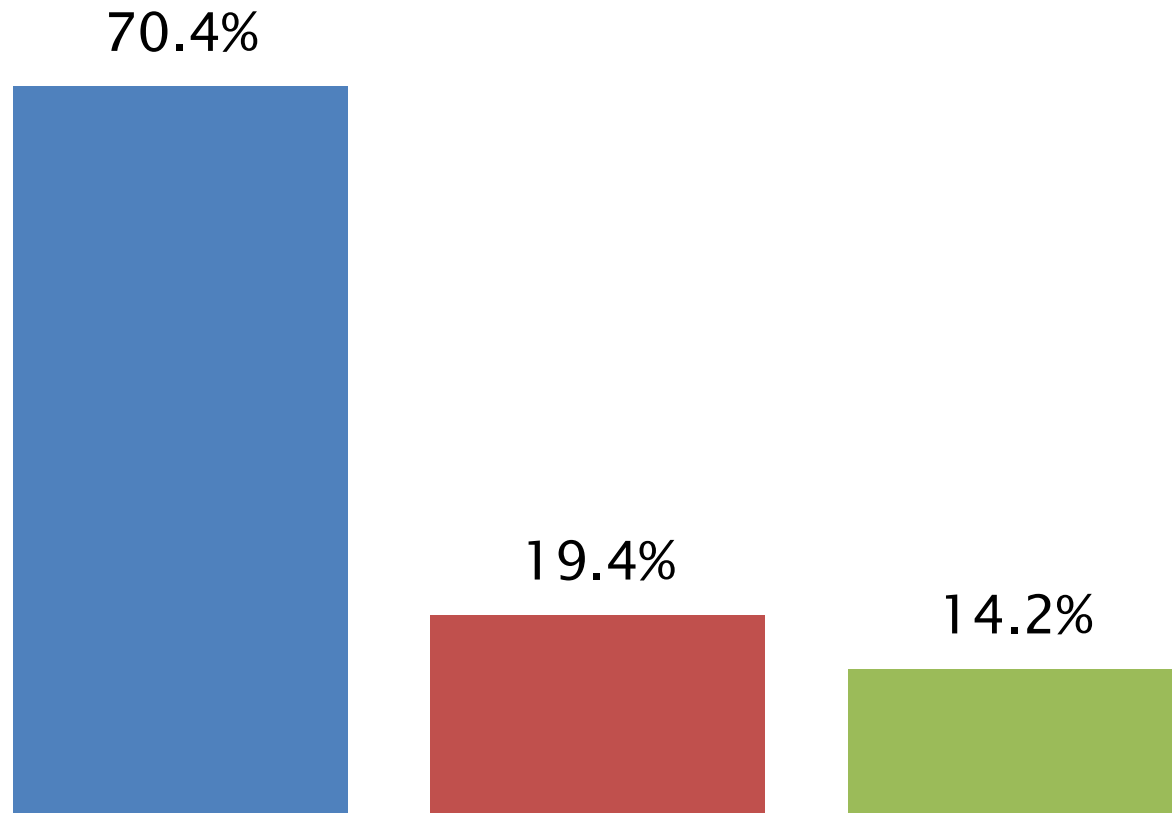
November 2012



Rank the following in order of importance

First Choice

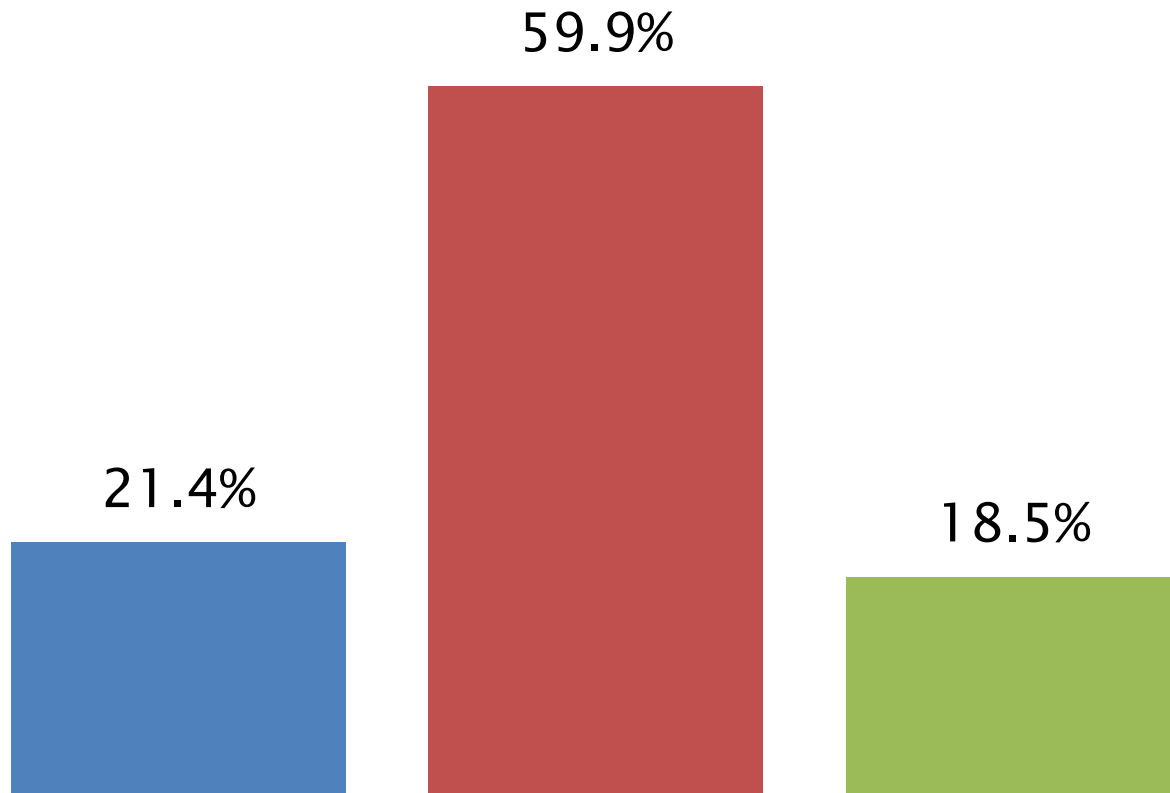
■ Wages ■ Benefits ■ Hours of Work



Rank the following in order of importance

Second Choice

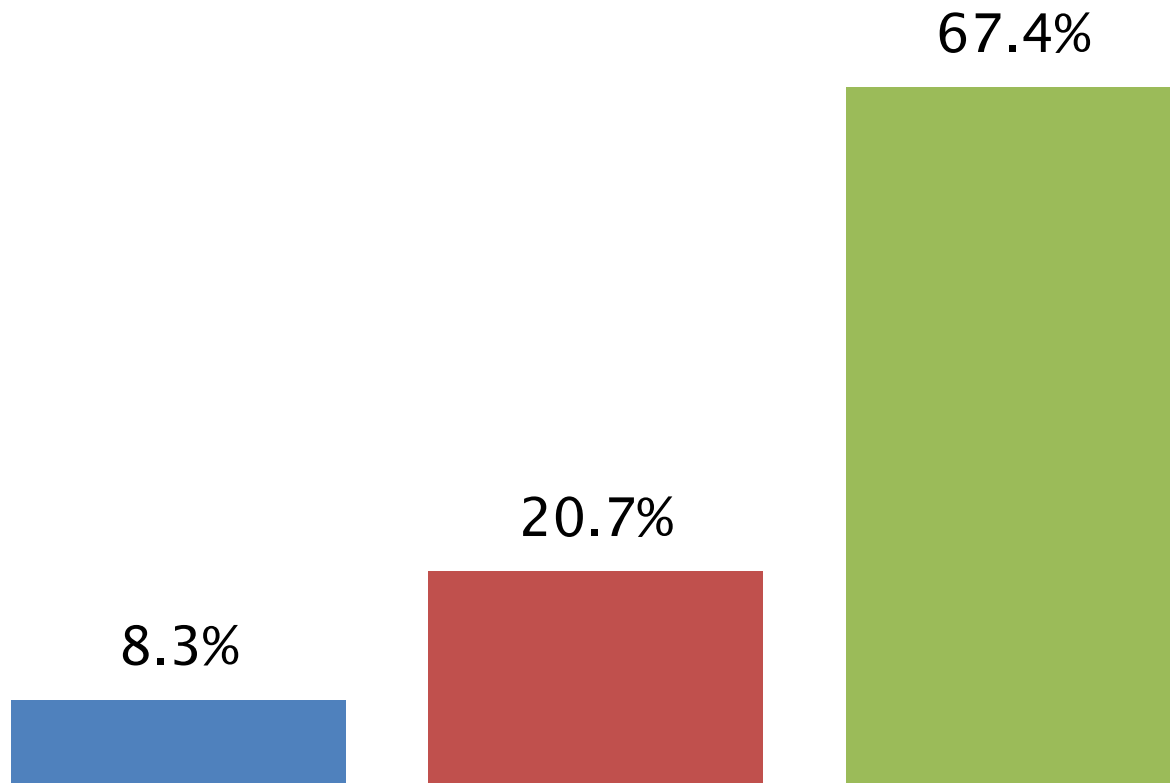
■ Wages ■ Benefits ■ Hours of Work




Rank the following in order of importance

Third Choice

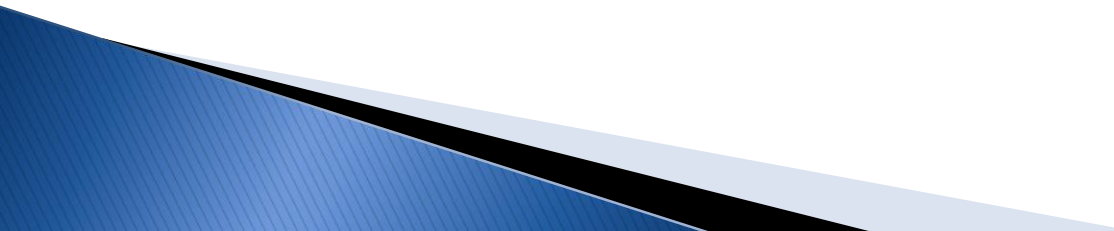
■ Wages ■ Benefits ■ Hours of Work



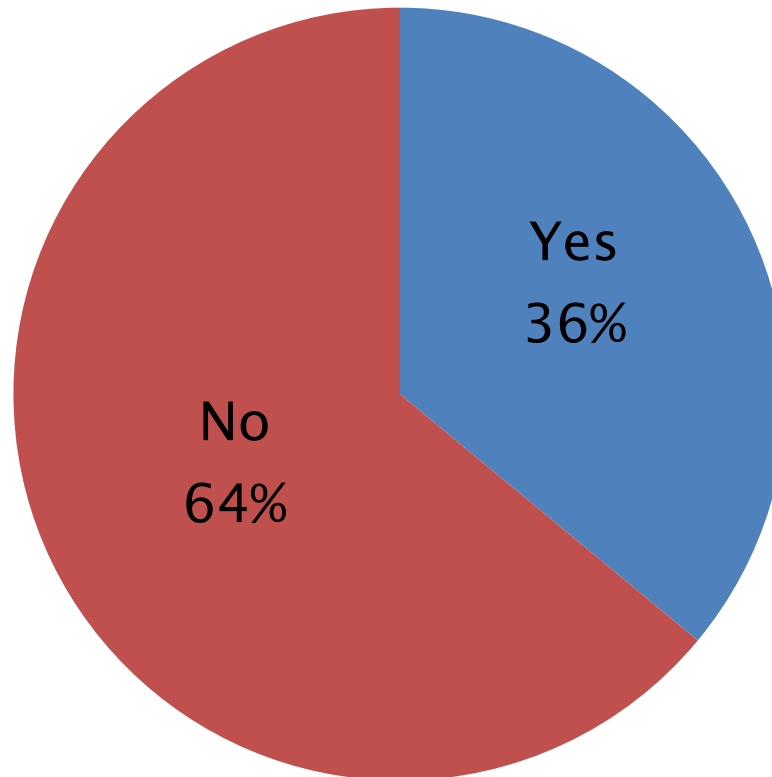
Summary of Comments

- ▶ There were 84 comments on this question.
 - ▶ The importance and expectation of receiving a fair wage increase was the most common theme.
 - ▶ Many members expressed dissatisfaction with the last round of 0%, 0%, and 2% and concern that TEAM wages have not kept up with the cost of living.
 - ▶ Several comments highlighted the relative equal importance of all three items: wages, benefits and hours of work.
 - ▶ Dissatisfaction with the current benefit package was another major theme; people want improvements, including coverage for vision care and therapeutic massage.
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Summary of Comments

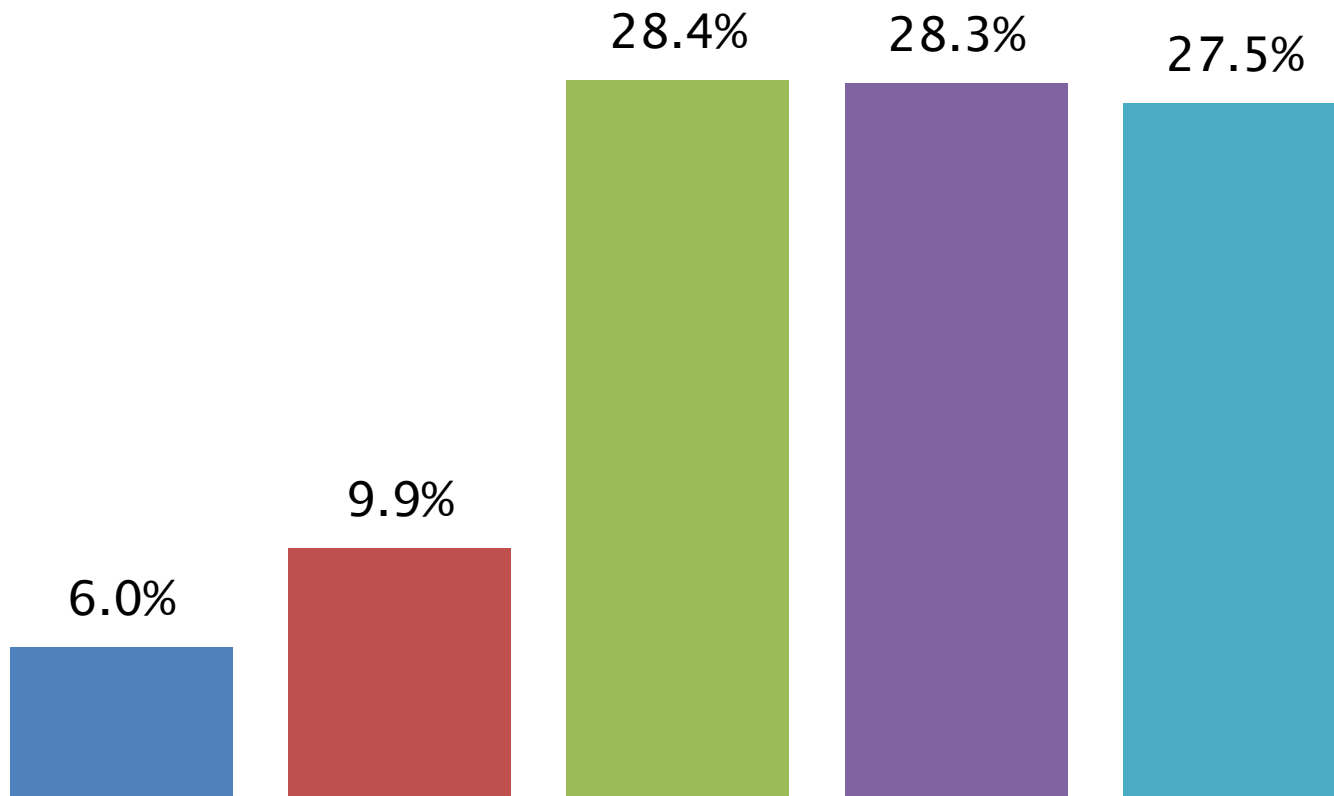
- ▶ Another common theme was the desire for more flexible work arrangements, including varied hours of work and the ability to work from home.
 - ▶ Several members are concerned about excessive workload, the regularity of having to work extra unpaid hours just to 'keep up', and the negative impact of doing so on work/life balance.
 - ▶ Some members are also concerned about inconsistencies among position classifications and pay ratings.
 - ▶ A number of comments expressed dissatisfaction with the reduced overtime (OT) rate and a desire to restore 2X for all OT hours worked.
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Should breaks be in the collective agreement?



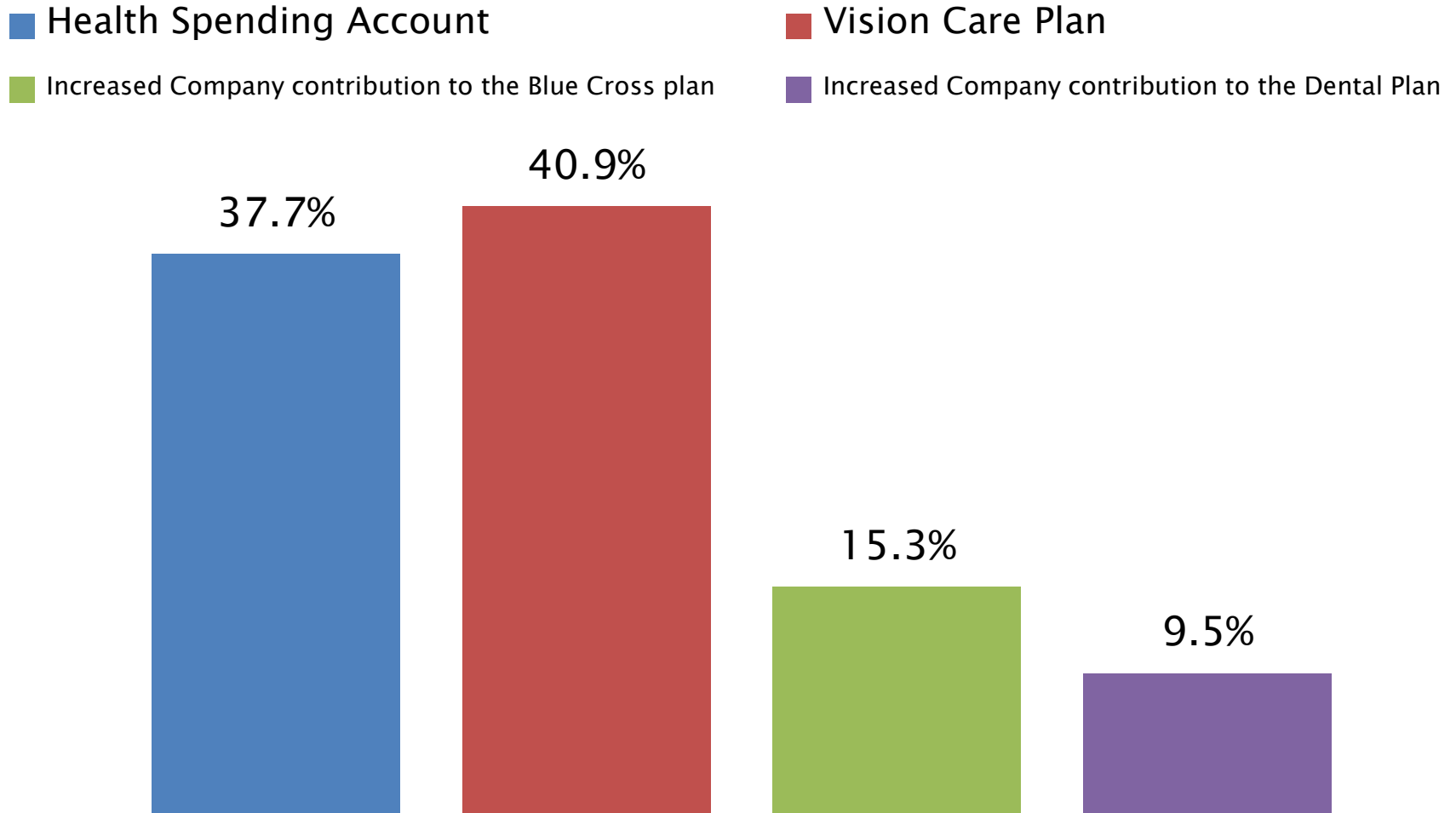
I am interested in a compressed work week:

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree



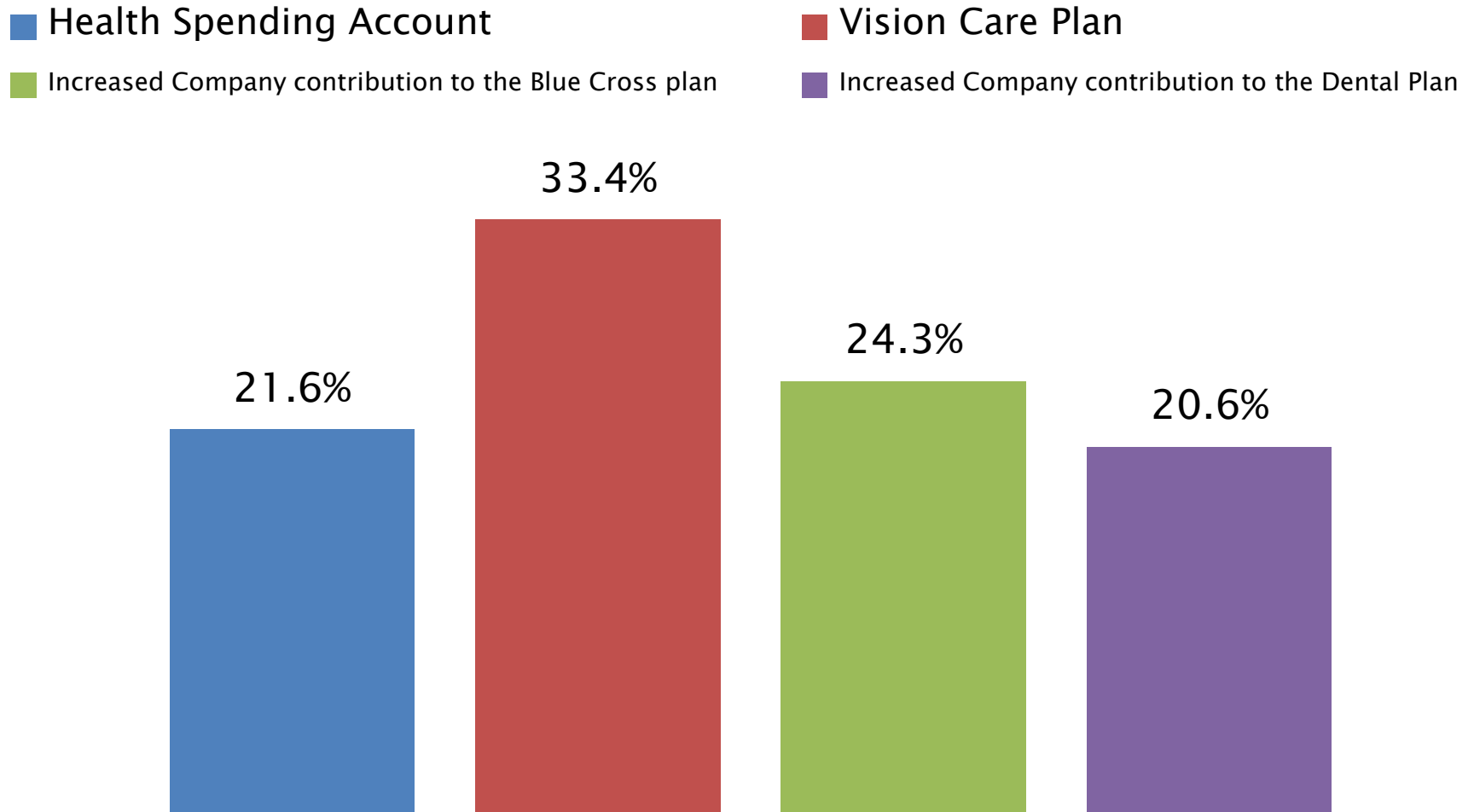
Which changes to health benefits are most desirable?

First Choice



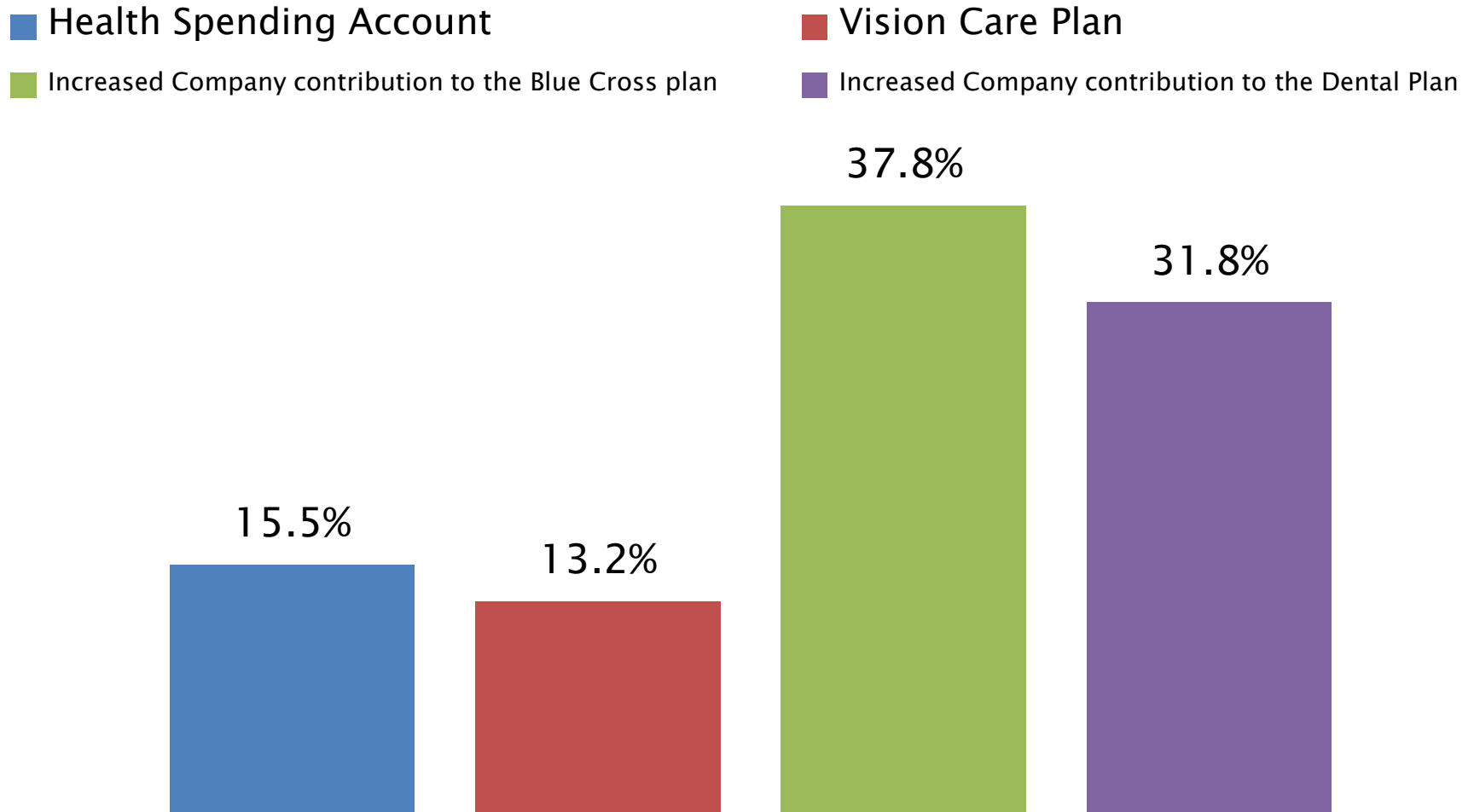
Which changes to health benefits are most desirable?

Second Choice



Which changes to health benefits are most desirable?

Third Choice



Which changes to health benefits are most desirable?

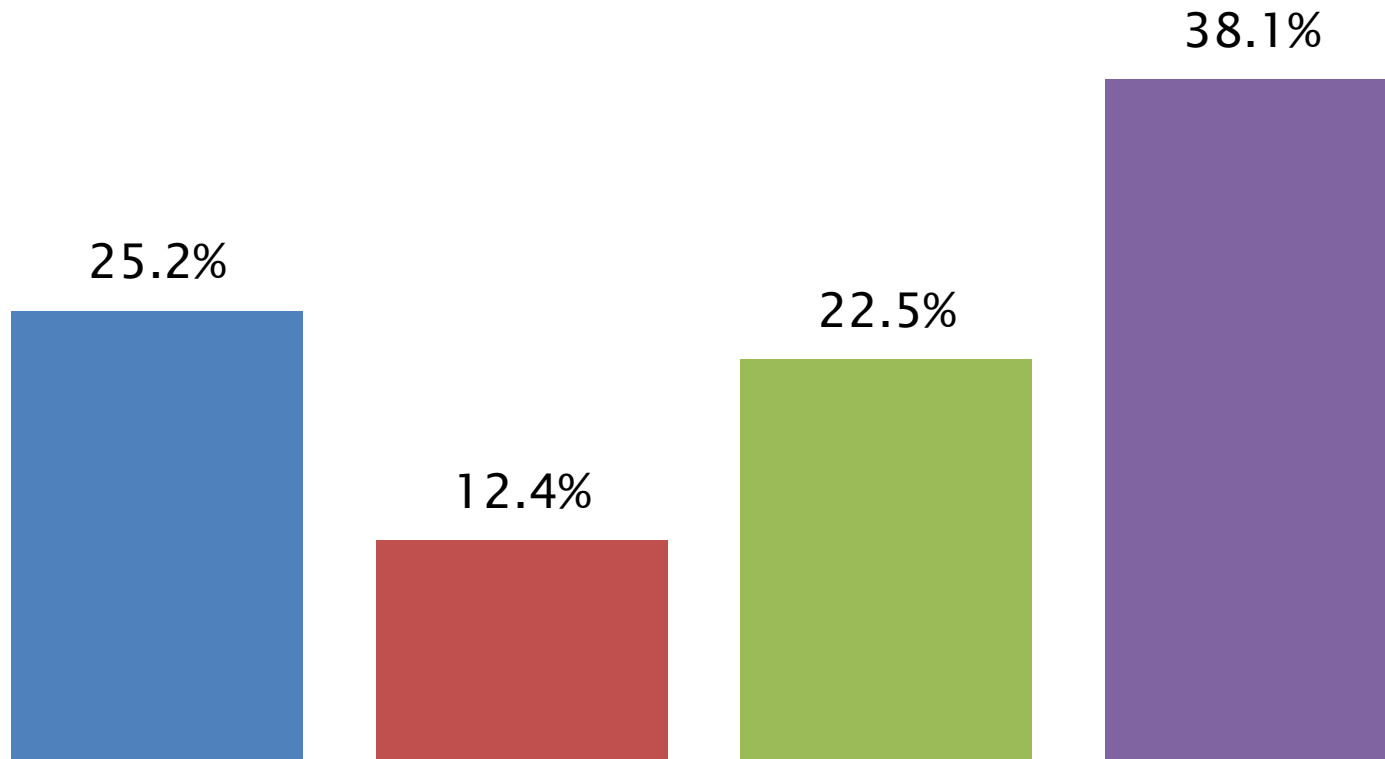
Fourth Choice

■ Health Spending Account


■ Vision Care Plan

■ Increased Company contribution to the Blue Cross plan

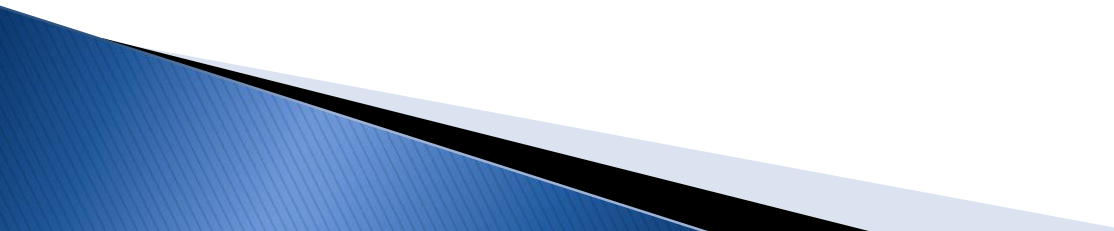
■ Increased Company contribution to the Dental Plan



Summary of Comments

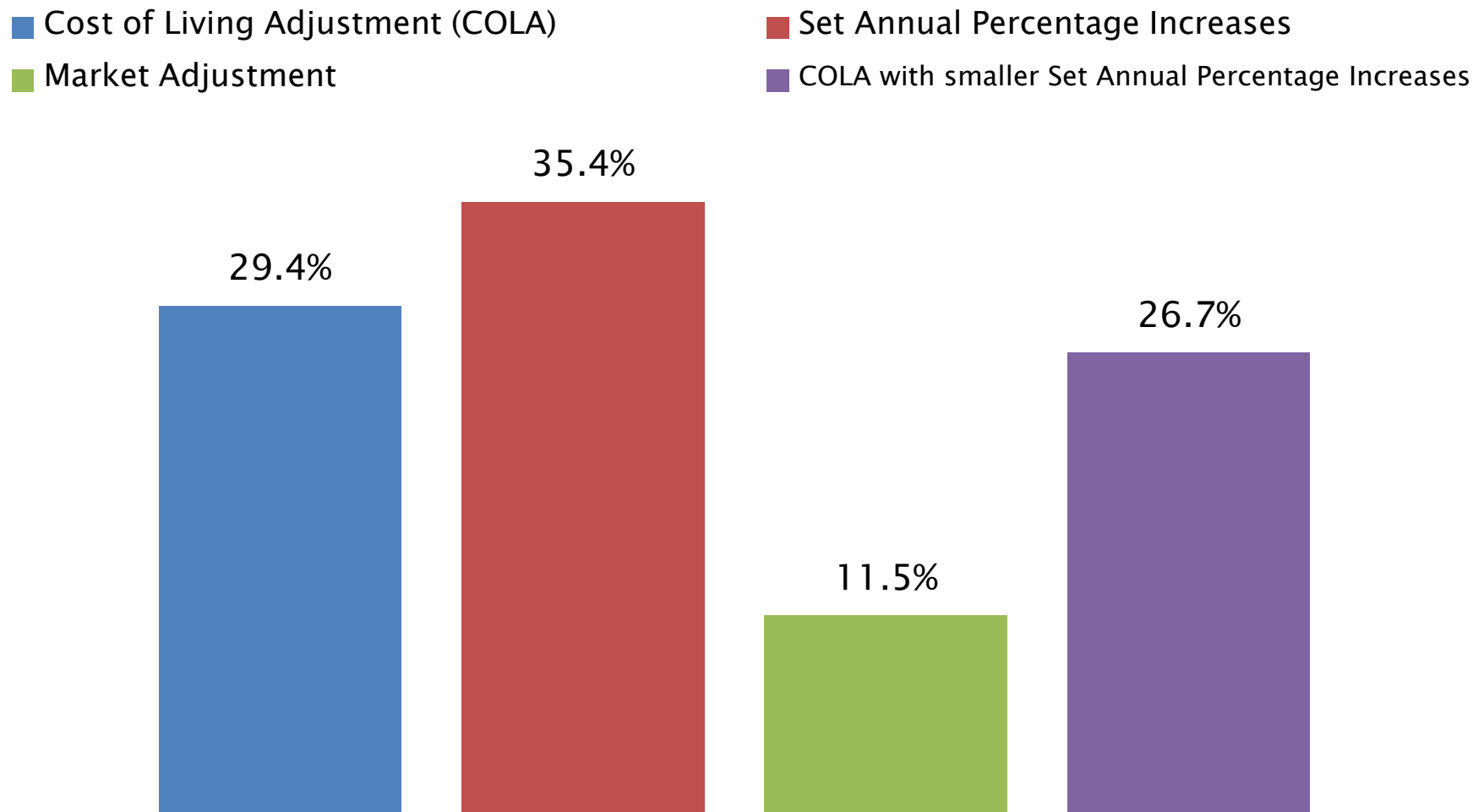
- ▶ There were 85 comments on this question.
 - ▶ The need for vision care coverage was the most common theme.
 - ▶ Several members expressed frustration that MTS does not offer a Vision Care Plan to TEAM members, especially considering that so many of us work daily on video terminals.
 - ▶ Support for establishing Health Spending Accounts for TEAM members was a major theme, as was the desire for more flexibility overall in selecting coverage options.
 - ▶ Requests for massage and chiropractic therapy coverage were also quite common.
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Summary of Comments

- ▶ General dissatisfaction with the current Blue Cross plan was another reoccurring theme.
 - ▶ More specifically, members mentioned unhappiness with infrequent “re-openers”, exclusion of dispensing fees from coverage, high employee premiums, and plan surpluses not resulting in benefit improvements or reduced premiums.
 - ▶ A number of members indicated a desire to switch to a different health plan provider.
 - ▶ Improving the current dental coverage was another common theme.
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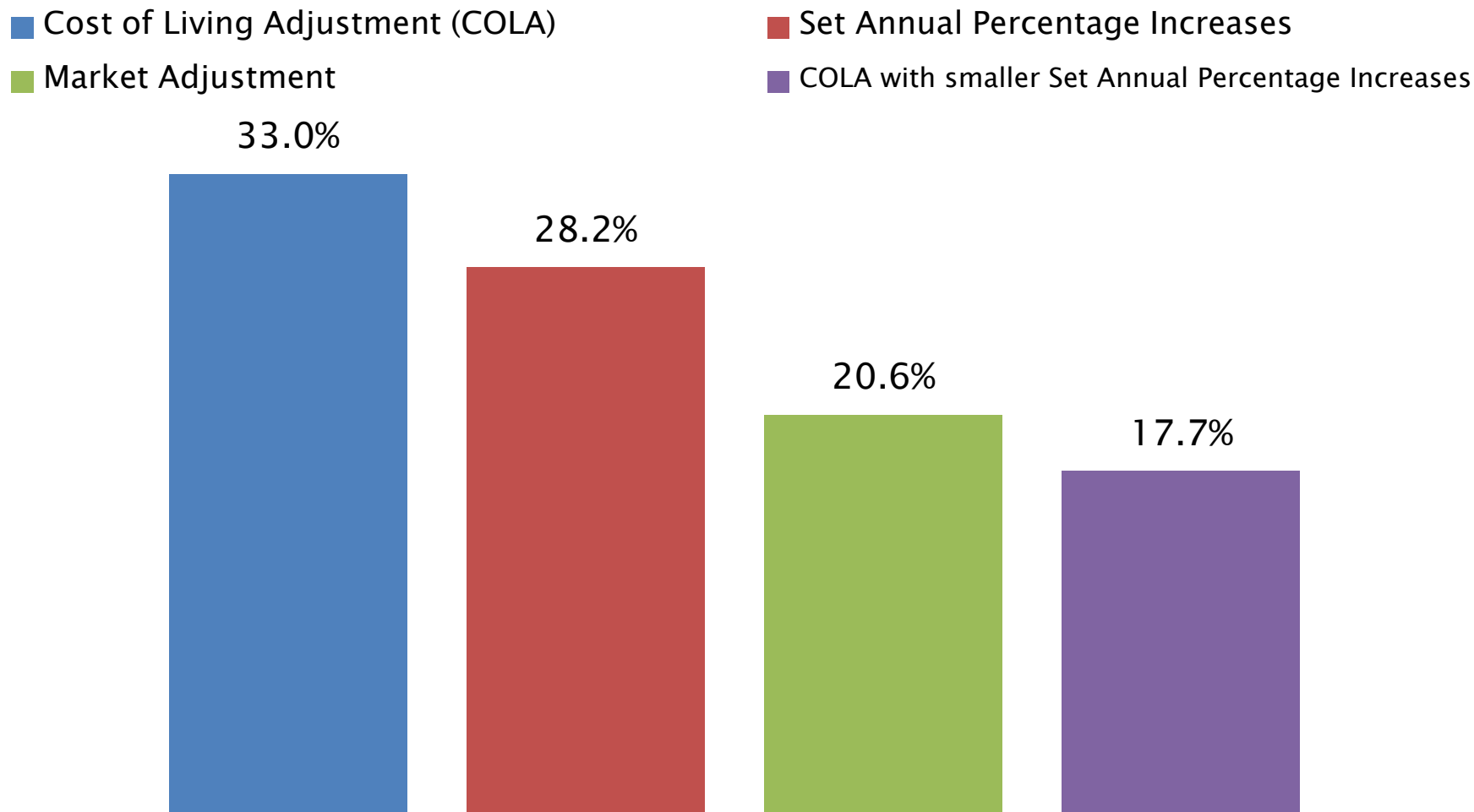
Which criteria for setting annual salary adjustments is most appealing?

First Choice



Which criteria for setting annual salary adjustments is most appealing?

Second Choice



Which criteria for setting annual salary adjustments is most appealing?

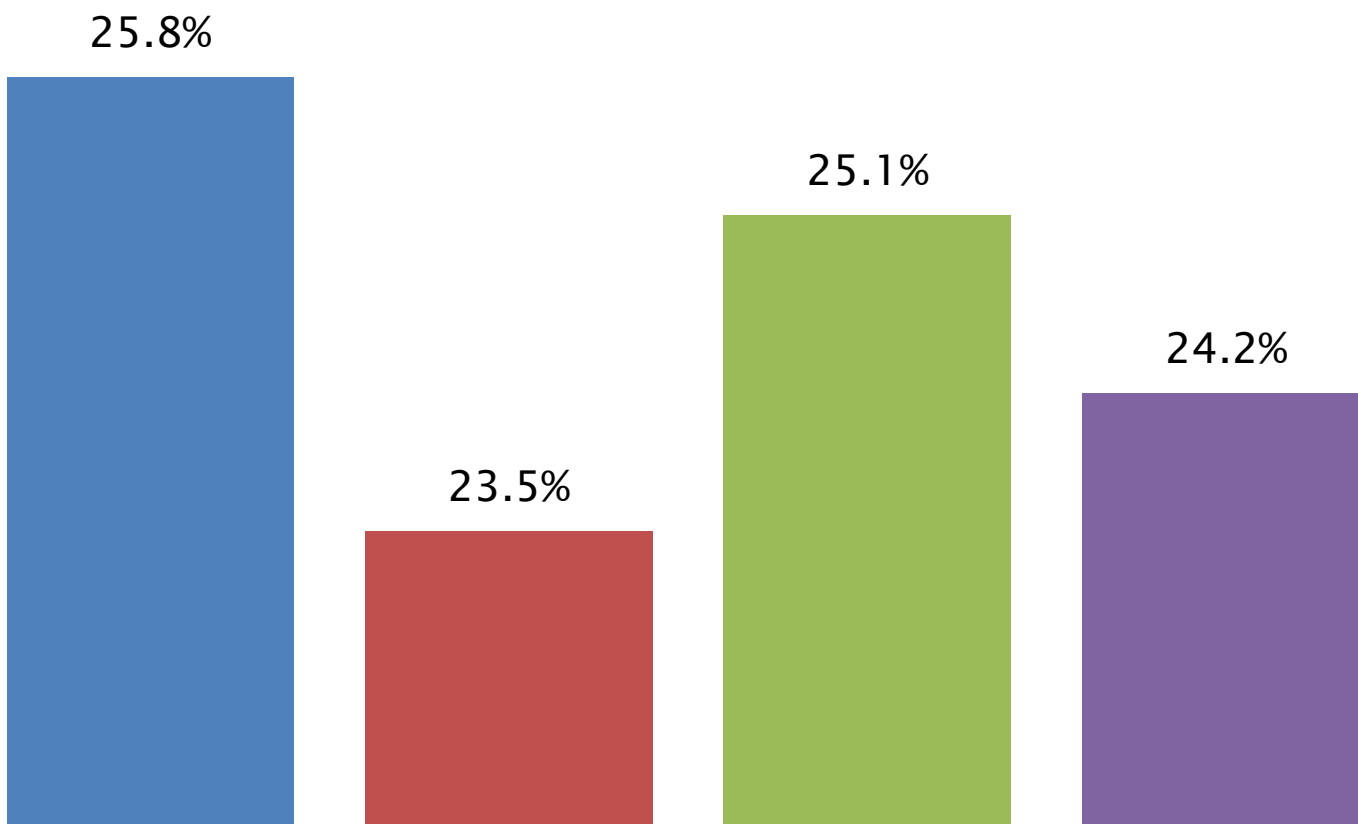
Third Choice

■ Cost of Living Adjustment (COLA)

■ Market Adjustment

■ Set Annual Percentage Increases

■ COLA with smaller Set Annual Percentage Increases



Which criteria for setting annual salary adjustments is most appealing?

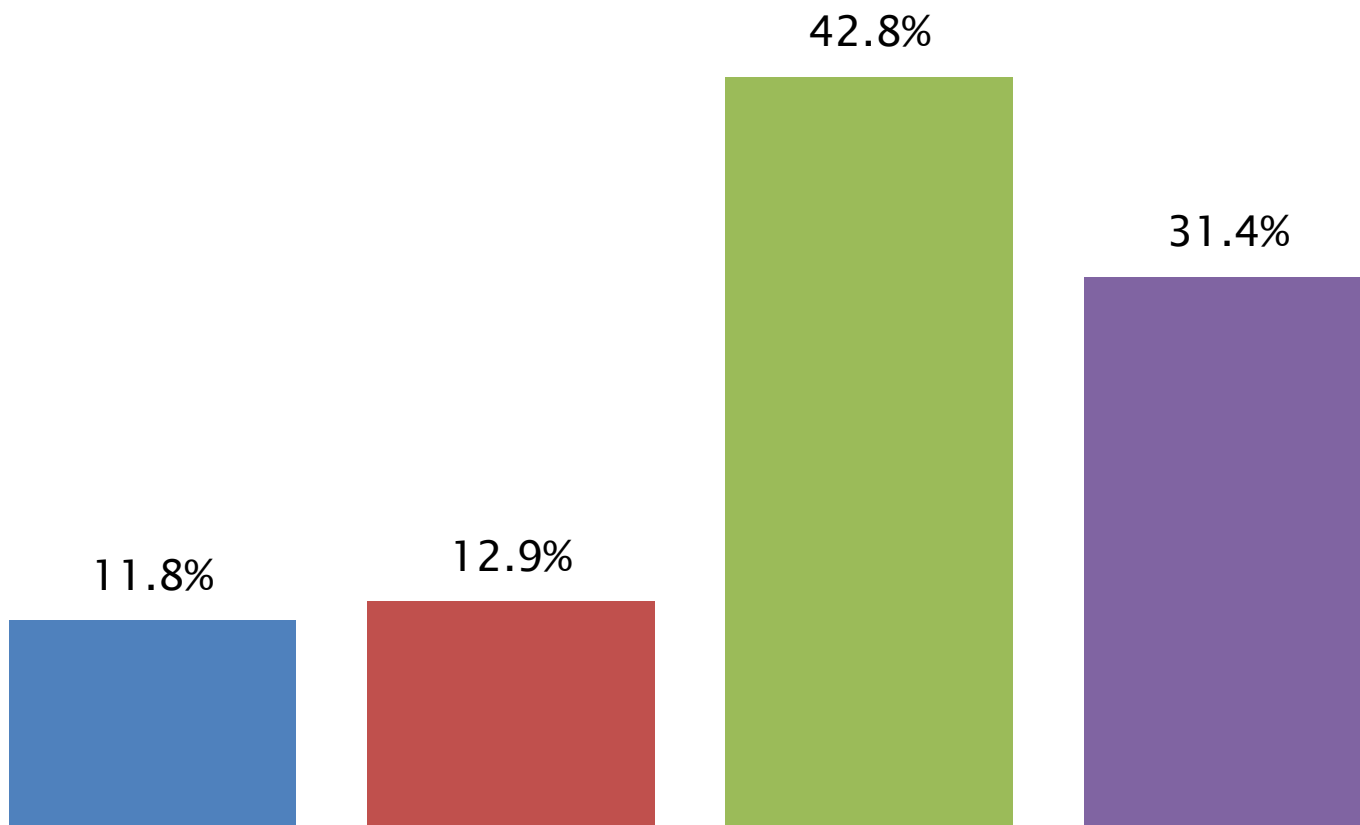
Fourth Choice

■ Cost of Living Adjustment (COLA)

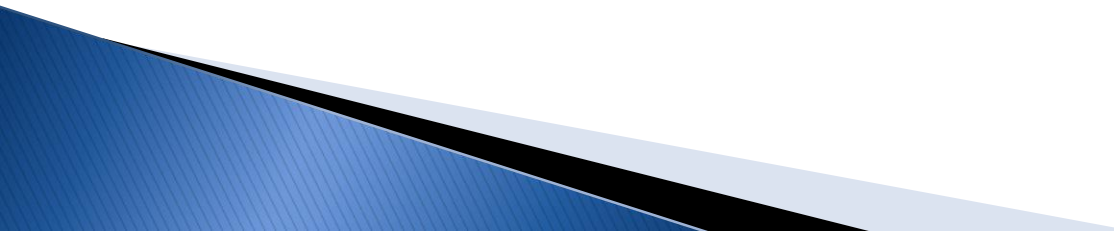
■ Market Adjustment

■ Set Annual Percentage Increases

■ COLA with smaller Set Annual Percentage Increases

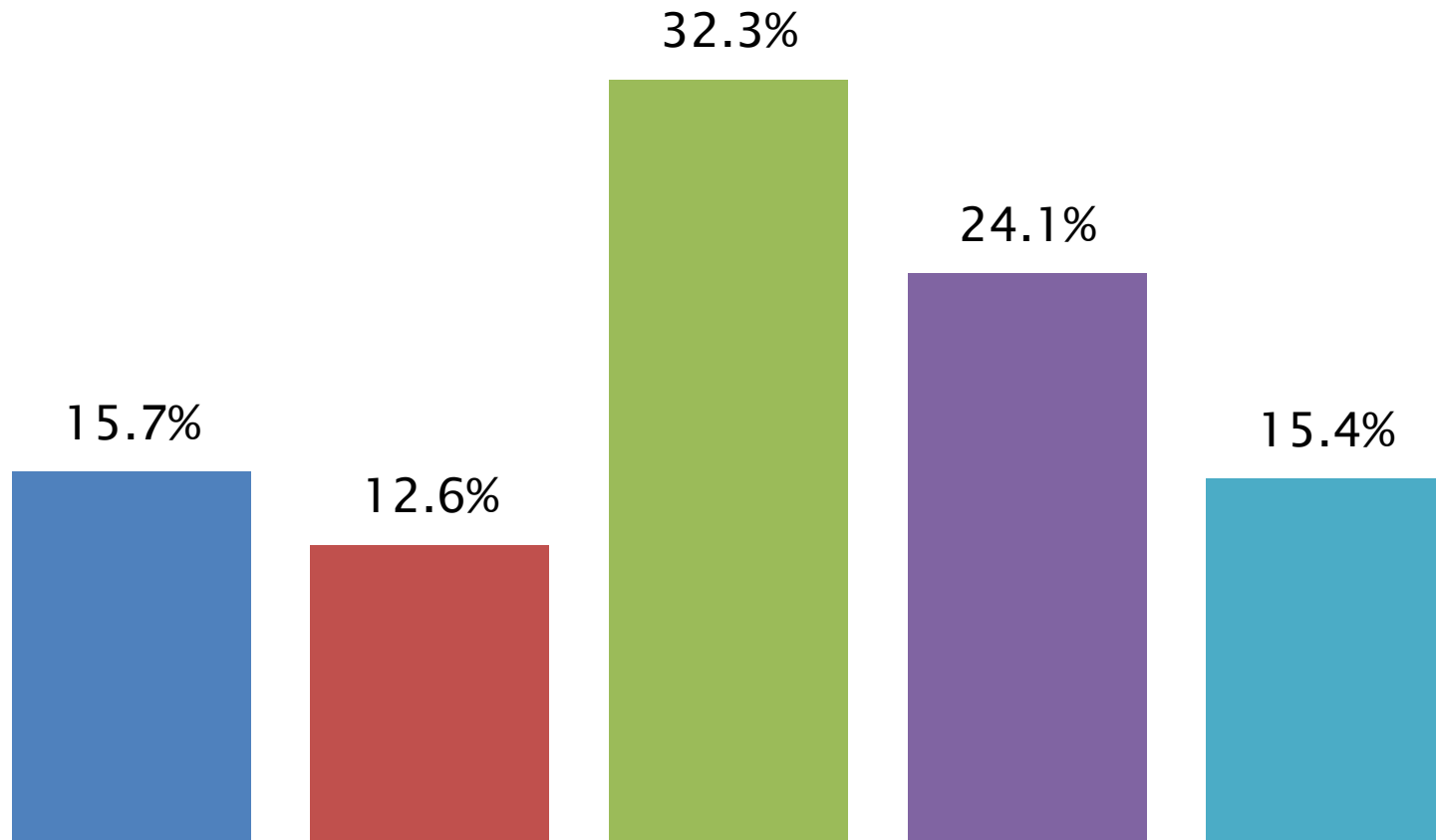


Summary of Comments

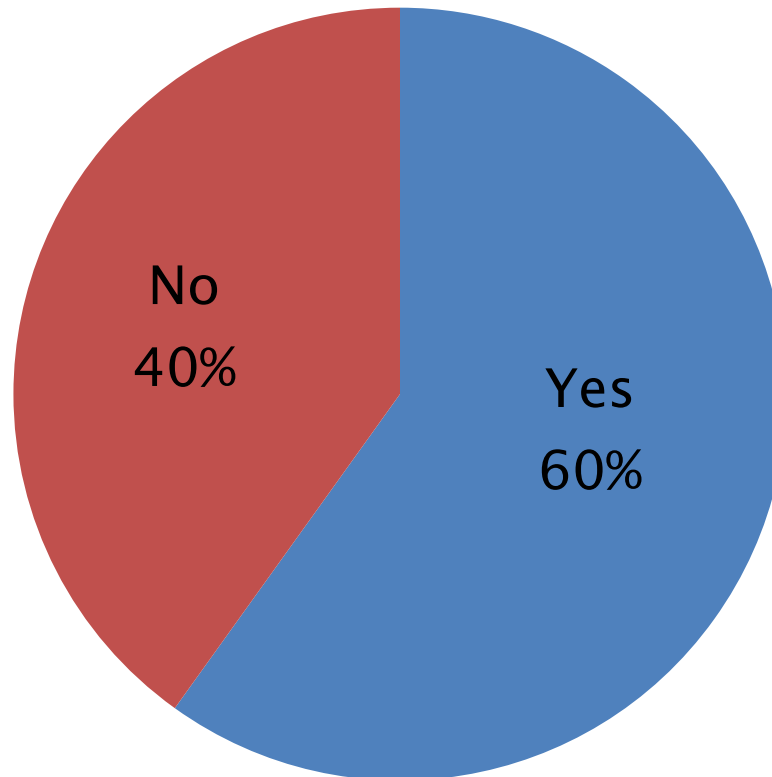
- ▶ There were 33 comments on this question.
 - ▶ The majority of comments stressed the importance of annual wage increases that keep pace with the cost of living and/or make up for a two-year freeze.
 - ▶ Many people clarified that their preference for annual set percentage increases was conditional to the increases equaling or surpassing the cost of living.
 - ▶ A number of members think that salaries for some TEAM positions are below industry standards.
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How important is restoring double-time for all overtime hours?


■ Very Unimportant ■ Important ■ Neutral ■ Important ■ Very Important



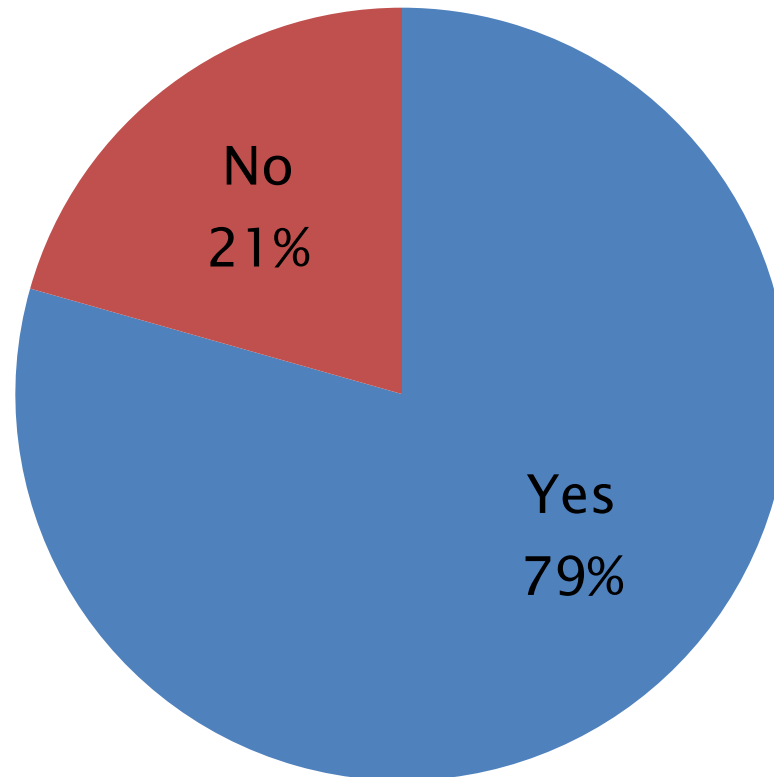
Should the VPP be the same for all pay scales?



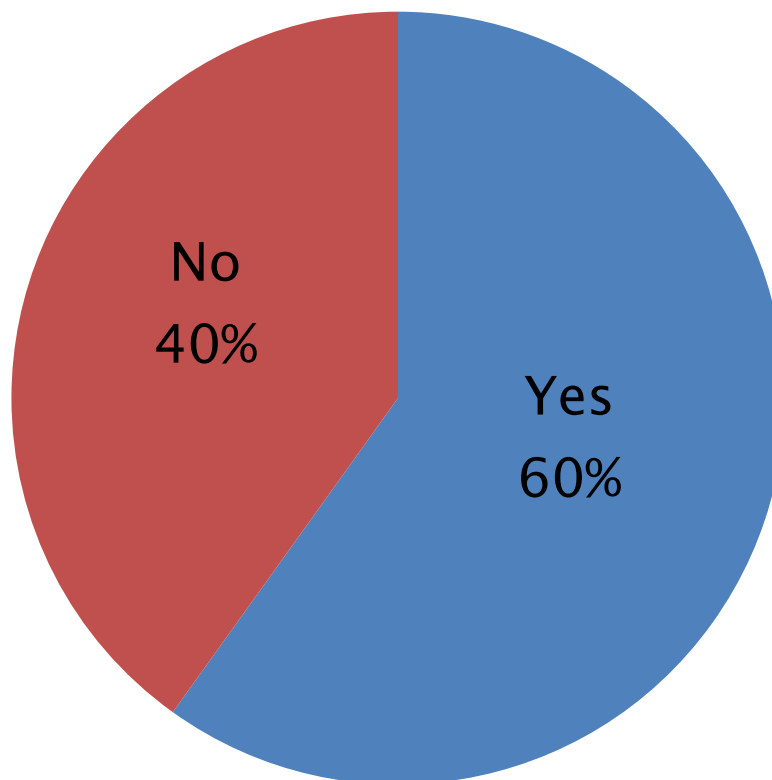
Summary of Comments

- ▶ There were 85 comments on this question.
 - ▶ Overall the comments indicate that many members think the gap between the current 2% and 7% VPP payouts is too large.
 - ▶ Several members want the VPP payout to be the same % across all salary groups, citing fairness as the most common reason.
 - ▶ Another major theme was the idea of a graduated or tiered VPP payout scale in lieu of parity.
 - ▶ Many comments advised that any reductions to current VPP payouts must be reflected in base pay increases for affected salary groups.
 - ▶ A number of people suggested eliminating the VPP altogether, while conversely, some people want to see higher VPP payouts based more on individual performance.
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Are you willing to lower your VPP for an increase on base salary?



Do you contribute the 6% maximum to ESOP?



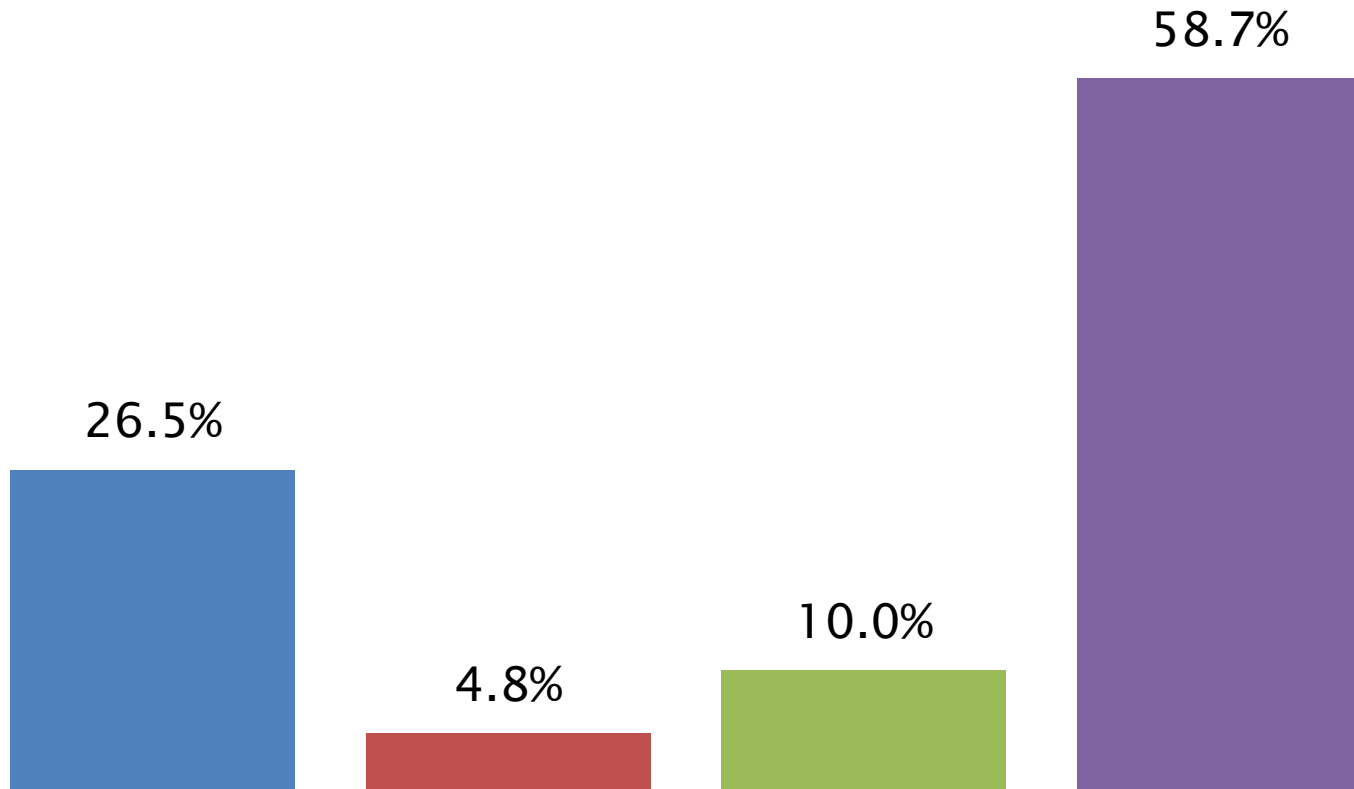
Should the ESOP maximum contribution be increased?

■ No Increase

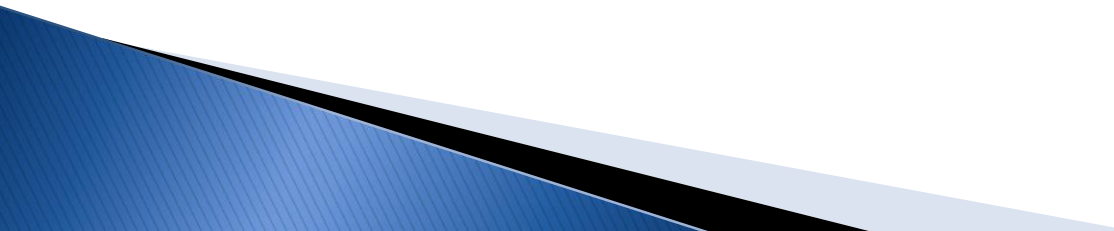
■ Employee Contribution Only

■ Employer Contribution Only

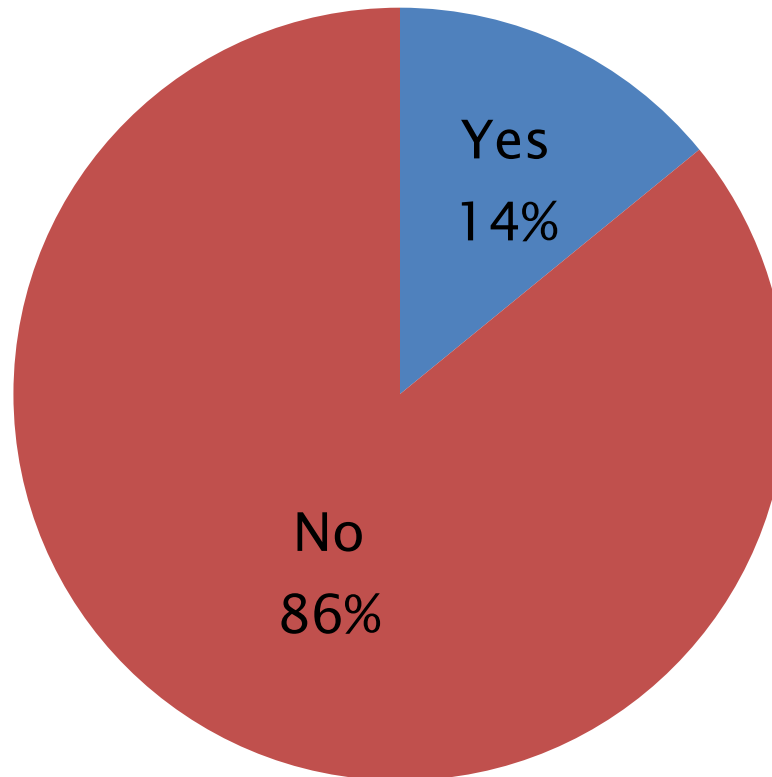
■ Both Employee and Employer Contributions



Summary of Comments

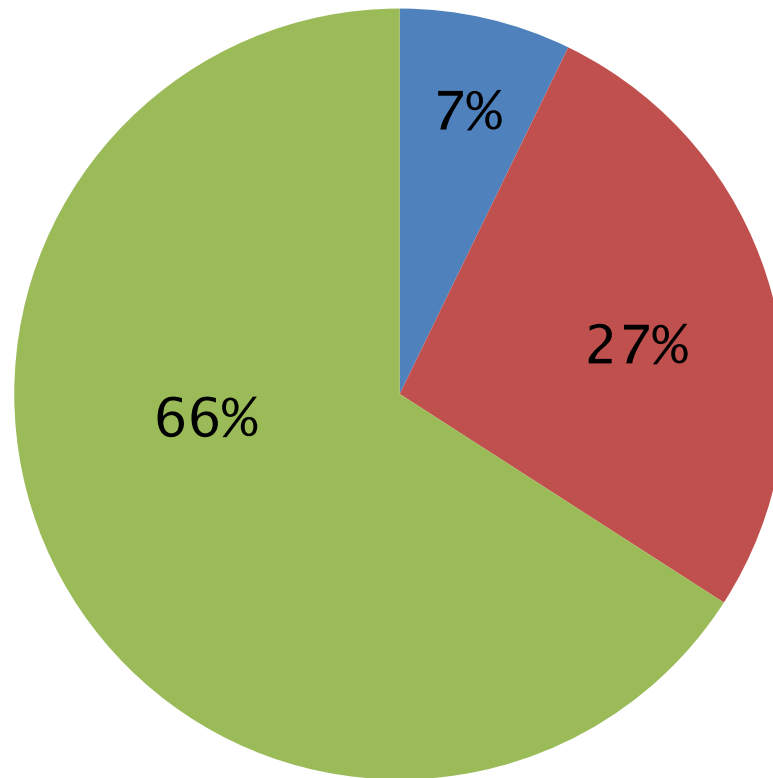
- ▶ There were 49 comments on this question.
 - ▶ Many comments indicated a desire to contribute more to ESOP, but not at the expense of reducing current wages or benefits.
 - ▶ Increasing the employer's contribution level was also a major theme, with many members desiring a more equitable contribution scheme, e.g. employer matches 50% – 100%.
 - ▶ A number of members are satisfied with current contribution levels.
 - ▶ Several members advised they are indifferent to this question; therefore, none of the choices provided were applicable.
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Do you participate in a Sales Bonus Program?

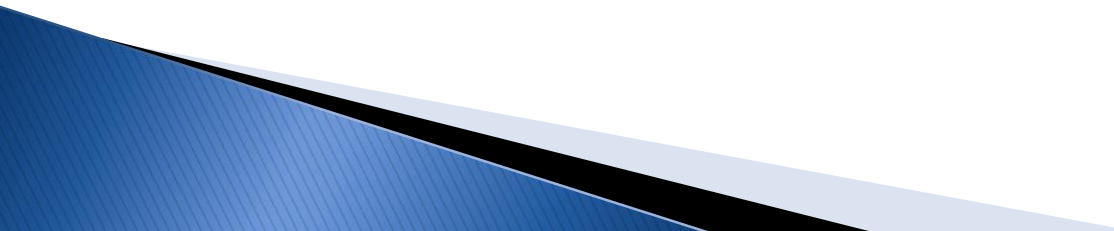


Do you feel sales bonuses are fairly distributed?

■ Yes, Fairly Distributed ■ No, Not Fairly Distributed ■ Not Applicable

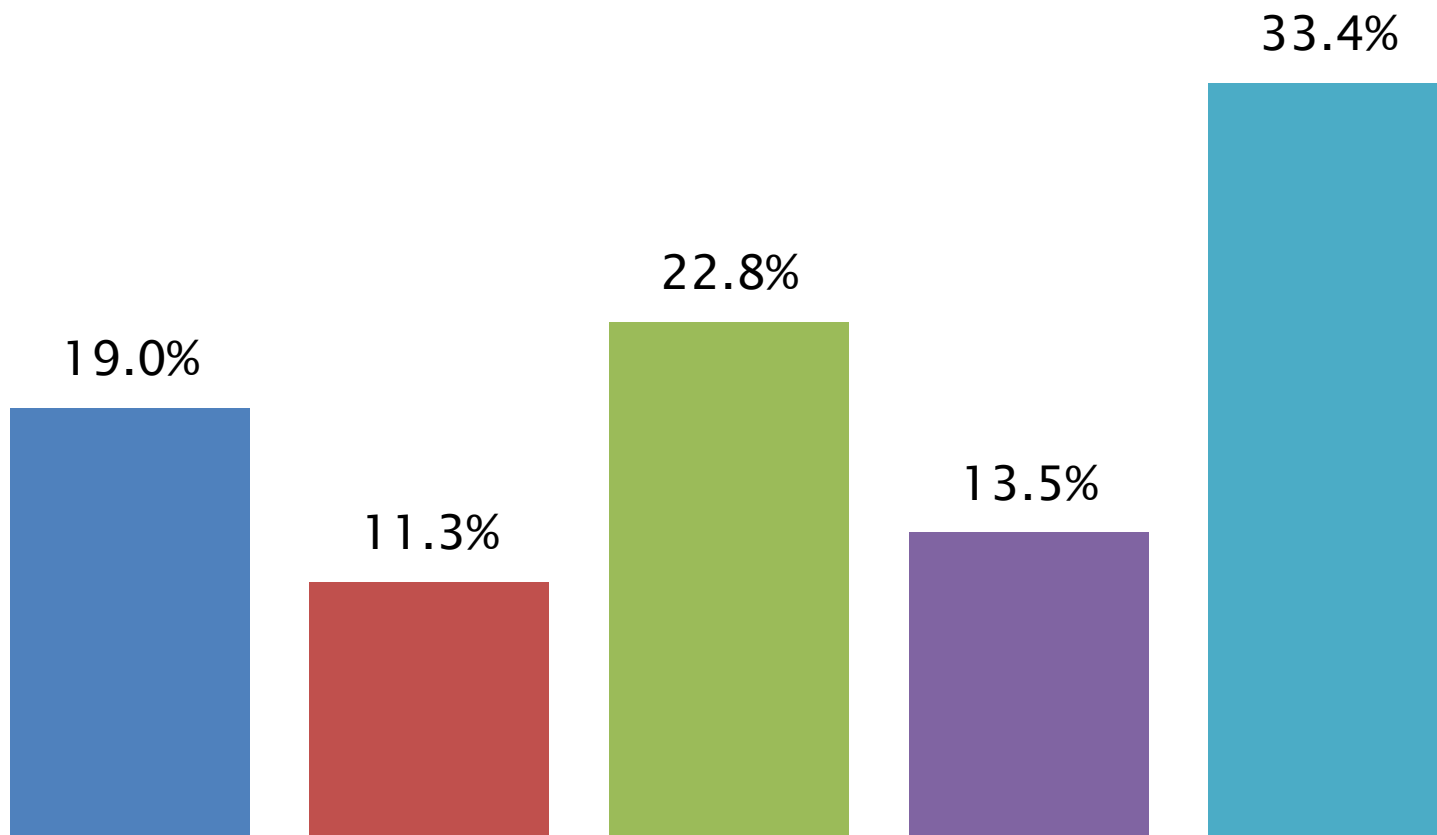


Summary of Comments

- ▶ There were 47 comments on this question.
 - ▶ The vast majority of comments expressed dissatisfaction on some level with the current Sales Bonus Program.
 - ▶ Several members questioned whether it is fair for sales people to receive bonuses for selling products and services when, in most cases, the people responsible for developing, implementing, maintaining, and marketing the products and services do not receive like bonuses.
 - ▶ Many people advised that they are not privy to their peers' sales bonuses, and thus could not comment further.
 - ▶ Other people expressed concerns that current targets are inconsistent and can be easily manipulated.
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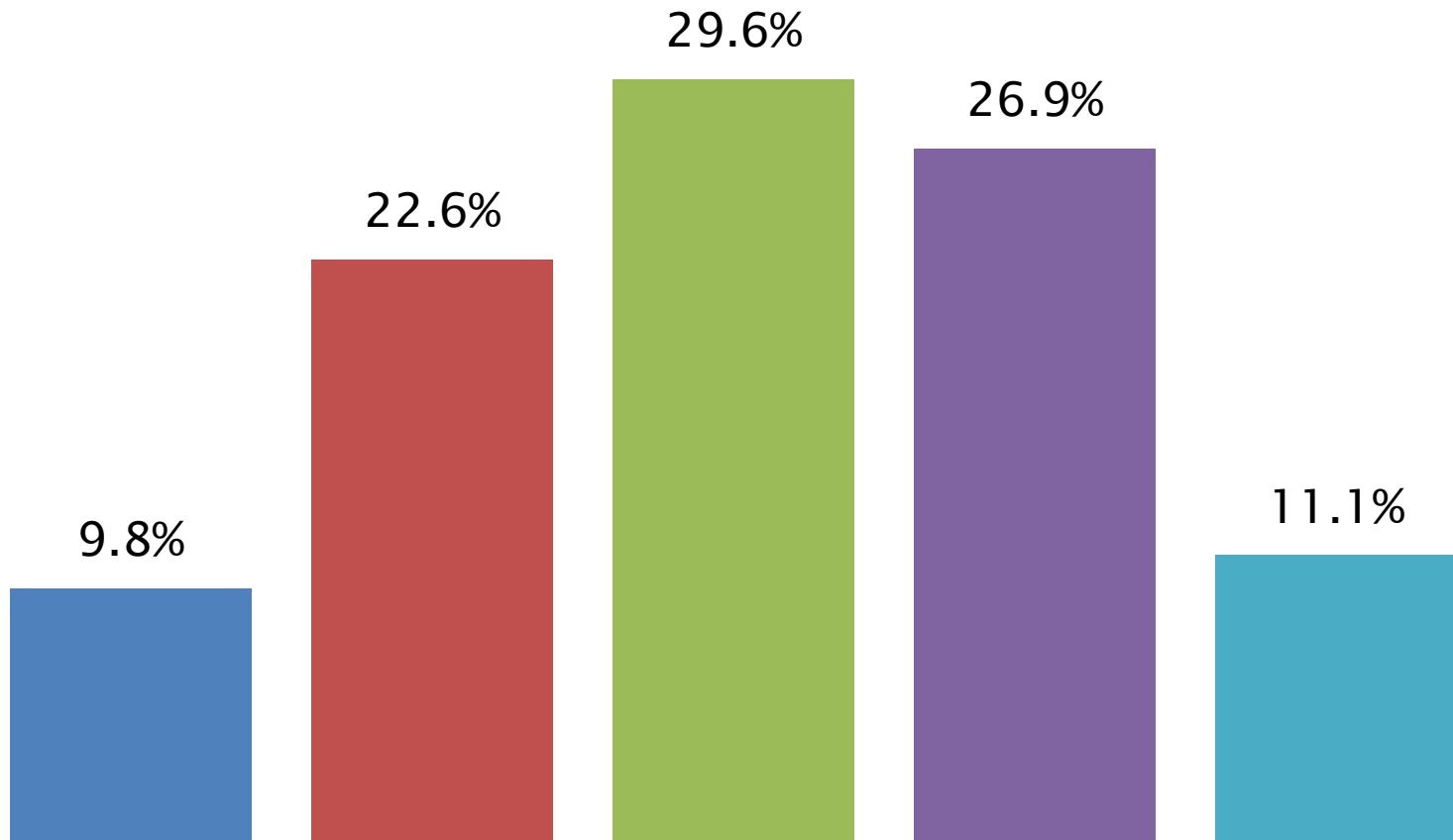
I have worked for MTS for:

■ 5 years or under ■ 6 – 10 years ■ 11 – 20 years ■ 21 – 25 years ■ 26 years or over

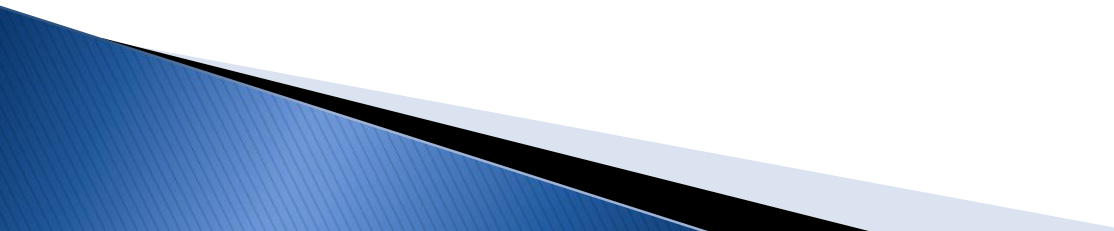


My age is:

■ 29 or under ■ 30 – 39 ■ 40 – 49 ■ 50 – 55 ■ 56 or over



General Comments Summary

- ▶ Members made 68 general comments.
 - ▶ There were a wide range of comments, many of which highlighted themes and concerns previously communicated in the survey.
 - ▶ The importance of receiving a fair wage increase was the main theme; clearly, another round of 0%, 0%, 2% is not acceptable.
 - ▶ Many members expressed dissatisfaction with the results of the last round of bargaining and a strong desire to do better this time.
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General Comments Summary

- ▶ Concerns about inconsistencies among position classifications and pay ratings was another common theme.
 - ▶ Many members commented they would like to see more flexible working arrangements.
 - ▶ Also mentioned fairly often was the desire for a retirement package.
 - ▶ Pension protection was also important to a number of people.
 - ▶ Several members gave feedback on the survey itself, providing helpful suggestions and constructive criticism for next time.
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