

TENTATIVE AGREEMENT

BETWEEN

UNITED STEELWORKERS LOCAL 1944

AND

TELUS

Information Package

Reached October 19, 2026

Introduction

Your Bargaining Committee and your Table Officers (President, Vice President, and Secretary-Treasurer) are pleased to announce that we unanimously endorse the Tentative Agreement detailed in this Information Package.

This Tentative Agreement is our first Improved Agreement in over 25 years, with No Concessions and several important gains.

When your Bargaining Committee met for a week in July to review the priorities that you expressed on your Bargaining Survey, what you told us was resounding across the country: *You wanted more job security, you wanted some stabilization of your working conditions, you wanted a decent wage increase, and you wanted no more concessions.* Of course, there were several other priorities highlighted by members to different degrees, but these were clearly the top four priorities.

While your Bargaining Committee did not achieve everything that we wanted for you, you have made serious gains on each of those key priorities. These gains can be summarized as follows:

- Restrictions on the Company's ability to mass redeploy call centre agents long-distances, causing these agents to feel forced to take VSPs. This practice cost over 150 members their jobs in Ontario in 2024 when they were ordered to move to Montreal, and we felt that the threat of this happening elsewhere in the country was the greatest job security threat for call centre agents.
- A process to make sure CSD technicians receive clear, consistent work expectations, regardless of who their manager is or where they work. This is intended to stop the current practice of managers giving different or changing instructions, allowing certain behaviours until suddenly cracking down and using large amounts of surveillance data to justify termination. We believe this is one of the biggest threats to technicians' job security. The process also includes a 90-working-day limit on how far back the company can use GPS and telematics data for disciplinary purposes.
- Some restrictions on the Company's ability to decrease the value of some of its own Plans and Programs during the life of the Collective Agreement, including Flex Benefits, the Defined Contribution Pension Plan, and Variable Pay. Essentially, a reduction in the value of the Flex Benefits Plan beyond certain thresholds triggers a Health Spending Account top-up to a maximum of \$250/year, while the Company's contribution rates into the Defined Contribution Pension Plan are protected and cannot be decreased until the end of 2031. The Variable Pay formula cannot be changed to reduce payments to members in general unless such a reduction includes management and all other employees as well.
- A requirement that in the event of the re-shoring of previously offshored work that Local 1944 used to do, the Company will make every effort to place the work back in Local 1944, and not give it to management professionals or others. This is a job security measure that coincides with our lobbying efforts regarding repatriation of both call centre and some technician work. To be clear, this is not a requirement that Telus re-shore our work, but it is powerful language saying that any such reshoring will be prioritized to come to our Bargaining Unit.

- Despite the Company's difficult financial situation, the highest percentage wage increases since the 1990's:

- October 1, 2027 - 3%
- October 1, 2028 - 2.75%
- October 1, 2029 - 2.5%
- October 1, 2030 - 2%
- October 1, 2031 - 2%

Looking historically, this would be the first time we receive 5 consecutive years of general wage increases since 2011-2015, while the overall percentage over these 5 years is greater.

In recent rounds, lump sums were offered in exchange for concessions and for years without increases. This Tentative Agreement includes no concessions and includes wage increases every year.

The parties also reached settlements regarding two grieved issues where the Union considered that the likelihood of success at arbitration would be challenging, and as a result, the grievances will be withdrawn: The NEO Scheduling Policy Grievance, and the Medical Leave with Pay Policy Grievance.

There were also several "housekeeping" changes which are unimpactful but necessary changes, either to keep the status quo (like updating dates), or to resolve small or technical issues (like the digital grievance form).

The rest of this information package details the actual Collective Agreement language, and prior to each language change is information from the Bargaining Committee explaining what the change means.

The Bargaining Committee is pleased to present this Tentative Agreement and we encourage you to vote in favour of it. Hopefully we can start a new period of greater work security and stability using this improved Agreement as a starting point.

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Highest Wage Increases since the 1990's

For all members:

- October 1, 2027 - 3%
- October 1, 2028 - 2.75%
- October 1, 2029 - 2.5%
- October 1, 2030 - 2%
- October 1, 2031 - 2%

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Change #1 – New Letter of Agreement “Employees Affected by Transfers and Relocation” (including Appendix with Job Titles)

This new Union-initiated Letter of Agreement improves job security by limiting long-distance redeployments that can leave members with little choice but to take severance. It applies from ratification until the Collective Agreement expires.

In July 2024, over 150 Ontario call-centre members were redeployed to Montreal. Only one relocated; the others took “Voluntary” Severance Packages. This Letter provides two protections:

- **Subsection (a):** If more than five Regular employees in the listed call-centre jobs are redeployed beyond 150 km, they must be offered permanent Work From Home if the full job can be done virtually. The Company must act reasonably when making that determination, and the Union can grieve its decision.
- **Subsection (b):** Call-centre members and technicians redeployed beyond 150 km who are not covered by subsection (a) can choose from a common list of available locations where work is needed. The Company does not have to create vacancies, but members will have access to the same available options.

These protections reduce the pressure on members to accept severance because relocating is not practical or possible.

Letter of Agreement language is on the following page

LETTER OF AGREEMENT EMPLOYEES AFFECTED BY TRANSFERS AND RELOCATION

The parties recognize that economic, technological, operational or other business circumstances or conditions may result in the redeployment of affected employees to a new work location that necessitates permanent relocation. The Company acknowledges the importance of mitigating the impacts of any involuntary transfer and permanent relocation, while maintaining the flexibility necessary to respond to changing business needs. Accordingly, the parties agree to the following.

Where the Company intends to proceed with the permanent involuntary transfer of a Regular employee to a work location greater than 150 km from their current work location, the Company will make the following options available to an affected Regular employee:

Call Centre Operations

(a) Where the consolidation or restructuring of a call centre team results in the redeployment of more than five (5) Regular employees both from and to a call centre job, and the Company reasonably determines that the full scope of the job can be performed virtually on a permanent basis, the Company will provide an affected Regular employee with an opportunity to perform the work virtually. For greater clarity, call centre job is defined by the list of job titles attached to this letter, and includes new job titles added under section 1.02 that have a commonality of duties with those on the attached list.

Standards and requirements for virtual work, including those relating to equipment, technology, ergonomics, and safety, will be administered in accordance with the At Home Agent or Work Styles programs, as applicable, unless the rote application of those standards or requirements would prevent the work from being performed virtually (e.g. mandatory in-office days). Once approved, an employee's virtual work status will be permitted to continue provided the minimum performance expectations are met on an on-going basis.

All other Operations

(b) In circumstances where (a) is not applicable, an affected Regular employee will be provided an opportunity to identify up to three (3) preferred redeployment locations from a list of options provided by the Company, which shall include locations at which bargaining unit work is available and required. Provided an affected employee is qualified to perform the work, the Company will make reasonable efforts to facilitate redeployment to one of these locations. In considering available opportunities, the Company may take into account such factors it considers relevant, including affected employee's skills, qualifications, experience, seniority, suitability for the available work, and other operational considerations. Notwithstanding the Letter of Agreement: Appendix B – East – Contracting Out, redeployment options for an employee who occupies a job title in Appendix B will not be limited to work locations East of Alberta.

The parties agree that the above provisions apply only to Company-initiated changes and do not apply to involuntary changes in work location arising from the need to address an employee's individual circumstances, including reasonable accommodation, or an employee's inability to meet the requirements of the job.

This Letter of Agreement shall take effect upon ratification and shall remain in effect until the expiry of the 2027-2031 Collective Agreement.

EMPLOYEES AFFECTED BY TRANSFERS AND RELOCATION APPENDIX

CALL CENTRE OPERATIONS – LIST OF JOB TITLES

Assignment & Activation Agent IV
Billing & Reporting Assistant IV
Business Customer Sales & Service Representative
Business Help Desk Specialist
Call Answer Agent
Call Answer Support Agent
Centrex Assignment & Activation Agent IV
Client Account Representative IV
Client Billing Representative IV
Client Service Representative III
Client Care Representative III
Client Care Representative IV
Client Care Representative V
Client Care Support Representative IV
Client Care Support Representative V
Client Equipment Representative IV
Computer Operator II
Corporate Customer Sales & Service Representative
Customer Escalations Specialist
Customer Help Representative
Customer Sales & Service Representative
Customer Service Agent
Data & Network Support Representative
Deployment & Completion Clerk II
Deployment & Completion Clerk III
Directory Representative IV
Directory Training Support Rep IV
Data Support Analyst
Finance Account Representative
Help Desk Specialist
Loyalty & Retention Representative
Loyalty & Retention Specialist
Network Support Analyst
Network Support Representative IV
Network Support Representative V
Sales Account Representative V
Sales Account Representative VI
Sales Representative, Inbound & Outbound Sales
Service Support Analyst
Technical Service & Support Specialist I
Technical Service & Support Specialist II

Change #2 – New Letter of Agreement “Performance Support for Customer Solutions Delivery Employees Covered by Attachments A-4 of the Collective Agreement”

This Union initiative Letter of Agreement puts a fence around GPS investigations and establishes a shared commitment to identify and correct performance concerns before they become serious enough to result in termination, especially regarding expectations around time coding, documentation and unassigned time ("whitespace").

The Letter creates a process to address concerns before they escalate, by using focus groups with Union-appointed technicians, clearer communication, coaching and annual reminders.

It also sets a clear boundary: when an investigation is initiated over alleged misuse of Company time, vehicle GPS/telematics data used for discipline is **limited to the 90 working days** immediately before notice of the investigative meeting. This limits how far back the Company can go in a GPS deep dive.

The Letter does not prevent discipline or guarantee coaching before every termination for egregious behaviour. It does establish that the shared objective is to correct concerns early and reduce the risk of members losing their jobs.

Letter of Agreement language is on the following page

LETTER OF AGREEMENT
PERFORMANCE SUPPORT FOR CUSTOMER SOLUTIONS DELIVERY EMPLOYEES
COVERED BY ATTACHMENT A-4 OF THE COLLECTIVE AGREEMENT

The parties acknowledge the important role that an experienced, productive, and engaged technician workforce plays in the continued success of the organization. For the purposes of this Letter of Agreement, “technician workforce” and “technicians” refers to employees in the Professional Services and Communication Technician job categories (Attachment A-4) employed in Customer Solutions Delivery (CSD).

The parties recognize the value of ensuring technicians have a clear understanding of the expectations associated with their roles and responsibilities, and consistently demonstrate the skills and behaviours necessary to meet those expectations. The parties also recognize that technicians perform their work with a degree of autonomy and that a relationship of trust is an important aspect of these roles. The parties share the important objective of creating a work environment where concerns related to technician performance are identified, reviewed, and corrected before they reach a level of pervasiveness or severity that may result in dismissal.

To support the principles and objectives set out above, the Company and the Union agree as follows:

1. The management team will hold two (2) focus groups within six (6) months of the ratification date of the Collective Agreement, with the stated objective of obtaining candid feedback regarding the clarity of work expectations and work processes, particularly in the areas of accurately coding and documenting time and effectively managing productive use of unassigned time (i.e. ‘whitespace’). The Union will be entitled to appoint two (2) technicians to participate in each focus group.

The feedback from the focus groups will be shared with the Union at the first Consultative Meeting following the completion of the focus groups. The themes identified in the focus groups will be used as a resource in refining processes, communicating expectations in the most effective way, and providing relevant coaching and feedback to technicians.

2. Within one hundred and twenty (120) days of the completion of the focus group exercise, the Company will rely on the themes from the focus groups to reinforce performance expectations with technicians and provide an opportunity for questions and clarification to ensure that expectations are well understood. The Company will reinforce these performance expectations with technicians in each calendar year thereafter, for the duration of the Collective Agreement.

3. Where an investigation is initiated due to alleged misuse of company time, management will be limited to a defined period of vehicle related GPS or Telematics data for the purposes of discipline. For greater clarity, this defined period only includes data from the ninety (90) working days immediately preceding notice of the investigative meeting.

Notwithstanding paragraph 3 above, the parties acknowledge and agree that this Letter of Agreement is in no way intended to prevent or restrict the Company from relying on vehicle related GPS or Telematics data, or from investigating or addressing misconduct, including imposing disciplinary action where warranted.

This Letter of Agreement shall take effect upon ratification and shall remain in effect until the expiry of the 2027-2031 Collective Agreement.

Change #3 – New Letter of Agreement “Re-Shoring of Work”

This new Union-initiated Letter of Agreement requires the Company to notify the Union when work previously performed by the Bargaining Unit returns to Canada after being offshored, and to make every effort to return that work to Local 1944 members if it is reshored.

In the past, some work brought back to Canada was assigned to management professionals or others instead of our members. This Letter establishes that the Union must be informed and that every effort must be made to return the work to the Bargaining Unit.

Letter of Agreement language is on the following page

LETTER OF AGREEMENT RE-SHORING OF WORK

For the term of the 2027-2031 Collective Agreement, where the Company is considering re-shoring work previously off-shored in accordance with Article 22 that may in future be performed by TELUS employees in Canada, the Company will meet with the Union in advance to review opportunities for the work to be performed by employees covered by this Agreement.

For the purposes of the review, the Company will provide the Union with relevant information regarding the scope and nature of the work under consideration, and will make every effort to prioritize the performance of such work by a job classification covered by this Agreement. It is understood that the assignment of such work will be consistent with the existing scope of the bargaining unit and nothing in the Letter of Agreement shall be interpreted as expanding or otherwise altering such scope.

This Letter of Agreement shall take effect upon ratification and shall remain in effect until the expiry of the 2027-2031 Collective Agreement.

Change #4 – New Letter of Agreement “Appendix A – West and Appendix B – East Team TELUS Flex Benefits”

This Union-initiated Letter of Agreement provides some protection against reductions to our Flex Benefits Plan. It does not prevent the Company from making changes, but requires a health spending account top up of up to **\$250 per year** if reductions exceed the negotiated thresholds in the Letter.

The thresholds apply cumulatively from ratification through the end of the Collective Agreement. Had this language been in place in 2024, the cuts made then would have triggered an annual top-up to members.

Letter of Agreement language is on the following page

**LETTER OF AGREEMENT
APPENDIX A – WEST AND
APPENDIX B – EAST
TEAM TELUS FLEX BENEFITS**

For the term of the 2027-2031 Collective Agreement, where modifications to the TELUS Flex Benefits Plan result in a material change to the current co-insurance percentages, plan deductible amounts, or plan maximum amounts that negatively impacts employees, the Company will provide a contribution to the Health Spending Account of eligible employees to mitigate the impact of the change. The amount of the Health Spending Account contribution, which will be consistent for all eligible employees, will be determined by the Company based on an average of the anticipated financial impact of the change. The total contribution will not exceed \$250 per eligible employee per benefit plan year.

For greater clarity and as reviewed during negotiations, a material change is defined as follows:

- an increase of greater than 10% in the co-insurance percentage payable by employees (e.g. Option 4 - Basic Dental, 20% team member co-insurance increases to more than 30%)
- an increase of greater than 10% in the deductible amounts for a plan (e.g. Option 2 - Prescription Drugs, \$1,000 deductible increases by more than \$100)
- a reduction of greater than 10% in a maximum amount for a plan (e.g. Option 4 - Paramedical, \$1,000 maximum reduced by more than \$100)

For the purposes of the thresholds above, the applicable increase or reduction may be reached in a single plan year or cumulatively over the term of the 2027-2031 Collective Agreement.

This Letter of Agreement shall take effect upon ratification and shall remain in effect until the expiry of the 2027-2031 Collective Agreement.

Change #5 – New Memorandum of Agreement “Company Plans and Programs”

This Union-initiated memorandum protects the Company’s maximum matching contribution of up to **6%** under the Defined Contribution Pension Plan from ratification until December 31, 2031. This is the first time the contribution level has been protected. The plan covers all members in the East and Alberta members hired on or after June 9, 2011.

It also prevents the Company from targeting Bargaining Unit members for reductions to the Flex Benefits or Performance Bonus Program, or excluding members from company-wide improvements to these plans.

Memorandum of Agreement language is on the following page

MEMORANDUM OF AGREEMENT
[DOES NOT FORM PART OF THE COLLECTIVE AGREEMENT]
COMPANY PLANS AND PROGRAMS

A number of TELUS plans and programs apply to all TELUS team members, both bargaining unit and excluded employees, and may be modified at the Company's discretion. To reinforce the consistency in the application in these plans and programs the Company agrees to the following.

While the Company reserves the right to modify the following plans and programs, if and when any such modifications occur, they will be implemented as part of a Company wide initiative that applies broadly to both bargaining unit employees covered by this Collective Agreement and excluded employees. For greater clarity, the Company will not implement any such modifications in a manner that is exclusive to bargaining unit employees covered by this Collective Agreement.

- Company contributions in the TELUS Defined Contribution Pension Plan (i.e. Defined Contribution (DC) Component of the TCPP)
- Components, weightings, and formulas for the TELUS Performance Bonus Program
- Team member cost of benefit plan options in Team TELUS Flex Benefits

Additionally, the TELUS contribution percentages in the TELUS Defined Contribution Pension Plan will not be reduced during the period from the ratification date of this Collective Agreement up to December 31, 2031.

This Settlement Memorandum of Agreement shall remain in effect until the expiry of the 2027-2031 Collective Agreement.

Change #6 - Resolution of Outstanding Grievances and related language

The parties reached settlements on the NEO Scheduling Policy Grievance and the Medical Leave with Pay Policy Grievance. For both of these, the Union assessed that the likelihood of success at arbitration would be challenging. Under these settlements, the grievances will be withdrawn. NEO scheduling will continue to permit shifts on any day of the week, and Medical Leave will continue to be administered as it is currently.

New Contract Language:

Article 17: The Parties agree that the provisions of Article 17 and the Memorandum of Agreement Appendix A – West and Appendix B – East Team TELUS Flex Benefits fulfill the requirements of Medical Leave under the *Canada Labour Code*.

Updated Contract Language

A5.06, A20.06, B5.07, C5.05: An employee may be required to work a shift on any day of the week, as determined by the Company to meet ~~service~~ business requirements.

Change #7 – Digital Collective Agreement (Housekeeping)

This change removes expired language requiring the Company to stock and distribute printed Collective Agreements and cover half the printing costs. It completes the move to a digital Collective Agreement agreed to in the last round of bargaining.

Most stewards and members already use digital copies. The Union can still print paper copies, as we do for most of our other certifications.

Updated Contract Language:

~~6.08 For the duration of the 2023-2027 Collective Agreement only: Upon request, an employee shall be provided with a printed copy of the Collective Agreement~~

~~6.09 Each party agrees to pay one half (1/2) the cost of the printing the necessary number of copies of this Agreement~~

Re-number sections accordingly.

Updated Contract Language: Deletion of previous Settlement Memorandum of Agreement "Printed Copies of the 2023-2027 Collective Agreement"

Change #8 – Digital Grievance Process (Housekeeping)

This change completes the move to digital grievance forms started in the last round of bargaining, making filing and record keeping more efficient. A new Memorandum of Agreement replaces the previous one and expands the process to include arbitration referrals.

The Company also verbally committed to copying the Union office on all Step 1 denials to improve record keeping.

Updated Contract Language: Deletion of previous Settlement Memorandum of Agreement “Transition to Digital Grievance Form”

Memorandum of Agreement language is on the following page

MEMORANDUM OF AGREEMENT
[DOES NOT FORM PART OF THE COLLECTIVE AGREEMENT]
TRANSITION TO A DIGITAL GRIEVANCE PROCESS

The Parties acknowledge their mutual intent to manage the administration of the grievance process as efficiently as possible. The Parties further acknowledge that, since the execution and implementation of the previous Memorandum of Agreement regarding the Transition to a Digital Grievance Form, the Parties successfully implemented the Digital Grievance Form and the Union Portal, the latter of which enables the Union to electronically submit grievances to Step 2.

Building upon the successful implementation of this digital process, the Parties affirm their mutual commitment to further develop and expand the functionality of the Union Portal to support the remaining steps of the grievance process, including arbitration referrals and the withdrawal of grievances.

The following reflects the agreement between the Parties with respect to this transition:

- The Company will develop and implement the 'Arbitration Referral' and 'Grievance Withdrawal' portions within the Union Portal within four (4) months of the ratification date of the Collective Agreement.
- If necessary, the Company will provide training on the use of the 'Arbitration Referral' and 'Grievance Withdrawal' functions to select stakeholders prior to the implementation date.
- Upon implementation of these functions, the Union will transition to the use of the Union Portal for 'Arbitration Referrals' and 'Grievance Withdrawals'.
- In the unlikely event that system down-time or failure impacts the transmission of an 'Arbitration Referral', the Parties agree that timelines will be extended as appropriate

Change #9 – Updating the dates in our Cost Of Living Allowance (COLA) clause (Housekeeping)

This change updates the dates in the existing Cost of Living Allowance (COLA) clause so it continues to apply under the new Agreement.

In the final year, if inflation exceeds **3%**, wages increase by the amount above 3%, to a maximum increase of **1%**. No other COLA language has changed.

Updated Contract Language:

26.01 If the January 2031 Consumer Price Index (CPI) exceeds the CPI for January 2030 by more than 3.0%, wage schedules and basic hourly rates of pay in effect on March 31, 2031 will be increased effective April 1, 2031 by a percentage figure equal to the difference between:

(a) the percentage by which the January 2031 CPI exceeds the January 2030 CPI and

(b) 3.0%.

to a maximum of 1.0%

Notwithstanding the above, employees whose basic hourly rate of pay exceeds the maximum rate for their job title will not be eligible to receive the full amount of cost of living increase. Instead, they will receive only the portion of the increase that results in their new, adjusted basic hourly rate of pay aligning with the updated maximum rate for their job title in the revised wage schedule.

26.02 The Consumer Price Index used for the formula in section 26.01 shall be the CPI – Canada All Items (2002 = 100) as published by Statistics Canada or any successor department or agency.

Change #10 – Duration (Housekeeping)

This is a **4.75-year Agreement**, effective April 1, 2027, through December 31, 2031. The five key Letters of Agreement (Changes #1–5) take effect earlier, on the date of ratification, when voting concludes. The remaining changes take place April 1, 2027.

Updated Contract Language:

27.01 This Agreement shall become effective on April 1, 2027 and shall remain in full force and effect up to and including December 31, 2031.

Change #11 – Witness Clause (Housekeeping)

This change is the signature of the Union and Company representatives.

This establishes the legal and binding nature of the Collective Agreement.

Updated Contract Language:

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives this 1st day of April, 2027.

For TELUS: Todd Langley, VP – Labour Relations

For Telecommunications Workers Union, USW Local 1944: Michael Phillips, President, TWU, USW National Local 1944

Change #12 – New Memorandum of Agreement "Bargaining Unit Exclusions (2026)"

Each bargaining round, the Company and the Union acknowledge the list of new non-Bargaining Unit job titles that the Company has created since ratification of the previous Collective Agreement.

Memorandum of Agreement language is on the following page

MEMORANDUM OF AGREEMENT
[DOES NOT FORM PART OF THE COLLECTIVE AGREEMENT]
BARGAINING UNIT EXCLUSIONS

The parties agree that the following positions, in addition to the agreed exclusions contained in the Canada Industrial Relations Board Order 10801-U and the agreed upon list signed by the parties on November 24, 2015, are properly excluded from the bargaining unit as provided in section 1.04 of the Collective Agreement:

1. Titles created prior to the effective date of the 2023-2027 TELUS-USW Collective Agreement but not included in the Bargaining Unit Exclusions Memorandum of Agreement executed by the parties on April 13, 2023

- Customer Success Executive
- Customer Success Mgr
- Data & Trust Associate
- Data & Trust Analyst I
- Data & Trust Analyst II
- Data & Trust Mgr
- Sr Data & Trust Mgr
- Supply Planner
- Sr Supply Planner
- Demand Planner
- Sr Demand Planner
- Sr Executive Customer Relations Advisor
- Sr Field Construction Mgr
- Talent Acquisition Partner
- Sr Talent Acquisition Partner
- Talent Sourcer
- Sr Talent Sourcer
- Real Estate Space Planner
- Partner Relations Mgr
- Sr Client Program Mgr
- L1-L4 Design
- L1-L4 Content

2. Titles created since April 16, 2023 to October 19, 2026

- L1-L5 Digital Product
- L1-L5 Product
- L1 Technical Product
- L5 Content
- L5 Design
- L2-L4 Technical Professional
- L3-L5 Technical Program Management
- Sr Executive Compensation Consultant

Change #13 – Lump Sum Payments Deletion (Housekeeping)

This change is a deletion of the old Memorandum of Agreement that established a lump sum payment upon ratification of the last Collective Agreement.

This Memorandum of Agreement is obsolete as it authorized a lump sum payment in 2023 which has now been paid. Deletion involves no change.

Updated Contract Language: Deletion of previous Memorandum of Agreement “Lump Sum Payment”

Change #14 – New “Job Titles Impacted by Federal Pay Equity” Memorandum of Agreement (Housekeeping)

This Memorandum of Agreement confirms that moving job titles from Attachment A-6 to A-7 following federal pay equity adjustments does not affect the Union’s right to request a job evaluation under the Job Evaluation Management System (JEMS), even though A-7 titles have traditionally been excluded from that process.

Memorandum of Agreement language is on the following page

MEMORANDUM OF AGREEMENT

[This memorandum would be located after the Memorandum of Agreement - Pay Equity]

ATTACHMENT A-6 JOB TITLES IMPACTED BY FEDERAL PAY EQUITY

The parties acknowledge that the implementation of the Company's Federal Pay Equity Plan, as communicated on March 3, 2026, resulted in changes to the hourly rate of pay associated with certain job titles. These changes necessitated the creation of additional wage schedules and the parties therefore agree to move the following job titles from Attachment A-6 Customer Sales, Service & Support – West Job Titles to Attachment A-7 Customer, Sales, Service & Support – West Quasi Job Titles:

- Payment Processing Assistant I
- Administrative Assistant II
- Client Service Representative III
- Contract Support Coordinator III
- Network Project Coordinator III
- Payment Support Assistant III
- Real Estate Agreements Assistant III
- Supply Operations Coordinator III
- Centrex Assignment & Activation Agent IV
- Directory Representative IV
- Technical Support Assistant IV
- Maintenance Agreement Representative V

It is understood that the movement of these job titles from Attachment A-6 to Attachment A-7 is only for the purpose of placing these jobs in the newly established wage schedules. For greater clarity, the above listed job titles will be subject to the same job evaluation principles that apply to job titles in Attachment A-6.

In the event of a fundamental change as defined in section A19.07 to any of the above listed jobs, the Company will evaluate the job consistent with the process set out in Article A19. The parties will subsequently meet to discuss the results of the evaluation and whether a change from one wage group to another is necessary, taking into consideration the normal application of the job evaluation plan referenced in A19 (i.e. JEMS) and appropriate internal comparators in both Attachments A-6 and A-7.

Change #15 – Amendment to “Retirement Plans” Memorandum of Agreement (Housekeeping)

This updates the language to reflect that the TELUS Defined Contribution Pension Plan is now part of the broader TELUS Corporation Pension Plan. This is an organizational and legal change only, with no change for members.

Updated Contract Language:

2. As of June 9, 2011, new hires will not be eligible to join the TCPP, TEPP and TQDBPP defined benefit plans. All new hires in Alberta and in all provinces east of Alberta may, subject to eligibility requirements, participate in the TELUS Defined Contribution (DC) Plan* in accordance with the applicable plan document.

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**For greater clarity, references to the TELUS Defined Contribution (DC) Pension Plan in this Memorandum of Agreement shall be understood to mean the Defined Contribution (DC) Component of the TCPP.*

Change #16 – Amendment to “Averaging Hours of Work” Memorandum of Agreement (Housekeeping)

This updates the dates in the Memorandum so the existing hours-of-work averaging periods continue under the new Agreement. These periods are used to calculate maximum working hours under the Canada Labour Code for members who work an abundance of overtime. No other changes are being made.

Updated Contract Language:

3. The averaging periods will be:

- January 3, 2027 to July 3, 2027 inclusive;
- July 4, 2027 to January 1, 2028 inclusive;
- January 2, 2028 to July 1, 2028 inclusive;
- July 2, 2028 to December 30, 2028 inclusive;
- December 31, 2028 to June 30, 2029 inclusive;
- July 1, 2029 to December 29, 2029 inclusive;
- December 30, 2029 to June 29, 2030 inclusive;
- June 30, 2030 to December 28, 2030 inclusive;
- December 29, 2030 to June 28, 2031 inclusive;
- June 29, 2031 to December 27, 2031 inclusive;
- December 28, 2031 to June 26, 2032 inclusive;
- and continuing in successive 26 week periods (13 pay periods).

Change #17 – Deletion of “Lump Sum Payment to the TWPP – Funding for the Impact of ERIP and ERIP EQ Departures Associated with a VSP” Memorandum of Agreement (Housekeeping)

This removes an outdated Memorandum requiring TELUS to make an upfront lump-sum payment to the Telecommunications Workers Pension Plan (TWPP) to cover the financial harm caused by 500 Early Retirement Incentive Packages (ERIPs), including lost pension contributions and earlier pension payments.

Since 2024, TELUS has made these payments quarterly. The Company remains obligated to compensate the Plan for these costs.

Updated Contract Language: Deletion of previous Memorandum of Agreement “Lump Sum Payment to the Telecommunication Workers Pension Plan (TWPP) – Funding for the Impact of Early Retirement Incentive Plan (“ERIP”) and Early Retirement Incentive Plan Equivalent (“ERIP EQ”) Departures Associated with a Voluntary Severance Program”

Change #18 – Deletion of “Transition Issues” Memorandum of Agreement (Housekeeping)

This removes the previous “Transition Issues” Memorandum, which set out how and when certain provisions of the previous Collective Agreement would take effect. Those steps are complete, so the Memorandum is no longer needed. There is no change for members.

Updated Contract Language: Deletion of previous Memorandum of Agreement “Transition Issues”

Change #19 – Updating of “Consultative Meeting for Discussing Grievance and Arbitration Process and Activity” Letter of Agreement (Housekeeping)

This updates the dates in the Letter of Agreement covering how often Union and Company representatives meet to discuss grievance and arbitration activity. There is no change to the meeting requirements

Updated Contract Language:

The parties, therefore, agree that two (2) representatives from Labour Relations and two (2) representatives from the Union will meet on at least two (2) occasions between April 1, 2027 and the expiry of the Collective Agreement for the purpose of reviewing grievance and arbitration activity and exploring options to increase the efficiency and effectiveness of the grievance and arbitration process.

Change #20 – Deletion of Memorandum of Agreement “Resolution of Outstanding Grievances and Board Matters (2023)” (Housekeeping)

This removes the previous bargaining round's Memorandum establishing the settlement of some outstanding grievances which were discussed during bargaining.

Updated Contract Language: Deletion of previous Memorandum of Agreement “Resolution of Outstanding Grievances and Board Matters (2023)”

Change #21 – New Memorandum of Agreement “Appendix B – Minimum Hourly Rates” (Housekeeping)

In most previous bargaining rounds, the "Minimum" column on Appendix B wage schedules has remained frozen. This Memorandum establishes that these minimum wage figures will increase by 6% on January 1, 2029.

Memorandum of Agreement language is on the following page

MEMORANDUM OF AGREEMENT
[DOES NOT FORM PART OF THE COLLECTIVE AGREEMENT]
APPENDIX B – MINIMUM HOURLY RATES

Effective January 1, 2029, minimum hourly rates in Attachment B-2 and Attachment B-4, as they appear in the 2023-2027 Collective Agreement will be increased by 6.0%. Minimum hourly rates adjusted to the federal minimum wage of \$18.15 will remain unchanged, unless the 6.0% increase results in a higher hourly rate.

The applicable wage schedules in Appendix B of the Collective Agreement will be amended to reflect these increases no later than January 31, 2029.