

3QTR D3 OS&H Conference Call Minutes

Wednesday, September 23, 2020

Local 3806 reported a mold issue to OSHA a month ago but they have not received a response from either the Company or OSHA. They stated that Louisiana OSHA took their call. It was advised that LA is a Federal OSHA and Tennessee is a State OSHA (TOSHA) and it would not be normal for the offices to take each other's calls. The Local should contact TOSHA at the Memphis Local Office or report the issue online.

Local 3806 reported that one technician has been robbed on the job twice in a 2 month period and another tech was shot in the back with a BB gun.

Local 3808 reported an employee was found deceased in a Company vehicle after hours August 18. They also reported that where there have been work centers where employees had been COVID positive while on the job the Company has not been notifying the Local. The Company was reminded that they agreed to have their Labor Relations managers notify the applicable Local Presidents and CWA Staff Representatives of any and all of the above incidents.

Local 3108 reported that buildings are not being cleaned properly when there is a COVID 19 exposure. Even though the Company states level 2 cleanings are being performed, the Local has determined they are not doing a thorough job. The Local purchased a kit to test and the results indicate no cleanings have been performed. One simple test used by the Local was documenting a Cheeto that remained undisturbed for a long period of time and multiple supposed cleanings. The Local is addressing this issue with the Company.

Local 3108 also reported an incident where an irate customer told a technician he knew his full name and had his photo along with threatening verbal and text messages. The customer had received information from the App used by the Company to inform customers of a technician's arrival time. A commitment was made to have this issue addressed again at the Network Services Board. It has been discussed at the NSB several times since the App was first activated.

Local 3102 also asked if it was illegal for the Company to send photos of their employees to customer. CWA legal counsel has previously advised that it did not violate the law for a Company to do that.

Local 3902 then stated there were issues with employees being required to wear I.D. badges but there is nothing legally that can be done to stop them from doing so.

Local 3102 advised that technicians had been working in the field when severe weather suddenly appeared and they had no prior warning. The Local suggests that the Company implement a practice or procedure to provide severe weather notifications to field techs. Staff Representative Isa Shabazz Co-chairs the BST Article 16 Occupational Safety and Health Committee for attention and will present this at the next meeting.

Local 3908 reported that a member had a heat stress incident while working in an attic and was then charged with a Personal Injury and disciplined for not taking enough breaks and not drinking enough water. The Local is pursuing these actions through the grievance process.

Local 3106 reported issues with compliance regarding the Company's idling and Street Smarts which conflict. Street Smarts states you should have your windows rolled up and doors locked while sitting in a parked vehicle but you can't safely do that in the heat without idling for the AC to work.

Local 3106 also reported that accident investigations are not impartial because they are conducted by managers who have a financial stake (their annual bonus) in the outcome.

Local 3704 reported that technicians can't get necessary safety equipment. The Local was advised to escalate this issue to the Area Manager and if it was not corrected to escalate to the Director. The CWA Staff Representative should be notified immediately if the Director does not correct the situation.

Local 3412 reported a manager has been videotaping a work center. The LA Staff Representative is looking into this issue.

The next District 3 Occupational Safety and Health call will be Wednesday, December 9, 2020 from 1PM – 3PM Eastern.