

# BUSINESS MANAGER'S REPORT

## November 6, 2009



**1.** With the Hawaiian Telcom Bankruptcy confirmation hearing scheduled for November 9th thru 12th, it seems the Unsecured Lenders, the Debtors and the Secured Lenders have not been able to reach a settlement. The Union continues to support the Debtors' reorganization plan, which includes the assumption of the Collective Bargaining Agreement and funding of the Pension Plan according to federal regulations.

**2.** Hawaiian Telcom numbers continue to improve in the Call Centers. For the first time since May 2008, both the CSSC and the BSC have met their BOA. Improvements in training, system cleanups, refurbishing of the office and better support for attendance issues have contributed to a much healthier environment, and the numbers clearly reflect that. Mahalo, reps, for the great job.

**3.** The 2010 Benefits Open Enrollment for Hawaiian Telcom will run from November 16th through December 4th, and it is important that our members reconfirm their coverage for themselves, as well as their families. HT will be replacing Hewitt with PlanSource for benefits administration. If you have any questions, please call Sheri Braunthal at Hawaiian Telcom (546-4450).

**4.** Throughout these tough economic times, our Local Union recognizes the challenges all our members are facing. We continue to work towards improving the work environment for working members, and bringing stability to a slowly eroding financial base for our retirees. We have been working hard at not only protecting members' entitlements, but also pushing the envelope by trying to enhance the benefits we currently enjoy. Following are some of our priorities:

- Job Security --- making sure our working members continue to work and have a full 8 hours every day;
- Medical Trust --- working with our benefits consultant, Paul Tom, to develop a Multi-Employer Medical Trust to try and minimize the exposure to both Active and Retiree medical costs;
- Help grow the business --- at both Hawaiian Telcom and IT&E by pushing internal sales and looking for opportunities that would increase contracts to the Call Centers, or secure City, State and Federal contracts;
- Fiscal responsibility --- continuing to reign in administrative costs, while making sure we are able to properly serve the needs of the business and our members;
- Organizing/Education --- we will continue to prioritize how we can grow the Union and the business by organizing the unorganized and raising the standards for working men and women throughout the world. Also, through ongoing education for our members, we will solidify our future by continuing to be the most highly-trained service-oriented workforce in the nation;
- Political Action --- we must elect Labor-friendly officials who will help working men and women by setting legislative standards beneficial to working families, e.g. FML, minimum wage, healthcare reform, etc. With such initiatives in place, there will be less pressure on the bargaining table and quality of life will increase for our members;
- Community Service --- as we have so much to be thankful for, we must help those who are less fortunate than we. We must be aggressive in our support of our community, e.g. Hawaii Foodbank, IBEW Local Union 1357 Scholarship Program, Relay for Life, etc.;
- Prepare for bargaining --- both IT&E and Hawaiian Telcom contracts will be up for renewal soon and our membership must be ready for some tough bargaining.

We would like to thank our members for their continued focus on improving our Union, improving the Company, improving the community, and positioning us to be successful.

**5.** As we enter into the holiday season, we at IT&E and Hawaiian Telcom have so much to be thankful for. Please make sure to spend some quality time with your family and friends, and remember to help those who are less fortunate. May God bless us all!