Business Manager's Report

February 6-7, 2015

Brothers and Sisters,

IT&E:
Thank you to the management team of IT&E for allowing Treasurer Lisa Parran and me to meet with our members on our recent visit. The meetings gave our members an opportunity to sit down and discuss their concerns with us:

- Callout vs. Stand-by
- Techs receiving outage/alarm notifications
- Working together with different departments
- Bathroom filthy
- Betel nut chewing
- No drinking water in CO's/remotes
- Supervisor often uses scare tactics, bullying, intimidation, snappy, insensitive, etc.
- Schedules messed up
- Chaos in the stores
- Forced overtime at last minute
- Appearance policy
- Reps wanting to move out
- Compensation/Incentive program during the holidays
- Life Insurance Change: Moylan's Ins. to Transamerica
- Etc.

The most disturbing issue was that a couple of employees didn't receive their first pay check of the year and premium pay was not paid out. Labor Relations' Shirley Dotts was immediately notified, advising her that this is unacceptable. It is my understanding that, to date, all affected employees have been paid properly. Lisa and I were able to resolve most of their issues before leaving Saipan.

Unit 10 is back on track. They have recommended Elizabeth Saralu as their Executive Board Member and filled the vacant seats on their Executive Committee.

Hawaiian Telcom:
Our fight with HT continues in some areas of the business. Some issues are:

- CSSC Compensation Plan
- Contracting of work
- Part Timers in the workplace
- Customer Care – Posting everyone's stats
- Management negotiating directly with hourly, circumventing our CBA
- HR – Benefits
  - ✓ Flaws with the transition of hourly positions
  - ✓ Issues with Workers Comp and its process
  - ✓ FMLA process difficult for our people
  - ✓ Compensation flaws
  - ✓ Pension
  - ✓ Etc.

The difficult part is when they don't engage or include us. The decisions are made, we get wind of it after the fact, going through the exercise, often making them uncomfortable and putting strains on the relationship. And in areas where we work together, often we have a better outcome either way, good or bad. We will continue to do the right thing and hold them accountable where need be.

I was disappointed to hear that members are failing the structured interview for Customer Care Agent (CCA). In speaking with Sr. Manager Glenn Kobashigawa, he explained that the structured interview is somewhat technical. Glenn has committed and is working towards putting together a brown bag session for starters, and he is willing to let anyone sit side by side with a CCA to help educate and offer as much information as possible. If you are interested, please call or email Glenn Kobashigawa.

Eric Yeaman, Scott Barber, John Komeiji and Emmit Kane met with our Executive Board to go over the 2014 results and the 2015 strat plan. Overall, the Company is doing well and is nowhere close to bankruptcy. Eric stated that we need to stay focused on growing revenue and managing cost. One of the areas of discussion was PBX. There are projects on the horizon which should flatten out for 2015. Board Member Troy Benevides asked Eric if the Company was committed to CPE. Eric shared that there

are no plans to pull out of the CPE business at this time. However, if the market goes away, they are ready to fill the void with other types of work, keeping our people employed.

From December 2014 to February 2015, we will see approximately 20 people opting to retire. Congratulations! For those of us who remain and wish to move around within the Company, please work on any safety, attendance or performance issues that you may have. Opportunity will be knocking at your door soon, if not already.

Inside Our Local:
The PUC (Public Utilities Commission) has issued its decision on our office space in the Kaimuki CO, granting HT's Approval of License. This is a huge win for our membership and our Local to help position us for our future. I want to thank the people who made this happen for all of us: Assistant Business Managers Andie Kahakui and Scot Long, Attorney Sean Kim for his awesome guidance in everything we do, and Eric Yeaman and his team. Big Mahalo!

Back in November 2011, when we went out on a day and ½ strike, we were blessed to have members from Local 5 participate and walk alongside us in support of our strike. On Thursday, February 5, 2015, Local 5 had a rally at Duke Kahanamoku's statue in Waikiki for the workers of Kaiser Permanente who went on strike on Monday of this week. Thank you to Brian Chun and Neal Katto for their participation and support for our Union Brothers and Sisters of Local 5.

In the next 2 months, we will lose 3 sitting Board members to retirement:

- ✓ President Ted Furukado – 35 years Union member, he has served as: President; Hawaii County Executive Board Member; Shop Steward; Chief Shop Steward; Unit 3 Chair, Vice Chair and Executive Committee Member; Negotiating Committee; Delegate to the IBEW Convention; IBEW 1357 Bylaws and Administrative Policies; Trial Board; Insurance Trust Trustee; Building Corporate Board of Directors.

- ✓ Vice President Thomas Grogan – 35 years as a Union member, he has served as: Vice President; Chief Shop Steward; Shop Steward; Negotiating Committee; Unit 9 Vice Chairman; Trial Board; Insurance Trust Trustee; Building Corporation Board of Directors.

- ✓ Honolulu County Executive Board Member Kau'i Poaha – 36 years as a Union member, she has served as: Honolulu County Executive Board Member; Chief Shop Steward; Shop Steward; Unit 9 Chairman; Unit 9 Recorder; Assistant to Election Judge; Trial Board; Insurance Trust Trustee; Building Corporation Board of Directors; Negotiating Committee.

The time I have spent with Ted, Thomas and Kau'i has been a learning experience. With all of their wisdom and guidance, IBEW 1357 cannot replace what they have brought to the table for our membership and our Local. They will truly be missed! Let's bid them a fond Love and Aloha, best wishes and good health! CONGRATULATIONS!

Be Safe and Be Well.

In Solidarity,
Kimi L.N. Koge