

## BUSINESS MANAGERS REPORT

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October 5, 2018

Aloha Sisters and Brothers!

At last month's Executive Board meeting President and General Manager John Komeiji and Chief of Staff Su Shin sat with our Executive Board and went over his strategic plan for the future. John committed to a new direction and wants all employees to be HT Strong, HT Proud and HT Ohana. If we can embrace these new ideals, our company will be successful in this ever changing market and rise to the top. We are fully aware that we, the employees of HT, are the life blood that makes this company successful and after all the changes that have come and gone, we are the one constant in this whole picture. With the coming changes, John did ask us to persevere, adjust to the change and do the right thing. As IBEW members, we succeed at doing those things every day and I am fully confident that our membership will embrace this positive new direction and continue to do what we have always done, make OUR Company successful. If the management team can commit to these adjustments as well, HT will quickly rise to the top and emerge as a stronger company.

Congratulations to Ipo Morris who was named Director of Field Operations overseeing the neighbor islands. For those of you that know Ipo, you know that she was clearly the best candidate for this new position and her leadership and communication skills are going to help the neighbor islands get the recognition and voice that they have been lacking over the past few years. Local 1357 is looking forward to continue to work with Ipo and directly address the concerns that are unique to the neighbor islands.

Recently, Spectrum's commercials have gotten more aggressive in their attacks against Hawaiian Telcom trying to entice customers to switch. We know that HT has far superior products to offer the consumer and our customer service reps and technicians provide better service. With the end of the year approaching and as General Manager Komeiji lays out in his presentation to the company, achieving the goal of 90.2 is critical. I am confident our members will help achieve this number and the way we do that is just as we have always done in the past, come to work, give an honest day and continue to provide the best customer experience we can. It is frustrating at times when inexperienced leaders fail to provide clear and logical direction, however we must remain steadfast and know that if we as a unified workforce continue to put the customers first, the company's failure will not be because of our members, it will be of their own doing. For the technicians in the field, customer service is not just when you are at the jobsite, but also driving between jobsites. The vehicles that the company provides are prominently branded and labeled with logos clearly visible to the public. Erratic driving and speeding do not go unnoticed and there have been numerous times in the past where customers and potential customer have called to complain. Please remember to adhere to all safe driving practices while in transit to and from the base yards and jobsites and do not speed out on the roads.

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Hawaiian Telcom's My Company MY VOICE survey will be available from October 8<sup>th</sup> through the 26<sup>th</sup> and I encourage all HT members to participate. This is an opportunity to let HT leadership know your feedback on how things are transpiring within your various departments. Many of us are hesitant to participate because we feel that nothing gets done or no one listens, or for fear of being singled out. I can assure you that these surveys do get looked at by leadership and, more importantly, you will remain anonymous. At our unit meetings, many members voice their opinions on HT and this is the time to let your voice be heard. In order to work for the best company in Hawaii, we need the best members in the IBEW to speak up and initiate positive change. Your voice does matter! I encourage that all members take the time to complete the survey.

In March, I reported that we have reached out to IT&E leadership to start engaging in contract negotiations for our sisters and brothers in Saipan. Although a few emails were sent back and forth, there has been absolutely no communication from IT&E on this topic since early August. IT&E has not responded to any follow up emails and they continue to avoid any discussion surrounding bargaining. The expiration of the current contract is 6 months away and I call on all IT&E members to show your union pride by wearing union shirts and buttons and show management our solidarity.

In preparation for the upcoming contract negotiations with IT&E, President Sakai, Assistant Business Manager Kahakui and I along with 54 of our brothers and sisters, attended a Bargaining Workshop put on by our 9<sup>th</sup> District Staff in Oakland last month. It is always good to see our sisters and brothers from other locals and gain knowledge from them and hear about various negotiating styles and tribulations, successes and even some failures. Darren and I shared some of the details of our recent HT negotiations and the high membership participation percentage that voted for the contract. The two and a half day workshop was informative and jam packed with case studies and other group exercises. I would like to thank International Representatives Tim Dixon, Bob Brock and Tracy Prezeau for conducting an awesome workshop for us in the 9<sup>th</sup> District.

In Solidarity,



Troy Benevides

Business Manager/Financial Secretary