



January 30, 2010

James R. Davis, Jr.
Director, Potomac Verizon Labor Relations
1 E. Pratt Street
10N17
Baltimore, MD 21202

Re: Executive Level Grievance - Unilateral Change in Working Conditions

Dear Jim,

This is an Executive Level grievance related to Verizon's January 11, 2010 notification to employees of a new initiative known as the "Total Performance Plan," whereby the company now intends to aggressively manage employee performance by combining all discipline to one track. As you are aware, CWA's collective bargaining agreement with Verizon contains a just cause standard for all discipline. The Union maintains today, as in the past, a unilaterally promulgated announcement, such as the "Total Performance Plan," does not alter that contractual standard for discipline. Further, absent a written agreement signed by both parties, the Company is not at liberty to alter past practices concerning the terms and conditions of employment.

CWA grieves on behalf of all affected bargaining unit employees within the jurisdiction of District 2. CWA seeks Verizon's immediate compliance with the terms and conditions of the general agreement.

The following data request is being made in reference to this grievance:

1. Please provide a copy of the training material management will utilize to accomplish this program.
2. Please provide the name of the contractor that developed the training and the name of the contractor delivering the training to Verizon management.
3. How does this plan intend to align quantity and quality performance with shareholder and customer expectations?
4. How does this plan ensure satisfactory performance within the organization?
5. How does the plan provide a standard procedure for reviewing the work performed by CWA members?
6. How does the plan ensure that each member's performance is evaluated using objective data?
7. How does this plan assist in identifying performance strengths and challenges?
8. How does this plan promote an open communication environment?
9. What are the acceptable reasons and/or unusual circumstances beyond an employee's control as to why objectives are not met?
10. Please provide examples of "performance development plans" for those who fail to meet objectives.

Gail L. Evans
Administrative Director to the Vice President
District 2

11. How many steps of discipline does the plan allow before termination?
12. What are the individual performance components being measured?
13. How are the individual performance components standards determined?

Please call me with your availability. Your attention to this matter is greatly appreciated.

Sincerely,



Gail Evans
Administrative Director

GE/dt

cc: Ronald Collins
Jimmy Tarlau
District 2 Staff
Verizon Local Presidents

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