

Grievance and Complaints Committee – Update as of April 11th, 2011

- Four complaint files have been resolved since the last report.
- Four new complaint files have been opened.
- One group grievance has been filed.
- One grievance has been settled.

Complaints Open

Category	Sub- Categories	Number
Pay and Benefits:		5
	Pay level	
	Variable Pay	
	Job classifications	
Work Assignment & Employee Placement:		11
	Forced transfers	
	Work assignment/reassignment	
	Probation treatment	
	Return to work	
Other Issues:		3
	Harassment & respect in the workplace	
	Job postings & notifications	
	Employment terminations	
<u>Total Complaints Open</u>		<u>20</u>

Complaints Closed (closed late 2010 to-date in 2011)

Category	Sub-Categories	Number
Pay and Benefits:		9
	Pay level	
	Vacation pay	
	Variable Pay	
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		9
	Forced transfers	
	Work assignment/reassignment	
	Promotions	
	Return to work	

Complaints Closed...continued

<u>Category</u>	<u>Sub- Categories</u>	<u>Number</u>
Other Issues:		12
	Harassment & respect in the workplace	
	Job postings & notifications	
	Employment terminations	
	Company investigations	
	Union dues	
	Supervision	
	Performance Reviews	
<u>Total Complaints Closed</u>		<u>30</u>

Grievances Open

<u>Category</u>	<u>Sub- Categories</u>	<u>Number</u>
Pay and Benefits:		4
	Job classifications	
	DB/DC Pension	
	Retroactivity	
	Call-out and overtime pay	
Work Assignment & Employee Placement:		2
	Employee layoff (Human Rights)	
	Forced transfer	
Other Issues:		2
	Number of contractors	
	Job postings & notifications	
<u>Total Grievances Open</u>		<u>8</u>

Grievances Closed/Resolved (closed late 2010 to-date in 2011)

<u>Category</u>	<u>Sub-Category</u>	<u>Number</u>
Pay and Benefits:		4
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		3
	Forced transfer	
	Return to work	

Grievances Closed...continued

<u>Category</u>	<u>Sub- Categories</u>	<u>Number</u>
Other Issues:		2
	Harassment & respect in the workplace	
	Job postings & notifications	
<u>Total Grievances Closed/Resolved</u>		<u>9</u>

Other Activity

- Development of TEAM Workplace Representative handbook and training plan still underway;
- Multi-issue meeting held with MTSA Labour Relations representatives and managers from various areas on March 25th. Multiple issues in front of the company were discussed to determine whether these issues should proceed to the formal grievance stage.