

Grievance and Complaints Committee – Update as of February 24th, 2011

- The grievance committee met on January 13th 2011 to go over, in some detail, the grievances and complaints that have been resolved or have arisen recently;
- No motions or votes were required and the following information is the summary of the items discussed.

Complaints Open

Category	Sub- Categories	Number
Pay and Benefits:		6
	Pay level	
	Variable Pay	
	Job classifications	
Work Assignment & Employee Placement:		9
	Forced transfers	
	Work assignment/reassignment	
	Probation treatment	
	Return to work	
Other Issues:		4
	Harassment & respect in the workplace	
	Job postings & notifications	
	Performance reviews	
	Termination of employment	
<u>Total Complaints Open</u>		<u>19</u>

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

Category	Sub-Categories	Number
Pay and Benefits:		8
	Pay level	
	Vacation pay	
	Variable Pay	
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		8
	Forced transfers	
	Work assignment/reassignment	
	Promotions	
	Return to work	

Complaints Closed...continued

<u>Category</u>	<u>Sub- Categories</u>	<u>Number</u>
Other Issues:		10
	Harassment & respect in the workplace	
	Job postings & notifications	
	Employment terminations	
	Company investigations	
	Work moved out of TEAM	
	Union dues	
	Supervision	
<u>Total Complaints Closed</u>		<u>26</u>

Grievances Open

<u>Category</u>	<u>Sub- Categories</u>	<u>Number</u>
Pay and Benefits:		3
	Job classifications	
	DB/DC Pension	
	Retroactivity	
Work Assignment & Employee Placement:		3
	Employee layoff (Human Rights)	
	Forced transfer	
	Return to work (Arbitration)	
Other Issues:		1
	Job postings & notifications	
<u>Total Grievances Open</u>		<u>7</u>

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

<u>Category</u>	<u>Sub-Category</u>	<u>Number</u>
Pay and Benefits:		2
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		4
	Forced transfer	
	Return to work	
Other Issues:		2
	Harassment & respect in the workplace	
	Job postings & notifications	
<u>Total Grievances Closed/Resolved</u>		<u>8</u>

Other Activity

- Development of TEAM Workplace Representative handbook and training plan still underway;
- Labour – Management meeting held January 12th, 2011 to discuss matters of mutual concern with representatives from MTS HR and LR. Meetings of this type will now be held quarterly, progress was made on a variety of fronts mainly in the area of the company reporting to TEAM on postings, lateral transfers, temporary appointments, Graduate Program , etc.
- Investigating a number of call-out and overtime issues.
- Investigating the number of contractors doing TEAM work.