



INFORMATION SERVICES CORPORATION (ISC)

BARGAINING GUIDELINES

2015

APPROVED BY THE MEMBERSHIP OF
INFORMATION SERVICES CORPORATION (ISC)

ON
April 16, 2015

AND

APPROVED BY THE
MEMBERSHIP/CONSTITUTION & LEGISLATION COMMITTEE

ON

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1. PREAMBLE

- 1.1 These written guidelines shall be available to the membership after being approved by electronic vote of the membership.
- 1.2 Upon request, members shall be supplied a copy of the Collective Agreement and any Letters of Understanding affecting them signed between negotiations. Copies of these documents are available through the Stewards or Chief Steward.

2. OBJECTIVES

- 2.1 The objectives of this sector shall be to unite the members of Information Services Corporation (ISC) for the purposes of collective bargaining and to advance their mutual interests, in accordance with the Constitution and the policies of SGEU.

3. STRUCTURE OF THE BARGAINING UNIT

All in-scope SGEU members who are employees of Information Services Corporation (ISC).

4. DEFINITIONS

- 4.1 Simple majority is fifty (50%) percent plus one (1) of the valid votes cast. Abstentions and spoiled ballots shall not count as valid votes.
- 4.2 Plurality refers to the candidate who receives the most votes.
- 4.3 Recall – a process by which an elected official can be removed from his/her office.
- 4.4 Member in Good Standing – have the rights and privileges afforded to them by the SGEU Constitution.

5. ELECTIONS and VOTING

- 5.1 Elections and Voting will be conducted using one to two systems of voting.
 - 5.1.1 Secret Ballot *Electronic* Voting Elections:
 - 5.1.1.1 **Electronic election will be done by using ISC's email system. All the emails will be sent from the union@isc.ca email address with the vote (reply) automatically sent to the LRO assigned to ISC. Using the BCC field to send the email will ensure no email vote (replies) will be able to be seen by the employees of ISC. This will ensure the "secret voting" is upheld.**

5.1.1.2 Proxy voting is not permitted at any level of the Union. Proxy voting is a process by which a person is appointed to vote the interest of another member at a meeting. This does not include mail-in ballot voting as the double envelope system is used. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.

5.1.2 Secret Ballot Voting Elections:

5.1.3 Secret Ballot voting will be conducted for every employee to cast their vote when there is a need to conduct a paper ballot vote.

5.2 The following will be conducted by an Electronic Vote:

5.2.1 The Negotiating Committee.

5.2.2 Letters of Understanding requiring membership approval by those members affected (except the CBA).

5.2.3 The Bargaining Proposals Package.

5.2.4 Bargaining Guidelines.

5.2.5 Steward Elections

5.2.6 The following will be conducted by a Secret Ballot Paper Vote:

5.2.6.1. Ratification of the Collective Agreement

6. ELECTION OF THE NEGOTIATING COMMITTEE

6.1 The Negotiating Committee shall be elected by the union membership of Information Services Corporation (ISC) and hold office until the round of negotiations is concluded and will continue to hold the office six (6) months prior to the expiry of the current collective agreement or until the new committee has been elected.

6.2 The Negotiating Committee shall be members in good standing and shall be elected from the members of the ISC Bargaining Unit as per the SGEU Constitution.

6.3 The Negotiating Committee shall be elected by electronic voting **(where possible)** ensuring all employees of the unit have an equal voting opportunity.

6.4 An equivalent number of alternates to the Negotiating Committee shall be elected.

6.5 Providing they let their name stand, the order, at which an alternate is called forward to the committee, will be determined by the number of votes attained when the Negotiating Committee was elected.

6.6 The Negotiating Committee Chairperson and Vice-Chairperson shall be elected by the Negotiating Committee from the representatives on the Committee.

6.7 Vote counts will be conducted with the LRO assigned to the Bargaining Unit, a Provincial Council member that is not a member of the ISC Bargaining Unit and up to two (2) non-partisan members from the ISC Bargaining Unit. The two (2) shall be selected by the Negotiating Committee.

7. RESPONSIBILITIES OF THE NEGOTIATING COMMITTEE

7.1 The Negotiating Committee shall have the sole responsibility to negotiate all provisions, including Letters of Understanding, proposals and amendments to the collective agreement in all matters.

7.2 Issues arising during the term of the collective agreement shall be dealt with by the Negotiating Committee.

7.3 Any communication with the employer regarding negotiations shall be approved in advance by the Negotiating Committee and/or the LRO assigned to the ISC Bargaining Unit.

7.4 The Negotiating Committee is responsible for short term decisions regarding negotiations and bargaining strategies.

7.5 The Negotiating Committee is ultimately responsible for its actions to the membership.

8. RESPONSIBILITIES OF NEGOTIATING COMMITTEE CHAIR

8.1 Chair all meetings of the Negotiating Committee.

8.2 Communicate with the SGEU President and Vice President of the Crown Sector.

8.3 Shall attend the Crown Sector Executive meetings and be an active participant in the sector.

8.4 Be responsible for the preparation and distribution of all printed material, correspondence, minutes of meetings and other information as the Negotiating Committee may occasionally require.

9. RESPONSIBILITIES OF NEGOTIATING COMMITTEE THE VICE-CHAIR

- 9.1 Perform the duties of the Chair in his/her absence.
- 9.2 **Attend the Crown Sector Executive Meetings when the chair is unable to attend.**
- 9.3 Perform other duties as may be occasionally required by the Negotiating Committee.

10. SGEU STAFF ASSIGNED - Labour Relations Officer (LRO)

- 10.1 **SGEU shall assign the Labour Relations Officer (LRO) to the Bargaining Unit in accordance with SGEU Constitution and SGEU Policy. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.**
- 10.2 **The role of the LRO is to assist, advise, and support the Stewards, the Negotiating Committee, and members of the Bargaining Unit in accordance with SGEU Constitution and SGEU Policy. The LRO shall always be in attendance during negotiating meetings when a new Collective Agreement is being negotiated with the employer. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.**
- 10.3 **The Negotiating Committee can ask the Director Labour Relations to remove the LRO from the assignment, if the committee has sufficient reasons.**

11. PROPOSAL GATHERING AND RATIFICATION

11.1 CALL FOR PROPOSALS

- 11.1.1 The Negotiating Committee is responsible for initiating a call to the membership for proposals prior to the commencement of any round of negotiations. Such call for proposals shall be made a minimum of thirty (30) days prior to the expiry of the Collective Agreement.
- 11.1.2 Every member has the right to submit proposals for consideration and shall be notified of the initiation of this process.

11.2 PROPOSAL GATHERING

- 11.2.1 The Negotiating Committee shall, at least thirty (30) days prior to the expiry of the Collective Agreement, put out a call for proposed changes to the Collective Agreement.
- 11.2.2 A proposal is a suggested change to the Collective Agreement.
- 11.2.3 A proposal must be clear, concise and in written form.

11.2.4 A proposal shall be accompanied by the member's name, work location and phone number for clarification and/or verification.

11.3 HOW TO WRITE A PROPOSAL

11.3.1 Reason(s) for the proposed change.

11.3.2 Whenever possible, reference to current Articles in the Agreement.

11.3.3 Reference to other agreements, if known.

11.3.4 A statement of the desired change.

11.3.5 The call for proposals should allow for members to submit proposals for a minimum period of thirty (30) days, to a maximum of forty-five (45) days from the date of notification.

11.4 PACKAGING THE PROPOSALS

11.4.1 The Negotiating Committee shall amalgamate the proposals into a package by sorting the proposals according to articles and clauses within the Collective Agreement. **This may include bundling proposals that are similar and are using the same article number.**

11.4.2 In the interest of all members, the Negotiating Committee shall make recommendations on all proposals and use discretion for proposals to be included in the union's package.

11.5 RATIFICATION BY THE MEMBERSHIP

11.5.1 The proposal package will be presented through a process as set out by the Negotiating Committee that is fair and representative for all employees of the unit.

11.5.2 Late proposals may be presented for inclusion in the final package by a fifty (50%) percent plus one (1) of the votes received.

11.5.3 The proposal package shall be distributed to the membership by means determined by the Negotiating Committee.

11.5.4 The development and ratification of the proposal package shall be completed within sixty (60) days prior to the commencement of negotiations.

11.5.5 Prior to the proposal package being submitted to **the employer**, the package shall be ratified by a **vote of** fifty (50%) percent plus one (1) of the votes received.

11.5.6 The Negotiating Committee shall be prepared to consider amendments or additions to the proposal package based on developments outside the Bargaining Unit or

Union policies. The membership will be informed of all such additions or amendments to the proposal package.

11.5.7 Every member is entitled to receive a copy of the proposal package submitted to **the employer**.

12. RATIFICATION OF THE TENTATIVE COLLECTIVE AGREEMENT

12.1.1 Through negotiations with the employer a tentative agreement or Memorandum of Agreement is put together which must be ratified by both the Bargaining Unit membership and the employer.

12.1.2 Ratification is described in the SGEU Constitution.

12.1.3 The tentative agreement/Memorandum of Agreement must be presented to the Sector Executive for review and approval prior to ratification by the members.

12.1.4 The Tentative Agreement/Memorandum of Agreement must be presented to the Administration Committee for approval after Sector approval and before ratification by the members.

12.1.5 The Negotiating Committee Chair shall call for membership meetings to ratify the Tentative Agreement/Memorandum of Agreement (MOA) after the above approval is obtained.

12.1.6 The Tentative Agreement/Memorandum of Agreement (MOA) must be ratified by a fifty (50%) percent plus one (1) of the votes received.

12.1.7 When ratification ballots are being counted, the Negotiating Committee shall ensure that a Provincial Council Member, not associated with this Bargaining Unit, is present.

12.1.8 Interim issues such as a Letter of Understanding must be ratified by a fifty (50%) percent plus one (1) of affected members in accordance with the SGEU Policy and Constitution.

13. MAILED BALLOTS

13.1.1 The policy for membership ratification and strike votes shall be, that such votes take place at membership meetings called for that purpose. Under special circumstances (e.g. sickness, vacation, and isolated access to meetings) any member may request a mailed ballot from the Negotiating Committee.

13.1.2 A member's request for a mailed ballot shall be in writing or by electronic mail. The member must provide his/her name, address and reason for the request.

13.1.3 A list of members requesting mailed ballots shall be maintained by the Negotiating Committee.

13.1.4 A double envelope system shall be used for the mailed ballots. On the outside envelope, shall be the member's name, address and Bargaining Unit, so as to allow verification to the membership list and to avoid double voting.

13.1.5 A Provincial Council Member, not associated with this Bargaining Unit shall act as a scrutineer of the mailed ballot voting to ensure a secret vote.

14. Occupational Health and Safety Committee

14.1 The Occupational Health and Safety Committee shall be comprised in accordance with *The Occupational Health and Safety Act* and in accordance with SGEU Constitution.

15. COMMUNICATIONS

15.1 NEWS MEDIA

15.1.1 The Negotiating Committee shall determine who will act as spokesperson on behalf of the Bargaining Unit.

15.1.2 All public statements shall be consistent with SGEU policy and principles.

15.1.3 Prior to using the media, Bargaining Units shall consult with the President or the Secretary Treasurer to ensure consistency with Union policy and principles as per SGEU Constitution. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.

15.2 MEMBERSHIP

15.2.1 Membership meetings may be held during the course of collective bargaining to report to members and to receive feedback from the membership.

15.2.2 Written bargaining reports shall be made available to the Bargaining Unit membership during the course of collective bargaining.

15.3 SECTOR/PROVINCIAL COUNCIL

15.3.1 Any pertinent information arising during the course of collective bargaining shall be communicated via written bargaining reports to the Sector Executive and/or the Administration Committee.

16. JOB ACTION/STRIKES

- 16.1 As per SGEU Constitution. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.
- 16.2 Quorum will be retained with fifty (50%) percent of those members initially in attendance at the strike meeting.
- 16.3 Prior to withdrawal of services, the Negotiating Committee will conduct a vote by secret ballot.
- 16.4 This secret ballot vote shall be conducted at special meetings called for this purpose and/or by mailed ballots.
- 16.5 Those members who vote shall constitute a quorum and the final decision will be by fifty (50%) percent plus one (1) of those members voting.
- 16.6 If there is a withdrawal of services, without there being a secret ballot vote on the withdrawal, such withdrawal of services shall be deemed to be voluntary and not subject to discipline procedures.
- 16.7 The Negotiating Committee shall keep the Provincial Council/Sector Executive informed on strike situations. The Provincial Council shall, at the request of the Bargaining Unit, assist by disseminating information, providing moral and financial support, as well as assistance with the planning, preparation and conduct of a strike.
- 16.8 When strike ballots are being counted, the Negotiating Committee shall ensure that a Provincial Council Member, not associated with this Bargaining Unit, is there as a scrutineer.
- 16.9 Results of a strike ballot shall be released at the Negotiating Committee's discretion.
- 16.10 In the case of strike action, the regulations laid down in the SGEU Strike Manual shall be adhered to.

17. AMENDMENTS TO BARGAINING GUIDELINES

- 17.1 Amendments to these Bargaining Guidelines shall be made by a fifty (50%) percent plus one (1) of the votes received.
- 17.2 The Negotiating Committee is responsible for making a call for amendments to the Bargaining Guidelines.
- 17.3 Any member of the Bargaining Unit may make proposals in order to amend these Bargaining Guidelines.

- 17.4 **A notice, showing the purpose and the timelines, shall be sent to all members of each Business Unit within ISC and shall be posted on work location bulletin boards. Such notification will be sent via email. This notice shall have a timeline of three (3) weeks.**
- 17.5 Proposed amendments must be submitted to the Negotiating Committee within the three (3) weeks and prior to the expiration of the posting.
- 17.6 Proposals to amend the Bargaining Guidelines shall be circulated to the membership at least four (4) weeks prior to the proposals gathering **for the Collective Bargaining Agreement** through the process set out by the Negotiating Committee.
- 17.7 All amendments must conform to the SGEU Constitution, SGEU Policy Manual and the SGEU Code of Ethics.
- 17.8 The Negotiating Committee shall make recommendations on proposed amendments and may waive time frames if an alternative process is set in place.
- 17.9 Amendments to these Bargaining Guidelines will be made by a fifty (50%) percent plus one (1) of the votes received.
- 17.10 The amended Bargaining Guidelines will be sent to the Membership/Constitution and Legislation Committee within sixty (60) days of the approval by the membership as per the SGEU Constitution.
- 17.11 Bargaining Guidelines shall be circulated to members after being approved.

18. Quorum

- 18.1 Quorum for the Negotiating Committee will be three (3) members.
- 18.1.1 Quorum for the Ratification/Strike meetings shall be those members in attendance.

19. Rules of Order

- 19.1 As per SGEU Constitution. Refer to Appendix 1 of these Bargaining Guidelines for relevant Article in SGEU documents.

20. STEWARD STRUCTURE

- 20.1 Chief Stewards and Stewards shall be elected in accordance with the SGEU Constitution and Policy Manual.

- 20.2 When possible, Stewards may be accountable and responsible to the members from the Business Unit in which the Steward(s) was/were elected and shall represent the Union as required.
- 20.3 Members within a Steward district may elect Steward(s) every two (2) years or whenever a vacancy occurs. If not possible in every two (2) years the Steward will begin the term during the beginning of the three (3) year bargaining cycle. The Steward structure shall be as contained in *Appendix B*.
- 20.4 Elections shall be organized by the Bargaining Unit to take place when necessary.
- 20.5 The Bargaining Unit shall register the Stewards with the Membership Records of SGEU.
- 20.6 If a Steward vacancy occurs during the term, an election may be called by the Chair of the Negotiating Committee and the Steward elected will serve the remainder of the term created by the vacancy.
- 20.7 Steward elections shall be done by a call for nominations which will be posted in each Business Unit for at least fourteen (14) days prior to the election.
- 20.8 Notice for election shall include the date, place and time of the election and who the nominees are. Nominations must be submitted not less than seven (7) days prior to the election taking place.
- 20.9 Chief Steward shall be elected among the Stewards by the Stewards. Nominations for Chief Stewards will be held in a Steward meeting. The nominees must already hold the office of Steward and have completed ULD 10 and be willing to complete ULD 20 during the term of their office.

21. DUTIES OF CHIEF STEWARDS AND STEWARDS

See Appendix B and Appendix C

22. OATH OF OFFICE FOR ELECTED OFFICIALS

As per the SGEU Constitution.

23. RECALL OF ELECTED OFFICIALS

- 23.1 A Sector/Local wishing to replace one (1) or more of its elected officials may do so subject to the following stipulations:

23.1.1 Petition Process

23.1.1.1. Recall must be petitioned for by twenty-five (25%) percent of the members who are represented by the person being recalled. The petition must outline the reasons for recall in clear concise language.

23.1.1.2. Upon receiving the duly signed petition, the elected official responsible for the person being recalled will call a meeting for that purpose. The notice of meeting must be advertised at least fourteen (14) days in advance. The notice must include the time, date, location and purpose.

23.1.2 The official facing recall shall receive a copy of the petition, reasons for the recall and notice of the meeting where the vote will take place. Such notice shall be at least fourteen (14) days prior to the meeting.

23.2 Recall Process

23.2.1 The official facing recall shall have the opportunity to present his/her position or response to the petition prior to the vote occurring.

23.2.2 The two-thirds (2/3) majority vote of those members in attendance shall be required to unseat the incumbent. Only those who are members of the committee/councils or delegates to the body that elected the person being recalled can vote on the recall.

23.2.3 Voting shall be done by secret ballot.

23.3 Vacancies

23.3.1 Vacancies created by a recall will be filled following the elected process for other vacant positions.

24. Employee Relations Committee (ERC)

24.1 The joint Union/Management Employee Relations Committee (ERC), made up of equal number of representatives, will continue our existing harmonious relationship; to promote and enhance cooperation and understanding between the employer and the employees, and to value the spirit of joint collaboration and interest based problem solving.

24.2 The committee will foster and support a positive and productive work environment based on mutual respect and trust.

24.3 The ERC will be responsible for the development and maintenance of the Terms of Reference that will guide the work of the committee.

24.4 The ERC has no jurisdiction to bargain or alter, in any way, the terms and condition of employment. The responsibility is the jurisdiction of the Negotiating Committee as per SGEU Constitution.

25. Grievances

25.1 The Negotiating Committee will act as the Grievance Committee.

APPENDIX 1

REFERENCE KEY

Information Services Corporation Bargaining Guidelines Article Number	Relevant SGEU Document	Article Number
Article 5.1.1.2 Proxy Voting	SGEU Constitution - Membership	4.2.6
Article 6 Election of Negotiating Committee	SGEU Constitution - Bargaining Committees	7.5
	SGEU Policy - Bargaining Procedures	1.1
Article 6.1 Term of Office for Negotiating Committee	SGEU Constitution - Bargaining Committees	7.5
	SGEU Policy - Bargaining Procedures	1.1
Article 7 Responsibilities of Negotiating Committee	SGEU Constitution - Bargaining Committees	7.2
	SGEU Policy - Bargaining Procedures	1.1.3.2
Article 8 Responsibilities of Negotiating Committee Chairperson	SGEU Constitution - Bargaining Committees	7.6.1.2
	SGEU Constitution - Bargaining Committees	1.1.4
	SGEU Policy - Public Communications Policy	2.6
Article 10 Role of Assigned Staff	SGEU Constitution - Bargaining Committees	7.4.5
	SGEU Policy - Bargaining Procedures	7.4.5
Article 11 Proposals Gathering and Package Ratification	SGEU Constitution - Bargaining Committees	7.4.6
	SGEU Policy - Bargaining Procedures	1.1.3
Article 11.5 Ratification of Proposals Package	SGEU Constitution - Bargaining Committees	7.6.1.4.3
	SGEU Policy - Bargaining Procedures	1.1.3.3
Article 12 Ratification of Tentative Collective Agreement	SGEU Constitution - Bargaining Committees	7.6.1.5
Article 14 Occupational Health Committee	SGEU Constitution - Occupational Health	5.6
Article 15 Public Communications	SGEU Constitution - President Duties	6.9.1.1.8
	SGEU Policy - Public Communications Policy	2.6
	SGEU Policy - Bargaining Procedures	1.1.5
Article 15.2 Communications – Membership	SGEU Policy - Bargaining Procedures	1.1.5.1
Article 15.3 Sector / Provincial Council	SGEU Policy - SGEU Meeting Policy	1.1.7
Article 16 Strikes	SGEU Constitution - Bargaining Committees	7.6.1.6
Article 17 Amendments to Bargaining Guidelines	MC&L Template Bargaining Guidelines	12
Article 17 Amendments to Bargaining Guidelines	SGEU Constitution - Bargaining Committees	7.4.12
Article 17 Amendments to Bargaining Guidelines	SGEU Policy - Bargaining Committees	1.1.2.3
	SGEU Constitution - Steward Organization	5.5
Article 18 Steward Structure	SECTOR Bylaws	12
Article 19 Rules of Order	SGEU Constitution - Rules of Order	7.1.12
Article 19 Rules of Order	SGEU MC&L Bargaining Guidelines template	11
Article 19 Official Record of Minutes	SGEU Policy - SGEU Meeting Policy	7.3
Article 22 Grievance Committee	SGEU Policy - Provincial Grievance Policy	13
Article 22 Oath of Office for Elected Officials	SGEU Constitution - Oath of Office	7.6.1
Article 23 Recall Elected Officials	SGEU Constitution - Recall Elected Officials	8

Appendix A

INFORMATION SERVICES CORPORATION (ISC) STEWARD STRUCTURE – 2015

Two (2) Chief Stewards for Zones 1 through 2

Zone 1 – Regina – 10 Research Drive – **up to** 3 Stewards

Zone 2 – Regina – 1301-1st Avenue – **up to** 10 Stewards

Zone 3 – Geographic locations outside Regina

One (1) Chief Steward

District 1 – Moose Jaw Customer Service Centre – 1 Steward

District 2 – Swift Current Customer Service Centre – 1 Steward

District 3 – Yorkton Customer Service Centre – 1 Steward

District 4 – Saskatoon Customer Service Centre – 1 Steward

District 5 – Battlefords Customer Service Centre – 1 Steward

District 6 – Prince Albert Customer Service Centre – 1 Steward

District 7 – Humboldt Customer Service Centre – 1 Steward

Appendix B

Chief Steward Roles & Responsibilities



You are a workplace leader who represents SGEU, coordinates Stewards, and enforces the Collective Bargaining Agreement (CBA). You work collectively with stewards, elected leaders, and SGEU staff in your workplace, bargaining unit, and sector. You also deal with management on behalf of the union. As Chief Steward, you fulfill the duties of a Steward, but also work with other Stewards in your zone to do the following:

Communication

- Encourage Stewards to approach you with questions about processes, contract interpretation, and reports of workplace conflicts and issues.
- Advise Stewards and other members about union activities and advise bargaining unit and sector leaders about workplace developments.
- Ensure new member orientations are occurring as needed.
- Ensure you have a strong relationship with the assigned SGEU Labour Relations Officer
- Inform Stewards and members about changes in or interpretation of the CBA or as well as relevant arbitration decisions.
- Be accessible to Stewards by telephone or in person.

Conflict Resolution

- Assist in resolving conflicts between members and Stewards or between members and the employer.
- Be knowledgeable about both workplace and union harassment policies and procedures.
- Encourage Stewards to talk to you when they encounter harassment in the union or in the workplace, and work with Stewards and/or the SGEU Labour Relations Officer to resolve the problem.

- Hold regular meetings of all Stewards. Topics should include current workplace issues, barriers facing equity-group Stewards, discrimination/harassment of Stewards in the union and the workplace, and strategies to address issues.
- Work to dispel, not encourage, rumors.

Grievance Co-ordination

- Assign complaints and grievances to Stewards in your zone, taking into account:
 - Stewards' specialized knowledge
 - The chance for new Stewards to gain experience
 - The need to prevent Steward burn-out.
- Respect members' right to work with the Steward of their choice. Assist Stewards, as needed, in writing and investigating grievances properly, and in judging whether a complaint is a grievance.
- In communications with the SGEU Labour Relations Officer, keep track of filed grievances and ensure the necessary tasks are completed.
- Inform Stewards that all grievances are to be fully investigated in order to identify any violations of the collective agreement and/or any other statutes or laws, before being filed. Educate Stewards on the internal appeal processes.
- Ensure contract enforcement by:
 - Not agreeing to any deal that violates the provisions in the CBA or any other rights defined in a statute.
 - Challenging violations of the CBA and other rights defined in a statute.

Leadership

- Promote maximum involvement by members in union activities, especially within the collective bargaining process.
- Delegate duties to Stewards (and to panel reps where relevant)
- Call and chair regular Steward meetings to share information, identify best practices, and review grievances and other workplace issues.
- Chair other meetings when necessary, such as membership or union-management committee meetings.

Recruitment

- Actively recruit new Stewards with the goal of achieving a representative Steward body in SGEU.

Mentoring & Training

- Ensure you are familiar with your CBA, related legislation, workplace policies and procedures, SGEU policies, the Steward Manual, and union resource people.
- Complete training as set out in SGEU policy.
- Orient new Stewards, and support them to meet the expectations set out in the Steward job description.

Mentoring Arrangements for New Stewards

- Encourage Stewards to take appropriate training, such as ULD 10, ULD 11, ULD 20, ULD 30, and conflict resolution training.
- Update Stewards about education opportunities.
- Encourage Stewards to set appropriate limits to prevent stress and burn-out.

Administrative Duties

- Ensure elections are held for positions of Stewards and reps for your workplace OH & S committee.
- Ensure that Stewards are registered with SGEU membership records after each election.
- Ensure distribution and posting of union information within your zone.

Appendix C

Steward

Roles & Responsibilities



The Steward is one of the most important positions within the labour movement, and probably the most recognizable. You are the first person that members in your assigned area contact for information about their workplace, union, Collective Bargaining Agreement (CBA), and for help resolving workplace issues. As a Steward, you are a vital link between the members, your local (or bargaining unit), SGEU, and management.

To many members, the Steward is "the union," and their relationship with the steward will have significant influence on their view of SGEU. Through their actions, attitude and approach, stewards are the SGEU that our will members remember. Therefore, it is critical that the image and reputation put forward by the steward is one worthy of their trust, confidence and respect.

Under the guidance of your Chief Steward, you will work collectively with other Stewards, elected leaders, SGEU Labour Relations Officers, bargaining unit and sector officials. Our members will most often turn to you, the steward, when seeking advice. In order for their opinions to be valued, the steward must be familiar with several documents including: the SGEU Constitution, sector bylaws, their CBA, workplace policies and practices, and any relevant legislation. Above all, the Steward must be a fair and objective advocate for all members in their workplace.

Qualities of an Effective Steward:

- **Able to Resolve Conflict:** You will be recognized as a good problem solver.
- **Credible and Reliable:** You will be seen as an honest and credible person with a high degree of integrity who respects the privacy and confidentiality of each member.
- **Assertive:** You will be assertive (not aggressive) and decisive, with the ability to deliver difficult and unpopular news.

- **Respected:** You will be recognized and respected for possessing a strong work ethic. The Steward is positive, motivated, enthusiastic and an energetic supporter (and promoter) of the union.
- **Diplomatic:** You will demonstrate commitment to the principles of justice, equality, security, fairness, and democracy.
- **Compassionate:** A Steward needs to be compassionate and able to develop a rapport with the members. You will make members feel comfortable, and provide them with support and encouragement.
- **Able to Communicate Clearly:** A Steward needs well-developed communication skills, including the ability and willingness to give your undivided attention. You will be thorough, well-organized, and empower members to help themselves by providing them with information and support.

Key Responsibilities and Workplace Expectations

As an SGEU steward, your key responsibilities include:

- Building solidarity and promoting harmonious relationships among the members, and discouraging factional bickering in the workplace.
- Serving as the protector of the rights of our members.
- Enforcing the collective agreement and/or any applicable legislation by identifying violations, investigating complaints, and meeting with management to solve problems or file grievances.
- Providing information on programs available to members through the union and employer, such as Workers' Compensation, Long-Term Disability, and Employee & Family Assistance Plans.
- Defending the union from harmful rumours by promoting and maintaining a positive, professional, and proactive relationship, both within the union and between the union and management.
- Investigating and responding to members' concerns in a timely fashion.
- Gathering necessary research materials to support your bargaining unit's negotiating committee.
- Learning from your fellow members by asking for their advice. Their knowledge, strengths, and experiences may help you to help others.

Union Expectations:

Your fellow members expect you, as a Steward, to:

- Support and cooperate with your Chief Steward, local executive, and SGEU leaders and their appointees, and never work in conflict with them.
- Get to know SGEU, including understanding our history, structure, mission, and role within the labour community.
- Encourage members to attend meetings, and (when asked) offer a brief report on the issues discussed at the meeting in such a way that those who didn't attend will recognize their importance.
- Maintain open lines of communication with the Chief Steward, other Stewards, officers, members, and the SGEU Office.
- Report to the local executive the successes and challenges you have faced.
- Ensure that all members are abiding by the rules set forth in the SGEU Constitution and your Local bylaws.
- Attend and actively participate in union meetings.
- Attend training sessions offered by the union.
- Promote union-building activities such as: welcoming new members; recruiting volunteers to become actively involved in union affairs; and exploring opportunities for increased membership participation.
- Promote and support the "union label" by buying products that have been produced by unionized workers.

Standing in solidarity with SGEU, you will help us succeed in our efforts to enrich the lives of the working men and women. Stewards are the backbone of the labour movement, and the front rank of every battle!