



ISC

LOCAL 2214

BARGAINING GUIDELINES

2025

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Saskatchewan Government and General Employees' Union



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2025**

**APPROVED BY THE MEMBERSHIP OF
ISC**

LOCAL 2214

ON MARCH 29, 2025

AND

**APPROVED BY THE
MEMBERSHIP, CONSTITUTION & LEGISLATION COMMITTEE**

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**ISC
Local 2214
Bargaining Guidelines
2025**

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 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

- 3.1 All in-scope SGEU members who are employees of ISC.

4. DEFINITIONS

- 4.1 Simple majority is fifty percent (50%) 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 is a process by which an elected official can be removed from his/her office.
- 4.4 Member in Good Standing means to 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 of the following systems of voting:
- 5.2 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 (2A) non-partisan members from the ISC

Bargaining Unit. The two (2) shall be selected by the Negotiating Committee.

5.3 **Electronic Voting**

- a) Electronic voting elections will be done by using a voting system supplied by SGEU or an email vote.
- b) If the email system is used, all the results from the emails will be sent from the email address of ISC@sgeu.org with the vote (reply) automatically sent to the Labour Relations Officer (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.
- c) If the voting system supplied by SGEU is used, the report of the results will be given to the LRO, to the current negotiating committee, and the support staff assigned to our Bargaining Unit.

5.4 **Voting and Elections**

5.4.1 Secret Ballot

- a) Secret ballot voting may be conducted for every employee to cast their vote when there is a need to conduct a paper ballot vote.
- b) This would be done by the Committee going to the office to conduct the vote.
- c) Proxy voting is not permitted at any level of the Union. Proxy voting is a process by which a person is appointed to vote on behalf of the interest of another member at a meeting. This does not include mail-in ballot voting as the double envelope system is used.

5.4.2 Electronic Ballot

- a) The following may be conducted by electronic means provided by SGEU:
- b) The Negotiating Committee
- c) Letters of Understanding
- d) Bargaining Guidelines
- e) Steward Elections

f) Ratification of the Memorandum of Agreement

6. ELECTION OF THE NEGOTIATING COMMITTEE

- 6.1 The Negotiating Committee shall be elected by the Union Membership of ISC and hold office until the round of negotiations is concluded and will continue to hold the office for 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 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.

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 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 LRO to the Bargaining Unit in accordance with SGEU Constitution and SGEU Policy.
- 10.2 The role of the LRO is to assist, advise and support the Stewards, the Negotiating Committee, and the 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.
- 10.3 The Negotiating Committee can ask the Director of 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 In accordance with SGEU Constitution and SGEU Policy, every member of the Bargaining Unit has the right to submit proposals for changes to the Collective Agreement.
- 11.1.2 A Call for Proposals shall be made by the Negotiating Committee.

- 11.1.3 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.
- 11.1.4 A notice shall be given either by email and/or posted on the Union bulletin board at the location.
- 11.1.5 The notice shall: state the purpose of the notice, outline the format for making proposal submissions, state how and where proposals are to be submitted, and state the deadline date for when proposals are to be submitted by.
- 11.1.6 A proposal must be clear, concise and in written form.
- 11.1.7 The Call for Proposals should allow for members to submit proposals for a minimum period of thirty (30) days.
- 11.2 **Format of Proposals**
- 11.2.1 A proposal is a suggested change to the Collective Agreement.
- 11.2.2 A proposal must be in written form and worded clearly.
- 11.2.3 Reason(s) for the proposed change and shall include:
- a) Reference to Article Number in the Collective Agreement.
 - b) Reference to other Collective Agreements, if applicable and if known.
 - c) Statement of Desired Change.
- 11.2.4 Proposals will be submitted to the Negotiating Committee by the designated date and time.
- 11.3 **Proposal Gathering**
- 11.3.1 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 of proposals that are similar and make reference to the same article number.
- 11.3.2 In the interest of all members, the Negotiating Committee shall make recommendations on the proposals. The Committee will then present this package to the members at the Proposals Conference.

11.4 Proposal Conference and Packaging the Proposals

- 11.4.1 The Negotiating Committee Chairperson shall call a membership meeting to discuss the proposed changes to the Collective Agreement and a notice will be posted or delivered electronically to all the members of the Bargaining Unit.
- 11.4.2 The notice will state the date, time and location of the meeting. The registration process will be set out indicating how members will be able attend the Proposals Conference. All members will be able to attend the conference.
- 11.4.3 At the conference, the proposals package will be given to all those in attendance. Each proposal will be debated and voted on. Voting shall be conducted by a fifty percent (50%) plus one (1) vote of the members at the conference.
- 11.4.4 Late proposals may be presented at the Proposals Conference and shall be considered for inclusion in the final package by a fifty percent (50%) plus one (1) vote. Such late proposals shall be presented by utilizing the Late Proposal Form, which will be provided at the conference. The form shall be filled out and the proposal will be brought to the floor and be voted on to determine if the conference delegates vote in favour.
- 11.4.5 Once the proposals have been debated and priority set, the Negotiating Committee will package the proposals to present to the employees. The Negotiating Committee will take the package on the road to present to all the members of ISC to show them and explain the package and priorities. These meetings will be either held in each office or at an appropriate venue.
- 11.4.6 Once the Committee has completed the meetings with the ISC membership, the Negotiating Committee will present the package to the employer at the agreed upon bargaining dates.

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 SGEU Crown 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 SGEU Administration Committee for approval after the Crown Sector approval and before ratification by the members.
- 12.1.5 Tentative Agreement Membership Meetings:
- a) The Negotiating Committee Chair shall call for membership meetings to ratify the Tentative Agreement/Memorandum of Agreement after the above approval is obtained. For these meetings, the Negotiating Committee, along with the LRO, may visit all the offices to conduct the voting of the Memorandum of Agreement by paper ballot.
 - b) Alternatively, the voting may be conducted by electronic means provided by SGEU.
- 12.1.6 The Tentative Agreement/Memorandum of Agreement must be ratified by a fifty percent (50%) plus one (1) of the votes received.
- 12.1.7 When ratification ballots are being counted or viewed, 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 percent (50%) 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 email. 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, 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 *Saskatchewan Employment 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.

15.2 Membership

- 15.2.1 Membership meetings may be held, or a newsletter sent through SGEU Communications during 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 collective bargaining.

15.3 Sector/Provincial Council

- 15.3.1 Any pertinent information arising during 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.

- 16.2 Quorum will be retained with fifty percent (50%) 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 electronic means provided by SGEU or by a secret ballot.

- 16.4 This secret ballot or electronic vote shall be conducted at special meetings called for this purpose and/or by mailed ballots. This meeting can be in person or virtual.
- 16.5 Those members who vote shall constitute a quorum and the final decision will be by fifty percent (50%) 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/viewed, 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 percent (50%) 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 submit proposals 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 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 timeframes if an alternative process is set in place.
- 17.9 Amendments to these Bargaining Guidelines will be made by a fifty percent (50%) plus one (1) of the votes received.
- 17.10 The amended Bargaining Guidelines will be sent to the Membership/Constitution and Legislation (MC&L) 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.
- 20. STEWARD STRUCTURE**
- 20.1 Chief Stewards and Stewards shall be elected in accordance with the SGEU Constitution and Policy.
- 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 A.

- 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 Membership Information Services 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 The Chief Stewards 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 LD 10 and be willing to complete LD 20 during the term of their office.

21. DUTIES OF CHIEF STEWARDS AND STEWARDS

- 21.1 See Appendix B and Appendix C. (Refer to Steward Manual.)

22. OATH OF OFFICE FOR ELECTED OFFICIALS

- 22.1 In accordance with SGEU Constitution, all elected officials shall take the Oath of Office as follows:
- 22.1.1 "In accepting nomination, I, _____, do hereby sincerely pledge my word to the Saskatchewan Government and General Employees' Union that I will truly and faithfully perform the duties of my office in accordance with the SGEU Constitution, Code of Ethics, Statement of Equality, the Policies and the Bylaws of the Union. I will safeguard and protect the assets of the Union and return all assets at the close of my term in office.

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

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

23.1.2 Recall Process

- a) The official facing recall shall have the opportunity to present his/her position or response to the petition prior to the vote occurring.
- b) 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.
- c) Voting shall be done by secret ballot.

23.2 Vacancies

23.2.1 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 an 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 A – ISC STEWARD STRUCTURE 2025

One (1) Chief Stewards for Zones 1, 2 and 3

Zone 1 – Regina – 10 Research Drive – One (1) Steward

Zone 2 – Regina – 1301 - 1st Avenue – Up to Ten (10) Stewards

Zone 3 – Geographic Locations outside Regina

District 1 – Saskatoon Customer Service Centre – One (1) Steward

District 2 – All members currently permanently working from home including
Battleford, Swift Current, Moose Jaw

Stewards from Regina or Saskatoon will/may be the stewards for Zone 3

APPENDIX B – CHIEF STEWARD ROLES AND RESPONSIBILITIES

(Refer to Steward Manual.)

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 LRO.
- Inform Stewards and members about changes in or interpretation of the CBA, 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 LRO 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 Coordination

- 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 burnout.
- 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 LRO, 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 CBA 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 and 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's 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 LD 10, LD 11, LD 20, LD 30 and conflict resolution training.
- Update Stewards about education opportunities.
- Encourage Stewards to set appropriate limits to prevent stress and burnout.

Administrative Duties

- Ensure elections are held for positions of Stewards and representatives 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 AND RESPONSIBILITIES

(Refer to Steward Manual.)

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, 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 members will 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 LROs, 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 CBA 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 rumors 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 did not 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!