



# JOB STEWARD QUICK REFERENCE

Your role as a 146 Job Steward is to provide your Brothers & Sisters with information and support and to meet that goal through continuous contact with your area representative.

**Participate** in any available Committees (e.g. OH&S, camp, etc.)



## Keep Detailed Records of:

1. Times and dates of all interactions with members, supervision, and/or clients, as is applicable to any potential concerns
2. Crew Member Information Logs (please keep up-to-date)
3. Record Employer Contact Info:
  - Payroll Department
  - Supervision
  - Safety Personnel
  - Human Resources

## Submit

1. One (1) completed Job Steward Report **every month** (both sides, complete all areas with detail)
2. Apprentice Progress Reports and Journeyman Job Performance Evaluations for non members (permits) looking for membership
3. Utilize Jobsite Conduct Forms to identify positive or negative behaviour among members.
4. **Whenever possible** - forward a copy of any disciplinary action to your area representative.

**COMPLAINT**

## Jurisdictional Issues

- Record the time** and date of any possible offenses
- Record what equipment** is being worked on
- Document** who is doing the work
- Notify** your area representative immediately

## Handling Complaints between Job Steward & Employer Supervisor

**LISTEN:** What facts can the employee and witnesses supply? Probe for information, take notes, who, what, when, where and why?

**TEST FOR A COMPLAINT:** Does the problem involve contract language, past practices, legal rights, unfair treatment? Get advice of others, when needed.

There are two types of grievances: Policy or Disciplinary

Policy or contract interpretations, the union has the burden of proof.

Disciplinary cases, the company has the burden of proof.

**INVESTIGATE FURTHER:** Double-check your facts, discuss with supervisor or foreman within time limits of contract.

**FILL IN COMPLAINT FORM:** Follow the steps and form in the contract; write a simple and accurate statement of the situation and conclude with the remedy sought. **Be sure to forward completed complaint forms and all relevant documents to your area representative.**

**PRESENT THE COMPLAINT:** Argue the merits of the grievance; avoid personality clashes; be firm but polite.

**FOLLOW THROUGH:** Did the employee receive the agreed remedy? Refer an unresolved grievance to higher steps, when warranted; record outcome of all grievances, even when dropped.