

GRIEVANCE CATEGORIES

Attendance: Vacation, Stat Holidays, Absent Without Leave (AWOL), Leave of Absence, Bereavement, Attendance Support Program (ASP), Lieu Bank, Flex Time

Benefits: Health Benefits, Life Insurance, OMERS, Accidental Death & Dismemberment (AD&D), Benefits

Compensation: Wages, Premium Pay, Shift Premiums, Meal Allowance, Compensation, Acting Pay, Job Evaluation, Retro Pay, Union Dues, Training Allowance, Pay-out Entitlements

Corporate Policy: Driver Safety & Compliance Manual, Corporate Policy (i.e. Mandatory Vaccination Policy)

Discipline: Verbal, Written, Suspension, Discipline

Harassment/Discrimination: Harassment, Discrimination, Human Rights, Toxic/Poisonous Workplace

Hours of Work: Overtime, Call-in, Call-out, Standby, Continuation of the work day, shift schedule, hours of work

Income Protection & RTW: Short Term Disability (STD), Income Protection Plan (IPP), Long Term Disability (LTD), Work Accommodation, Return to Work, Doctors Note, Bridging

Job Assignment: Seniority, Conditions of Employment, Restructuring, Transfer, Job Location, Job Share, Shift Change

Job Security: Lay-off, Recall, Bumping,

Recruitment: Job postings & filling, Promotion, Demotion, Complement, Vacancies, Testing, temporary postings

Termination: Termination, Severance

Work: Duties, Scope, Work of the Bargaining Unit, Contracting Out, Union Representation, Technological Change, Workplace Safety, Meal Breaks

Workplace Admin & Operations Parking, Mileage, City Vehicle, Bus Pass, Confidentiality, Tuition Reimbursement, Performance Appraisal, Admin-other, Clothing Allowance, Cleaning Allowance, Clothing/Uniform, Safety Wear, Training, Missed Page, Seniority

TOP FIVE GRIEVANCE CATEGORIES IN 2022

1. Income Protection & RTW: STD, IPP, LTD, Work Accommodation, Return to Work, Doctors Note, Bridging

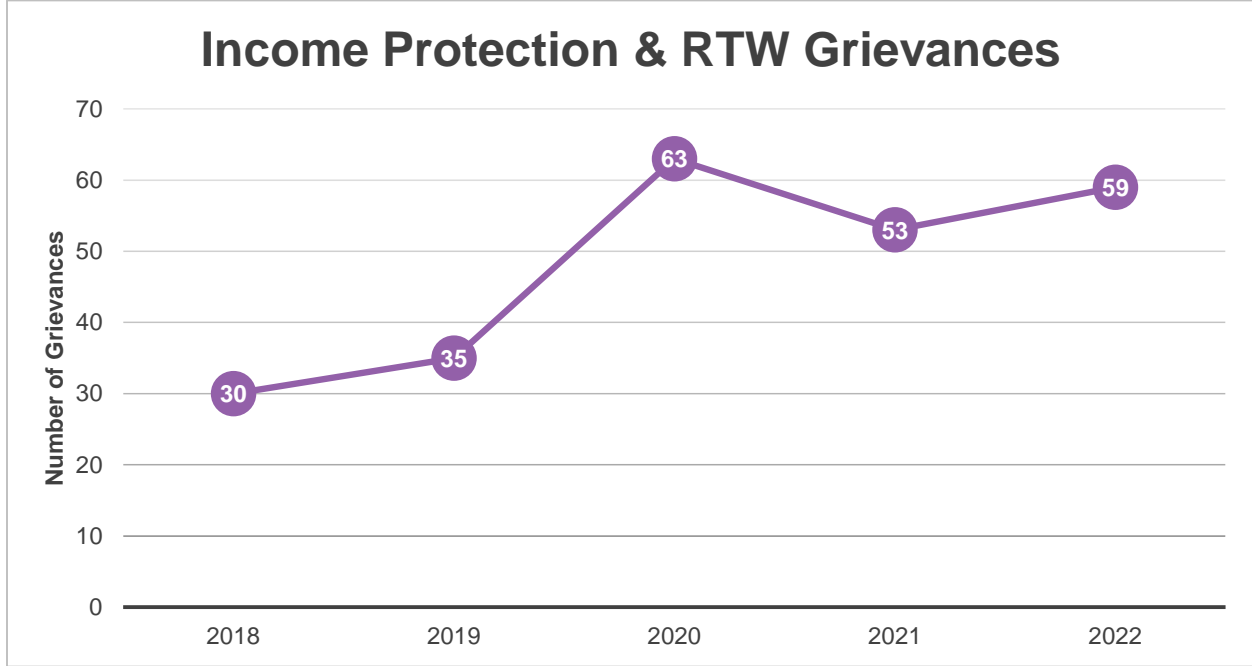


Chart Data

Income Protection & RTW Grievances	2018	2019	2020	2021	2022
ATU Local 107	0	5	5	14	10
CUPE Local 1041	3	3	8	7	5
CUPE Local 5167	10	10	35	18	20
CUPE Local 5167 Lodges	3	3	7	7	12
CLAC Local 911 Vol Fire	0	0	0	0	0
HOWEA Water Treatment Plant	0	2	0	1	3
HPFFA Local 288 Fire	2	0	1	2	1
ONA Local 50 Health	2	0	2	0	0
ONA Local 50 Lodges	0	0	0	0	4
OPSEU Local 256 EMS	10	12	5	4	4
Total	30	35	63	53	59

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2. Discipline - Verbal, Written, Suspension, Discipline

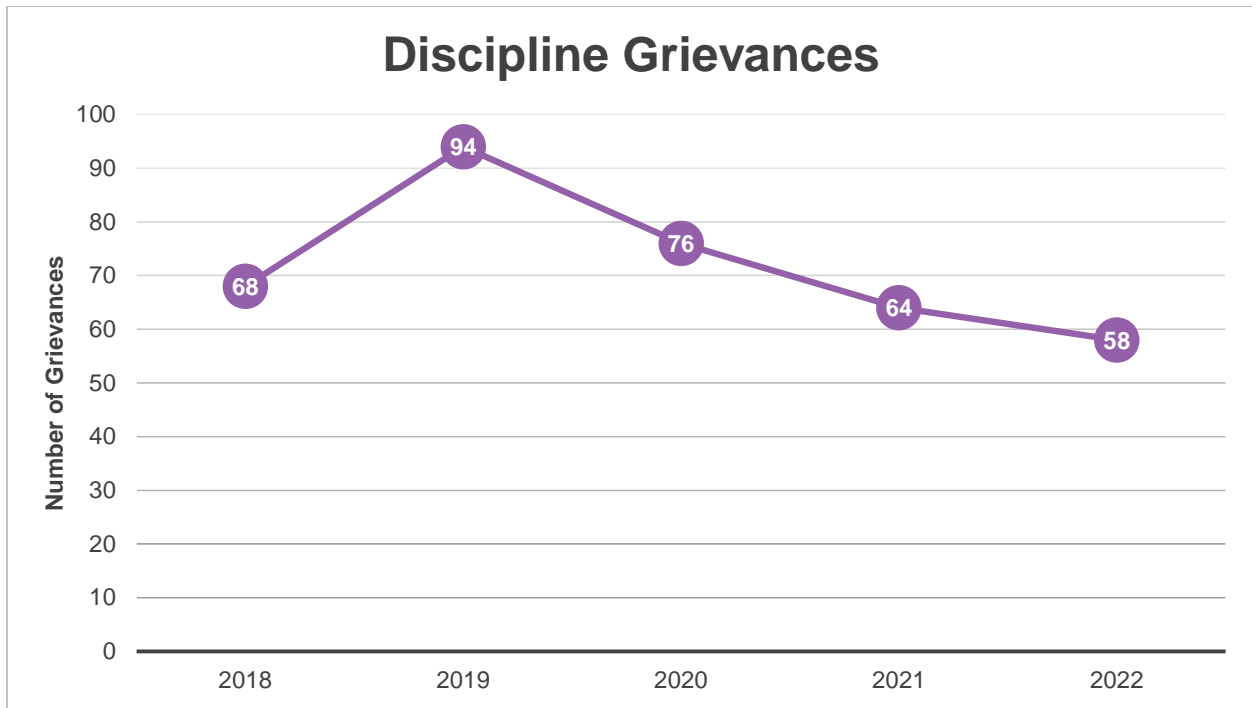


Chart Data

Discipline Grievances	2018	2019	2020	2021	2022
ATU Local 107	1	13	4	17	13
CUPE Local 1041	3	3	6	2	4
CUPE Local 5167	54	51	54	35	31
CUPE Local 5167 Lodges	6	23	11	4	2
CLAC Local 911 Vol Fire	0	0	0	0	0
HOWEA Water Treatment Plant	2	1	0	0	0
HPFFA Local 288 Fire	0	0	1	0	0
ONA Local 50 Health	0	1	0	3	1
ONA Local 50 Lodges	1	2	0	1	1
OPSEU Local 256 EMS	1	0	0	2	6
Total	68	94	76	64	58

3. Corporate Policy: Driver Safety & Compliance Manual, Corporate Policy

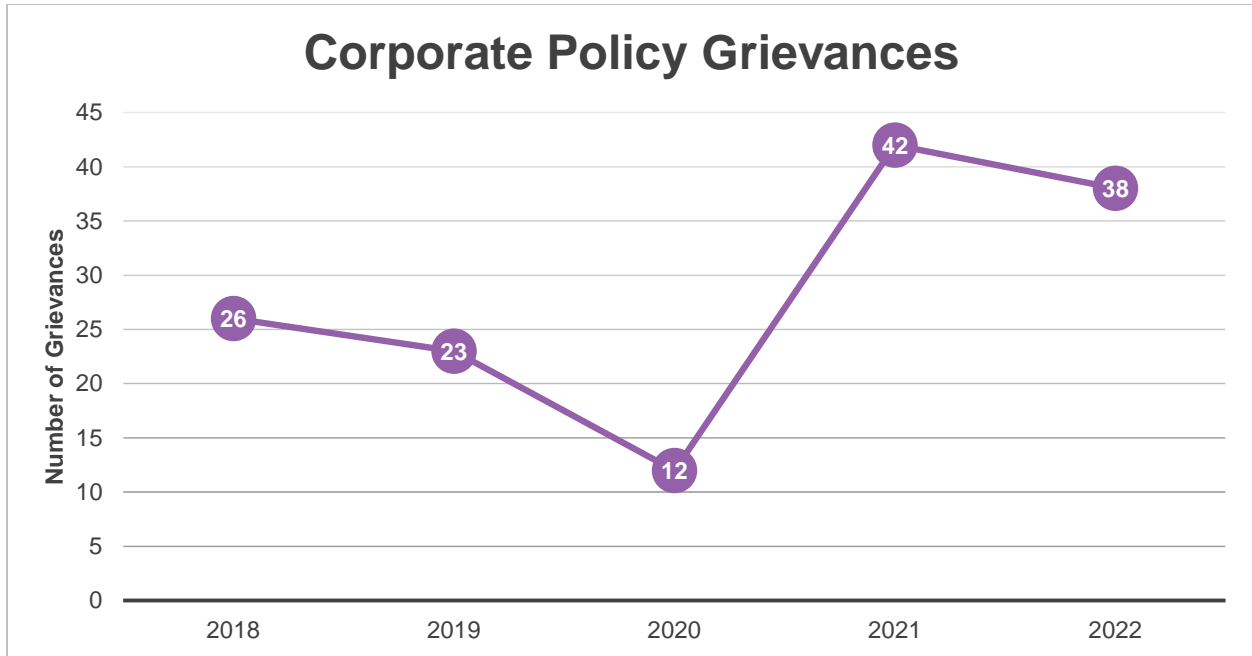


Chart Data

Corporate Policy Grievances	2018	2019	2020	2022	2022
ATU Local 107	0	5	2	3	3
CUPE Local 1041	1	0	0	2	3
CUPE Local 5167	24	13	9	25	17
CUPE Local 5167 Lodges	0	3	0	2	5
CLAC Local 911 Vol Fire	0	0	0	0	1
HOWEA Water Treatment Plant	1	2	1	0	1
HPFFA Local 288 Fire	0	0	0	4	2
ONA Local 50 Health	0	0	0	0	1
ONA Local 50 Lodges	0	0	0	1	3
OPSEU Local 256 EMS	0	0	0	5	2
Total	26	23	12	42	38

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4. **Hours of Work** - Overtime, Call-in, Call-out, Standby, Continuation of the work day, shift schedule, hours of work



Chart Data

Hours of Work Grievances	2018	2019	2020	2022	2022
ATU Local 107	1	3	5	1	1
CUPE Local 1041	5	5	5	6	2
CUPE Local 5167	33	35	25	30	18
CUPE Local 5167 Lodges	4	8	1	3	5
CLAC Local 911 Vol Fire	0	0	0	0	0
HOWEA Water Treatment Plant	7	7	0	6	6
HPFFA Local 288 Fire	1	0	0	0	0
ONA Local 50 Health	0	0	0	0	0
ONA Local 50 Lodges	1	1	1	7	0
OPSEU Local 256 EMS	12	2	1	2	0
Total	64	61	38	55	32

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5. Attendance: Vacation, Stat Holidays, Absent Without Leave (AWOL), Leave of Absence, Bereavement, Attendance Support Program (ASP), Lieu Bank, Flex Time

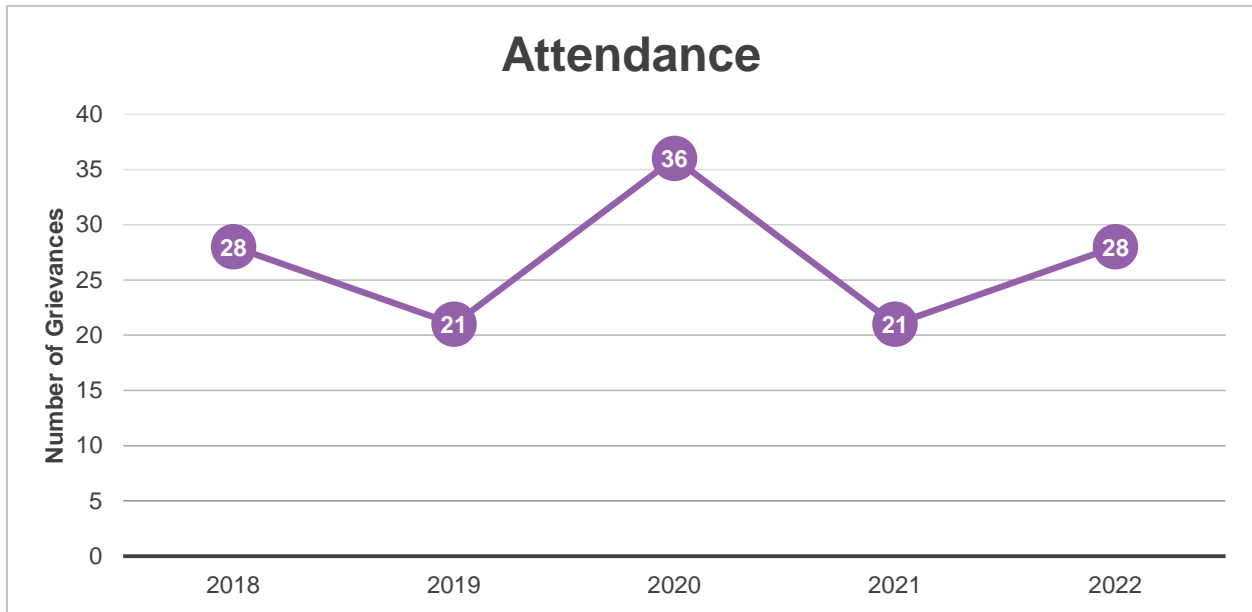


Chart Data

Attendance Grievances	2018	2019	2020	2022	2022
ATU Local 107	0	0	0	0	2
CUPE Local 1041	3	3	7	2	1
CUPE Local 5167	12	13	24	9	13
CUPE Local 5167 Lodges	1	1	1	7	9
CLAC Local 911 Vol Fire	0	0	0	0	0
HOWEA Water Treatment Plant	3	1	1	1	0
HPFFA Local 288 Fire	0	0	0	0	1
ONA Local 50 Health	0	0	0	0	0
ONA Local 50 Lodges	0	0	0	2	1
OPSEU Local 256 EMS	9	3	3	0	1
Total	28	21	36	21	28

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GRIEVANCE ACTIVITY COSTS BY CATEGORY

Category	Mediator Fees	Arbitrator Fees	Legal Fees	Total Cost	Percent of Total Cost
Attendance	\$1,382	\$5,673	\$24,463	\$31,519	7.2%
Benefits	\$0	\$0	\$263	\$263	0.1%
Compensation	\$4,198	\$4,834	\$29,479	\$38,510	8.8%
Corporate Policy	\$1,947	\$11,626	\$106,564	\$120,137	27.5%
Discipline	\$8,794	\$0	\$25,362	\$34,155	7.8%
Harassment & Discrimination	\$3,668	\$2,132	\$11,440	\$17,240	3.9%
Hours of Work	\$2,578	\$0	\$296	\$2,874	0.7%
Income Protection & RTW	\$5,665	\$2,722	\$11,118	\$19,505	4.5%
Recruitment	\$4,218	\$2,290	\$9,251	\$15,758	3.6%
Termination	\$6,017	\$26,000	\$85,969	\$117,986	27.0%
Work	\$1,038	\$10,787	\$15,492	\$27,317	6.2%
Workplace Admin & Operations	\$1,250	\$1,145	\$9,808	\$12,202	2.8%
Total (2022)	\$38,618	\$67,208	\$331,641	\$437,467	
<i>Total (2021)</i>	<i>\$45,553</i>	<i>\$47,851</i>	<i>\$264,020</i>	<i>\$357,425</i>	
<i>Percent Change</i>	<i>-15.2%</i>	<i>40.5%</i>	<i>25.6%</i>	<i>22.4%</i>	