

ACTION ITEMS of October 1st, 2013
10:00 am

DATE OF MEETING	ITEM #	ISSUE	ACTION DESCRIPTION	STATUS
Nov 3, 2011	1	French Language Services - Retesting issues and several questions regarding French language services.	<p>A meeting was held between the parties on Aug 18/11. The Union was given a list of stores designated FLS throughout the province.</p> <p><u>MARCH 6, 2012:</u> The Union requested a separate meeting to discuss the most recent LCBO FLS education rollout. Questions were asked whether all worksites in the province have a deadline for rollout. The employer indicated that each District Manager is responsible for ensuring the rollout is complete. The Union requested a list of all stores who have completed the rollout. The Union requested that members be made aware of the employers retesting requirements on the job posting.</p> <p><u>JUNE 20, 2012</u> On May 23rd the LBED officers had a follow up meeting with the employer.</p>	<p>Future meetings will be arranged for further sharing of information.</p> <p><u>MARCH 6, 2012:</u> Future job postings will indicate retesting requirements.</p> <p>Article in LCBO January-February Exchange. Parlez-vous Francais is a new continuing education opportunity for employees who have passed their probationary period. Information can be found on the LCBO portal or by asking your direct supervisor.</p> <p><u>JUNE 20, 2012</u> Union requested an updated list of the designated FLS stores, Employer will provide. The Employer reviews the previous three months of schedules –to determine FLS coverage. The Union also asked how many people are in FLS designated positions right now. How many FLS postings per store and are those employees still in those positions? The Union would like a snapshot of all FLS positions at the present time. The employer will follow up. The Union asked whether the contact center could</p>

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			<p> <u>SEPT 20, 2012</u> The Union requested to continue this conversation at the PLMC table moving forward. The Employer expressed concern with the time it will take from discussion on other issues. </p> <p> <u>NOV 8, 2012</u> The Union requested a list of current employees providing French service in stores. Also provide those locations that are designated but currently do not provide service. </p> <p> <u>OCT 1, 2013</u> The Union requested an updated list of FLS designated stores by district or region and whether these members were PFT or Casual. </p>	<p> provide customer service in French instead of in-store service. The Employer advised that this is not considered an active offer of FLS services. </p> <p> <u>SEPT 20, 2012</u> The Union requested clarity on when employees need to re-test. </p> <p> Note: Upon applying for a posting-, employees will be re-tested if it has been over 5 years since their previous test. </p> <p> <u>NOV 8, 2012</u> The Employer will review and respond </p> <p> <u>OCT 1, 2013</u> The FLS proficiency level has been changed from Intermediate Mid to Advanced Minus. A circular was distributed to communicate the change. Those employees currently in the position will not be retested at the Advanced minus level unless they apply for a posting. The Employer will provide a copy of the circular distributed to the Union. </p> <p> The Employer will provide an updated list to the Union when available. </p>
Nov 3, 2011	23	Role of acting Management positions/Secondments	The Union inquired as to what the role a (bargaining unit) acting manager plays when in the workplace.	The parties have agreed to meet in a smaller group for discussion.

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			<p><u>MARCH 6, 2012</u> The Union requested to divide this item and speak about each topic separately.</p> <p><u>JUNE 20, 2012</u> Parties met on May 23rd to further discuss the role of acting Manager. It is the Union's position that they should not perform work that is regularly done by bargaining unit members. The Union questioned, where these secondment assignment positions are and the length of the assignment were also discussed.</p> <p><u>SEPT 20, 2012</u> The Union requested to continue this conversation at the PLMC table moving forward.</p> <p><u>NOV 8, 2012</u> The Union requested a list of where are acting/secondments currently being used and the length of those assignments. It was suggested that discussions continue and invite guests if necessary.</p> <p><u>OCT 1, 2013</u> The Union requested an update.</p>	<p><u>MARCH 6, 2012</u> During the smaller group discussion the item will be divided and discussed separately.</p> <p><u>JUNE 20, 2012</u> Future meetings to be scheduled for further sharing of information.</p> <p><u>SEPT 20, 2012</u> The Employer expressed concern with the time it will take from discussion on other issues.</p> <p><u>NOV 8, 2012</u> The Employer will review and respond.</p> <p><u>OCT 1, 2013</u> The Employer will review and respond.</p>
Nov 3, 2011	25	Communication to employees	<p>The Union has concerns that members are not seeing or receiving all communications sent to their workplaces from the employer.</p> <p>The Union suggested a designated spot in all workplaces so that employees know where to find this information. Possibly having mail slots for each employee would also be a benefit for those that are not working regular hours and may not be at regular huddles or meetings.</p>	The Employer will review the Union's suggestions.

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			<p><u>MARCH 6, 2012</u> Concerns identified were expense and environmental concerns with printing copies for all employees.</p> <p><u>JUNE 20, 2012</u> Other items that are already printed such as training books, retail directives, pay stubs, or Health and Safety handouts could be added to mail slots.</p> <p><u>SEPT 20, 2012</u> The Union provided photos of mailboxes currently being used at some stores.</p> <p><u>NOV 8, 2012</u> The Employer reviewed with the Regional Directors and different options were presented.</p> <p><u>OCT 1, 2013</u> The Employer stated communication boards are currently being reviewed. A concern is the amount of space available in retail stores.</p>	<p><u>MARCH 6, 2012</u> When there is a requirement managers are required to send sign off sheets to the District Manager to acknowledge all employees have been made aware of new LCBO policies or procedures.</p> <p><u>JUNE 20, 2012</u> The Union will provide pictures of mail slots currently in use at some locations.</p> <p><u>SEPT 20, 2012</u> The Employer will review and respond.</p> <p><u>NOV 8, 2012</u> The Employer will follow up.</p> <p><u>OCT 1, 2013</u> The Employer will advise and present updates to the Union when available</p>
June 20, 2012	31	Posting of required overtime/holiday shifts	<p>The Union expressed concerns that overtime shifts are not identified in advance. Management is aware of the business need in advance and should be able to identify what shifts are needed prior to offering work.</p> <p><u>SEPT 20, 2012</u> The Employer stated there may be inconsistencies throughout the province with how overtime is offered. The Union requested the practice be identified and shared with the Union.</p>	<p><u>SEPT 20, 2012</u> The Employer will investigate and respond.</p>

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			<p><u>NOV 8, 2012</u> The Employer is working on a 'best practice' information sheet to share.</p> <p><u>OCT 1, 2013</u> The parties dealt with this issue during bargaining of overtime/holiday shifts which need to be identified in advance and posted. Example of Statutory/Paid Holiday Sign-up Sheet was provided to the Union.</p>	<p><u>NOV 8, 2012</u> The Union will review and respond when available.</p> <p><u>OCT 1, 2013</u> The Union is to respond with any concerns prior to October 8, 2013 as this form needs to be rolled out prior to November 11, 2013.</p>
June 20, 2012	34	Swipe card locations in Durham	<p>The Union requested access to punch clocks for all employees. The senior logistics management have reviewed the issue brought forward about the swipe card.</p> <p>The Durham facility has one swipe card at security that not all members can use. Members are required to swipe in prior to the shift at their workstation. Members have complained that those few minutes cause lateness. The Union suggested moving the swipe card readers to the front of the warehouse that all members can use.</p> <p><u>SEPT 20, 2012</u> The Employer stated this issue was raised in 1995 and provided documentation to the Union. The Union stated the issue the Employer refers to was reached when punch clocks were all located at the front, is still not adequate.</p> <p><u>NOV 8, 2012</u> The Union asked for reconsideration and a further review.</p>	<p>The Employer will investigate and respond.</p> <p><u>SEPT 20, 2012</u> The Employer verified six (6) swipe stations located throughout the warehouse and asserted this way works more effectively.</p> <p><u>NOV 8, 2012</u> The Employer will not be making any changes at this time.</p>

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			<u>OCT 1, 2013</u> The Union stated just recently the swipe clocks were down in the warehouse and all employees had to swipe in at the front clocks. There was no congestion or issues during this period.	<u>OCT 1, 2013</u> The Employer advised this issue should go back to Durham RLMC.
June 20, 2012	37	Substance abuse policy	The Union requested information regarding a new substance abuse program for employees. <u>SEPT 20, 2012</u> The Employer provided an update to the Substance Abuse policy was clarified that a new LCBO policy is currently being developed by the Manager, Corporate Health. The estimated date for completion is April 2013. <u>NOV 8, 2012</u> No new information available at this time. <u>OCT 1, 2013</u> The Employer indicated the policy is currently in draft form and may be ready for next meeting.	The Employer will investigate and respond. <u>SEPT 20, 2012</u> Additional information will be shared when available. <u>NOV 8, 2012</u> The Union will review when available. <u>OCT 1, 2013</u> The Employer will present to the union when available.
Sept 20, 2012	38	2012 Employee Engagement Survey	The Employer will provide results of survey to the Union. High participation rate in survey for 2012. Three top priorities flowing from the survey are Career Opportunities, Employee Recognition and Managing Performance. The Employer will begin employee focus groups and members will be selected at random to participate. <u>NOV 8, 2012</u> To remain open pending focus groups. <u>OCT 1, 2013</u> The Union asked for an update on the province wide focus groups held by the employer. What is currently in the works and if any best practices	The Employer will continue to share updates with the Union. <u>NOV 8, 2012</u> Union will inquire further upon completion of focus groups. <u>OCT 1, 2013</u> The Employer will review and respond.

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			have evolved from these groups? When will the next engagement survey roll out?	
Sept 20, 2012	39	Updates on Head office sale and developments	<p>An announcement from Bob Peter was sent to all work locations to share with employees. The Union is concerned that all members who do not have access to a computer were made aware of the announcement. –The Local President was advised in a timely manner, however, the Union reported that –employees are relayed the message at different times, resulting in some sharing of information with each other prior to a management announcement.</p> <p><u>NOV 8, 2012</u> No new updates at this time.</p> <p><u>OCT 1, 2013</u> No new updates at this time.</p>	<p>The Employer will investigate whether information can be shared simultaneously between departments regarding future developments and respond.</p> <p><u>NOV 8, 2012</u> The Employer will continue to share information as it becomes available.</p> <p><u>OCT 1, 2013</u> The Employer will continue to share information as it becomes available.</p>
Sept 20, 2012	44	LCBO policy on head/face coverings	<p>The Union asked what measures are being taken to ensure all members have the training and knowledge needed when dealing with sensitive situations in the workplace. Safety concerns were identified with the directive to take customers into a private area for privacy.</p> <p><u>NOV 8, 2012</u> The Employer raised issues and stated they will be providing training and an update to the Check 25 program. Retail and Corporate Health and Safety are currently investigating.</p> <p><u>OCT 1, 2013</u> The Union asked if a best practice has been implemented to address safety concerns if employees are to take customers into a private area.</p>	<p>The Employer will review and respond.</p> <p><u>NOV 8, 2012</u> The Union will review and respond when available.</p> <p><u>OCT 1, 2013</u> The Employer will review and respond.</p>

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Sept 20, 2012	46	Social Media update	<p>The Employer is initiating a pilot project and creating a Twitter and Facebook presence. The Employer shared guidelines and a code of conduct are being developed.</p> <p><u>NOV 8, 2012</u> No new information to share.</p> <p><u>OCT 1, 2013</u> The Union asked if there was any new information to share.</p>	<p>The Employer will share additional information as it becomes available.</p> <p><u>NOV 8, 2012</u> Will remain open pending new information.</p> <p><u>OCT 1, 2013</u> The Employer will provide a copy of the policy to the Union via email. The Union will review and respond.</p>
October 1, 2013	47	LCBO plan for Boutique stores	<p>The Union inquired as to the Employer's plan for Boutique stores throughout the province.</p> <p>Currently the LCBO is piloting boutiques in St. Catherines and Windsor.</p>	The Employer will provide a presentation at the next meeting.
October 1, 2013	48	LCBO plan for Express stores	The Union inquired as to the Employer's plan for Express stores throughout the province.	The Employer is still working on the Express stores and will provide details when available.
October 1, 2013	49	Internal Career opportunities portal	<p>The Employer advised the Union of a new external webpage for Head Office postings.</p> <p>The Employer presented the Union with an example of the new link on the LCBO website for Internal Career Postings. Employees can now check online for internal postings from a computer at home by signing in with their employee ID. Gayle Fisher sent an internal memo to all work sites and a story will be printed in the next edition of the LCBO exchange.</p>	The Union will review and respond.
October 1, 2013	50	Retail challenge and refusal statistics	The Union requested updated challenge and refusal statistics from November 2012 – October 2013.	The Employer will provide a copy of the presentation to the Union and respond regarding 911 call statistics.

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			The Employer provided the Union with a presentation on challenge and refusal statistics. The Union asked for a copy of the presentation. The Union inquired whether the Employer could provide 911 call statistics.	
October 1, 2013	51	Logistics update on automation/cost per case details	The Union would like details on the Employer's automation and cost per case.	The Employer will compile the data for presentation at the next meeting.
October 1, 2013	52	Nut and Scent Free policy – forwarded from NRLMC	<p>Currently there is no province wide policy regarding Nut and Scent free workplaces.</p> <p>The Employer stated that employees need to self-identify to their direct manager where allergies are concerned and each issue is dealt with on an individual basis.</p>	The Employer will review with Northern region and respond.
October 1, 2013	53	Integrity shopper	<p>The Union asked for information regarding the LCBO's Integrity shopper program.</p> <p>The Employer stated the Integrity shopper program is separate from the Mystery Shop. Integrity shoppers are sent to stores for age challenge verification. The Union asked who chooses the locations, what results the LCBO is looking for and whether this is being used for a training purpose?</p>	The Employer will review and respond. Updates will be provided at the next meeting.

Next meeting dates: November 27th, 2013 – Union hosts

 February 18th, 2014 – Employer hosts

 June 4th, 2014 – Union hosts

 September 11, 2014 – Employer hosts

 November 5th, 2014 – Union hosts