

## **EH&S Complaint Instructions**

- Any member has the right to request for the services of his/her Union EH&S Steward at any time. That request must be made to their supervisor and under normal conditions and availability, a Union EH&S Steward must be provided within two (2) hours of the request per Article 6.33 (1) (a). The member does not need to inform the supervisor of the nature of the call. If the member does not receive an EH&S Steward within the two (2) hour time frame, a labor grievance may be filed for violation of contract language. Also, if an employee feels that they are in jeopardy of their life or serious injury (IDLH – immediate danger to life or health), they have the right to refuse to do that job as afforded by federal law.
  
- **(Verbal Step).** At this step, the Union EH&S Steward, on your behalf, will attempt to resolve your complaint with your immediate supervisor. At that point you become the complainant. If no immediate resolution is available, the company has three (3) working days to provide you with a resolution. If the Union EH&S Steward accepts the resolution at the verbal step, he/she will document the resolution including the name of the person who gave the resolution and any appropriate information such as an FWR (Facilities Work Request) number.
  
- If there is no resolution within the three days or if the Union EH&S Steward does not accept the resolution given, within three (3) working days, a meeting (**1<sup>st</sup> Step**) will convene with the same individuals and also the supervisor's manager. A representative from the Company's EH&S organization may be present at either parties request. The Union EH&S Steward will then restate the complaint to the manager and explain that a resolution was either not given or not accepted and ask for the issue to be resolved. The company has three (3) working days to respond. If the Union EH&S Steward receives a response within three (3) working days, he/she has five (5) working days to accept or appeal the answer. If he/she accepts or appeals the offered resolution, he/she will document the resolution noting who was at the meeting and any details such as FWR number and all parties will sign the complaint form.

- If the 1<sup>st</sup> step is appealed, within five (5) working days, a meeting (**2<sup>nd</sup> Step**) will be held with the EH&S Steward, the EH&S Chief Steward, the Manager (or his/her designee) and the EH&S Manager (or his/her designee). The answer to that meeting will be given within three (3) working days. Any unresolved issues will then be processed to **3<sup>rd</sup> step**.
- Finally and most importantly, any disposition of an EH&S complaint from which no appeal has been taken, is final, conclusive and binding upon the Company and the Union. Meaning that if the resolution is not adhered to, the Union EH&S Steward can re-open the complaint and proceed to the next step or file a labor grievance for not adhering to contract language as stated in Article 6.33 (1) (d).
- For questions regarding this procedure please refer to Article 6 in the contract or call Union Hall (203-381-9240), the Chief Union EH&S Steward or your Union EH&S Steward.

WORK SAFE - GO HOME SAFE!