



# Information Bulletin



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To All TWU Local Executives and Shop Stewards

As per the grievance procedure language specific to the following appendices, Master 11.02(b), E5.02(b), F5.02(b) and H4.05(b), the Union and TELUS have been working on a joint form that all Shop Stewards will use when submitting grievances to TELUS. The purpose of this joint form is to create efficiency and consistency across Canada in the way grievances are submitted. If your appendix is not specifically mentioned in this communication, you can refer to the Master article 11.02(b).

The convenience of this new form will allow a Shop Steward to submit their grievance to a manager via email. However, there is no requirement to submit it via email, and the Union has the agreement of TELUS that you are able to print the forms off on TELUS systems with no repercussions if you choose to continue submitting your grievance in writing. This includes the use of TELUS printers, photocopiers and fax machines. If you choose to hand write the form please ensure that you expand all fields to accommodate hand writing for both yourself and the Manager to respond.

If a Manager responds via email, please ensure that you keep the attached email in your file to submit with the grievance to the Union Office. This will ensure proper tracking and record keeping. Please be aware of timelines in the Collective Agreement and adhere to them unless the parties have agreed to waive or extend.

When filling out the form, please fill out as much information as you can. Please comply with the minimum requirements of the Collective Agreement. If you have additional required information please input on the form. All other information will be filled out by the Union Office prior to the Business Agent meeting with TELUS.

The new forms can be found on the TWU website and the MyHR website by following the links provided below:

<http://www.twu-canada.ca/member/education/shopstewardinfo.shtml> or  
[http://www.twu-canada.ca/member/forms/forms\\_index.shtml#GRIEVANCE](http://www.twu-canada.ca/member/forms/forms_index.shtml#GRIEVANCE)

[intranet home](#) : [myHR](#) : [my workplace](#) : [Labour Relations](#) : Collective Agreements

If you do not have access to either of those sites, you may obtain them from the Union Office.



This form is not to be confused with at TWU Grievance form. Those forms are still to be used and are for the internal TWU use only.

You may start using this form immediately and all Show Stewards will be expected to be using the form by November 10<sup>th</sup>, 2008. If you have any further questions, please contact your business agent. As all parties are aware this is a new process and we expect there will be bumps in the road that we will all work through together.