

# Definitions

## Section A: Workforce characteristics

### Self-employed or contract worker

A person providing products or services under contract to your company but for whom the completion of a Canada Revenue Agency T-4 Form is not required. This person may be an employee of another business or a home worker (e.g. computer consultant, etc.).

### Company union

A labour union made up of workers employed by one company only and which is usually not affiliated with any other labour union or group of unions.

### Occupation groups

**Note:**

*If you use the Employment Equity Act Occupational Groupings (EEAOG), the categories correspond as follows:*

**Managers** includes the EEAOG Senior Managers and Middle and Other Managers;

**Supervisors** includes the EEAOG Supervisors and Supervisors for Crafts and Trades;

**Professionals** is equivalent to the EEAOG Professionals category;

**Technical / Trades** includes the EEAOG Semi-Professionals and Technicians, and Skilled Crafts and Trades Workers;

**Marketing / Sales** includes the EEAOG Skilled Sales and Service Personnel, Intermediate Sales and Service Personnel, and Other Sales and Service Personnel;

**Clerical / Administrative** includes the EEAOG Administrative and Senior Clerical Personnel, and Clerical Personnel;

**Workers with no trade certification and truck / bus drivers** includes the EEAOG Semi-Skilled Manual Workers, and Other Manual Workers.

### Managers

The most senior manager in the workplace and other senior managers whose responsibilities would normally span more than one internal department. Examples include the president of a single-location company; retail store manager; plant manager; senior partners in business services firms; production superintendent; senior administrator in public services enterprise; as well as vice-presidents, assistant directors, junior partners and assistant administrators whose responsibilities cover more than one specific domain. Also include managers who generally report to senior management and are responsible for a single domain or department. Examples include department heads or managers (engineering, accounting, R&D, personnel, computing, marketing, sales, etc.); heads or managers of specific product lines; junior partners or assistant administrators with responsibilities for a specific domain; and assistant directors in small locations (without an internal department structure).

### Supervisors

Employees whose primary responsibility is supervising staff, and who are not included in the Managers category above. Examples: production team supervisors, nurse supervisors, shift supervisors.

### Professionals

Employees whose duties would normally require at least an undergraduate university degree or the equivalent. Examples: medical doctors, lawyers, accountants, architects, engineers, economists, science professionals, psychologists, sociologists, registered nurses, marketing and market research professionals, nurse-practitioners and teaching professionals. Include computing professionals whose duties would normally require a minimum of an undergraduate degree in computer science. Include professional project managers.

### Technical / Trades

Employees whose duties would normally require a community college certificate or diploma or the equivalent and who are not primarily involved in the marketing and sale of a product or service. (Examples: air pilots, flight engineers and flying instructors, air traffic control and related occupations, technologists, lab technicians, registered nursing assistants, audiovisual technicians; ECE-trained caregivers; technology trainers; legal secretaries and draftspersons.) Include computer programmers and operators whose duties would normally require a community college certificate or diploma. Include semi-professional project managers. Also include non-supervisory staff in positions requiring vocational/trades accreditation or the equivalent. (Examples: construction trades, machinists, machine tenders, stationary engineers, mechanics, beauticians/barbers/hairdressers, butchers and repair occupations that do not normally require a post-secondary certificate or diploma.)

### Marketing / Sales

Non-supervisory staff primarily engaged in the marketing or sales of products or services. Examples: retail sales clerks, waiters/waitresses, telemarketers, real estate agents, insurance agents and loans officers. Exclude employees whose duties require a university degree and professional accreditation, those whose duties require a community college certificate or diploma, and those whose duties are primarily supervisory.

### Clerical / Administrative

Non-supervisory staff providing clerical or administrative services for internal or external clients. Examples: secretaries, office equipment operators, filing clerks, account clerks, receptionists, desk clerks, mail and distribution clerks, bill collectors and claims adjusters. Duties do not normally require post-secondary education nor responsibility for marketing or sales.

**Workers with no trade certification and truck / bus drivers**

Non-supervisory staff in production or maintenance positions that require no vocational/trades accreditation or the equivalent in on-the-job training. Examples: assemblers, packers, sorters, pilers, machine operators, transportation equipment operators (truck and bus drivers), warehouse staff and cleaning staff. As a rough guideline, jobs in this category require no more than one month of training for someone with no trade or vocational accreditation.

**Other**

Occupations which do not correspond to any of the above categories.

**Section B: Hours of work**

**Normal week**

The normal week is defined as the number of hours employees are normally expected to work during the week. This excludes overtime.

**Permanent**

Permanent employees have no set termination date.

**Non-permanent**

Non-permanent employees have a set termination date or a specific period of employment. This would include casual workers and those on call.

**Overtime**

Hours worked above normal hours in a day or a week.

**Compressed work week**

An arrangement whereby employees work longer shifts in exchange for a reduction in the number of working days.

**Teleworking**

An arrangement whereby an employee fulfils his or her regularly scheduled job responsibilities at a remote location not operated by the employer, usually the employee's own residence.

**Section C: Benefits**

**Defined benefit pension plan**

A pension plan in which the benefits are set by a formula based on age, earnings and years of service. The contributions are based on the cost of providing the promised benefits.

**Defined contribution pension plan**

A pension plan in which the contributions are set by a formula based on earnings. The amount of the pension benefits is not known in advance, but depends on the value of the accumulated assets at the time the employee retires.

**Group RRSP**

Individual employee Registered Retirement Savings Plans that are administered collectively by the employer.

**Structured training**

All training activities that have a predetermined format, a predefined objective and specific content, and for which progress may be monitored or evaluated. This excludes all mentoring activities.

**Section D: Leave**

**Annual family-related and/or personal leave**

Leave for personal emergencies and/or important family reasons that can be requested upon very short notice.

**Multipurpose or floating leave**

Leave that can be taken for different reasons (illness, personal or family-related responsibilities, bereavement, other) which is often used to replace specific types of leave (sick leave, personal leave, bereavement leave, other).

**Long-term care giving leave**

Extended leave granted to allow employees to care for a relative, spouse or common-law partner who is seriously ill, injured or disabled.

**Paid supplementary maternity/parental/adoption leave**

Leave during which supplemental payments are paid by the employer to increase employee's weekly revenue while receiving Employment Insurance maternity/parental/adoption benefits.