

Definitions

Section A: Workforce characteristics

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.

Collective agreement:

A contract between the company union and the employer on behalf of the employees.

Occupation groups

<p>Note: If you use the Employment Equity Act Occupational Groupings (EEAOG), the categories correspond as follows:</p> <p>Managers includes the EEAOG Senior Managers and Middle and Other Managers;</p> <p>Supervisors includes the EEAOG Supervisors and Supervisors for Crafts and Trades;</p> <p>Professionals is equivalent to the EEAOG Professionals category;</p> <p>Technical / Trades includes the EEAOG Semi-Professionals and Technicians, and Skilled Crafts and Trades Workers;</p> <p>Marketing / Sales includes the EEAOG Skilled Sales and Service Personnel, Intermediate Sales and Service Personnel, and Other Sales and Service Personnel;</p> <p>Clerical / Administrative includes the EEAOG Administrative and Senior Clerical Personnel, and Clerical Personnel;</p> <p>Labourers with no trade certification and truck / bus drivers includes the EEAOG Semi-Skilled Manual Workers, and Other Manual Workers.</p> <p>Other includes the EEAOG personnel which do not correspond to any of the above categories. Security personnel are included in this category.</p>
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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 or responsibility for marketing or sales.

Labourers 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. Security personnel are included in this category.

Section B: Hours of work

Overtime:

Hours worked above the number of hours employees are normally expected to work during a day or a week.

Section C: Leave

Permanent employee:

Permanent employees have no set termination date.

Non-Permanent employees:

Non-permanent employees have a set date after which they will no longer be employed.

Annual family-related and/or personal leave:

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

Paid supplementary maternity/parental/adoption leave (top up to Employment Insurance):

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

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.

Section D: Pay and benefits

Job evaluation tool:

A job evaluation tool is used to analyze and compare different jobs and place them in a ranking order according to the overall demands of each one. It is used to set pay levels for different jobs. For example, point factor, job component, ranking, paired comparison, and whole job component.

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.

Section E: Training

Structured Training:

Training offering a series of structured activities that relate directly to one or more of the employee roles and are paid for by the employer.

Section F: Working environment

Performance Evaluation:

Performance evaluation is a formal process of reviewing the work of an employee and providing the results to the employee.

Flex time:

Flex time is an arrangement where employees may choose to work their required hours either earlier or later in the day, provided that all employees are present during a fixed core period.

Compressed work week:

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

Dispute or grievance review process:

A formal process where the parties affected by the decision in a dispute or grievance can request a review of the decision by a neutral third party.

Flexible job design:

Flexible job design includes job rotation, job enrichment/job redesign/multi-skilling (broadened job definitions), job enrichment (increased skills, variety or autonomy of work). Generally, flexible job design allows an individual employee to perform duties that are normally done by more than one employee.

Progressive disciplinary procedure:

A series of defined steps used to deal with unsatisfactory job performance. The steps increase in severity if the employee's performance does not improve or the problem continues - for example starting with a warning, escalating through penalties, and ending with dismissal.

Non-management employees:

Non-management employees are all employees in non-managerial positions (see definition for manager under occupation groups). They include, supervisors, professionals, technical/trades employees, marketing/sales employees, clerical/administrative employees and, labourers with no trade certification and truck/bus drivers.