

Supporting a positive workplace...

Labour Relations at work



LABOUR RELATIONS AGENCY

ANNUAL REPORT 2009-10



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MESSAGE FROM THE MINISTER



In Accordance with Government's commitment to transparency and accountability and as the Minister responsible for the Labour Relations Agency, I hereby submit the Annual Performance Report for 2009-10. The report was prepared under my direction and I am accountable for the results it contains.

This document presents outcomes of the Agency's objectives and highlights its achievements. The Report also focuses on future opportunities that will continue to support the Agency's work in promoting positive employment relations in the province.

Our continued focus in 2009-10 was on the timely and effective delivery of Government commitments. In 2008, Government pledged to raise the minimum wage rate to \$10.00 per hour by 2010 through a series of predictable and incremental increases. This action was part of an overall balanced approach of improving the earned incomes of low-wage workers in the province. An increase to \$9.50 per hour was implemented on January 1, 2010, and as of the last scheduled increase to \$10.00 per hour on July 1, 2010, Newfoundland and Labrador will have the second highest provincial minimum wage rate in the country.

The Agency also worked with labour and employer partners of the Employment Relations Committee of the Strategic Partnership Council to consolidate and advance legislative proposals aimed at enhancing the effectiveness of our labour relations legislation.

I am also pleased to report that significant progress has been made in our goal to increase awareness of effective employment relations through implementation of the Agency's marketing plan. A key accomplishment in 2009-10 was the development of a new visual identity for the Agency, which will be a critical component in a new promotional and educational material to profile the Agency's services and the benefits of positive employment relations.

Looking ahead to the coming year, I hope to build on the Agency's success, working in collaboration with labour and employer stakeholders to facilitate effective employment relations in Newfoundland and Labrador.


Susan Sullivan, M.H.A.
Minister

MANDATE

The Labour Relations Agency supports and promotes positive employment relations in the province, administers minimum terms and conditions of employment, and provides workplace dispute resolution services.

These goals are pursued through the effective administration and enforcement of applicable legislation administered under the powers and duties of the Minister.

VISION

The Labour Relations Agency's vision is of an optimal employment relations climate contributing to economic growth, competitiveness and prosperity.

MISSION

The Labour Relations Agency's mission is: By 2011, the Labour Relations Agency will have enhanced the employment relations framework in the areas of legislation, employment relations data, and education.

The Agency has made significant progress in advancing this mission, as noted in this Report's "Highlights and Accomplishments" and "Report on Performance" sections. Working in collaboration with labour and employer stakeholders, key proposals to enhance labour legislation in the province were submitted. This cooperation continues into 2010-11 as other areas of legislation are considered for possible enhancement, with the Agency supporting this work with quality employment relations data, research and analysis. Further, the Agency has initiated the implementation of its marketing plan to increase awareness of its programs and services. This, coupled with a continued commitment to proactive education and outreach activities, facilitates access to employment relations information and awareness of rights and responsibilities in the workplace.

VALUES

The Labour Relations Agency's ability to promote effective employment relations requires that stakeholders have a high level of trust and confidence in the independence of the Agency's staff, and in the quality of the services they deliver.

To this end, the Agency's organizational culture promotes three key values: professionalism, respect and partnership.

LEGISLATION

The legislation administered by the Agency establishes the rights and responsibilities of employers and employees in Newfoundland and Labrador. In addition, it provides context for the Agency's policy and planning activities. This legislation includes the following:

1. *Labour Relations Act and Regulations*
2. *Labour Standards Act and Regulations*
3. *Shops Closing Act and Regulations*
4. *Public Service Collective Bargaining Act and Regulations (Consolidated Orders)*
5. *Fishing Industry Collective Bargaining Act and Regulations*
6. *Interns and Residents Collective Bargaining Act*
7. *Teachers' Collective Bargaining Act*

LINES OF BUSINESS

In delivering its mandate, the Labour Relations Agency provides services to its clients in the areas of labour standards, labour relations, and policy and planning.

Labour Standards

The Agency's Labour Standards Division administers the province's *Labour Standards Act*, which mandates minimum terms and conditions of employment in the province. The Division also administers the *Shops Closing Act* which sets the observance of holidays in the province when shops must be closed. This is achieved by:

- Ensuring compliance with Labour Standards and Shops Closing legislation through investigation and enforcement;
- Investigating and mediating disputes between employees and employers;
- Offering public education and awareness seminars and consultative programs to communities and organizations, educational institutions, and various business sectors; and,
- Consulting with employees and employers on workplace matters.

Labour Relations

The Agency's Labour Relations Division is responsible for serving employees and employers who operate within the framework of the collective bargaining system as set out in the province's *Labour Relations Act* and other collective bargaining legislation. Services include:

- Providing conciliation, preventive mediation and interest-based negotiation services to employees and employers;
- Assisting employee and employer groups with an emphasis on building constructive relationships;

- Facilitating the appointment of sole arbitrators or nominees to arbitration boards, when requested; and,
- Providing training in dispute resolution.

Policy and Planning

The Agency's Policy and Planning Division is responsible for the provision of information and research related to the employment relations climate of the province and for the review and enhancement of the Agency's policies, programs and services. This is also pursued indirectly through the effective administration of provincial labour legislation. Divisional services include:

- Analyzing, maintaining and providing statistical information relating to the Agency's core lines of business, objectives, programs and activities;
- Researching labour relations and labour standards issues;
- Providing information and research services with respect to the province's employment relations environment;
- Facilitating the evaluation and continuous improvement of policies, programs and services;
- Providing support and advice to the Agency Executive and to the Minister responsible for the Labour Relations Agency;
- Updating and monitoring the Agency's Strategic Plan and Annual Reports;
- Ensuring the Agency's participation in initiatives both Government-wide and with other federal/provincial/territorial governments; and,
- Developing and maintaining partnerships with relevant provincial and national organizations and Ministries of Labour.

STAFF

The Labour Relations Agency employs 28 employees in its various divisions and locations (16 female, 12 male). There are 25 staff in St. John's and 3 staff in Corner Brook. (See the Agency's organizational structure, page 5)

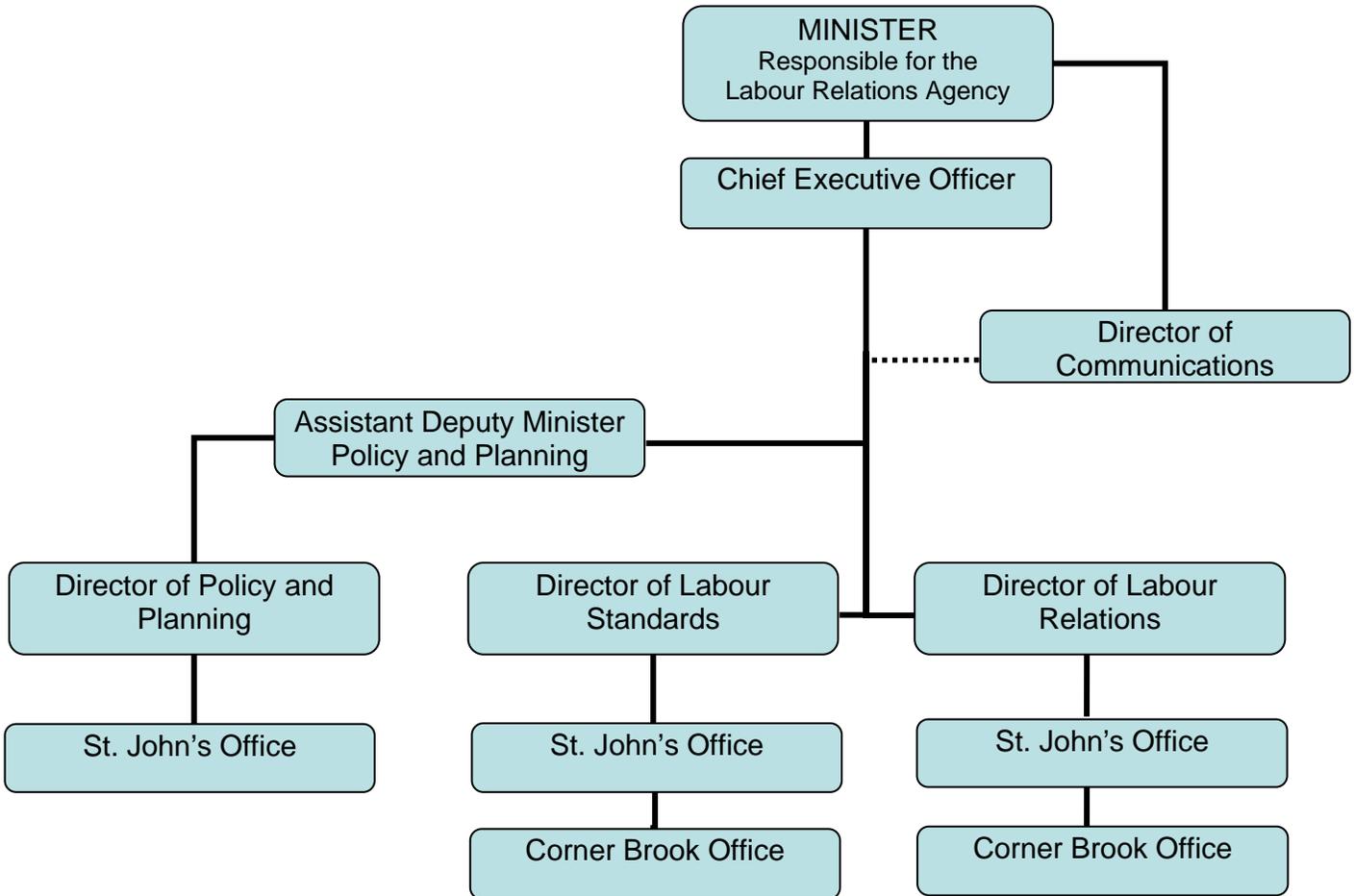
OFFICES

The Labour Relations Agency has offices located in St. John's and in Corner Brook.

CONTACT THE AGENCY

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LABOUR RELATIONS AGENCY - ORGANIZATIONAL STRUCTURE



The Labour Relations Agency works not only to attain its own goals and objectives, but also those of Government as a whole. In particular, the Agency's work in facilitating a stable employment relations climate conducive to economic growth supports job creation in the province. In 2009-10, the Agency continued its role as an active partner in the government-business-labour Strategic Partnership Council, and collaborated with various departments and agencies on a range of Government-wide initiatives.

Strategic Partnership Council

The Agency chairs the tripartite Employment Relations Committee (ERC) of the Strategic Partnership Council, which is a forum for labour, business and Government to collectively address issues impacting employment relations in the province.

A key focus of the ERC in 2009-10 was its continued work in reviewing the *Labour Relations Act* and other provincial labour legislation to ensure its effectiveness and relevance for the modern workplace. The province enacted several legislative improvements in 2006-07 and 2007-08 which enhanced the employment relations framework, and this laid the foundation for the ERC to conduct a comprehensive legislative review. Having received and consolidated legislative proposals from labour and employer stakeholders in early 2009-10, the Labour Relations Agency chaired nine meetings of the ERC where the committee discussed and prioritized proposals. The Agency continued to provide quality research support to the ERC during this process, drawing on cross-jurisdictional studies, academic publications and other resources. The proposed amendments to the *Labour Relations Act* were developed by the ERC in 2009-10.

The continued success of this partnership also attracted interest from other parts of the country. In March 2010, the Labour Relations Agency supported the ERC in the preparation and delivery of a presentation to a conference in Gatineau, Quebec on the Strategic Partnership Council. Our model of collaboration and social dialogue on employment relations matters was presented to representatives from the federal and provincial governments, as well as national employer and labour stakeholders, as a best practice within Canada.

Poverty Reduction Strategy

Through the Labour Standards Division, the Agency continued its support of the Poverty Reduction Strategy in 2009-10. Given the linkage between the goals of poverty reduction and the role of labour standards in providing minimum terms and conditions of employment, the Agency plays an important role in this initiative. In particular, the Agency provides analysis and support to Government in assessing the provincial minimum wage rate. Raising earned income for low-wage workers and enabling greater self-reliance are key aspects of the Poverty Reduction Strategy, and recent increases to the minimum wage are seen as supporting these components.

Violence Prevention Initiative

The Violence Prevention Initiative (VPI) is a six year, multi-departmental, government-community partnership to find long term solutions to the problem of violence against those most at risk in our society - women, children, youth, older persons, persons with disabilities and other people who are vulnerable to violence because of their race, ethnicity, sexual orientation or economic status. The Agency continues to support the initiative through participation in its steering committee and participation in the annual stakeholders' conference. Further, the Agency continues to facilitate an increase in public awareness and attitudinal change about violence against vulnerable populations. In particular, the problem-solving training provided by the Agency assists in establishing more productive and harmonious workplaces.

Regulatory Reform Initiative

The Agency continued its support of the Regulatory Reform Initiative in 2009-10, which aims to reduce unnecessary red tape and improve regulation in Newfoundland and Labrador. Bill 7, assented to in May 2009, amended the *Workplace Health, Safety and Compensation Act* and achieved red tape reduction for the Workplace Health, Safety and Compensation Commission. Government's review and analysis of the proposals contained in Bill 7 was supported by the Labour Relations Agency. Further, various outdated special project order regulations pertaining to the construction of the Hibernia, Terra Nova and Voisey's Bay projects were repealed in November 2009, reducing unnecessary and dormant regulations. The Agency has also developed a further workplan for a number of initiatives aimed at achieving qualitative regulatory improvements, which will improve how the Agency's stakeholders interact with Government through effective and appropriate regulation.

HIGHLIGHTS AND ACCOMPLISHMENTS

The Labour Relations Agency provides a range of programs and services that assist employers and employees in creating a positive employment relations climate in Newfoundland and Labrador. To support this, the Agency works collaboratively with employer and labour partners to promote and achieve positive labour relations and sound employment standards. Highlights of the activities in 2009-10 include:

Minimum Wage

In early 2008, Government led a series of consultations across the province allowing stakeholders and the public an opportunity to provide meaningful input into the planning of future increases to the minimum wage. Later that June, Government announced that the provincial minimum wage rate would be raised to \$10.00 per hour by July 2010. This would be achieved through a series of four \$0.50 per hour increases every six months, beginning on January 1, 2009 and ending on July 1, 2010. As of July 1, 2010, Government will have fully met this commitment and Newfoundland and Labrador will have the second highest provincial minimum wage rate in the country.

The Agency provided research support, evidence-based analysis, and advice to Government in its decision-making on minimum wage, and continues to support this and other initiatives aimed at improving the earned income levels of low-wage workers. Such improvement is one of the goals of the province's Poverty Reduction Strategy.

Human Trafficking Workshop

The Labour Relations Agency organized and facilitated a workshop on human trafficking in January 2010, inviting representatives from the Royal Canadian Mounted Police and the federal Department of Human Resources and Skills Development Canada to share their experiences and expertise. Newfoundland and Labrador is the first province to have hosted an intergovernmental training session on this important issue.

Representatives presented on various topics associated with human trafficking, including: industries at risk of trafficking; characteristics of workers at risk; federal initiatives to mitigate its incidence; indicators that trafficking for the purpose of labour exploitation may be taking place; and sensitivities to consider in the conduct of compliance and investigative activity. Given the mandate of the Agency in the conduct of labour standards compliance, this workshop was an excellent opportunity for Agency staff to engage in dialogue with experts in the field of human trafficking.

The workshop was also well attended by other provincial stakeholders, including representatives from the Women's Policy Office, the Human Rights Commission, the Royal Newfoundland Constabulary, the Occupational Health and Safety Branch of the Department of Government Services, and the Office of Immigration and Multiculturalism. The Agency continues to liaise with federal representatives to increase awareness and education on this important matter.

International Labour Issues

The Agency is responsible for preparing the province's position on international labour issues, including requests made by the International Labour Organization (ILO). These positions are completed in consultation with those provincial departments and agencies that are responsible for or affected by issues addressed in a particular request. To support the province's ongoing efforts to advance Canada's work in international labour affairs, the Agency also collaborates with other provincial governments and the federal Department of Human Resources and Skills Development Canada.

In 2009-10, the Agency responded to six (6) requests from the ILO and participated in a number of intergovernmental consultations and meetings with the Government of Canada on various international labour matters, including: the global economic crisis, social security, the right to organize and collective bargaining, maritime labour matters, equal remuneration, and others.

Through the Canadian Association of Administrators of Labour Legislation (CAALL), the Agency continued to work with federal/provincial/territorial (F/P/T) counterparts to assist in the implementation of the second year of a three-year strategy, whereby F/P/T jurisdictions assess various international labour priorities, including the review of a

number of ILO conventions. In February 2010, F/P/T/ Ministers responsible for labour directed jurisdictions to develop a further three-year strategy for the period 2011-2013, which the Labour Relations Agency will be involved in developing.

As part of its review activities, in 2009-10 the Agency completed its analysis of ILO conventions relating to forced labour (Convention 29) and occupational health and safety (Convention 187), providing advice to Government on the implications of Canada's ratification on Newfoundland and Labrador. A decision from Government with respect to Newfoundland and Labrador's endorsement of Canada's ratification of these two ILO conventions is anticipated in 2010-11.

Labour Relations Agency's Education and Outreach Activity

In 2009-10, the Labour Relations Agency continued its commitment to education and outreach programs. Education and outreach was identified as an operational priority within the Agency's 2008-11 Strategic Plan and is a critical area of focus for the Agency in following its strategic direction of a recognized stable employment relations climate conducive to economic growth.

In 2009-10, the Agency's Labour Standards Division completed 56 presentations with 854 participants. Although this was a decrease in the number of participants over 2008-09 (1,269 participants), the number of presentations increased from 37 to 56 over that same period thus ensuring that the scope of groups that received information remained high. The Division also completed 234 Preventive Workplace Interventions with over 3,000 employees impacted. During the Preventive Workplace Interventions, Labour Standards Officers visit workplaces to meet with employees and employers to discuss their respective rights and responsibilities in relation to labour standards legislation.

Highlights of the training activities provided by the Labour Standards Division in 2009-10 include: work with the Newfoundland and Labrador Employers' Council to provide training to employers on their requirements under the legislation; training to all staff in the province's Student Employment Centres; and training to operators of personal care homes as well as individuals in receipt of home care. Sessions were also held with the Association for New Canadians, targeted at immigrants and temporary foreign workers entering the province. To that end, the Agency continued to work with the Office of Immigration and Multiculturalism to ensure that information on labour standards legislation is provided in a variety of languages to meet the needs of the evolving work force of Newfoundland and Labrador. Further, the Labour Standards Division continues to work with the service sector on a number of educational initiatives.

The Labour Relations Division was also active in the area of education and outreach during 2009-10. Throughout the year, conciliation officers continued to promote the Preventive Mediation Program (PMP) through consultations with unionized employers and employees. PMP is a program that assists employers and employees, with the aid of a mediator, to work together to improve communications, increase cooperation and resolve workplace issues through joint problem-solving. The PMP encourages a shift to a more positive labour relations environment and promotes responsible collective bargaining in the province.

In 2009-10, the Labour Relations Division continued its proactive approach with the joint problem-solving component of the PMP. In 2009-2010 there were a total of 28 sessions delivered, which trained 562 public service participants. While most of those were general offerings, several work-site specific requests were actioned. Courses were offered in St. John's, Corner Brook, Gander and Happy Valley-Goose Bay. The Labour Relations Division is continuing this approach within the public sector and will be expanding the program to the private sector in the year ahead. Further, training was also requested in interest based negotiations and four sessions were conducted.

REPORT ON PERFORMANCE

In its Strategic Plan 2008-2011, the Labour Relations Agency identified two strategic issues which were aimed at promoting a positive employment relations environment, improving competitiveness and increasing productivity. While progress on some of these issues has been briefly discussed in the preceding sections, the following presents a more comprehensive account of the Labour Relations Agency's performance in these areas during the 2009-10 fiscal year.

Issue 1: Increased Awareness of Effective Employment Relations

The world of work continues to evolve in Newfoundland and Labrador, and the increasing diversity of workplaces in the province is changing the notion of a "traditional" place of work. An aging workforce, use of temporary foreign workers, and increasing calls for work-life balance are growing factors in this change. The success of emerging sectors, such as information and ocean technology, is also a factor, as many of these businesses feature unique and innovative workplace practices with unique challenges and needs. Workplaces are also faced with adapting to forces arising beyond the confines of the province. Continued global economic uncertainty presents challenges for stakeholders in such areas as setting appropriate compensation levels, maintaining stable labour relations and dealing with possible workforce adjustment.

The provision of accurate and accessible employment relations information, in the context of this evolving work and global economic uncertainty, is critically important. Proactive education of employers and employees about their rights and responsibilities is critical, as this awareness facilitates legislative compliance and promotes positive employment relations. In year one of the Labour Relations Agency's 2008-11 Strategic Plan, the Agency developed a plan to increase awareness of effective employment relations through a concentrated focus on marketing. Having successfully developed this plan in 2008-09, the Agency moved ahead with its implementation in 2009-10. A new visual identity for the Agency was developed with one product produced utilizing this identity.

Consistent with Government's brand, a promotional template utilizing a new visual identity, pictured below, is featured in this material and reflects the Agency's work in supporting positive workplace relations.



This new visual identity, which will incorporate a consistent layout of colour, design and form, will create a common look and feel for all new promotional pamphlets, and educational and outreach material that will be developed by the Agency.

The foundation for a promotional campaign incorporating the theme “Supporting a positive workplace...” was also developed by the Agency and will see increased promotion of Agency programs and services, as well as broader communication on the value of positive employment relations. Labour and employer stakeholders were also consulted on the development of a broader social marketing campaign and further work in this area will be pursued with the Employment Relations Committee of the Strategic Partnership Council in 2010-11.

This work is responsive to the Minister’s employment relations strategic direction, and supports an environment that will provide a stable employment relations climate conducive to economic growth.

Goal 1: By 2011, the Labour Relations Agency will have increased awareness of effective employment relations through the development of a marketing plan and increased education and outreach activities.

2009-10 Objective: By 2010, the Labour Relations Agency will have implemented a marketing plan.

Measure: Implementation of a marketing plan.

INDICATORS	ACCOMPLISHMENTS 2009-10
Engage a consultant to develop a new visual identity for the Labour Relations Agency.	<ul style="list-style-type: none"> • The Labour Relations Agency engaged a marketing and communications consultant to develop its new visual identity in the Fall 2009. Feedback from government, labour and employer stakeholders was solicited and considered in the development process. • A new visual identity, in the form of a template and promotional message, was developed by the consultant for the Labour Relations Agency.

INDICATORS**ACCOMPLISHMENTS 2009-10**

Develop new collateral and promotional material utilizing new visual identity.

- New collateral and promotional material was developed by the Agency in 2009-10.
- The first of the material, a pamphlet outlining the preventive mediation services offered by the Labour Relations Division, was developed for public distribution in 2010-11.
- Additional collateral (including further pamphlets, posters, and advertisements) will be developed in the coming year.

Develop a promotional campaign relating to the Labour Relations Agency, its programs and services.

- Feedback was solicited from Labour Relations Agency staff with respect to the substance, form and target audience for a promotional campaign.
- A theme for the promotional campaign "Supporting a positive workplace...." was developed in 2009-10; however, due to the time needed to finalize the visual identity, the campaign itself will not be launched until 2010-11.
- When launched, the campaign will incorporate the views of key stakeholders regarding use of the new visual identity and include efforts to increase promotion of the Agency's programs, as well as broader communication on the value of positive employment relations. Enhanced delivery of Agency services throughout Newfoundland and Labrador will also take place.

Consult with labour and employer stakeholder groups regarding the development of a broader social marketing campaign pertaining to effective employment relations.

- The Labour Relations Agency initiated discussions with labour and employer stakeholders to assess areas of potential cooperation on a social marketing campaign.
- Stakeholders responded positively to the notion of a cooperative social marketing campaign and were agreeable to future discussion on the matter.
- The Employment Relations Committee of the

INDICATORS	ACCOMPLISHMENTS 2009-10
	Strategic Partnership Council has been targeted for potential involvement and collaboration in 2010-11.

2010-11 Objective: The Labour Relations Agency will have measured an increased awareness of effective employment relations by select target audiences.

PERFORMANCE MEASURE	INDICATORS
Increased awareness of effective employment relations by select target audiences.	<ul style="list-style-type: none"> • Implementation of a promotional campaign to increase stakeholder awareness of positive employment relations and workplace rights and responsibilities. • Increased delivery and stakeholder utilization of employment relations services. • Client awareness of Agency programs and services measured. • Evaluation of Agency marketing plan in consultation with labour and employer stakeholders.

Issue 2: Enhanced Labour Relations and Labour Standards Legislation

Labour legislation in Newfoundland and Labrador establishes the framework within which effective employment relationships can be created and maintained. Maintaining a fair and balanced set of rights and responsibilities for the parties fosters stability and minimizes disputes. Where disagreement does occur, the legislation provides mechanisms to resolve disputes and keeps the parties on track for healthy and productive employment relations.

As part of its efforts to enhance the legislative regime, the Labour Relations Agency has consulted with labour and employer stakeholders to ensure that the labour laws of the province reflect the needs of our stakeholders and the modern workplace. Since 2006, various enhancements have been made including:

- enhancements in the rules and procedures of the Labour Relations Board;
- the creation of an independent administrative tribunal to set fish prices where the parties cannot agree;
- the establishment of a Labour Management Arbitration Committee to set educational

and experience standards for arbitrators, provide oversight for their qualifications and duties and establish a roster of arbitrators to be used by the employer and labour community;

- the issuance of a Special Project Order for the construction phase of a nickel processing plant in Long Harbour; and,
- amendments to the *Workplace Health, Safety and Compensation Act* that include the strengthening of stakeholder contributions to the Board of Directors for the Workplace Health, Safety and Compensation Commission.

Expired regulatory frameworks, such as the Special Project Order Regulations pertaining to the construction phases of the Hibernia, Terra Nova and Voisey's Bay projects, were also repealed in 2009-10; thus, ensuring that dormant and out-of-date aspects of our labour laws are removed in keeping with Government's commitment to regulatory reform.

The Employment Relations Committee (ERC) of the Strategic Partnership Council has been a key mechanism to secure this stakeholder input. The committee promotes a healthy employment and labour relations environment in Newfoundland and Labrador by working to address issues impacting employment relations and the perception of the province's labour relations climate.

Labour and employer stakeholders on the ERC presented their legislative proposals to the Labour Relations Agency in the Spring of 2009. Thereafter, the Labour Relations Agency worked with the committee to consolidate and prioritize the proposals and facilitated a "shared-interest" review of the proposals. It chaired nine meetings of the ERC in 2009-10, providing analytical and research support to the committee including: the provision of information relating to past and current legislation in other jurisdictions; empirical evidence associated with the topics under discussion; and the determination of best practices to facilitate optimum employment relations. The proposed amendments to the *Labour Relations Act* were developed by the ERC in 2009-10.

Partnerships of this nature and the common objective of stakeholders and the Agency to enhance the employment relations framework in this province, are directly responsive to the Minister's employment relations strategic direction, and support an environment of stable employment relations climate conducive to economic growth.

Goal 2: By 2011, the Labour Relations Agency will, in partnership with stakeholders, have prepared changes to legislation that support optimum employment relations.

2009-10 Objective: By 2010, the Labour Relations Agency will have prepared and presented proposals for legislative change.

Measure: Prepared and presented proposals for legislative change.

INDICATORS**ACCOMPLISHMENTS 2009-10**

Consultation and analysis to consolidate proposals for legislative change with the Employment Relations Committee completed.

- With the support of the Employment Relations Committee, the Labour Relations Agency led in the preparation of a document containing a synthesis of the proposals for legislative change that were advanced by stakeholders.
- The Labour Relations Agency worked with the Employment Relations Committee and used the consolidated proposals to inform its consultations and analysis on options for legislative change.

Support a “shared interest” review of proposals by government, labour and employer stakeholders.

- The Labour Relations Agency provided leadership in the collective review of the legislative proposals, and developed a plan to discuss the proposals in a facilitated environment with the Employment Relations Committee.
- Government, labour and employer representatives used a “shared interest” or “interest based” approach in reviewing proposals. This method concentrates on the common desired outcomes of the review and facilitates the development of consensus-based proposals for legislative improvement.
- The Labour Relations Agency chaired nine meetings of the committee in 2009-10. Further, it consulted selected stakeholders outside the committee to further inform the process.

Jurisdictional analysis of key legislative proposals completed.

- The Labour Relations Agency supported the work of the Employment Relations Committee by completing cross-jurisdictional analysis related to priority legislative proposals.
- The scope of analysis included: consideration of past and current legislation in other jurisdictions; empirical evidence associated with the topics under discussion; and determination of best practices to facilitate optimum employment relations.

INDICATORS**ACCOMPLISHMENTS 2009-10**

Proposals for legislative change presented to Government for consideration.

- Facilitated by the Labour Relations Agency, the proposed amendments to the *Labour Relations Act* were developed and presented by the ERC in 2009-10 and are now under consideration by Government.

2010-11 Objective:

The Labour Relations Agency will have evaluated the partnership model used to prepare proposals for legislative change and its impact on employment relations.

PERFORMANCE MEASURE**INDICATORS**

Evaluation of the partnership model completed.

- Number of initiatives involving employer and employee collaboration and consultation through the Employment Relations Committee compiled.
- The view of employer and labour representatives solicited on the value of the partnership model.
- Cross jurisdictional comparison of social dialogue models completed and opportunities to enhance the ERC model identified.

OPPORTUNITIES AND CHALLENGES AHEAD

Continued Enhancement to the Province's Employment Relations Framework

Having pursued an ambitious schedule to consolidate, consider and recommend priority proposals for legislative change in 2009-10, the Employment Relations Committee has an opportunity to build upon its success in 2010-11. As the committee moves to consider other areas of legislation for possible enhancement, the Labour Relations Agency remains committed to providing quality legislative and policy expertise to support this work. The Agency continues to enhance its internal capacity through education, training and cost-effective resources, which improves its ability to provide timely information on cross-jurisdictional approaches, best practices and other needs as identified by the committee.

Continued Implementation on Marketing Plan to Increase Awareness of Programs and Services

A key goal of the 2008-11 Strategic Plan is increasing awareness of effective employment relations through the development of a marketing plan, and increased education and outreach activities. Having developed this marketing plan in 2008-09 and initiated its implementation in 2009-10, the Labour Relations Agency will continue the implementation phase in 2010-11 as more promotional and collateral materials are produced and specific initiatives are finalized in consultation with stakeholders.

Follow up on Report of the Auditor General

The Annual Report of the Auditor General on reviews of Departments and Crown Agencies, for the fiscal year ended March 31, 2009, contained various recommendations for the Labour Relations Agency. The Agency has responded to those recommendations and is taking action. It continues its work to improve the existing labour standards database and will have further dialogue with the Office of the Chief Information Officer on acquiring a new system. The Agency is also examining its policies and procedures related to labour standards enforcement actions, and has committed that any undisbursed monies in the Unpaid Wages Trust Account will be remitted to the province after a two-year period. Further, the Agency is assessing the presentation of statistical data in its annual reports, and is examining the possibility of including more detailed information relating to the monitoring and enforcement of employment standards for future years.

STATISTICAL OVERVIEW

Labour Relations Division

Fiscal Year (April 1 - March 31)

Conciliation	2007-08	2008-09	2009-10
# of Requests	63	42	83
Requests carried over	29	21	10
Total Conciliation Requests	92	63	93
Conciliation Settlements	81	53	59

Other Services	2007-08	2008-09	2009-10
Appointment of Arbitrator	109	78	35
Interest-Based Negotiation	0	1	5
Preventive Mediation Requests	97	56	75
Mediator Appointments	0	0	0
Special Projects	0	4	0

Labour Standards Division Fiscal Year (April 1 - March 31)

	2007-08	2008-09	2009-10
Cases Assigned	141	102	74
Cases Concluded	90	118	59
Early Resolutions	330	426	341
Certificates of Clearance Issued	3,124	3,738	3,073
Preventive Interventions	167 (completed)	158* (completed)	234 (completed)
Speaking Engagements	51 (completed) 1,411 (participants)	37 (completed) 1,269 (participants)	56 (completed) 854 (participants)

* The Labour Relations Agency Annual Report for the 2008/09 reported 155 preventative interventions were conducted. Reconciliation of database has occurred and numbers have been adjusted upwards to 158. During Preventive Interventions, Labour Standards Officers visit workplaces to meet with employees and employers to discuss their respective rights and responsibilities in relation to labour standards legislation.

Other Employment-related Statistics

Work Stoppages	2007-08	2008-09	2009-10
Number of Work Stoppages	9*	1**	6
Number of Employees Involved	1,403	52	404
Number of Person-Days Lost	29,622	743	37,534

* 3 of 9 stoppages were illegal

** 1 work stoppage from 2007-08 was settled early in April and is not counted

Work Stoppages by Selected Industry 2007-08 to 2009-10

Industry		2007-08	2008-09	2009-10
Construction	Number of Work Stoppages	1	0	0
	Employees	13	0	0
	Person-Days Lost	26	0	0
Manufacturing	Number of Work Stoppages	1	0	1
	Employees	70	0	125
	Person-Days Lost	35	0	313
Mining	Number of Work Stoppages	4	0	1
	Employees	1,205	0	125
	Person-Days Lost	22,040	0	21,696
Accommodations and Food Services	Number of Work Stoppages	1	1	2
	Employees	60	52	125
	Person-Days Lost	386	743	11,625
Health Care and Social Services	Number of Work Stoppages	0	0	1
	Employees	0	0	15
	Person-Days Lost	0	0	1,470
Other Services	Number of Work Stoppages	0	0	1
	Employees	0	0	14
	Person-Days Lost	0	0	2,430
Public Administration	Number of Work Stoppages	0	0	0
	Employees	0	0	0
	Person-Days Lost	0	0	0
Motor Vehicle Sales, Repairs and Parts	Number of Work Stoppages	2	0	0
	Employees	55	0	0
	Person-Days Lost	7,135	0	0

Labour Force (Unadjusted)	2007-08	2008-09	2009-10
Population(15+)(000's)	424.1	426.9	429.7
Labour Force(000's)	251.3	254.0	255.4
Employment(000's)	218.5	218.8	216.0
Unemployment Rate	13.1%	14.0%	15.5%
Participation Rate	59.3%	59.5%	59.4%

ADDITIONAL INFORMATION

For additional statistical information about the Agency's programs and services, contact the Labour Relations Agency at:

Phone: (709) 729-2711 / 2742 (St. John's) (709) 637-2367 / 2364 (Corner Brook)

Fax : (709) 729-5905 (St. John's) (709) 637-2592 (Corner Brook)

E-Mail: labour@gov.nl.ca

Website: <http://www.gov.nl.ca/lra/>

Contact the Labour Standards/ Labour Relations/ Policy and Planning Divisions toll-free at 1-877-563-1063.

FINANCIAL INFORMATION

Summary of Expenditure and Related Revenue For the Year Ended March 31, 2010 (Un-audited)

Summary of Expenditure and Related Revenue For the Year Ended March 31, 2010				
Activity		Actual Expenditure \$	Amended Budget \$	Original Budget \$
7.1.01	Executive Support	290,268	368,800	413,300
7.1.02	Administration and Planning	542,750	593,800	591,300
	Less: Revenue - Provincial	-	(78,000)	(78,000)
		542,750	515,800	513,300
7.1.03	Labour Relations and Labour Standards	1,222,054	1,247,800	1,275,800
	Less: Revenue - Provincial	(78,328)	(70,000)	(70,000)
		1,143,726	1,177,800	1,205,800
	Total	1,976,744	2,062,400	2,132,400

Expenditure and revenue figures included in this document are un-audited and based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Year Ended 31 March 2010. Audited financial statements are a requirement at the Government level and are made public through the Public Accounts process; however, the Labour Relations Agency is not required to provide a separate audited financial statement.

These figures do not reflect allocations assigned to the Labour Relations Board, the Standing Fish Price-Setting Panel or the Workplace Health, Safety and Compensation Review Division as these entities report their financial information within their own annual reports.

The following is a presentation of the program funding summary for fiscal year 2009-10.

Labour Relations Agency Budget 2009-10

