

LABOUR RELATIONS AGENCY

**ANNUAL REPORT
2015-2016**



Labour Relations Agency

For additional copies of this document please contact:
Department of Advanced Education, Skills and Labour
Government of Newfoundland and Labrador
P.O. Box 8700
St. John's, Newfoundland and Labrador A1B 4J6
Phone: 1-709-729-2742 Fax: 1-709-729-3528
Available in alternate formats, upon request.

Message from the Minister



On August 17, 2016, the new Department of Advanced Education, Skills and Labour (AESL) was created and will encompass the work of the former Labour Relations Agency going forward. As Minister of Advanced Education, Skills and Labour and in accordance with Provincial Government's commitment to transparency and accountability, I am pleased to submit the Labour Relations Agency Annual Performance Report for the 2015-16 fiscal year. This report was prepared under my direction and I am accountable for the results it contains herein.

The Agency's 2014-17 Strategic Plan focuses on two goals: improved delivery of service to clients to ensure information is current and responsive to client needs; and effectively managing the legislative, regulatory, and policy frameworks to support effective workplace relations. This Annual Performance Report presents outcomes of the related objectives as well as highlights of the Agency's achievements over the past year.

During the 2015-16 fiscal year, the Agency continued its efforts towards excellence in client service delivery through an increase in public accessibility to information and improvements in end user supports. As part of this work, the Agency was pleased to make available through a new searchable database, more than 60 years of arbitration awards and the most current depository of collective agreements online in a searchable form. Clients are now able to utilize the self-service model to retrieve the information they require, making these important records more accessible. This responds to the needs of clients and aligns with key commitments of openness and transparency.

2015-16 also marks the first year in the past 45 years in which there were no labour disputes resulting in a strike or lockout situation in this province. This is reflective of the collaborative efforts of unions and employers to conclude collective agreements with the assistance of the Agency's consultative services, where required. It highlights the willingness of all parties to foster positive labour relations which contribute to a stable labour relations climate.

It is indeed a privilege to have been given the extraordinary opportunity to serve the people of the province as Minister of Advanced Education, Skills and Labour. 2015-16 has provided opportunity for engaging and collaborating with stakeholders on labour-related issues and I look forward to working together on the challenges affecting workplaces. I look forward to the work of the Labour Policy and Services Branch as it contributes to employment relations in the province.

A handwritten signature in black ink, appearing to read 'Gerry Byrne', with a long horizontal flourish extending to the right.

GERRY BYRNE, MHA
DISTRICT OF CORNER BROOK
MINISTER OF ADVANCED EDUCATION, SKILLS AND LABOUR

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Overview of the Labour Relations Agency

The Labour Relations Agency supports and promotes positive employment relationships in the province, administers minimum terms and conditions of employment, and provides workplace dispute resolution services. The Agency provides a number of services to unionized and non-unionized employees and employers throughout the province. These include:

- protection of the basic labour rights of all employees and employers;
- assistance with resolving workplace issues and negotiating collective agreements;
- creation of partnerships to promote the relevance of the employment relations regulatory framework (i.e., statutes, regulations, policies); and
- provision of education, training, and support programs to stakeholders.

The Labour Relations Agency serves all employees and employers in Newfoundland and Labrador that fall under provincial jurisdiction.¹ The Agency provides:

- employees with information and support respecting their employment rights and responsibilities, such as minimum wages, overtime pay, various forms of leave (e.g. annual, parental, compassionate care, reservist), rest periods, and statutory holidays;
- employers with information regarding their employment rights and responsibilities, as well as support in developing policies and practices that promote effective employment relations; and
- both employees and employers with professional mediation and conciliation, and workplace intervention services to maintain a productive workplace.

The work of the Agency contributes to the economic and social well-being of all employees and employers in the province, given that a positive employment relations climate makes a significant contribution to future economic growth.

The Agency works closely with organizations such as:

- Standing Fish Price-Setting Panel (SFPSP);
- WorkplaceNL;
- Workplace Health, Safety and Compensation Review Division (WHSCRD);
- Labour Relations Board;
- Provincial Employer and Labour organizations;
- Employment and Social Development Canada; and
- Canadian Association of Administrators of Labour Legislation (CAALL).

¹ A number of sectors of the provincial economy, such as telecommunications, banking, interprovincial transportation, are subject to federal labour legislation (i.e., the *Canada Labour Code*).

Overview of the Labour Relations Agency continued

Mandate

The mandate of the Labour Relations Agency is to encourage effective relationships between employees and employers through:

- the regulation of employment relations;
- the regulation of the minimum terms and conditions of employment through labour standards; and
- the provision of workplace dispute resolution services.

This mandate is pursued through the effective administration and enforcement of applicable legislation administered under the powers and duties of the minister.

Vision

The vision of the Labour Relations Agency is of an optimal labour relations climate contributing to economic growth, competitiveness, and shared prosperity.

The Agency's vision statement articulates its sense of purpose and provides direction towards achieving its mandate.

Mission

By March 31, 2017, the Labour Relations Agency will have improved labour relations supports conducive to positive workplace relations.

The Agency's mission, along with the measure and indicators, can be located in its [Strategic Plan 2014-2017](#).



Overview of the Labour Relations Agency continued

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.

Professionalism

The Agency's staff is highly trained and committed to providing a quality service in support of positive employment relations in Newfoundland and Labrador. Employees are encouraged to engage in learning and development opportunities to support professional growth throughout their careers.

Respect

The Agency's employees are committed to ensuring the views of our clients are clearly understood and represented in a fair, neutral, and dignified manner.

Partnership

The Agency's staff is committed to building collaborative and constructive relationships with all stakeholders. Employees engage the Agency's partners in decisions that affect them, in an effort to build consensus regarding the most effective ways of fostering a positive employment relations climate.

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. *Fishing Industry Collective Bargaining Act and Regulations;*
4. *Interns and Residents Collective Bargaining Act;*
5. *Public Service Collective Bargaining Act and Regulations (Consolidated Orders);*
6. *Shops' Closing Act and Regulations; and*
7. *Teachers' Collective Bargaining Act.*

The Agency also provides policy support for WorkplaceNL and the Workplace Health, Safety and Compensation Review Division (WHSCRD) in relation to the *Workplace Health, Safety and Compensation Act*.

Overview of the Labour Relations Agency continued

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. Executive functions of the Agency are coordinated through the Office of the Chief Executive Officer.

Labour Standards

The Labour Standards Division administers the Provincial Government's *Labour Standards Act*, which establishes the minimum terms and conditions of employment, and the *Shops' Closing Act*, which sets the observance of holidays when shops must be closed. Services include:

- providing front-line service delivery with jurisdiction over minimum wage, working hours, minimum age, various forms of leave, and recovery of unpaid wages;
- ensuring compliance with the Acts through investigation and enforcement;
- investigating and mediating disputes between employees and employers;
- offering public education, awareness seminars, and consultative programs to communities, organizations, educational institutions, and various business sectors; and
- consulting with employees and employers on workplace matters.

Labour Relations

The 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 Provincial Government'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;
- providing training in dispute resolution;
- providing administration and human resource support to the Standing Fish Price-Setting Panel (SFPSP); and
- providing a labour relations liaison role regarding Special Project Orders for the Muskrat Falls Project.

Overview of the Labour Relations Agency continued

Policy and Planning

The Policy and Planning Division is responsible for the provision of corporate planning, as well as research and analysis for the review and enhancement of the Agency's policies, programs, services and legislative framework. 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;
- assisting with the development of new legislative and regulatory models;
- facilitating the evaluation and continuous improvement of policies, programs, and services;
- providing policy and budgetary support as well as support and advice to executive and ministers responsible for the following entities: WorkplaceNL; WHSCRD; and the SFPSP;
- strategic planning and annual reporting;
- ensuring the Agency's participation in initiatives, both government-wide and with other Federal/Provincial/Territorial governments;
- developing and maintaining partnerships, and representing provincial interests, with relevant provincial, national, and international organizations and Ministries of Labour; and
- monitoring judicial decisions and best practices in relation to labour to assist with the provision of strategic policy advice.

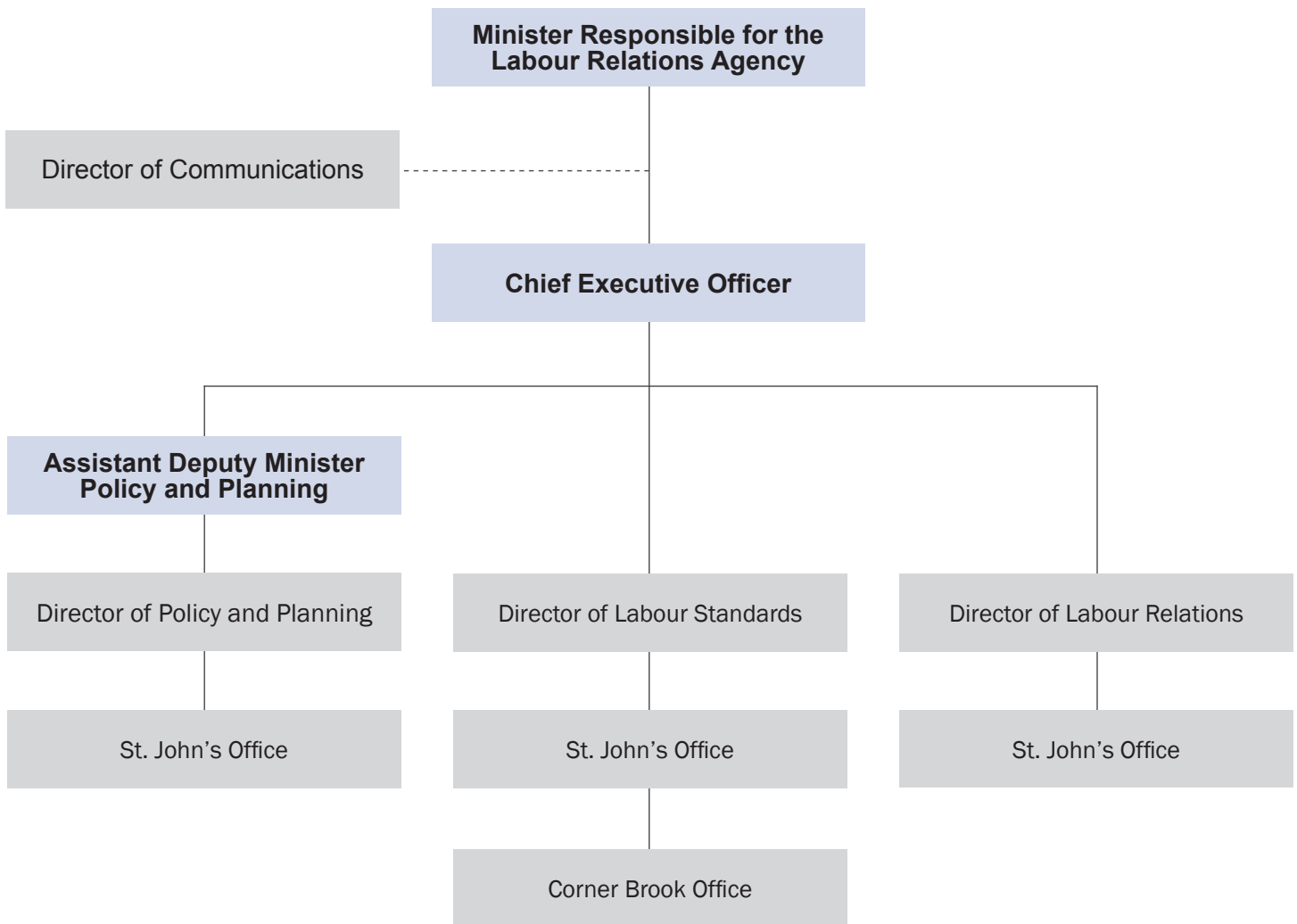
Offices

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

Staff

As of March 31, 2016, the Labour Relations Agency employed 21 staff in its various divisions and locations (14 females, 7 males). There were 20 employees in St. John's and 1 in Corner Brook. Public serving positions included Industrial Relations Specialists and Labour Standards Officers. Other positions included policy specialists and a small management, and administrative staff. Please note these numbers do not include the Directors of Communications for the Agency, WorkplaceNL, and WHSCRD, as they were not direct employees of the Labour Relations Agency.

Organizational Structure of the Labour Relations Agency



Shared Commitments

Each year, the Labour Relations Agency strives to focus its work on addressing its goals and objectives and is committed to collaborative efforts with stakeholders and government partners to advance its priorities. In 2015-16 considerable efforts were also invested in policy support for related entities and additional horizontal initiatives. These activities directly contribute to the Agency's strategic direction components of research and information, education and awareness, and workplace relations: leading to a stable employment relations climate in Newfoundland and Labrador.

During the 2015-16 fiscal year, policy support provided by the Agency included legislative research and analysis, required reports under the *Transparency and Accountability Act*, budgetary support, and support for appointments to Agencies, Boards, and Commissions. The Agency provided additional insight into labour legislation and balancing the rights and interests of workers and employers, in particular as it related to relevant government policy, to entities under its responsibility.

Policy Support and Related Entities

The Labour Relations Agency provided policy and budgetary support related to the following entities: WorkplaceNL; the WHSCRD; the Labour Relations Board, and the SFPSP. Each of these entities also holds Plans and Reports independent from the Agency.

WorkplaceNL and WHSCRD deal with legislation pertinent to workers in Newfoundland and Labrador. WorkplaceNL is an employer-funded, no-fault insurance system which promotes safe and healthy workplaces, provides return-to-work programs, and offers fair compensation to injured workers and their dependents. The WHSCRD is responsible for the review of decisions of WorkplaceNL and is the final level of review within the workers' compensation system in the province.

The Labour Relations Board is an independent, quasi-judicial body which contributes to and promotes harmonious labour relations in the province by adjudicating and mediating a variety of employment and labour relations matters under eleven statutes. The primary mandate of the Board is to resolve labour relations and employment disputes in accordance with its jurisdiction. The Board's primary objectives are the fair and efficient processing of applications and the rendering of decisions which are clear, consistent and in accordance with legal principles. The Board employs seven staff under the direction of a Chief Executive Officer.

The SFPSP is mandated to identify particular fish species for collective bargaining, as well as ensuring that binding collective agreements containing price conditions are in place, by the date established by the Minister of Fisheries and Aquaculture. The three-member panel does this on an annual basis, in consultation with stakeholders. Human resource support and funding to the SFPSP is provided by the Labour Relations Agency.

Shared Commitments continued

Statutory Review of the Workers' Compensation System

The Agency provides policy support and advice related to WorkplaceNL. As part of this role, every five years the Agency leads the Provincial Government's response to a statutory review of the legislation and operations of the Commission. During 2015-16, the Agency continued its work in relation to the analysis of the Statutory Review Committee's recommendations outlined in its 2014 report, entitled "Working Together: Safe, Accountable, Sustainable" (Report). There are more than 130 policy and legislative recommendations in the Statutory Review Report and the Agency has worked diligently to provide comprehensive information and analysis on these extensive recommendations. The Agency will continue this work in 2016-17 in an effort to coordinate and provide leadership on Government's response to this report.

Enhancing Openness

Enhancing government openness to data and information involves commitment and action by all departments. It is guided by the principles of transparency, accountability, participation and collaboration. The Agency has demonstrated alignment with this commitment during 2015-16 by increasing access to information and data through the launch of a searchable online database of arbitration awards and collective agreements. This is part of the ongoing analysis efforts to improve public accessibility to information through proactive disclosure. The new database is available on the Agency's website, and also accessible through the Open Government website under the 'Open Information' pillar, under the topic of 'Business'. The searchable database can be found at www.gov.nl.ca/lra/infosys.html. Further details and information on this initiative is provided in the Report on Performance section of this Report.

Worker Recruitment and Protection Legislation

Temporary foreign workers have the same rights and responsibilities as Canadian workers under the provincial *Labour Standards Act*. Government takes seriously any allegations made by temporary foreign workers who feel their rights under the *Labour Standards Act* have been violated, and investigates accordingly. In Newfoundland and Labrador, responsibility for temporary foreign workers is shared across several departments including: Advanced Education and Skills; Service NL (Occupational Health and Safety); WorkplaceNL; and the Labour Relations Agency. While each entity has a different mandate in providing services and protections to these workers, collaboration occurred throughout the year and the Agency continued to research and provide advice on policy, operational, and legislative mechanisms that may be utilized to help protect foreign workers in this province.

As part of the Agency's ongoing commitment to education and preventive intervention for temporary foreign workers, additional activities occurred in 2015-16 in the Labour Standards Division including, but not limited to:

- proactive outreach to the Filipino community through a presentation for workers (both temporary workers and permanent residents); and
- engagement with the Refugee and Immigrant Advisory Council (RIAC) on issues specific to women in isolation.

Additional Horizontal Initiatives

The Labour Relations Agency participates in horizontal initiatives with other levels of government. The Agency remains an integral partner with these initiatives, providing valuable insight from a labour relations perspective relevant to particular issues. These additional horizontal initiatives include, but are not limited to: Greening Government; Population Growth; Poverty Reduction; and Violence Prevention.

Highlights and Accomplishments

The Labour Relations Agency works in partnership with employees and employers to support and foster positive employment relations throughout Newfoundland and Labrador. While consensus may not always be possible in the workplace, proactive engagement and dialogue enhance understanding of issues and help create and maintain an environment where positive relations may grow. Highlights of activities in 2015-16 are outlined below.

CAALL Committee Participation

The Labour Relations Agency participated in several Canadian Association of Administrators of Labour Legislation (CAALL) meetings and initiatives during 2015-16 regarding the plan of action. Newfoundland and Labrador was an active participant in several workshops, roundtables and teleconferences throughout the fiscal year in relation to international labour issues. The Agency participates in CAALL activities on a monthly basis, and more frequently, as required, throughout the year.

Labour Relations Conciliation Activity

During the 2015-16 fiscal year, the Labour Relations Division received 75 requests for conciliation services and 14 requests were carried over from the previous year resulting in a total of 89 active cases. The Labour Relations Division achieved a 100 per cent settlement rate during this time period.

The Labour Relations Agency has recorded statistics relating to labour disputes dating back to the 1950s. The last fiscal year was the first time in the preceding 45 years in which no labour disputes occurred. This can be attributed in part to the efforts and exemplary work of all stakeholders working towards a common goal of effective employment relations outcomes.

Labour Management Arbitration Committee Arbitrator Training Program

The Labour Relations Division provides a liaison role between the Labour Management Arbitration Committee (LMAC) and the Agency. The LMAC's responsibility is to promote, establish, and maintain high quality and effective arbitration processes. The powers and duties of the LMAC are to establish educational and experience standards for arbitrators, oversee qualification and training processes, establish and maintain a roster of arbitrators, and engage in other actions which promote the effectiveness and quality of arbitrations.

The LMAC is comprised of nine members: three members who represent labour; three members who represent employers, including one member who represents Government as an employer; two members who represent arbitrators; and an additional Government representative.

The LMAC is authorized under the *Labour Relations Act* and the *Public Service Collective Bargaining Act* to establish and maintain a Roster of Arbitrators who, in the opinion of the committee, are qualified to conduct labour arbitrations in the province and to establish the criteria for placement on the roster.

During the 2014-15 fiscal year, the LMAC planned and developed an Arbitrator Training Program in an effort to expand the Roster of Arbitrators. In 2015-16, the training was delivered with all 17 participants successfully completing the program. Feedback received on this was very positive. As of March 31, 2016, two participants of the Arbitrator Training Program have been placed on the Roster of Arbitrators. Other participants are anticipated to be added to the Roster in 2016-17 upon completion of post-training criteria.

Report on Performance

In the 2014-17 Strategic Plan, the Labour Relations Agency identified two primary strategic issues which have the greatest impact on its efforts to promote a positive labour relations environment: (1) service excellence; and (2) effective workplace relations. In this Annual Report, the Agency will report on its objective results for the 2015-16 fiscal year.

Issue 1: Service Excellence

The provision of robust programs and services and the maintenance of a modern and progressive labour relations framework represent the cornerstones of the Labour Relations Agency's work. The Agency is always aware of evolving needs in the workplace, as well as expectations that workplace services are provided in an accessible and timely manner.

The Agency's 2014-17 Strategic Plan noted the changing dynamics of the workplace in Newfoundland and Labrador. The pace at which people access, receive and expect information has also changed. One of the challenges facing the Labour Relations Agency is ensuring that its services continue to meet the evolving needs of stakeholders and promote a stable employment relations climate. The response to this issue was focusing on service excellence and improving service delivery to the Agency's clients.

Optimum employment relations require employers and employees to have access to information and services available to them. These activities support positive employment relations through better decision making, increased knowledge and greater participation in proactive initiatives, and also promote stability and productivity in the workplace. As outlined below, the Agency has made a concerted effort to initiate select improvements in several areas.

During 2015-16, the Labour Relations Agency initiated improvements to both the arbitration database and collective agreement database, exceeding its initial objective in this area. Electronic and paper information has been updated and improved. There was also a focused effort to improve accessibility and awareness through the website and through engagement with stakeholders. An example of this work included participation on the Women's Community Alliance through the Refugee and Immigrant Advisory Council (RIAC) on issues specific to women in isolation.

Objective Results for 2015-16

Goal: By March 31, 2017, the Labour Relations Agency will have improved delivery of service to clients to ensure information is current and services are responsive to client needs.

Objective: By March 31, 2016, the Labour Relations Agency will have initiated select improvements to service delivery.

Measure: Initiated select improvements to service delivery.

Report on Performance continued

Indicators:

- Worked with Office of the Chief Information Officer (OCIO) on development of new searchable arbitration database for clients.
- Developed and distributed revised Employment Standards in Newfoundland and Labrador information booklet and poster, in both electronic and print formats.
- Implemented further updates to the Agency's website specific to end user supports.

Indicator	Performance for 2015-16
<p>Worked with the OCIO on development of new searchable arbitration database for clients.</p>	<p>The Labour Relations Agency collaborated with the Office of the Chief Information Officer (OCIO) to develop and launch an online arbitration award database to enhance client service. While working with the OCIO the focus of the proposed system was primarily linked to the arbitration award collection. The Agency explored the option of the addition of a similar database for current collective agreements. Consideration of similarities in data and system requirements allowed the addition of a searchable database for current collective agreements.</p> <p>In collaboration with the Office of the Chief Information Officer (OCIO), the Labour Relations Agency launched a searchable online database in March 2016 of arbitration awards and collective agreements. This was part of ongoing efforts to increase public accessibility to information and improve access to both arbitration awards and collective agreements.</p> <p>As a result of its work in 2015-16, the Agency is pleased to make available more than 60 years of arbitration awards, and the most current depository of provincial collective agreements online in a searchable form. The database allows users to view and download arbitration awards and collective agreements with immediate access through multiple search avenues. Prior to release of the new database, only awards issued in the last five years were available in electronic format on the Agency's website. All awards previously received (4,000+) are now contained in the database. Clients are able to utilize a self-service model to retrieve information they require. The new database has improved the Agency's capability to respond to specific requests related to arbitration awards, usually within one business day.</p> <p>The information systems for both arbitration awards and collective agreements were launched in March 2016. The searchable databases can be found at www.gov.nl.ca/lra/infosys.html.</p>

Report on Performance continued

<p>Developed and distributed revised Employment Standards in Newfoundland and Labrador information booklet and poster, in both electronic and print formats.</p>	<p>The revised <i>Employment Standards in Newfoundland and Labrador</i> information booklet was printed and distributed in both English and French to clients through direct requests and presentations. It was also made available on the Agency's website for direct download.</p> <p>The Employment Standards poster was developed and was being finalized at year end. It is anticipated to be distributed early in 2016-17 and will be posted on the website for client easy access.</p> <p>In addition to the booklet and poster, the Employment Standards general information presentation was updated to a new format and delivered to schools and related interest groups (See the Statistical Overview section for specific Labour Standards Statistics).</p>
<p>Implemented further updates to the Agency's website, specific to end user supports.</p>	<p>During 2015-16, the Employment Standards in Newfoundland and Labrador booklet was further updated and posted to the Agency's website.</p> <p>The Labour Management Arbitration Committee policy manual was updated on the LMAC section of the Agency's website throughout the fiscal year to ensure the most up-to-date information was available.</p> <p>Additional website enhancements included select revisions to the layout, the addition of quick links, confirmation of existing hyperlinks, form revisions to fillable PDFs, and general information updates to provide a more user-friendly website.</p>

Objective for 2016-17

Objective: By March 31, 2017, the Labour Relations Agency (LRA) will have implemented further improvements to delivery of services to clients.

Measure: Implemented select improvements to service delivery.

Indicators:

- Monitored the impact of LRA outreach program through distribution of the Employment Standards poster.
- Initiated presentation offerings of Employment Standards information via webinars posted on the Agency website.
- Continued improvements and data monitoring of the Arbitration Award and Collective Agreement Databases.

Issue 2: Effective Workplace Relations

The Labour Relations Agency is committed to maintaining a positive labour relations climate in Newfoundland and Labrador, to help maximize employment relations stability. This requires a strong employment relations framework, as well as robust administrative policies, programs and processes to address evolving workplace dynamics. This includes a balanced approach to the modernization of laws that are responsive to the needs of stakeholders. The Agency continually reviews these components to ensure opportunities for improvement are acted upon and invites input from stakeholders to achieve a balanced framework.

In the 2014-17 Strategic Plan, the Labour Relations Agency committed to effectively managing legislative, regulatory and policy framework(s) to support effective workplace relations. Ensuring the framework is streamlined, modern, and balanced is critical to supporting the protection of basic labour rights and establishing an environment where stakeholders maximize opportunities for the negotiation of collective agreements and resolution of workplace disputes.

The Labour Relations Agency takes very seriously, its responsibility for reviewing and coordinating the Provincial Government's position on international labour issues. This includes requests made by the International Labour Organization (ILO), the United Nations agency which promotes social justice and formulates minimum international standards for basic labour rights and work-related issues. This process is undertaken in consultation with provincial departments and agencies that are responsible for, or affected by, the particular issue addressed. The Agency makes a concerted effort to respond to all requests it receives so as to support the Provincial Government's ongoing efforts in advancing Canada's work in international labour affairs.

During 2015-16, the Labour Relations Agency addressed several identified needs related to the LMAC and arbitral community, consulted with government partners on provincial support for ratification of ILO Conventions, and continued research and analysis in relation to identified priority issues under labour standards legislation.

Objective Results for 2015-16

Goal: By March 31, 2017, the Labour Relations Agency will have effectively managed legislative, regulatory and policy framework(s) to support effective workplace relations.

Objective: By March 31, 2016, the Labour Relations Agency will have begun to address needs identified.

Measure: Initiated activities to address identified needs.

Indicators:

- Continued consultation with government partners on ratification of specific ILO Conventions and continued participation in CAALL.
- Identified and advanced priority issues in relation to labour standards legislation.
- In partnership with the LMAC, offered the Arbitrator Training Program.
- In consultation with the LMAC, developed and implemented a relevant evaluation activity for the Arbitrator Training Program.

Report on Performance continued

Indicator	Performance for 2015-16
<p>Continued Consultation with government partners on ratification of specific ILO Conventions and continued participation in CAALL.</p>	<p>Part of the Federal Provincial Territorial (FPT) Strategy includes review of ILO instruments by the provinces in preparation for Canada's ratification. In 2015-16, the Agency communicated Newfoundland and Labrador's official position regarding ratification to the Federal Government with respect to the following instruments:</p> <ul style="list-style-type: none"> • The Agency consulted with all departments and agencies to ensure provincial practices, policies, and legislation were consistent with the Minimum Age Convention (C138). Considered one of the eight fundamental Conventions of the ILO, C138 sets age standards for admission to employment. The Government of Newfoundland and Labrador was pleased to support Canada's ratification of the Minimum Age Convention. • The Agency also consulted with all departments and agencies to complete a technical review of the Protocol to the Forced Labour Convention (P29) developed to supplement the Forced Labour Convention with targeted provisions regarding the prevention of forced labour, and protection and access to compensation for victims. The Government of Newfoundland and Labrador was pleased to report no barriers to support Canada's ratification of the Protocol to the Forced Labour Convention (P29). <p>The Agency responded to additional requests from the ILO and participated in a number of intergovernmental consultations and meetings with the Government of Canada to support the Provincial Government's ongoing efforts in relation to relevant Provincial, National and International labour matters.</p> <p>The Labour Relations Agency participated in Canadian Association of Administrators of Labour Legislation (CAALL) meetings and initiatives during 2015-16. Through CAALL, the Agency continued to work with FPT counterparts on the 2014-16 Plan of Action, including participating on CAALL sub-committees as required. Newfoundland and Labrador was an active participant in several workshops, roundtables and teleconferences throughout the fiscal year, related to international labour issues and representing provincial interests.</p>

Report on Performance continued

<p>Identified and advanced priority issues in relation to labour standards legislation.</p>	<p>The Agency is continually reviewing legislation to ensure it is up-to-date and inclusive of authorities for the services the Agency provides. In 2015-16, the Agency completed an issue specific jurisdictional scan and legislative analysis. Key priority issues included research and analysis regarding the provision of legislative authority for the issuance of Labour Standards Clearance Certificates, as well as collection of the related fee. The Clearance Certificate service is to confirm whether a person or company is in good standing under the <i>Labour Standards Act</i>.</p> <p>Minimum wage was another key issue. The provincial minimum wage increased on October 1, 2015 to \$10.50 per hour, in keeping with the announcement and regulation change established in 2014. Research and analysis commenced in this area in preparation for a future review.</p> <p>The Agency also researched and commenced analysis of compassionate care leave provisions. The Agency looks forward to continuing these efforts in 2016-17 to explore the potential of aligning provincial legislation with federal legislation in this area.</p>
<p>In Partnership with LMAC, offered the Arbitrator Training Program.</p>	<p>In conjunction with the Labour Management Arbitration Committee (LMAC), the Agency offered and advanced an Arbitrator Training Program. This training was implemented with all participants successfully completing the program. Feedback received from participants was positive. Support was also provided via the Agency's website for the application process. As of March 31, 2016, two participants of the Arbitrator Training Program were placed on the Roster of Arbitrators; others are anticipated to be added to the Roster in 2016-17.</p>
<p>In consultation with the LMAC, developed and implemented a relevant evaluation activity for the Arbitrator Training Program.</p>	<p>The Agency and LMAC developed the evaluation activity related to the Arbitrator Training Program. The evaluation activity assessed feedback on content of the sessions and overall reaction. Responses from the evaluation activity were received and reviewed by the LMAC.</p> <p>A revised version of the arbitrator policy manual was posted on the LMAC section through the Agency website.</p>

Report on Performance continued

Objective for 2016-17

Objective: By March 31, 2017, the Labour Relations Agency will have continued to address identified needs to support effective workplace relations.

Measure: Will have continued to initiate activities to address identified needs.

Indicators:

- Continued consultation with government partners on ratification of specific ILO Conventions and continued participation in CAALL.
- Continued to identify and advance priority issues in relation to labour standards legislation.
- Engaged stakeholders for relevant contribution to identified priority issues as deemed appropriate.
- Utilized key performance indicators from the Labour Standards Case Management System (CMS) to further identify workforce relations improvements.

Future Opportunities and Challenges

The Labour Policy and Services Branch (LPSB) of the Department of Advanced Education, Skills and Labour is committed to ensuring a robust and responsive employment relations service and legislative framework that is both balanced and responsive. The challenge is to continually evaluate the legislation for potential improvements, while at the same time managing competing priorities. It is important to monitor federal legislative developments so that opportunities to align provincial legislation and regulations are pursued. This will enable enhanced responses to the citizens of the province.

There will be a large number of public sector collective agreements expiring in the new fiscal year. The volume itself will create challenges in providing services. However, this will provide an opportunity to promote positive employment relations and services with all parties. It will be important to ensure these parties, and others in the province, are aware of the range of services available.

The recent arrivals of additional immigrants and refugees to the province have triggered community and government outreach and support for settlement services. Part of this service involves employment related supports. It will be important to overcome challenges related to potential barriers such as language to ensure these individuals have access to information and supports on labour standards.

As the Branch integrates into the Department of Advanced Education, Skills and Labour there will be many opportunities for cooperation. While this is a time of significant change, the Branch looks forward with great optimism, to enhancing partnerships and collaborative efforts both within and outside of the Provincial Government.

Statistical Overview

Labour Relations Division

Service	2013-2014	2014-2015	2015-2016
Conciliation Requests	46	54	75
Requests Carried Over	25	8	14
Total Conciliation Requests	71	62	89
Conciliation Settlements	62	45	75
Request for Appointment of Arbitrator	31	41	40
Interest Based Negotiation	2	0	1
Preventive Mediation Requests	168	87	110
Special Project Orders Issued	4	0	0
First Agreement Mediators	7	4	2

Labour Standards Division

Service	2013-2014	2014-2015	2015-2016
Requests for Service	11,498	12,448	13,039
Cases Assigned	100	96	108
Cases Concluded	84	142	124
Early Resolutions	336	320	318
Certificates of Clearance	2,944	2,775	2,571
Preventive Interventions*	225	251	178
Speaking Engagements	65	56	54
	(1,264 Participants)	(1,142 Participants)	(1,213 Participants)

* 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

	2013-2014	2014-2015	2015-2016
Work Stoppages	1	2	0
Employees Involved	44	183	0
Person-Days Lost	9,680	2,809	0

Work Stoppages by Selected Industry

Industry	Work Stoppages	2013-2014	2014-2015	2015-2016
Fishing	Work Stoppages	0	0	0
	Employees Involved	0	0	0
	Person-Days Lost	0	0	0
Manufacturing	Work Stoppages	1	0	0
	Employees Involved	44	0	0
	Person-Days Lost	9,680	0	0
Other Services	Work Stoppages	0	0	0
	Employees Involved	0	0	0
	Person-Days Lost	0	0	0
Public Administration	Work Stoppages	0	2	0
	Employees Involved	0	183	0
	Person-Days Lost	0	2,809	0

Financial Information

Expenditure and Related Revenue

Fiscal Year Ended March 31, 2016				
Activity		Actual Expenditure \$	Amended Budget \$	Original Budget \$
1.1.01	Executive Support	402,912	429,400	429,400
1.1.02	Administration and Planning	534,120	652,900	655,500
	less: Revenue - Provincial	(0)	(50,000)	(50,000)
		534,120	602,900	605,500
1.1.03	Labour Relations and Labour Standards	1,194,048	1,258,600	1,250,200
	less: Revenue - Provincial	(129,828)	(160,000)	(160,000)
		1,064,220	1,098,600	1,090,200
Total		2,001,252	2,130,900	2,215,100

Expenditure and revenue figures included in this document are unaudited and based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2016. 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 or the Standing Fish Price-Setting Panel, as these entities report their financial information within their own annual reports.

Contact Information

St. John's Office

P.O. Box 8700, 3rd Floor, Beothuck Building,
20 Crosbie Pl, St. John's, NL, A1B 4J6
Telephone: 709-729-2742 / 2743
Fax: 709-729-3528

Corner Brook Office

P.O. Box 2006, 7th Floor, Sir Richard Squires Building,
Mount Bernard Ave, Corner Brook, NL, A2H 6J8
Telephone: 709-637-2367
Fax: 709-637-2592

Toll Free: 1-877-563-1063

E-Mail: Policy and Planning – infoLRA@gov.nl.ca

Website: www.gov.nl.ca/lra

