

Team Leader Guidelines for Picket Line Relationship Management

A work disruption could occur as early as July 2, 2016 that would involve both the CUPW-Urban and CUPW-RSMC bargaining units.

If a work disruption occurs, some supervisors will be asked to help ensure picket lines remain safe, calm and orderly. These Guidelines summarize what will be expected of supervisors in that role.

What you need to know:

- Peaceful picketing is a legal form of freedom of expression protected by the Charter of Rights but there are limitations.
- The safety of employees and maintaining respectful relationships are our priorities for team leaders in this role. While emotions may rise, always remember that we will all be working together again after a disruption ends.

What to do:

- If you are asked to be manage a picket line, calmly approach the union's picket captain and identify yourself as the management contact.
- Tell the picket captain that you will be seeking their cooperation to ensure the picket line remains safe, polite and orderly.
- Remind the picket captain that picketing is to occur only on public property (e.g. sidewalk and public parking). The Corporation's premises are private property.
- Help others in coming through the picket line.
- Ensure the picketing and crossing of the picket line do not escalate into violent or dangerous behaviour by:
 - ✓ Demonstrating your respect for everyone and that you value everyone's safety.
 - ✓ Addressing employees in a calm and respectful manner regardless of the mood, actions or language used on picket lines.
 - ✓ Have friendly, informal conversations with employees to reduce any tension and keep communication lines open.
- If emotions or behaviours worsen:
 - ✓ Ask for the picket captain's co-operation to control the unacceptable conduct.
 - ✓ If that does not resolve the issue, contact your Superintendent or Manager. If the issue needs further escalation, the Manager should contact the APC.

- ✓ Document any illegal or excessive/disruptive activity for follow-up as appropriate.
- ✓ Remember, what you say on the picket line can become part of the public record.
- **If serious issues occur, such as risk of physical harm or damage to property, immediately contact your Regional Postal Inspectors and or the S&IS Security Operations Centre (1-855-229-6025).**
- Call 911 in critical cases where violence is present or the safety of anyone is at risk.
- If the news media approach you, direct them to Phil Legault or Mouktar Abdillahi in the Media Relations group at 613 734-8888.
- Take precautions for health and safety, including your own:
 - ✓ Wear your high-visibility vest at all times
 - ✓ Wear comfortable shoes and a hat
 - ✓ Don't forget sun-screen and a water bottle
 - ✓ Don't hesitate to remind picketers to stay hydrated