



# Labour

# Travail

## LABOUR RELATIONS – AN OVERVIEW

### Labour Relations Advice and Assistance

Harmonious labour-management relations are beneficial to both the economic security of individuals and the economic prosperity of Canada.

To that end, the Labour Program promotes cooperation and fairness and provides expert advice and assistance on labour relations matters to workplaces within the federal jurisdiction. This includes some of Canada's major infrastructure sectors, such as interprovincial and international transportation (air, rail, ports and trucking), communications, banking and Crown corporations. It covers approximately 12 000 employers, 128 000 workplaces and 1 million workers.

### Working Closely with Employers and Unions

Through the Federal Mediation and Conciliation Service, the Labour Program:

- provides mediation and conciliation services to help employers and unions negotiate collective agreements;
- offers an innovative Preventive Mediation Program to help employers and unions build effective labour-management relations;
- fosters cooperation in the workplace through its Labour-Management Partnerships Program;
- provides grievance mediation as a low-cost alternative to arbitration to help labour and management reach voluntary settlements of grievances; and
- appoints arbitrators, adjudicators and wage recovery referees to resolve specific disputes between employers and employees on alleged unjust dismissal and unpaid wages.

### Effective Labour-Management Relations

The Preventive Mediation Program is designed to help improve ongoing relationships between employers and unions while a collective agreement is in force. All preventive mediation services are delivered jointly to employers and unions by experienced mediators. There is no charge for the services, and they can be customized to meet the specific needs of a particular workplace.

The Preventive Mediation Program aims to help parties:

- build and maintain relationships characterized by openness and trust;
- find creative approaches to problem solving and decision making;
- create harmonious and productive workplaces;
- engage in the discussion of issues of common interest; and
- ultimately prevent labour disputes.

### Protecting Growth and Prosperity

The Labour Program's proven ability to provide impartial and effective dispute resolution services to employers and unions has helped to settle nine out of ten collective bargaining disputes without a work stoppage.

Providing these services is an integral part of the Government's efforts to keep Canada's economy strong, productive and competitive.

*"The development of good industrial relations [is] in the best interests of Canada in ensuring a just share of the fruits of progress to all."*

Preamble to the *Canada Labour Code*

**To find out more**, call us toll-free at **1-800-563-5677** or visit **labour.gc.ca**.