



What is a Lead Steward?

As Lead Steward, you play a vital role in supporting other Stewards when they are seeking advice or have questions about the collective agreement, issues that members have raised, the grievance procedure, or are asked to represent a member in a meeting with the employer. You also play a leadership role in your branch or unit by organizing unit meetings, union pop-up site visits, and the union's presence at Labour Management Meetings.

- Answer questions for Stewards
- Help Stewards interpret and understand their collective agreement
- Act as a liaison between Stewards and Business Agents
- Assist in filing grievances when the collective agreement hasn't been followed
- Build the Steward network in your workplace
- Ensure unit meetings/site visits are held in accordance with CUPE 1004's bylaws in all major work units and report back to the Local
- Report back Union business to their members
- Coordinate and lead unit meetings/site visits
- Support the Stewards and OHS reps in their unit and ensure Steward and OHS vacancies are filled
- Meet with unit Stewards and OHS reps on a regular basis
- Ensure that new members with the Union are being oriented
- Attend classes in union education wherever possible
- Shall be the Union chair of their unit Labour-Management Committee

Thank you for your commitment to representing and advocating for our members and supporting our Stewards. Your role as a Lead Steward is critical in supporting our members and Stewards, ensuring their voices are heard, and upholding their rights in the workplace. Your dedication plays a key part in fostering a positive and fair work environment.

To ensure a consistent and effective approach across branches and units, please follow this new process:

Member Contacts the Steward

- When a member requires assistance, they will reach out to a Steward in their branch or unit.
- If a member doesn't know who their Steward is, they will call the CUPE 1004 office and will be provided the name and contact information of Stewards in their branch or unit.
- Lead Stewards will also act as Stewards and may be first contact for members but be mindful of your workload as Lead Stewards and the extra duties you are taking on. Ensure you are delegating Steward work to the other Stewards in your unit as needed.

Lead Steward's Role When Members Contact a Steward

- When a member contacts a Steward, the Steward may need support and guidance from the Lead Steward in working through member's questions, assessing the situation/issue, and in determining next steps and a course of action, if any. This can look like:
 - Point the Steward to the relevant parts of the collective agreement, workplace policies, the Local's policies, and workplace legislation like Employment Standards, WorkSafeBC, etc.
 - Talk through the issues with the Steward and assessing if there is enough information gathered to determine a course of action. If not, point the Steward to resources like the Grievance Fact Sheet to help the Steward gather further information.
 - Assess the information gathered and help the Steward develop a plan for next steps.
 - Take note of issues that Stewards and members bring forward that are better addressed at Labour Management Meetings, then bringing them up in that venue, and then report any developments back to the member.
 - Escalate issues to the Business Agent as needed, or directing the Steward to contact the Business Agent to escalate the issue directly.
- The Lead Steward acts as a mentor for Stewards and gives advice, feedback, and guidance when a Steward is unsure about how to address an issue or needs support to develop their skills. This can look like:
 - Review notes taken by the Steward and give feedback on how to improve.
 - Debrief meetings where the Steward was representing members in, and give feedback on how to handle difficult situations and issues encountered
 - Mentor Stewards by inviting them to shadow with you as you take lead on representing members in meetings with the employer, and in Labour Management meetings.
 - Explain any history and past practice regarding issues that members bring to Stewards as you are able.

- Identify when Stewards need further education to improve their skills and working with the Vice President to ensure that Stewards get the further education they need.
 - Provide guidance on how to provide a new member orientation
 - Provide guidance on how to conduct a unit meeting/site visit
- If you are unsure at any point about next steps, the best course of action, or in understanding relevant parts of the collective agreement, workplace policies, the local's policies, workplace legislation, and history and past practice of issues, don't hesitate to reach out to the Business Agent assigned to your unit or branch for help.

Lead Steward's Role - Grievances

- The Lead Steward, Steward, and Business Agent will work together to determine if a grievance is necessary.
- The Lead Steward will mentor the Steward to draft the grievance form for review by the Business Agent. Grievance form templates are available in the Steward's Toolkit.
- Business Agent's have carriage of all grievances and will file the grievance form.
- When a Steward is not available, the Lead Steward will be invited to follow along with the grievance as it moves through it's process. This can mean:
 - Helping the BA gather and clarify further information relevant to the grievance
 - Attending further meetings and grievance presentations and take notes
 - Meeting with the member to update them on their grievance
 - Assisting with writing grievance presentations and presenting the grievance

Lead Steward's Role - Labour Management Meetings (LMM)

- The Lead Steward is the lead of the union's presence at Labour Management Meetings. This involves chairing the meeting when it is the union's turn to chair, reviewing the minutes from previous meetings for corrections, following up on action items, providing historical context on issues, as well as keeping track of new issues that need to be discussed under New Business.
- Approximately two weeks prior to the meeting, the Lead Steward also organizes the union's representatives at the meeting by inviting other Stewards in the unit, Business Agent, and Table Officers as needed. The lead is to never attend LMM alone and always has at least one other person with them to take notes and to help speak on issues.
- Approximately two weeks prior to the meeting, the Lead Steward canvasses the Stewards and Business Agent for any new issues that need to be brought up during the meeting, or new info on recurring issues that continue to be discussed.
- If a Lead Steward is unable to attend, they will delegate Union Chair responsibilities to another Steward for that meeting.

- The Lead Steward organizes a pre-meeting of attendees to the LMM, to discuss any new business to be brought forward, corrections to previous minutes to be made, and strategize about who will be speaking on which topic at LMM, and who will be designated to take notes.
- The Lead Steward reports outcomes, discussions, and issues of note to the Administrator as needed.
- If at any point you are unsure, contact the Business Agent assigned to your branch or unit for help.

Lead Steward's Role - Central Labour Management Meetings (Central LMM) CoV & Parks Only

- The Lead Steward will be invited to attend Central Labour Management Meetings to represent their branch/unit.
- The Lead Steward will keep a list of issues that could not be resolved at their branch's LMM, or global issues that affect more than just their branch to Central LMM to be raised there.
- The Lead Steward will attend union pre-meetings prior to Central LMM to prep and must raise their list of unresolved issues and global issues prior to being raised as New Business with the Employer. The Lead Steward may also be asked to chair or speak on issues and is expected to take notes during the Central LMM.

Lead Steward's Role - Unit Meetings/Site Visits

- The Lead Steward will hold Unit Meetings/Site Visits in accordance with CUPE 1004's Bylaws, and will lead the meetings.
- The Lead Steward will invite and encourage all Stewards in the unit to attend Unit Meetings, and will encourage Stewards to participate by taking notes, reporting out information to attendees, speaking to issues, and answering Q&A.
- The Lead Steward will work with the Administrator and/or Business Agent to book a physical space for the meeting and/or organize a virtual meeting space, to liaise with the employer to inform them as necessary, create an agenda/discussion topics, send notice and agenda to all unit members, and organize book offs as needed.
- The Lead Steward will send meeting notes to the Administrator for review and record keeping.
- If at any point you are unsure, reach out to the Business Agent for guidance and support.

Lead Steward's Role - New Member Orientation

- The Lead Steward will provide new members in their Branch or unit with a new member orientation and will try to coordinate for at least one other Steward to attend.
- The Lead Steward will work with their Employer to coordinate a date and time to meet with the new member/s.

Handling Documentation

- You must hold on to your notes and keep them in accordance with the Personal Information Protection Act (PIPA).
- For all grievance files, all related notes will need to be provided to the Business Agent. This includes notes from investigation meetings, pre-meetings, debrief meetings, discussions with the member, Grievance Fact Sheet, etc.
- You can provide your notes in person by dropping off at CUPE 1004 office or by emailing them to the Business Agent.