



CUSTOMER SERVICE STATEMENT

COMITÉ PARITAIRE DE L'ENLÈVEMENT DES DÉCHETS SOLIDES DE LA RÉGION DE MONTRÉAL

The Comité Paritaire des Boueurs de la Région de Montréal (hereafter the “**Comité Paritaire**”) offers a variety of professional and advisory services to employers and employees subject to the Decree Respecting Solid Waste Removal (hereafter the “**Decree**”). The Comité Paritaire’s main responsibility is to enforce the application of the Decree. The goal of the Decree is to provide employees with minimum working conditions, ensure healthy competition between companies and promote social harmony in the industry. The Comité Paritaire informs, advises and provides guidance to employers and their employees. It offers administrative, legal and inspection services.

OUR COMMITMENTS

We commit to processing and responding to, within 72 hours, all requests for information, questions or other queries related to your file, subject to its complexity and the collaboration of the parties involved.

The Comité Paritaire executive team commits to:

- ❖ Offering you competent, respectful and courteous staff;
- ❖ Providing the right information and keeping you informed about the progress of your file;
- ❖ Processing requests quickly and with impartiality, and gathering your version of events; and
- ❖ Not disclosing your personal information.

The Comité Paritaire also commits to remaining accessible. Its offices are open Monday to Thursday from 8:00 a.m. to 4:30 p.m., and Friday from 8:30 a.m. to noon. All requests (complaints, questions, etc.) may be addressed by telephone, email, fax or in person at our offices.

OUR SERVICES

Information and complaint service

We commit to:

- ❖ Clearly inform and advise employees, employers and other stakeholders about the working conditions provided for in the Decree as well as the resulting rights and



obligations set forth in the Act Respecting Collective Agreement Decrees (hereafter the “Act”);

- ❖ Respond to requests for information from employers and employees; and
- ❖ Receive and process complaints and denunciations.

Finance and monthly report service

We commit to:

- ❖ Process monthly reports in an efficient manner and ensure that the information transmitted in the monthly reports is added to the employer’s file; and
- ❖ Offer support for drafting monthly reports.

IT and communications service

We commit to:

- ❖ Strive to develop technological tools that facilitate our relationships with internal and external clients.

Inspection and legal service

We commit to:

- ❖ Monitor and enforce compliance with the Decree, the Act and all applicable regulations;
- ❖ Investigate and inspect work sites and employer facilities;
- ❖ Initiate civil legal action when filed disputes are not settled promptly or when contested by employers; and
- ❖ Initiate criminal legal action for offences provided under the Act.

TO PROVIDE QUALITY SERVICE

To provide you with a high level of service, and to allow us to fulfill our commitments, we count on your collaboration to:

- ❖ Promptly provide us with the necessary and required information and documents;
- ❖ Demonstrate respect, courtesy and cooperation in your communications with us;
- ❖ Inform us about any changes to your situation; and
- ❖ Share your comments and suggestions with us, as they help us to improve our services.

If you wish to file a written complaint about the quality of our services, you may complete and submit the *Complaint Form* available on our website, or contact us to obtain a paper copy of the form.