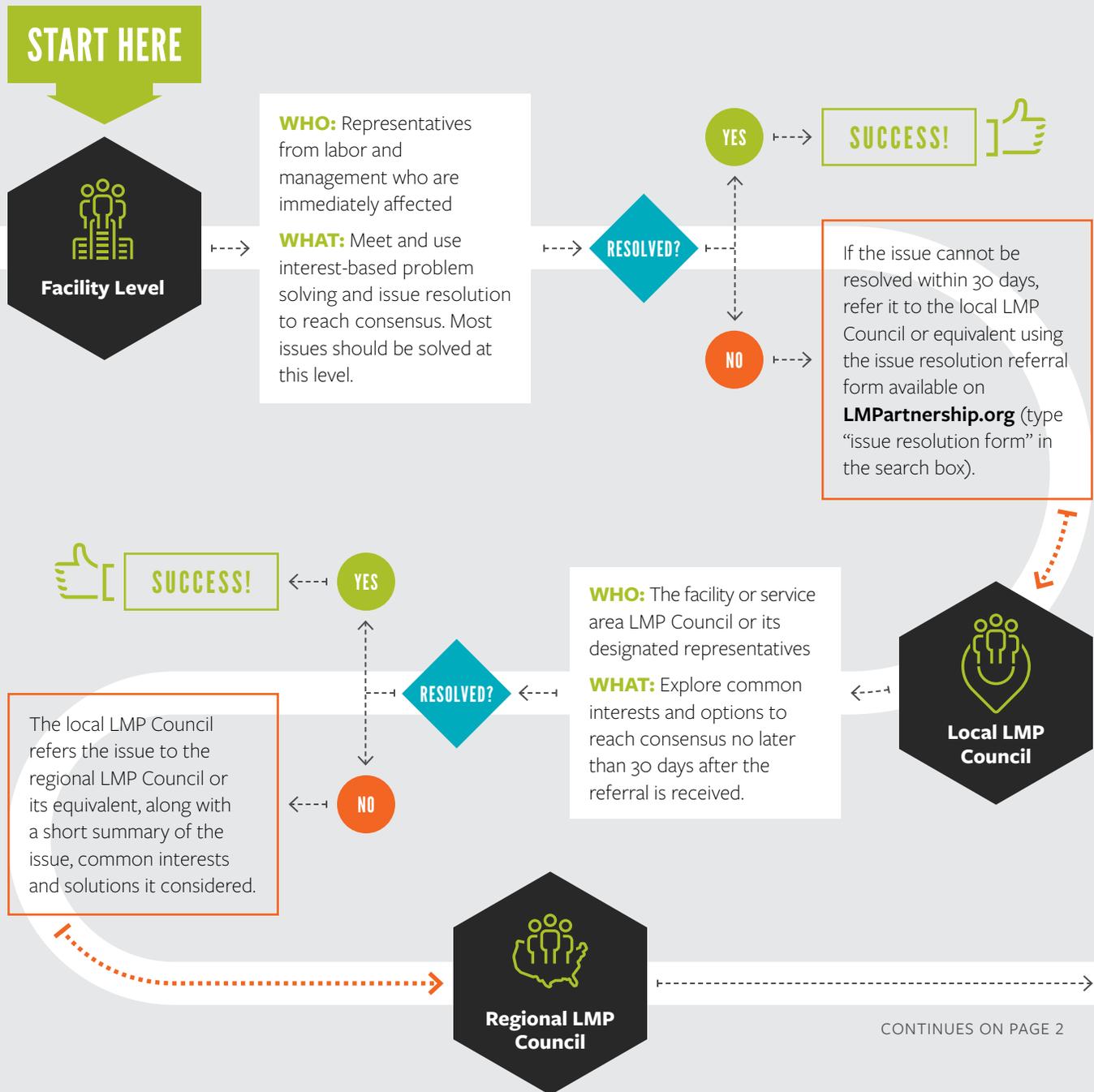


Got issues? Use IR

The issue resolution processes spelled out in the 2015 National Agreement are designed to resolve disputes, many of them related to Section 1 of the agreement. If you need to use IR, follow the order here and start the process at the lowest possible level—ideally the level where the problem arose.



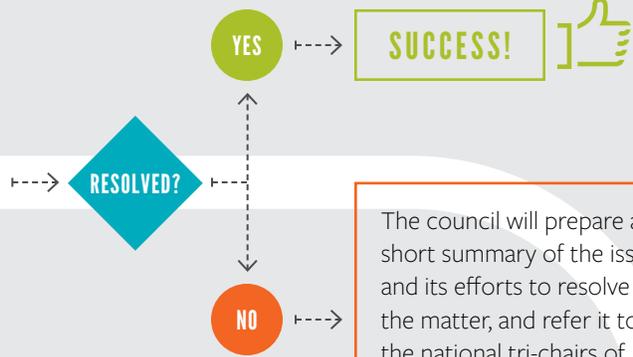


Regional LMP Council

WHO: Regional LMP Council or its designated representatives

WHAT: Further explore common interests and options, and try to resolve the issue no later than 30 days after its referral.

NOTE: If the issue arises at the regional level, it may be brought directly to the regional LMP Council.



The council will prepare a short summary of the issue and its efforts to resolve the matter, and refer it to the national tri-chairs of the Labor Management Partnership.



YES



NO

WHO: National LMP tri-chairs

WHAT: Appoint a labor-management fact-finding team to investigate the matter and attempt to mediate the issue.



National LMP Leadership

If consensus isn't reached, the fact-finding team will submit a report within 30 days of its appointment summarizing the key issues. The tri-chairs will submit the report to the LMP Executive Committee. If the issue remains unresolved, either Kaiser Permanente or the Coalition of Kaiser Permanente Unions may request the appointment of a national panel to address the issue.

“Using the issue resolution process helps create a solution that is not only well thought out but also, given the buy-in and ownership that comes from participation, smoother to implement.”

— **UTE KONGSBACK**, LMP Education and Training, Coalition of KP Unions labor partner (OFNHP/ONA, Northwest)



National LMP Panel

WHO: National LMP tri-chairs will appoint a national panel made up of union and management representatives and a neutral designee.

WHAT: The panel will craft a solution within 30 days, unless that period is extended by mutual agreement.

