Any dispute or grievance that arises at the workplace between an Employee(s) and the employer about the interpretation or application of this Agreement or the National Employment Standards (NES) or in relation to any matters pertaining to the relationship of employer and Employee must be dealt with in the following manner:

a) The matter must first be discussed by the aggrieved Employee(s) directly with his or her or their immediate supervisor. A nominated representative has the right to attend at and participate in this discussion as the representative of an Employee provided that this person is the representative of. the Employee's choice:

b) If the matter remains in dispute, it must be discussed with the supervisor's immediate superior or another representative of the employer appointed for the purpose of this procedure. A nominated representative has the right to attend at and participate In this discussion as the representative of an Employee provided that the nominated representative is the representative of the Employee's choice.

c) If the matter remains in dispute, it must next be discussed with the relevant manager of the employer. A nominated representative has the right to attend at and participate in this discussion as the representative of an Employee provided that this person is the representative of the Employee's choice: