

Champion - Margaret Huber

1. **Moving quickly to fund all overdue LES salary increases.**

DEPUTIES' RESPONSE: This is an area of great importance and all the resources they can be made available will be devoted to the resolution of this problem.

2. **Improving timely and direct communications with LES on matters of concern (e.g. on severance pay questions that might affect retirement planning, or on post-proposed changes to LES health plans).**

DEPUTIES' RESPONSE: With the transfer of pension and benefits processing from the Treasury Board to DFAIT, we inherited a complex operation. All the available resources have been dedicated to the processing of various plans, files and claims. There is no substitute for direct, timely and precise communications with LES staff and those at missions responsible for LES files, and this is what will be done.

3. **Expanding use of Intranet as a communications channel for LES. An electronic discussion line has been set up to ensure that special interests or concerns may be addressed, and that experience with best practices may be shared between posts. LES groups from 3 representative posts (Bucharest, Canberra, Hong Kong) have advised on the pilot project introducing this Intranet facility. Much more should be done.**

DEPUTIES' RESPONSE: We approve of this project and look forward to its broad use by LES.

4. **Funding more training, for LES both at HQ and in the field, as well as for HOMs, MAOs and other program managers on LES-related issues.**

DEPUTIES' RESPONSE: The CFSI has produced a Training Strategy for LES and has worked in close cooperation with Area Management Offices to better coordinate various training initiatives. The Strategy will be announced once a solid and secure funding formula is identified.