

### Grievances by Channels

Channel	Grievances	
	'16	'17
Hot Line	2,214	1,773
Online	1,378	3,630
Offline	3,496	5,200
Worker's Council	2,190	2,677
<b>Total</b>	<b>9,278</b>	<b>13,280</b>

### Grievances by Type

Type	Grievances	
	'16	'17
Working Environment	3,213	4,393
Terms and Condition of Employment	1,951	3,946
Employee Relations	1,309	2,403
Health & Safety	1,199	1,749
New Work Practices	271	550
Org. Changes	161	139
Discrimination	77	36
Harassment	48	64
Etc.	1,049	-
<b>Total</b>	<b>9,278</b>	<b>13,280</b>