

# CAW/First Air Agreement effective May 8 2012 to May 7, 2014

## Summary of Changes

<b>COORDINATORS</b>		
Level	Effective May 8 <sup>th</sup> , 2012	Effective May 8 <sup>th</sup> , 2013
	Hourly Rate	Hourly Rate
1	\$17.01	\$17.18
2	\$18.33	\$18.51
3	\$19.68	\$19.87
4	\$21.01	\$21.22
5	\$22.34	\$22.56
6	\$23.67	\$23.90
7	\$25.02	\$25.27

<b>AGENTS</b>		
Level	Effective May 8 <sup>th</sup> , 2012	Effective May 8 <sup>th</sup> , 2013
	Hourly Rate	Hourly Rate
1	\$14.21	\$14.42
2	\$15.54	\$15.78
3	\$16.76	\$17.01
4	\$17.43	\$17.69
5	\$18.10	\$18.38
6	\$18.76	\$19.04

<b>CARGO/RAMP ATTENDANTS</b>		
Level	Effective May 8 <sup>th</sup> , 2012	Effective May 8 <sup>th</sup> , 2013
	Hourly Rate	Hourly Rate
1	\$13.10	\$13.33
2	\$14.45	\$14.71
3	\$15.11	\$15.38
4	\$15.79	\$16.07
5	\$16.80	\$17.09
6	\$17.80	\$18.11

## Current Language

## New Language

**5.01** Each Employee in the bargaining unit as of the date of ratification shall be assigned a rate of pay on the applicable scale in Article 5.04 effective May 8, 2009

**5.01** Each Employee in the bargaining unit as of the date of ratification shall be assigned a rate of pay on the applicable scale in Article 5.04 effective **May 8, 2012**

None

**5.03 (c)** articles 5.03a and 5.06b shall apply if there is also a change of classification,

e.g.:

- From Cargo Agent to Customer Service Coordinator, or

- From Station Coordinator to Customer Service Agent or Cargo Attendant.

None

**6.04.09** An Employee shall be clocked in, dressed in his full uniform, and be ready to commence work at the start of his shift. All Employees who are walking through the airport must be in full uniform at all times or wear personal clothing.

### **6.08 Shift Trades**

- (d) All overtime and time bank provisions will apply to the Employee who actually works the Shift;
- (e) The provisions of Article 6.07 regarding hours off duty will not apply;
- (f) Shift changes shall not result in additional cost to the Company and the Company shall not be liable or responsible should a dispute arise between Employees as a result of a Shift trade;
- (g) The Company and the Union recognize that an Employee's entitlement to exchange Shifts is not intended to allow Employees, for all intents and purposes, to trade away her Shift Schedule; and
- (h) Any difficulties which are anticipated or arise from the exercise of Shift exchanges will be discussed and resolved by the District Chairperson and local management, or if necessary, will be referred to a higher level.

### **6.08 Shift Trades**

- (d) *All overtime, time bank, and sick leave provisions will apply to the Employee who actually works the Shift;*
- (e) *The provisions of Article 6.07 regarding hours off duty will not apply;*
- (f) **Statutory holiday provisions will apply to the Employee originally scheduled to work the shift;**
- (g) *Shift changes shall not result in additional cost to the Company and the Company shall not be liable or responsible should a dispute arise between Employees as a result of a Shift trade;*
- (h) *The Company and the Union recognize that an Employee's entitlement to exchange Shifts is not intended to allow Employees, for all intents and purposes, to trade away her Shift Schedule; and*
- (i) *Any difficulties which are anticipated or arise from the exercise of Shift exchanges will be discussed and resolved by the District Chairperson and local management, or if necessary, will be referred to a higher level.*

## Current Language

### 12.01 Posting

The Company shall post for ten (10) calendar days, in a conspicuous place at all Bases, notice of vacant positions, and new positions within the scope of the bargaining unit. Temporary positions for less than thirty (30) calendar days need not be posted. All job postings within the scope of the bargaining unit will be copied to the Union District Chairperson.

### 12.03.03 Awarding of Coordinator positions

In order to be able to objectively evaluate those candidates applying for a coordinator posting, the Company shall, in consultation with the Union, develop a proficiency test that would benchmark ability levels necessary for those areas.

These tests will be set up according to the criteria of each area and employees posting into those areas need only to pass the benchmark level to qualify for said areas.

Once an employee passes the benchmark level then the employee with the most classification seniority will be awarded the position.

### 13.04 Paternity Leave

Upon request, a male Employee will be granted, without loss of pay, three (3) consecutive calendar days of paternity leave at the time of the birth of his child, or at the time that an adopted child comes into the actual care of the Employee. Documentation may be required.

## New Language

### 12.01 Posting

The Company shall post for ten (10) calendar days, in a conspicuous place at all Bases, notice of vacant positions, and new positions within the scope of the bargaining unit. Temporary positions for less than thirty (30) calendar days need not be posted. All job postings within the scope of the bargaining unit will be copied to the Union District Chairperson.

**Where the same Position becomes vacant within fifteen (15) days of it being filled, the Company reserves the right to forego re-posting and may make a hiring selection from the applications obtained in the original staffing competition as in article 12.01. The Company shall have sixty (60) days from the closing date of the posting of the Position in which to exercise the provision of this clause.**

### 12.03.03 Awarding of Coordinator positions

In order to be able to objectively evaluate those candidates applying for a coordinator posting, the Company shall, in consultation with the Union, develop a proficiency test that would benchmark ability levels necessary for those areas.

These tests will be set up according to the criteria of each area and Employees posting into those areas need only to pass the benchmark level to qualify for said areas.

Once an Employee passes the benchmark level then the Employee with the most classification seniority will be awarded the position.

**All Employees who have successfully passed the benchmark shall be deemed to be qualified for a period of six (6) months and shall not have to repeat the proficiency test, should additional Coordinator positions be posted within that period.**

**Where a coordinator applies for a coordinator position within the same classification he or she shall not be required to undergo the proficiency test for qualification. Where a coordinator applies for a coordinator position outside of their classification they will be required to demonstrate qualification by successfully passing the benchmark.**

### 13.04 Parental Leave

Upon request, **an** Employee will be granted, without loss of pay, three (3) consecutive calendar days of **parental** leave at the time of the birth of his **or her** child, or at the time that an adopted child comes into the actual care of the Employee. **This provision does not apply to an Employee also claiming maternity leave.** Documentation may be required.

## Current Language

**13.06.02** Immediate family is defined as: spouse (including common-law spouse and same sex partner), children of Employee and/or spouse (including adopted, foster or ward children), parents of Employee or spouse, grandparents of Employee or spouse, grandchildren of Employee or spouse, brothers and sisters of Employee or spouse and legal guardians of the Employee.

**15.02.01** Effective January 1, 2004, Employees shall be entitled to take the following vacation periods:

Length of Service with Company	Vacation Entitlement
Less than 1 year	Proration of 3 weeks
1 year to 5 years inclusive	3 weeks
6 years to 15 years inclusive	4 weeks
More than 15 years	5 weeks

**15.04.07** Effective January 1, 2004, vacation pay shall be a percentage of the Employee's earnings, based on length of service with the Company:

Length of Service with the Company	Percentage of Earnings
Up to 5 years inclusive	6%
6 years to 15 years inclusive	8%
More than 15 years	10%

**19.05** Where safety footwear is a requirement of the Company or is legislated, the Employee shall be entitled to an annual safety footwear allowance of one hundred and twenty-five (\$125.00) dollars to be paid upon hire and upon the annual pay increase. Wearing the safety footwear will be a condition of employment.

### 21.06 Travel Passes for Casual Employees

Upon completion of 520 hours of work, a Casual Employee shall be entitled to one ID00 Family Pass (Space Available) subject to the terms of the HR Policy Manual and those conditions in the Employee Travel Guide. The Casual Employee will be responsible to pay for any taxes for Pass.

## New Language

**13.06.02** Immediate family is defined as: spouse (including common-law spouse and same sex partner), children of Employee and/or spouse (including adopted, foster, **step** or ward children), parents/**step** parents of Employee or spouse, grandparents of Employee or spouse, grandchildren of Employee or spouse, brothers/**step**-brother and sisters/**step**-sister of Employee or spouse and legal guardians of the Employee.

**15.02.01** Employees shall be entitled to take the following vacation periods:

Length of Service with Company	Vacation Entitlement
Less than 1 year	Proration of 3 weeks
1 year to 5 years inclusive	3 weeks
6 years to 15 years inclusive	4 weeks
More than 15 years	5 weeks

**15.04.07** Vacation pay shall be a percentage of the Employee's earnings, based on length of service with the Company:

Length of Service with the Company	Percentage of Earnings
Up to 5 years inclusive	6%
6 years to 15 years inclusive	8%
More than 15 years	10%

**19.05** Where safety footwear is a requirement of the Company or is legislated, the Employee shall be entitled to an annual safety footwear allowance of **one hundred and forty (\$140.00) dollars** to be paid upon hire and upon the annual pay increase. Wearing the safety footwear will be a condition of employment.

### 21.06 Travel Passes for Casual Employees

Upon completion of **every** 520 hours of work, a Casual Employee shall be entitled to one ID00 Family Pass (Space Available) **on First Air, to a maximum of 4 per calendar year**, subject to the terms of the HR Policy Manual and those conditions in the Employee Travel Guide. The Casual Employee will be responsible to pay for any taxes for **each** Pass.

## Current Language

## New Language

**20.05.07** Customer Service Agents will be entitled to a seventy-dollar (\$70.00) dollar shoe allowance per year to be paid upon hire and upon the annual pay increase.

**20.05.08** Customer Service Agents will be entitled to an **eighty-five (\$85.00)** dollar shoe allowance per year to be paid upon hire and upon the annual pay increase.

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All personnel who perform the work in the following positions shall be in the *Customer Services* classification:

- (1) Customer Services Coordinator
- (2) Customer Services Agent
- (3) Hospitality Coordinator
- (4) Hospitality Agent

#### Hospitality Coordinator

The principal function of a Hospitality Coordinator is to provide leadership, support and direction to a group of Employees in the areas of hospitality and operational demands and to carry out related administrative duties while remaining a full working member of the group performing the duties of a Hospitality Agent. Additional responsibilities include input into Employee scheduling and assignment, on the job training and instruction. They shall be responsible for ensuring that Company policies and procedures are adhered to, and deviations to same shall be reported to management, but shall not be permitted to be directly involved in the discipline of any other employee. The duties of the Hospitality Coordinator may vary according to the work Location. The Hospitality Coordinator shall perform other duties and functions related to the foregoing.

#### Hospitality Agent

Comprises all those who perform any of the following Customer Service functions

- Meet and greet First Air customers at the Airport
- Assist Inuktitut, or other Inuit language, speaking customers through the check-in process and welcome passengers at the baggage arrivals area
- Be present at the departure gate to make announcements in Inuktitut, or other Inuit language, when requested
- Disseminate information
- Serve as a liaison between the customers and the Customer Service Agents to respond to any concerns
- Assist the training department as needed
- Participate in special events as required
- Perform other duties as assigned

For clarity, the Pay Scales outlined in Article 5 of the Agreement applies to the Hospitality Agent and Hospitality Coordinator.

The Hospitality positions will not perform the work of a customer service agent except in unusual circumstances which arise suddenly and/or where special assistance is required to avoid abnormal delay to the customer or the operation.

**4.03** All personnel who perform the work in the following positions shall be in the *Customer Services* classification:

- (1) Customer Services Coordinator
- (2) Customer Services Agent
- (3) Hospitality Coordinator
- (4) Hospitality Agent

#### 4.05.06 Hospitality Coordinator

The principal function of a Hospitality Coordinator is to provide leadership, support and direction to a group of Employees in the areas of hospitality and operational demands and to carry out related administrative duties while remaining a full working member of the group performing the duties of a Hospitality Agent. Additional responsibilities include input into Employee scheduling and assignment, on the job training and instruction. They shall be responsible for ensuring that Company policies and procedures are adhered to, and deviations to same shall be reported to management, but shall not be permitted to be directly involved in the discipline of any other employee. The duties of the Hospitality Coordinator may vary according to the work Location. The Hospitality Coordinator shall perform other duties and functions related to the foregoing.

#### 4.05.07 Hospitality Agent

Comprises all those who perform any of the following Customer Service functions

- Meet and greet First Air customers at the Airport
- Assist Inuktitut, or other Inuit language, speaking customers through the check-in process and welcome passengers at the baggage arrivals area
- Be present at the departure gate to make announcements in Inuktitut, or other Inuit language, when requested
- Disseminate information
- Serve as a liaison between the customers and the Customer Service Agents to respond to any concerns
- Assist the training department as needed
- Participate in special events as required
- Perform other duties as assigned

4.05.08 For clarity, the Pay Scales outlined in Article 5 of the Agreement applies to the Hospitality Agent and Hospitality Coordinator.

4.05.09 The Hospitality positions will not perform the work of a customer service agent except in unusual circumstances which arise suddenly and/or where special assistance is required to avoid abnormal delay to the customer or the operation.

## Current Language

### APPENDIX "A"

#### **SPECIALIZED WORK FUNCTIONS**

(a) At the time of the signing of the Collective Agreement, the following are considered to be Specialized Work Functions under Article 1.05.12:

- Specialty Desk (Reservations)
- Interline (Reservations)
- Cargo Reservations (Reservations)
- YFB Hospital (YFB Ticket Counter)
- Load Control (YZF, YFB)
- Operations – YOW, YZF, YFB, YRT
- Continental Airlines (YOW Ticket Counter)
- Catering/Commissary (Cargo – YOW, YFB)

Notwithstanding the above, additional Specialized Work Functions may be determined by the Company. Prior to this, discussions will be held with the CAW.

(b) At the time of the signing of the Collective Agreement, the following are considered to be Specialized Work Function handling third party contracts under Article 1.05.12 and Employees will be required to bid within these work functions for twenty-four (24) months:

Continental Airlines (YOW Ticket Counter)

Employees may request to bid out after twelve (12) months and approval will be at the Company's discretion subject to training requirements and availability.

Notwithstanding the above, additional third party contracts may become available. Discussion will be held with the Union regarding the length of time Employees will be required to bid within the function.

## New Language

### APPENDIX "A"

#### **SPECIALIZED WORK FUNCTIONS**

At the time of the signing of the Collective Agreement, the following are considered to be Specialized Work Functions under Article 1.05.12:

- Specialty Desk (Reservations)
- Interline (Reservations)
- Cargo Reservations (Reservations)
- YFB Hospital (YFB Ticket Counter)
- Load Control (YZF, YFB)
- Operations – YOW, YZF, YFB, YRT
- Catering/Commissary (Cargo – YOW, YFB)

Notwithstanding the above, additional Specialized Work Functions may be determined by the Company. Prior to this, discussions will be held with the CAW.

Employees may request to bid out after twelve (12) months and approval will be at the Company's discretion subject to training requirements and availability.

Notwithstanding the above, additional third party contracts may become available. Discussion will be held with the Union regarding the length of time Employees will be required to bid within the function.