



August 12, 2015

Antonios Kourteridis  
District Chairperson  
UNIFOR Local 2002  
District 333

**Greater Toronto  
Airports Authority**

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Dear Antonios:

**Re: Shift changes and Shift Scheduling Committee**

Further to our discussion today, this will confirm that Airfield Operations will be changing their shift schedules, beginning in October, 2015. The change is a direct result of the continued challenges in maintaining a safe work environment for our employees, and meeting the continuing demands of the changing operations at Toronto Pearson.

The two groups impacted by this change are:

- Runways and Taxiways (6 crews, 24/7)
- Apron and Groundside Maintenance (2 crews Monday to Friday)

The operational requirements to support Management's need for change are:

- Passenger Growth
  - Since 2005 to present, passenger growth has increased by almost 10 million, which means our systems are under an enormous and ever growing amount of stress within a 24 hour period. In addition passenger growth at Pearson continues to lead North America.
- Passenger Service
  - Expanded operating hours and the increase frequency of flight is presenting a need for customer service during periods not experienced several years ago.



**Toronto  
Pearson**  
International Airport  
Aéroport International

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- Staffing Levels
  - Staffing levels under the current shift schedules are not adequate for the 24/7 operation, as the majority of the staff is here Monday to Friday between 0600 to 2230, leaving the Airfield operation vulnerable during nights and weekends, and unable to perform the volume of maintenance work required when systems are available.
  - The existing schedule also creates issues with consecutive days worked during winter operations as staff is not available to respond to any weather event during the off-hours, thus creating an untenable situation when weather events occur during these hours, or if operational events occur back-to-back.

As we are looking implementing the schedule in October, we will be looking at assembling the Shift Scheduling Committee within the next two (2) weeks, establishing a schedule of meetings with Committee, in addition to presenting the schedule requirements and Management's proposed schedule(s), as identified in Appendix D of the Collective Agreement.

The formal announcement to our staff will take place on August 20<sup>th</sup>, during the scheduled Town Hall meeting.

We are looking at working collaboratively with the Union throughout this process to ensure a positive outcome.

Regards,

A handwritten signature in black ink, appearing to read "Chris Miles".

Chris Miles  
Director, Aviation Operations