

COLLECTIVE AGREEMENT

BETWEEN



SWISSPORT CANADA NC.

(Hereinafter referred to as the Company)

AND

**PASSENGER SERVICE AGENTS
IN
MONTREAL**



UNIFOR

AND ITS LOCAL 2002

(Hereinafter referred to as the Union)

FOR THE PERIOD OF NOVEMBER 14, 2025 TO MAY 31, 2029

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ARTICLE 1 PREAMBLE & PURPOSE

- 1.01** This agreement is made and entered into by and between Swissport Canada Inc., hereinafter referred to as the Company, and Unifor and its Local 2002, hereinafter referred to as the Union.
- 1.02** The purpose of the Agreement is to define the relations between the Company and the Union, the wages and working conditions of employees of the Company represented by the Union, and means by which complaints, grievances and disputes shall be disposed of promptly and equitably.
- 1.03** The waiver of any of the provisions of this Agreement or the breach of any of its provisions by any of the parties shall not constitute a precedent for any further waiver or for the enforcement of any further breach.
- 1.04** It is understood and agreed that all previous Agreements, whether oral or written, by and between the Company and the Union are superseded by this Agreement.
- 1.05** It is agreed between the parties that there will be no strikes or lockouts so long as this Agreement continues to be in effect pursuant to Article 22.
- 1.06** The English and French versions of this document are both official. In the event there is a difference between the English and French versions, preference shall be given to the version in which the Collective Agreement was negotiated (French version).

ARTICLE 2 DEFINITIONS

- 2.01 Agreement** - means the collective agreement in effect, including amendments or interpretations thereto agreed upon and covered by letters signed/confirmed by responsible Company and Union Officers/Representatives.
- 2.02 Company** – means Swissport Canada Inc. as represented through Officers and Management at various levels or their delegated representatives.
- 2.03 Employee** - means any person in the employ of the Company who is within the bargaining unit covered by this Agreement.
- 2.04 Lock-out** - means the closing of a place of employment, a suspension of work or a refusal by the Company to continue to employ a number of employees, done to compel those employees, or to aid another employer to compel its employees to agree to terms or conditions of employment.
- 2.05 Strike** - means 1) a cessation of work, or 2) a refusal of work, or 3) a refusal to continue to work, or 4) an act or omission that is intended to or does restrict or limit production of services, by employees in combination, or in concert, or in accordance with a common understanding, for the purpose of compelling the Company to agree to terms or conditions of employment, or of compelling another employer to agree to terms or conditions of employment of their employees, and to strike has a similar meaning.
- 2.06 Union** – means Unifor and its Local 2002.
- 2.07 Location** - Montreal- Dorval Airport

- 2.08 Shift** - means a period of time within a day as described in the shift schedule for which an employee is required to work.
- 2.09 Shift Schedule** - means a projection of all employees' shifts with regards to days worked and days off including shift starting and terminating times over a specific period of time.
- 2.10 Qualified** – means capable of performing the work.
- 2.11 Classification** – Means Lounge Agents
- 2.12 Function** – Means lead.
- 2.13 Assignment** – Means task(s) of work assigned to an employee.
- 2.14** A Permanent Full Time Employee is an employee who is assigned to work thirty-two (32) and more hours a week.
- 2.15** A Permanent Part Time Employee is an employee who is assigned to work between twenty (20) and less than thirty-two (32) hours a week.
- 2.16** An Occasional Employee is an employee who is available to work at least two (2) days each week from among the following days: Friday through Monday. In addition, they must choose and work at least one (1) day between Saturday and Sunday.

ARTICLE 3 UNION RECOGNITION

3.01 a. The Employer recognizes the Union as the sole and exclusive collective bargaining agent for all passenger service agents and lounge agents employed by Swissport Canada Inc. at Pierre Elliott Trudeau International Airport in Montréal, Quebec, excluding office staff, managers, employees assigned to freight services, clerks, ground service agents, supervisors and those above the rank of supervisor.

b. Reorganization of the Company

In the event that the Company changes ownership, merges with another Company, changes its corporate identity in any way, this agreement shall remain in full force and effect, and the certificate in force at that time and issued by the Canada Industrial Relations Board shall not be affected in any way, unless provisions to the contrary are contained in applicable legislation.

3.02 The Company will not schedule non-bargaining unit employees to perform the duties of any employee covered by this Agreement except due to unforeseen operational requirements or where a situation requires immediate action, which could not be planned for nor reasonably predicted. Should there be a requirement for the Company to perform any bargaining unit work due to the above reasons, the supervisor shall contact the Union by email, and give valid reasons why their assistance is required prior to performing any bargaining unit work.

3.03 Union Leave

Subject to operational requirements, time off for Union business will be granted by the Company to an employee at no cost to the Company. Where possible, the Union shall provide the Company with at least two (2) week's written notice advising the date and duration of such time off. The employee shall be kept on the Company's payroll and the Union shall be billed at straight time for time off.

In any case, time off for Union business will not be unreasonable denied. The Coampny understands that exceptional circumstances may arise and that a two (2) week notice may not be possible.

3.04 The Union Bargaining Committee shall be granted the time off work, with pay, to conduct the business of negotiations with the Company for a new Collective Agreement. The Bargaining Committee shall be comprised of four (4) employees whose names are to be submitted to the Company in writing prior to the commencement of negotiations.

3.05 a. The Company will provide paid time-off, at straight time rates, for Union Representatives to conduct Union business. The total weekly paid time off will be allowed as follow:

# of employees	Total paid time off
150 or less	8 hours
More than 150	10 hours

The lead premium will be added to the normal hourly rate of pay of the Union's District President, in accordance with the number of paid time-off hours attributed to the Company.

Union members on paid leave of absence will be governed by the terms of Article 5.01 with regard to wage progression and the terms of Article 13 with regards to vacation pay. In addition all benefits shall continue and be paid for by the Company

b. The Union shall notify the Company in writing of the names of its designated representatives and the District Chairperson, and of any changes in the personnel thereof.

3.06 a. The Company and the Union District Chairperson or designate and one local Union Representative shall meet when necessary to discuss matters pertaining to the interpretation, application or administration of this Agreement.

b. The party requesting the meeting shall give reasonable notice thereof and the meeting will be scheduled by the Company so as not to unduly disrupt its business operations. In addition, the party requesting the meeting shall prepare an agenda of matters to be discussed. The Company will schedule a meeting no later than fifteen (15) calendar days following notice of this request for a meeting

3.07 The Company recognizes that the necessity to perform the role of a Union Representative or District Chairperson in the settlement of a complaint or grievance can commonly arise during their regularly scheduled working hours and agrees that, within reason, they shall be permitted the necessary time off without loss of pay to perform such functions. Before leaving their regular Company duties to attend to such matters he/she shall obtain permission of his/her immediate Supervisor, such permission not to be unreasonably withheld, and when resuming his/her regular duties he/she shall report to the Supervisor.

3.08 The District Chairperson and Union Representatives shall perform the functions herein provided in such manner as to promote good order and discipline and with the least possible interference with the regular duties of their employment.

3.09 Bulletin Boards

The Company will supply and maintain one (1) glass enclosed (with lock and one set of keys) bulletin board per lounge for the posting of Union notices. The use of the bulletin board shall be restricted to the business affairs of the Union and are to bear the signature of designated employee representative or a member of the Executive of the Local or National Union. The Union will provide the Company with an advance copy of any posting, other than those of a routine nature.

3.10 Union Office

To the extent possible, the Company will supply the Union with adequate space to allow union members to meet with union officers in privacy.

ARTICLE 4 MANAGEMENT RIGHTS

4.01 The Management of the Company and the direction of its employees are vested exclusively in the Company and shall not in any way be abridged except as specifically restricted in this Agreement.

4.02 The Union acknowledges that it is the exclusive function of the Company:

- a.** To maintain order, discipline and efficiency, to establish and enforce reasonable Company rules, and to discipline, suspend and discharge employees for just cause.
- b.** To hire new employees, classify, direct, promote, demote, transfer assign shifts and increase and decrease the work force from time to time.
- c.** Generally to manage the enterprise in which the Company is engaged and without restricting the generality of the foregoing, to establish the schedules of work, the right to determine the number of employees needed by the Company at any time, the kinds of machines, tools and equipment to be used and to establish company policy and procedures required for the efficient conduct of its business.
- d.** To make and alter from time to time reasonable rules and regulations to be observed by its employees that shall not be discriminating in nature.

4.03 These enumerations shall not be deemed to exclude other prerogatives not herein enumerated, and any of the rights, powers or authority the Company had prior to the signing of this Agreement are hereby retained by the Company.

4.04 Such rights will be exercised in a manner that is not inconsistent with the provisions of this Agreement.

4.05 It is agreed and understood that nothing in the foregoing will detract from the right of an employee or the Union to initiate a grievance in the manner provided for in this Agreement.

ARTICLE 5 EFFECTIVE RATES OF PAY & PREMIUMS

5.01

Salary Grid – Lounges Agents				
Levels	May 1, 2025	June 1, 2026 2%	June 1, 2027 2%	June 1, 2028 2%
0	\$20,00	\$20,40	\$20,81	\$21,22
1	\$20,25	\$20,66	\$21,07	\$21,49
2	\$20,50	\$20,91	\$21,33	\$21,75
3	\$20,75	\$21,17	\$21,59	\$22,02
4	\$21,00	\$21,42	\$21,85	\$22,29
5	\$21,25	\$21,68	\$22,11	\$22,55
6	\$21,50	\$21,93	\$22,37	\$22,82
7	\$21,75	\$22,19	\$22,63	\$23,08
8	\$22,00	\$22,44	\$22,89	\$23,35

Salaries will be paid retroactively as of May 1, 2025, for all hours worked.

5.02 Lead function premiums:

Lead Premium: \$3.00/hour

ARTICLE 6 HOURS OF WORK, SHIFT SCHEDULES, MEAL AND REST PERIODS

6.01 Nothing in this Article shall be construed as a guarantee or a limitation on the hours of work per day or week.

6.02 The Company agrees to staff its operations with permanent employees maximizing the shift line hours wherever possible per week, whenever a reasonable degree of employee utilization can be achieved.

6.03 a. In no case shall the standard work week consist of less than 20 hours and no more than 40 hours per week.

b. Hours of work may vary to accommodate flexible shift schedules (e.g. 4 days on /4 days off, 4 days on /3 days off, 3 days on/ 4 days off, etc.).

c. An employee who is scheduled to work twelve (12) consecutive hours shall be entitled to one (1) thirty (30) minute paid meal break and two (2) fifteen (15) minute paid rest breaks, and one (1) twenty (20) minute paid rest break, to be taken equally throughout the shift.

However, an employee who is more than fifteen (15) minutes late shall be entitled to only one (1) paid fifteen (15)-minute break.

d. An employee who is scheduled to work ten (10) but less than twelve (12) consecutive hours in a day shall be entitled to one (1) thirty (30) minute paid meal break and three (3) fifteen (15) minute paid rest breaks, to be taken equally throughout the shift.

However, an employee who is more than fifteen (15) minutes late shall be entitled to only two (2) paid fifteen (15)-minute breaks..

e. An employee who is scheduled to work eight (8) but less than ten (10) consecutive hours in a day shall be entitled to take one (1) thirty (30) minute paid meal break starting from the end of the third (3rd) and before the end of the fifth (5th) hour of the shift. In addition, employees shall be entitled to one (1) fifteen minute paid rest break in each half of their scheduled shift.

However, an employee who is more than fifteen (15) minutes late shall be entitled to only one (1) paid fifteen (15)-minute break, which may be taken during the second half of their scheduled shift.

f. An employee who is scheduled to work six (6) but less than eight (8) consecutive hours in a day shall be entitled to one (1) fifteen (15) minute paid rest break in each half of their scheduled shift or one (1) thirty (30) minute paid rest break.

However, an employee who is more than fifteen (15) minutes late shall be entitled to one (1) paid fifteen (15)-minute break and one (1) unpaid fifteen (15)-minute break, which may be taken consecutively.

g. An employee who is scheduled to work five (5) but less than six (6) consecutive hours in a day shall be entitled to thirty (30) minute unpaid rest break.

An employee who is late and, as a result of this lateness, works less than five (5) consecutive hours is not entitled to a rest period.

h. When there are two (2) or more rest breaks in a work shift, two (2) of the breaks may be combined into one (1) thirty (30)-minute rest break. In any case, breaks shall not be taken before the end of the first hour of work or after the beginning of the last hour of work.

Employees shall be paid a minimum of four (4) hours for each shift worked.

6.04 Preliminary Shift Schedules

Schedule Selection

a. The number of employees required for morning and evening shifts will be reviewed by the employer on a semi-annual basis, during the first week of April and October.

- b. lounge employees will be asked to choose whether they wish to be assigned to a morning or an evening schedule. Preferences will be granted based on seniority. Employees wishing to switch from morning to evening or vice versa may apply for openings that will be posted by the Company, or must express their intention in December and June, prior to the next preliminary shift schedule (bid).
- c. The Company will establish preliminary shift schedules by lounge in order to meet its contractual commitments. The preliminary schedule will cover a minimum of four (4) weeks.

Due to an exceptional unforeseen situation at the time of creating the schedules, the employer may modify or shorten the current schedule. In such a situation, the employer must notify the union at least ten (10) days before the start of the preliminary scheduling process to inform them of the reasons for the change. However, this change cannot result in a schedule of less than four (4) weeks.

- d. Employees will choose shifts to build their schedules based on seniority and status, either full-time or part-time as well as morning or evening. Employees will not be permitted to choose shifts resulting in seven (7) consecutive days of work during the overlap of the schedules or during the life of a schedule.
 - i. Full-time employees will choose between thirty-two (32) and forty (40) hours per week.
 - ii. Part-time employees will choose between (20) hours and less than thirty-two (32) hours per week.

At least fifteen (15) days before the start of the new schedule, occasional employees must notify the Company of their availability for the upcoming schedule.

- e. The Company will provide employees with the preliminary schedules (bid) by Friday at the latest, along with the time they will be contacted by the Company the following Monday to confirm their selection.

Employees will select their shifts for one (1) week, which will then be replicated for the following weeks for the duration of the schedule.

An employee who does not contact the Company within the specified time will be assigned a schedule based on their status and morning or evening assignment.

Remaining shifts will be used to build schedules for occasional employees in order of seniority.

Subsequently, any remaining shifts will be assigned in reverse order of seniority to employees who are not scheduled to work according to their status and morning or evening assignment. In the event the Employer is required to assign a fifth workday to a full-time employee, the employer commits not to break two consecutive days off in the same week.

The employer will not assign a sixth workday to employees.

- f. The Company will provide the union with the availability list of occasional employees as well as the final schedule for all employees by Tuesday noon. The union will review and approve the schedule before the end of the day.

The Company will provide employees with the final approved schedule by Wednesday noon.

- g. The scheduling of leads is carried out in accordance with the process of Article 6.04, exclusively among team leaders.

6.05 The Company may alter the schedule to accommodate minor operational needs. The Company must provide thirty-six (36) hour notice of the change. If thirty-six (36) hour notice is not given by the Company, then the rescheduled employee shall receive one and one half times (1 1/2X) their regular rate of pay for any time that is changed from the original schedule

An employee shall be paid his/her regular rate of pay for any shifts or hours that are cancelled if the shift or hours cannot be replaced within thirty (30) days. In this situation, the Company may schedule less than four (4) hours to an existing shift by adding hours with respect to Article 7.05. The Company may schedule four (4) hours or more on an additional day, but must respect 2 days off per week.

In any situation, if the employee does not receive at least twelve (12) hour notice of cancellation, the shift may not be cancelled.

6.06 Additional Hours

The Company may offer additional hours to cover any operational need that was not known at the time of crafting of final schedule. In order to do so, the Company will proceed with the following steps in the order in which they are listed to fill the additional hours:

- a. Additional hours will be offered by seniority to permanent employees of the same lounge and for whom said hours do not result in the payment of overtime.
- b. Remaining additional hours will be offered by seniority to occasional employees of the same lounge, and for whom said hours do not result in the payment of overtime.
- c. Additional hours still remaining will be offered in accordance with article 7 and paid in accordance with the criteria of article 7.06 b and c.

6.07 If an employee is unable to receive a minimum rest period of ten (10) hours due to a draft or extension situation, the employee may choose:

- a. To report for their next shift as scheduled and receive overtime at the rate of one and one half times (1 1/2X) their regular rate of pay for the hours of insufficient rest, or
- b. Not to report for duty until the ten (10) hours have elapsed and the employee shall suffer no loss of pay, nor have their shift changed, for the purpose of this article only.

6.08 Shift Trades

Employees may arrange for another employee to work their shift subject to the following conditions:

- a. The employee covering the shift must be qualified and capable of performing the work.
- b. Employees of the same lounge who agree to trade a shift must send an email to management, copying the employee with whom they are exchanging the shift at least twenty-four (24) hours in advance. Once the company approves the change, the

employee(s) who agree(s) to work the shift assumes full responsibility for the exchanged shift and the shift becomes part of the employee's shift schedule. Without limiting the scope of Article 7.05, shift trades will not cause overtime.

i. Shift trades submitted during the first week after the schedule has been awarded must be approved by the company in a timely fashion, not exceeding 5 working days. For the remainder of the schedule, the company has up to 3 working days. In no way can these maximum days allowed limit the scope of subparagraph b. i. of this article. Article 6.11 b. i.

ii. Shift trades may be provided in writing at least twelve (12) hours in advance provided management is present to accept and approve the change.

The Company and Union recognize that an employee's entitlement to exchange shift is not intended to allow the employee, for all intents and purposes, to trade his/her job away.

ARTICLE 7 OVERTIME, RECALL & TIME BANK

7.01 A workday will be a twenty-four (24) hour period beginning at midnight. All time worked in any tour of duty, including overtime and recall, will be considered as work performed on the workday on which the shift or recall began.

7.02 No overtime shall be worked except by direction of the proper supervisory personnel of the Company, except in cases of emergency and when prior authority could not be obtained and the duties were essential to continued operation and/or service to the customer.

7.03 It is recognized that occasionally, employees will be required to remain beyond the termination of their shift. Additionally, employees will be required to remain beyond the termination of their shift when there is an unplanned workload that cannot be deferred. In no event, however, will an employee be required to work more than one (1) hour beyond their regular shift. Except for force major (extreme weather condition (ie. Major ice storm, large volume of snow in short period of time, etc), terrorism act, airport shutdown, etc.), If an employee works beyond twelve (12) hours at the request of the Company, then the employee shall be paid at two (2) times their regular hourly rate of pay for all hours worked in excess of twelve (12) hours.

7.04 Overtime will be offered per lounge in accordance with the following provisions:

- a. Overtime will be offered permanent employees who volunteer by seniority.
- b. Overtime will be offered to occasional employees who volunteer by seniority.
- c. Overtime required the day of following employees' shift will be offered to permanent employees on shift who volunteer
- d. Overtime required the day of following employees' shift will be offered to occasional employees on shift who volunteer
- e. Subsequently, any remaining overtime will be assigned to employee (s) on shift in reverse order of seniority.

7.05 Overtime - An employee shall be compensated for overtime work as follows:

- a. Employees shall be compensated for all authorized overtime hours worked at one and one-half times ($1\frac{1}{2} \times$) their regular hourly rate.
- b. i. Any F/T or P/T hours worked in excess of 8 hours in a day or in the case of any scheduled shift that is greater than 8 hours, anything in excess of their scheduled shift or:
 - ii. Any F/T or P/T hours worked over 40 hours in a week.

Notwithstanding i) and ii), scheduled shifts and Shift Trades are paid at regular rate.

- c. An employee who works in excess of four (4) hours continuous after their regular shift will be eligible of a compensation equivalent of fourteen (\$14) dollars

7.06 a. Recall: If an employee is requested and chooses on a voluntary basis to work on a regular work day not consecutive with his/her shift, or to work on a day off, the employee will be paid a minimum of four (4) hours at straight time hours.

- b. Following the posting of the final schedule, if a full time employee is drafted to work on a regular work day not consecutive with his/her shift, or to work on a day off, the employee will be paid a minimum of four (4) hours at time and one half ($1\frac{1}{2} \times$).

- c. Following the posting of the final schedule, if a part time employee is drafted to work on a regular work day not consecutive with his/her shift, or to work on a day off, the employee will be paid a minimum of four (4) hours at time and one half ($1\frac{1}{2} \times$) of his regular rate if the number of working hours exceed thirty-two (32) a week or if the employee is assigned a sixth day of work.

ARTICLE 8 PROBATION

8.01 Employees hired into any classification covered by this Agreement and Company personnel entering into any classification covered by this Agreement will be required to serve a probationary period of one hundred and twenty (120) calendar days of service, excluding any period of absence of seven (7) calendar days or more.

8.02 The Company has the right to terminate employees before the probationary period ends if they are found to be unsuitable for continued employment. The termination of a probationary employee shall not be subject to the arbitration procedure contained in Article 18.

ARTICLE 9 SENIORITY

9.01 Company Seniority means the length of service with the Company and shall commence from the most recent date of hire to the Company.

9.02 Classification Seniority for both full and part time will commence from the most recent date the employee commenced work within the bargaining unit.

9.03 The Company will post seniority lists at three (3) month intervals, on January 15th, April 15th, July 15th, and October 15th, and will provide the Union office and Union Representative with one (1) copy each. It shall be the responsibility of each individual employee to ensure that his/her seniority as listed is correct. Employees shall have fourteen (14) days from the first

day of posting to grieve for the purpose of having the seniority list corrected, after which time, the list will not be changed. Employees on vacation, approved leave of absences, or sick leave at the time of posting will have fourteen (14) days from their return to work to seek corrections.

The list will include the following information:

- Last and first name
- Status (permanent full time, permanent part time, or occasional)
- Function (lead, lounge 1 or lounge 2)
- Schedule (morning or evening)
- Last date of employment in the unit

9.04 In the event that more than one employee in the classification has the same seniority date, the employee with the longer Company seniority will be considered senior and in the event of equal Company seniority employees will have their seniority placement determined by the process of random selection.

9.05 Seniority and employment will be maintained and accumulated except as provided for in the following:

- a. Resigns or is terminated.
- b. Laid off for a period of more than three (3) years.
- c. After filling a position outside the bargaining unit for a period of more than one hundred and twenty (120) calendar days over the life of the current collective agreement. A copy of start and end dates will be provided to the District Chair.
- d. Fails to return from layoff under the recall provisions within seven (7) days from the receipt of the recall letter.
- e. An employee is absent for three (3) consecutive scheduled working days without notice to the Company, except when physically impossible to give such notice.

ARTICLE 10 TRANSFERS & FILLING OF VACANCIES

10.01 All transfers or awarding of a vacant position will be done by seniority.

When a vacancy is declared a notice of vacancy shall be posted indicating: function, status (full-time, part-time and occasional), location, and the start date of the position and the closing date for applications. Such notice of vacancy will be sent to employees by email and posted on the appropriate bulletin board(s) for a specified period of at least seven (7) calendar days and a copy will be provided to the Union.

Interested employees will submit their candidacy in writing.

If the position remains vacant, the Company will fill the position with an external candidate.

10.02 Employees wishing to fill a posted vacancy will apply, in writing, in accordance with the instructions contained in the Notice of Vacancy. The Company will provide a copy of the application to the Union District Chairperson.

10.03 In the event an employee expects to be absent during the period when a notice of vacancy will be posted he/she shall notify the Company in writing of his interest in a specific position in the days preceding his absence, and provide a copy to the Union District President. This written notice will be considered as a candidacy to a vacant position.

10.04 Notwithstanding article 10.01, employees who are interested in changing status (i.e. part-time to full-time or vice versa for example), should indicate so in writing. Employees will list, in order of preference, the status desired.

10.05 All notices to an employee under this Article will be in writing, copied to the Union District Chairperson.

10.06 Job postings for the function of lead

a. These vacancies will be posted for a period of at least seven (7) calendar days on the Company bulletin board giving details of the job and the applicable premium. Employees desiring such positions shall apply as per the applicable process indicated on the posting.

b. Filling of vacancies will be awarded according to the seniority and the ability to perform the work.

The Company reserves the right to refuse the candidacy of an employee who has severe and serious disciplinary measures in his employee file.

c. When the employee moves to a lead function, they will be required to complete a sixty (60) working day trial period. Four hundred eighty (480) hours or six (6) month trial period, whichever comes first. If during this period the employee is unable to satisfactorily perform the duties, they may return or be returned to their former position.

d. Only permanent employees can occupy a lead function.

10.07 Positions Outside the Bargaining Unit

a. Employees filling temporary positions outside of the bargaining unit can reintegrate the bargaining unit in their original position at the beginning of a new work schedule and at any time within the delay prescribed under article 9.05.c.

b. When a person occupying a lead function is promoted to a position outside the bargaining unit, the lead position will be posted, if necessary, temporarily for a maximum period equivalent to that provided in Article 9.05(c), in order to allow the application of article 10.07.a.

ARTICLE 11 LAY-OFF & RECALL

11.01 Staff reduction at a location will be made in accordance with the following:

11.02 In case of staff overage in a status, the following measures will apply until the situation is corrected based on the following steps:

a. The Company shall carry out workforce reductions in reverse order of seniority, by lounge and by status.

i. Use of seniority to fill a vacant position in the same status at another lounge.

- ii. Use of seniority to displace the least senior employee in the same status at another lounge, provided the employee has the required qualifications, or can be qualified within five (5) working days.
- iii. Use of seniority to displace the least senior employee in another status, regardless of lounge, provided the employee has the required qualifications, or can be qualified within five (5) working days.
- iv. An employee who has no displacement rights shall be laid off with recall rights.
- b. An employee who is laid off with recall rights may choose to sever their employment relationship and take a termination of employment without recall rights, in which case the employee shall receive the severance pay provided for under the Canada Labour Code.
- c. Notwithstanding the foregoing, an employee who is forced to change status (permanent full-time, permanent part-time, or occasional) may choose to accept a layoff with recall rights or opt for termination of employment without recall rights as set out in paragraph (b).
- d. For the purposes of this article, the Employer shall provide all necessary training to employees who are required to qualify at another lounge.

An employee who is unable to qualify within the prescribed time period shall be laid off with recall rights or may opt for termination of employment without recall rights as provided for in point (b).

- 11.03** Employees affected during a staff reduction will be given fourteen (14) calendar days written notice of layoff and shall be advised of the process offered to them in accordance with article 11.02.
- 11.04** In any event, an employee affected or displaced by staff reduction(s) will be advised of their circumstance within seven (7) calendar days following original notification.
- 11.05** Employees, when laid off, must file their address, e-mail and telephone number with the Company and must advise in writing of any subsequent change.
- 11.06** Recall from layoff will be in accordance with the following:

Where the Company declares that a vacancy exists in a status at a lounge, the following procedures will be used in the sequence shown until the vacancy is filled:

- 1) Recall the senior employee holding recall rights. If the employee was laid off in the same status as the vacancy and refuses the recall, he/she shall lose all seniority and right of recall. If the employee was laid off in the other status from the vacancy and refuses recall, he/she shall retain all seniority and right of recall. In either case, the position will be offered to the next most senior employee holding the necessary recall rights.
- 2) Employees displaced from a status will be recalled into such status, prior to posting a vacancy for those positions.

In order to establish the employee's intent, the employee must submit their interest stating the function and/or status they wish to return to.

- 11.07** Employees will be notified by the Company when being recalled from lay-off.

- 11.08** The notified employee must advise the Company within twenty-four (24) hours after having received the email or registered mail notice, if he/she wishes to accept the recall. When the Employer does not receive a response to the above-mentioned email within twenty-four (24) hours, the Company shall send the notice by registered mail. The employee shall reply to local management and send a copy of same to Human Resources.
- 11.09** Recalled employee must report for duty within ten (10) calendar days from the date of advising the Company of their intent to return.
- 11.10** Failure to comply with Articles 11.8, 11.9 will result in the employee's name being removed from the seniority list and the employee will be considered as having resigned from the service of the Company with consequent loss of all rights and privileges.
- 11.11** Copies of all correspondence relating to Article 11 shall be sent to the Union.

ARTICLE 12 STATUTORY HOLIDAYS

12.01 The following Statutory Holidays shall be observed:

- | | |
|------------------------|-------------------|
| New Year's Day | Remembrance Day |
| Good Friday | Thanksgiving Day |
| National Patriots' Day | Christmas Day |
| Canada Day | Boxing Day |
| Labour Day | St. Jean Baptiste |

12.02 An employee who is scheduled to work a Statutory Holiday shall receive one and one half times (1 1/2x) his/her regular rate of pay for the hours worked in addition to the paid Statutory Holiday (1/20 of the gross wages of the preceding 30 days). An employee who is drafted to work on Christmas Day, Boxing Day and/or New Year's Day shall receive two times (2x) his/her regular rate of pay for the hours worked in addition to the paid Statutory Holiday. An employee who is scheduled to work a Statutory Holiday may submit in writing their request for an alternate day off to be taken within thirty (30) days of the Statutory Holiday. Such request shall be made at least 2 weeks in advance of such date being requested. Approval shall be subject to operational requirements and will not be unreasonably withheld but approval will be deemed to have been granted if notice to the contrary is not provided to the employee by the Company in writing at least seven (7) calendar days in advance of the requested date. The employee shall receive 1/20th of their gross wages of the preceding thirty (30) days on the requested day off.

12.03 In the event that an employee's regular scheduled day off falls on one of the above listed Statutory Holidays, or he/she is on vacation, he/she may submit in writing their request to have an alternate day off at least 2 weeks in advance of such date being requested within thirty (30) days of the Statutory Holiday. Such approval shall be subject to operational requirements and will not be unreasonably withheld but approval will be deemed to have been granted if notice to the contrary is not provided to the employee by the Company in writing at least seven (7) calendar days in advance of the requested date. The employee shall receive 1/20 of their gross wages of the preceding thirty (30) days on the requested day off.

ARTICLE 13 ANNUAL VACATIONS

- 13.01** The vacation year shall commence January 1st in any year and terminate on December 31st of the same year. Vacation entitlement accrued in the current vacation year will be taken in the subsequent vacation year.
- 13.02** Employees who, at December 31st of the year preceding the year in which the vacation is to be taken, have less than one year of service, shall receive vacation pay calculated at the rate of four percent (4%) of their earnings with the Company for the period of their employment during the months preceding December 31st. Holiday entitlement shall be one (1) day per completed calendar month up to ten (10) working days.
- 13.03** Employees who, at December 31st of the year preceding the year in which the vacation is to be taken, have one year or more continuous service (or whose seniority is equivalent to one (1) year or more) shall receive vacation pay calculated at the rate of four percent (4%) of their gross annual earnings with the Company for the period of their employment during the twelve (12) months ending December 31st and shall be entitled to two (2) weeks (10 working days) vacation.
- 13.04** Employees who, at December 31st of the year preceding the year in which the vacation is to be taken, have five (5) years or more of continuous service (or whose seniority is equivalent to five (5) years or more) shall receive vacation pay calculated at the rate of six percent (6%) of their gross annual earnings with the Company for the period of their employment during the twelve (12) months ending on December 31st and shall be entitled to three (3) weeks (15 working days) vacation.
- 13.05** Employees who, at December 31st of the year preceding the year in which the vacation is to be taken, have ten (10) years or more of continuous service (or whose seniority is equivalent to ten (10) years or more) shall receive vacation pay calculated at the rate of eight percent (8%) of their gross annual earnings with the Company for the period of their employment during the twelve (12) months ending December 31st and shall be entitled to four (4) weeks (20 working days) vacation.

13.06 Selection

The Company will post a list of available vacation periods as well as the date of call-in day per lounge by November 1st of each year so that employees may select their vacation period for the upcoming year.

The date of the call-in day shall be during the week that includes November 15. An employee who is unavailable on the call-in day must submit their choice by email to management before the scheduled call-in day.

No later than December 1, the Company shall post the approved vacation dates and provide a copy to the union.

The Company may limit the number of employees per time slot (morning or evening) and per lounge if the number of employees on vacation at the same time would jeopardize operations. The vacations of occasional employees do not affect the vacation choices of full-time and part-time employees.

Vacation time that has already been approved for an employee who changes schedule (morning–evening) shall be respected.

13.07 The Company may limit vacation during the Christmas and New Year period (December 16th through to and including January 15th) as well as during the summer period (mid June through to and including mid September).

In all cases, the number of employees who may take vacation per day and per lounge cannot be zero.

13.08 An employee may split their vacation entitlement into blocks of not less than one (1) week. In such case, an employee's first preference will be in order of seniority with the awarding of their subsequent preferences occurring only after all other employee's have made their selection. These subsequent preferences will be awarded in order of seniority.

For purpose of clarification, a week does not have to start on Sunday but may start mid-week

e.g. *Sunday to Saturday inclusive*
 Wednesday to Tuesday inclusive
 Etc.

The Company and Union will come up with an understanding to deal with overlaps, in specialized functions, for mid-week weeks.

13.09 Employees who fail to designate their choice of vacation dates prior to the time described in 13.06 will be awarded dates after all other employees have been assigned.

13.10 Vacation periods, which are not bid or become available subsequent to the process in Article 13.08, will be offered to employees according to the provisions of this Article.

13.11 Vacation Pay

Employees will receive vacation pay at the time of their scheduled vacation.

Once per calendar year, an employee who is entitled to vacation pay in accordance with articles 13.04 and 13.05 can request to receive one (1) or more week(s) of vacation pay. The employee must take at least two (2) weeks of vacation. Only complete week(s) will be paid.

13.12 An employee who is unable to commence their scheduled vacation period due to injury, illness including W.S.I.B. or jury duty may reschedule their vacation to a later available period.

13.13 In the event that an employee leaves the employ of the Company before the employee takes their annual vacation, the employee shall be paid out their vacation pay at the applicable percentage rate for the year in which the employee ends their employment.

ARTICLE 14 LEAVE OF ABSENCE

14.01 Unpaid Leave of Absence

a. The Company may, upon written request and at its sole discretion, grant an employee a leave of absence without pay for a period of up to six (6) months, without loss of seniority. Requests for Personal Leaves will be considered on a first come, first serve basis amongst those requesting a leave at time of granting. The Company shall provide the Union District

Chairperson with a written notice confirming approval or disapproval of the leave of absence within fifteen (15) calendar days.

- b. If an employee receives consent from the company to leave the service for a period of up to six months, he/she shall retain his/her position and accrue seniority for that period. Where it is beyond six months, in any given 12 month period, it will be decided by mutual agreement between the Company and the Union. Employees must not exercise their seniority on vacancies while on such leave of absence.

14.02 Maternity Leave and Reassignment

- a. Where an employee is pregnant and is covered by the QPIP, that employee is entitled to and shall be granted a leave of absence of up to eighteen (18) weeks which leave may commence not earlier than sixteen (16) weeks prior to the estimated date of her confinement and end not later than twenty (20) weeks following the actual day of birth.
- b. The employee must request the Leave of Absence in writing, not later than four (4) weeks prior to the Leave, specifying the estimated date of birth of the child, the date she wishes to commence her leave and an anticipated date of return to work. An employee returning to work prior to the expiration of the leave of absence must notify the Company at least one (1) month prior to her new date of return.
- c. Where possible, the Employer shall modify the duties of a pregnant or nursing employee who requests it due to risks to her health, the health of her unborn child, or the health of the child. The request must be accompanied by a medical certificate. The employee is entitled to paid leave while the Employer reviews the request if it is considered risky for her to continue her regular work duties.

14.03 Paternity Leave

As provided by law, an employee covered by the QPIP who becomes a parent without being the birth parent of the child is entitled to a five-week leave.

The employee may take this leave starting the week of the child's birth and within a maximum period of eighteen (18) months.

14.04 Adoption Leave

As provided by law, an employee covered by the QPIP who adopts a child is entitled to a leave of a duration equivalent to the benefits offered by the plan.

14.05 Parental Leave

As provided by law, an employee covered by the QPIP who becomes a parent is entitled to a maximum leave of thirty-two (32) weeks, which may be shared between both parents. A parent who is single or who becomes the parent of more than one child at the same time is entitled to an additional five (5) weeks of leave.

In all cases, the employee is entitled only to a leave of a duration equivalent to the benefits offered by the plan.

- 14.06** The Company must inform, in writing, every employee who takes leave under Articles 14.02, 14.03 and 14.04, every employment bid, promotion, or training opportunity for which the employee is qualified. The employee must request this in writing.

14.07 Matrimony Leave

An employee will be granted two (2) working days, without pay: for the date in which marriage vows are to be exchanged and for either the day before or the day after said date, according to the wishes of the employee.

14.08 Continuation of Benefits

- a. The benefits and the seniority of any employee who takes a leave of absence from employment shall accumulate during the entire period of the leave. For the purposes of pay progression, employees shall continue to progress through the wage scale as if they had worked the required time in their status during the leaves referred to in Articles 14.02, 14.03, and 14.04.
- b. Where a monetary contribution is normally required of an employee for the employee to be entitled to a benefit referred to in (a), the employee is responsible for and must pay on a monthly basis.

14.09 Bereavement, Compassionate Leave

- a. In the event of a death in an employee's immediate family (parent, spouse, child, brother, sister, grandparents, legal guardians, step-children, step-parent, father or mother of their spouse, and relatives living with the employee), they would receive ten (10) days in 1 or 2 periods starting the day of the death and ending six (6) weeks after the date of:
 - a) The funeral
 - b) burial, or
 - c) memorial service of that immediate family member

In the event that the employee loses any time as a result of his/her absence, in the first five (5) days taken immediately after the death, the Company will pay such lost time at their normal rate of pay. In addition, if the employee is notified while at work of a death in their immediate family they shall be relieved from duty and paid for the balance of that workday. In the event of a death of an employee's spouse's grandparent, brothers and sisters of spouse, nephew, or niece, three (3) days bereavement leave with pay shall be granted; and one (1) day bereavement leave with pay shall be granted in the event of a death of an employee's aunt or uncle or godparents.

- b. In the unusual circumstance where the deceased is not a member of the family, yet deemed close to the employee or important to the employee, bereavement leave will be at the discretion of the Company.
- c. The Company may require proof of the circumstances from the employee before any payment is made under the terms of this section.
- d. In the event the death in the family is outside Canada or is a significant distance, employee may have an additional seven (7) days absence, without pay, to attend the funeral.
- e. For the purpose of this Agreement, spouse shall also mean common law partner and same sex partner.

14.10 Jury Duty

- a. Employees subpoenaed for jury duty shall be paid the difference between their normal daily wages and the amount they receive for such public duty.
- b. Employees who must appear in court for reasons other than those mentioned in 14.10(a) shall be granted leave of absence without pay provided they supply proof of verification for such attendance.

14.11 Sick Leave

In accordance with the Canada Labor Code (CLC), each employee is entitled up to a maximum of ten (10) days of sick leave per calendar year under the following conditions:

- a. Employee must hold 30 days of continuous employment.
- b. Entitlement will be based as per the chart below.

Date	Days	Date	Days
January	10	July	8
February	10	August	7
March	10	September	6
April	10	October	5
May	10	November	4
June	9	December	3

- paid at one hundred percent (100%) at the time the sick day is taken;
- unused days will be compensated as follows for Lounge employees only:
 - they will be credited the average of regular hours (not including overtime) worked in the previous year, excluding shift trades hours, to a maximum of ten (10) hours for full-time employees, and six (6) hours for part-time.
- Unused sick leave will be paid in full (100%).
- For clarification, a month will be considered worked if the employee has worked at least one (1) pay period during the month in question. Vacation days are considered working days. Layoffs and other leaves are not considered days worked.
- If the employee has not worked all the months of the year, he will only be entitled to payment for unused leave if they have used fewer days than those to which he would normally have been entitled in proportion to the number of months worked during the year in question.

For any sick leave, the applicable pay will be the employee's base rate of pay only (no premium) in effect at the time the sick leave is taken or paid.

In the event of a change to the Canada Labor Code, employees should at a minimum maintain the following sick leave:

Years of service	Full time & Part time employee
1-4 years	3 days
4-6 years	5 days
10 years and more	6 days

ARTICLE 15 HEALTH & SAFETY

15.01 The Union, the Company and its employees agree to encourage good health and safety practices at work in accordance with legislation and regulations in effect.

It is the responsibility of each employee and the Company to ensure and promote a safe and healthy work environment. If an employee witnesses a dangerous situation or manoeuvre, which he cannot personally correct, he must inform his superior and his shop steward who will advise the person responsible.

In order to accelerate the treatment of injuries occurring at work, the Company shall post and keep posted, in a conspicuous place or places where they are likely to come to the attention of the employer's employees, the procedure to be followed in case of emergency based on the directives put forth by the appropriate airport authorities.

Committee

The parties to this agreement consent to set up a Health and Safety Committee having the same powers and obligations as those specified in the law. This committee shall be composed of two (2) Union representatives and at least one (1) Company representative and not exceeding the number of Union representatives.

The Health and Safety Committee:

- a. shall receive, consider and expeditiously dispose of complaints relating to the safety and health of the employees represented by the committee;
- b. shall maintain records pertaining to the disposition of complaints relating to the safety and health of the employees represented by the committee;
- c. shall cooperate with any occupational health service established by the work place;
- d. may establish and promote safety and health programs for the education of the employees represented by the committee;
- e. shall participate in all inquiries and investigations pertaining to occupational safety and health including such consultations as may be necessary with persons who are professional or technically qualified to advise the committee on those matters;
- f. may develop, establish and maintain programs, measures and procedures for the protection or improvement of the safety and health of employees;

- g. shall regularly monitor programs, measures and procedures related to the safety and health of employees;
- h. shall ensure that adequate records are kept on work accidents, injuries and health hazards and shall regularly monitor data relating to those accidents, injuries and hazards;
- i. shall cooperate with safety officers;
- j. may request from the employer such information as the committee considers necessary to identify existing or potential hazard with respect to materials, processes or equipment in the work place;
- k. shall full access to all government and employer reports relating to the safety and health of the employees represented by the committee but shall not have access to the medical records of any person except with the consent of that person.

The employer shall post and keep posted, in a conspicuous place or places where they are likely to come to the attention of the employer's employees, the names and work locations of all the members of the health and safety committee established for the work place controlled by the employer.

The health and safety committee shall keep accurate records of all matters that come before it as identified under the section entitled "The Health and Safety Committee" mentioned above and shall keep minutes of its meetings and shall make those minutes and records available to a safety officer on the officer's request. All minutes are to be signed by the co-chair persons.

The health and safety committee shall meet during regular working hours once each month and, where meetings are urgently required as a result of an emergency or other special circumstance, the committee shall meet as required whether or not during regular working hours.

The members of the health and safety committee are entitled to such time from their work as is necessary to attend meetings or to carry out any of the other functions of a member of the committee, and any time spent by a member while carrying out any of the functions of a member of the committee shall, for the purpose of calculating wages owing to that member, be deemed to have been spent at work.

No member of the health and safety committee is personally liable for anything done or omitted to be done by the member in good faith under the purported authority of this section or any regulations made under this section.

- 15.02 a.** The Company and the Union will review all cases where a disabled employee is unable to perform his/her normal duties. Efforts will be made to accommodate such an employee, provided suitable work exists. The above applies to occupational and non-occupational illnesses or injuries.
- b.** The Company will provide the Union District Chairperson with written notice of those employees on CNESST, Short and Long Term Disability.

15.03 Unifor Local 2002 National Health & Safety Coordinator shall have access to work areas and staff covered by this Agreement

ARTICLE 16 GRIEVANCE PROCEDURE

16.01 The parties agree that every complaint shall be dealt with as it justly deserves as quickly as possible and that adjustment of every justified complaint shall be promptly made.

Step 1

An employee who has cause for complaint shall discuss it with their immediate supervisor and the Union within seven (7) working days of the cause of the complaint or reasonable awareness thereof or the right to grieve shall be deemed waived. An extension to this time limit may be granted and shall not be unreasonably withheld.

16.02 Step 2

- a. Should the matter not be resolved through discussion the Union may submit a written grievance to the Passenger Service Manager or designate within five (5) days.
- b. The grievance shall provide an adequate statement of the alleged violation and indicate the settlement requested.
- c. A hearing shall be held within ten (10) days of receipt by the Company of the written grievance.
- d. Within ten (10) days following this hearing, the Passenger Service Manager or designate shall render his/her decision in writing to all parties concerned.

16.03 Step 3

- a. Should the decision made at Step 2 be unsatisfactory or if no decision is made within the specified time limits the Union may appeal to Human Resources within ten (10) days.
- b. A hearing shall be held within then (10) days of receipt by the Company of the written grievance.
- c. Within then (10) days following this hearing, the Labour Relations Department shall render their decision in writing to all parties concerned.

16.04 The Union may initiate a general or policy grievance in writing on any difference concerning the interpretation, or alleged violation of this Agreement within fifteen (15) days following the date on which the Union first had or ought to have had knowledge of the event.

16.05 The parties may waive any Step in the procedure and/or extend the time limits by written agreement. If an extension is requested, the time limits will be frozen until such time as a response is received. Time limits will be exclusive of Saturdays, Sundays, and General Holidays.

16.06 At any hearing held throughout these grievance procedures, the grievor shall have the right to be represented by a duly accredited representative of the local.

16.07 Upon request, the Company shall provide the Union relevant documents pertaining to the alleged incident.

16.08 Any grievance not resolved at Step 3 of this Article may be referred to Arbitration in accordance with Article 18.

ARTICLE 17 DISCIPLINE & DISCHARGE

- 17.01** No employee shall be disciplined or discharged without just cause. An investigatory hearing between the Company and the employee will take place prior to disciplinary or discharge action being taken within twenty-one (21) days of knowledge of the incident. The employee shall be informed that if he/she so desires, they may have the assistance of a duly accredited representative(s) of the Union at the hearing. Refusal to be assisted will be confirmed using a form. All efforts will be made to hold hearings during the employee's regular hours of work. If the hearing cannot be held during the employee's regular hours of work, the employee shall be paid a minimum of four (4) hours to attend the hearing. Only with the employee's approval, the hearing may be held immediately prior or immediately after his/her regular hours of work and will be paid the appropriate rate of pay for the time spent while attending that hearing
- 17.02** Any post probationary employee who has been disciplined or discharge may file a grievance in accordance with Article 16 of this Agreement. Employees will be advised in writing, together with the reasons, with a copy to the Union. By mutual consent between the Company and the Union, any grievance concerning the discharge of an employee may commence at Step 2 or Step 3 of the grievance procedure.
- 17.03** Where disciplinary or discharge action is contemplated, the individual involved may, where necessary, be held out of service with pay, pending investigation for up to a maximum of fourteen (14) days to provide the Company with sufficient time to investigate and consider the factors.
- 17.04** The Company shall remove any disciplinary correspondence from an employees personnel file after one (1) year. An employee shall be entitled to review his/her personnel file by submitting a letter to the local manager and remove any letters of discipline from his/her personnel file that have expired.
- 17.05** The Company shall provide the District Chairperson with a copy of any letter of discipline given to an employee.

ARTICLE 18 ARBITRATION

- 18.01** Notice of intention to proceed to arbitration shall be made in writing to the Company's Labour Relations Department within fifteen (15) calendar days of the decision at Step 3 of the grievance procedure.
- 18.02** An arbitrator selected jointly by the parties, will be named within fifteen (15) calendar days after notice of intent to arbitrate has been given, as provided in Article 18.01. If the parties are unable to agree on the choice of Arbitrator either party may request the Minister of Labour to name the arbitrator.
- 18.03** The parties shall jointly, in writing, stipulate the matter to be arbitrated to the arbitrator.
- 18.04** The decision of the Arbitrator shall be final and binding upon the Company, the Union and the employees involved.
- 18.05** The Arbitrator shall have no jurisdiction to alter, modify, amend or make any decision inconsistent with the terms of this Agreement.

- 18.06** At any hearing(s) held through the arbitration procedures, all witnesses and representatives who are employees of the Company shall be given time off without pay. Expenses and lost time of witnesses and representatives for either party shall be borne by the party.
- 18.07** The compensation of the Arbitrator and expenses incurred by him/her shall be borne equally by the Company and Union.
- 18.08** Multiple Hearings: The Arbitrator may hear and determine only one (1) grievance at a time without the express agreement of the Company and the Union.

ARTICLE 19 DEDUCTION OF DUES

- 19.01** The parties agree that all employees covered by this Agreement shall become members of, and maintain membership in good standing, in the Union as a condition of employment.
- 19.02** Membership in the Union shall be available to an employee eligible under the constitution of the Union on payment of the initiation fee or reinstatement fee uniformly required of all other such applicants.
- 19.03** The Company agrees to deduct authorized initiation/reinstatement fees from employees as authorized.
- 19.04** The Company agrees that all employees covered by this Agreement shall have bi-weekly dues deducted from their wages a condition of employment.
- 19.05** The amount to be deducted will be advised by the Union. The Company shall be notified in writing of the name of the Union official to whom the money so deducted shall be sent.
- 19.06** The amount of dues so deducted from wages accompanied by a statement of deductions from individuals shall be remitted by the Company to the Union not later than thirty (30) calendar days following the pay period in which the deductions are made.
- 19.07** If the wages of any employee payable on any month-end payroll are insufficient to permit the deduction of the full amount of dues, no such deduction shall be made from the wages of such employee by the Company in such month. The Company shall not because the employee did not have sufficient wages payable to him/her on the designated payroll carry forward or deduct from any subsequent wages the dues not deducted in an earlier month.

ARTICLE 20 GENERAL

- 20.01** Any Letter of Understanding negotiated between the Company and the Union shall be deemed to form part of this Agreement. To be valid, a Letter of Understanding shall be identified by a heading and a number, and must be signed by representatives of both parties at the headquarters level.

20.02 No Discrimination

The Company and the Union, or any of the Officers or Agents acting on their behalf, shall not discriminate in any manner against any employee with respect to terms or conditions of employment on the ground of his/her race; colour; creed or religious persuasion; national origin; age; sex; sexual orientation; marital or parental status; membership in and/or activities on behalf of the Union, political party, organizations and associations.

20.03 New Job

When a new job within the scope of the Union certificate is created, the Company may assign an employee to such job for a period not exceeding thirty (30) days. It shall be the responsibility of the Company to establish a wage rate and classification for such new job within twenty (20) days of commencement of the new job. The Company agrees to discuss with the Union and provide all such data used to arrive at the new classification and rate of pay. If the Union and the Company fail to agree on the new rate or classification for such new job, a policy grievance may be filed. The arbitrator will have the authority to set the new wage rate and classification and award redress.

20.04 One copy of this collective agreement (either English or French) will be furnished to each employee within sixty (60) days of ratification of this Agreement. The Company and the Union shall agree to the size and method of producing the Agreement, and the cost of printing will be paid for by the Company.

20.05 Uniforms

The list of items for the uniform is as follows:

Full Time

- 5 shirts or blouses
- 4 pants
- 2 ties or scarves
- 1 apron
- 1 cook's jacket (after completing their kitchen training)

Part Time

- 3 shirts or blouses
 - 2 pants
 - 2 ties or scarves
 - 1 apron
 - 1 cook's jacket (after completing their kitchen training)
- a. An employee can buy an item from the above list according to the price list from the uniform supplier
 - b. Employees must wear the full uniform and is responsible to keep clean and in good condition.
 - c. Damaged clothing will be replaced as soon as possible without cost to the employee, as long the employee will provide the damaged item to the Company for exchange.
 - d. Upon request, the Company shall provide a maximum of two (2) maternity jumpers and two (2) maternity pants for the required period of the.

20.06 Benefit and Insurance Plan

- a. The Company will implement a group insurance benefit plan in accordance with Appendix 2. This benefit plan will be subject to all applicable terms and provisions set out in the contract of insurance.

- b. Termination of coverage - Benefit coverage will cease on the effective day of employment termination

20.07 Harassment

Every employee has the right to work in an environment free from harassment. This right implies the obligation, for both the person engaging in the behavior and for any observer, to eliminate all forms of workplace harassment.

Harassment refers to any action, conduct or comment, including of a sexual nature, that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.

Every employee has the right to work in an environment free from discrimination, regardless of race, religion, national or ethnic origin, color, sex, age, or mental or physical disabilities - all employees must be treated with the same respect, dignity, and consideration.

In that regard employees can refer to the Company's national Harassment and Violence Prevention Policy

20.08 Parking Fees

The Company agrees to supply parking spaces for all employees working at Montreal-Trudeau.

The Company shall pay one hundred (100%) of the cost of parking for employees that work only for the Company at Pierre-Elliot Trudeau Airport. If an employee works for two or multiple companies at Pierre-Elliot Trudeau Airport, the Company will not cover the cost of parking, unless the employee can provide substantial proof that the other company does not pay for parking.

20.09 New Employee Orientation -

Information for New Employees

The employer agrees to acquaint new employees with the fact that a Collective Agreement is in effect and with the conditions of employment set out in the articles dealing with Union Security and Dues Check-off. A new employee shall be advised of the name and location of their Union representative. Whenever the Union representative is employed in the same work area as the new employee, the employee's immediate supervisor will introduce them to their Union representative who will provide the employee with a copy of the Collective Agreement. The Employer agrees that a Union representative will be given an opportunity to meet with the new employees in a classroom environment, within regular working hours, without loss of pay, for up to forty-five (45) minutes sometime during the training period for the purpose of acquainting the new employees with the benefits and duties of Union membership and the employees responsibilities and obligations to the Employer and the Union.

20.10 Paid Education Leave

- a. The Company agrees to pay into a special fund three cents (\$0.03) per employee per worked hour, on June 1, to cover all groups of employees, on March 31st each and every subsequent year of the collective agreement for the purpose of providing paid education leave. Said paid education leave will be for the purpose of upgrading the employee's skill in all aspects of Trade Union functions. Such monies will be paid into a trust fund

established by the National Union, Unifor and sent by the Company to the following address: Unifor, Paid Education Leave Program, 205 Placer Court, Toronto, Ontario, M2H 3H9.

- b. At the sole discretion of the Company, the Company may provide additional educational/training courses to employees, at no cost to the employee. All hours of attendance at these educational/training sessions shall be paid at the regular rate of pay and be considered time worked. The Company shall post in writing the dates and times of these programs. The Company shall provide employees with reasonable notice to ensure employees attendance.

c. TUITION FEES AND BOOK REFUND

It is the policy of the Company to encourage all employees to engage in personal self development through various mediums but especially through enrolment in formal academic training courses in the community and at work that are beneficial to the Company.

The decision to enrol shall be a mutual management employee decision based upon requirements. It is agreed that the Company will assist in the tuition fees and cost of books. The Company in cooperation with the Union representative will be as flexible as possible in shift assignments to maximize class attendance.

20.11 RRSP Contribution

- a. The Company shall offer to all employees the opportunity to participate in a Retirement Savings Program. Participation in said program is voluntary.

Permanent employees can invest, by payroll deduction, in the Retirement Savings Program as outlined by the Company.

- b. For employees that have two (2) years of continuous service, the Company will deposit a dollar for each dollar invested by the employee, into the employee's account to a maximum of three (3%) of the base salary.

20.12 Pay Cheques

In the event of an error in pay of fifty (\$50.00) dollars or more, at the employee's expense and caused by the Company, the Company agrees to correct this error in the four (4) business days following the reception of the written notice of error in the payroll department. Any other error will be corrected on the following pay of the employee.

Should an overpayment be made on an employee's pay cheque, the Company will take back this money on the following pay of the employee. It is the responsibility of the employee to identify any error in salary to the Company.

In case of amounts due by the employee to the Company, the Company may deduct a sum equivalent to up to a maximum of twenty-five per cents (25%) of the employee's gross salary, unless another arrangement was agreed upon between the employee and the Company.

- 20.13** The Company will provide lounge employees with an area near the lounges where they would be able to eat their meals and rest during their breaks. In Addition, the Company will provide a dressing area to be located near the lounges.

ARTICLE 21 CLASSIFICATION OF EMPLOYEES

21.01 Lounge Agent

Lounge Agents perform the following duties:

Customer Reception and Service

- Welcome customers warmly and respond to their needs.
- Provide information and maintain a welcoming environment.

Food and Beverages

- Prepare, set out, or serve food, snacks, coffee, and beverages.
- Replenish food, beverages, and dishware as required.
- Maintain appropriate food freshness and temperature.
- Put away and properly store food and beverages.

Maintenance and Cleanliness

- Clean the lounge, kitchen, refrigerators, and return dishware, napkins, and utensils from the dishwashing area.
- Ensure snacks and common areas are properly arranged at the end of the shift.
- Prepare the area for the next shift.

Equipment and Supplies

- Maintain tracking logs.
- Ensure all office supplies are available in the lounge and restock as needed.

Rules and Guidelines

- Comply with sanitation, hygiene, and safety standards.

Perform any other related duties as required by management.

21.02 Lead Agent

A lead is a permanent employee required to perform the same work as any employee in his/her classification, but in addition acts as a working leader to those employees assigned to him/her. Lead Agents shall assign work; give direction on proper use of equipment, work methods and safety practices; see that assigned personnel and necessary equipment are properly utilized; instruct new employees on the job. Lead Agents shall not be accountable for formal discipline of the other employees covered by this Agreement.

ARTICLE 22 DURATION & RENEWAL

22.01 This agreement shall be effective from the day of its signature and up to and including the 31st day of May 2029. Either party shall be entitled to give notice in writing to the other party as provided in the Canada Labour Code, of its desire to bargain with a view to the renewal of the expiring collective agreement at any time within a period of ninety (90) days before the expiry date of the agreement. Following such notice to bargain, the parties shall meet within fifteen (15) days of the notice or within such further period as the parties mutually agreed upon.

22.02 It is agreed that during the course of bargaining, it shall be open to the parties to agree in writing to extend this agreement beyond the expiry date for any stated period acceptable to the parties and in accordance with the Canada Labour Code.

22.03 Provided that for purposes of all notices under this article, notice in writing shall be deemed to have been received by the party to whom it is sent upon the mailing of such notice by registered mail addressed to the current address of the other party.

DATED AT MONTREAL, QUEBEC, THIS 14 day of November 2025.

SWISSPORT CANADA INC.

UNIFOR

Louis-Philippe Charland
Vice President, Human Resources

Alexandre Lamarre
National Representative

Kate Cabana
Labour Relations Specialist

Josee Genois
Assistant to Section President
locale 2002

Tara Shepherd
Lounge Manager - YUL

Martin Jouaneau
President District 418

APPENDIX # 1

BENEFITS

BG - 102 Dorval (Above the Wing) For employees hired before February 7, 2018			
Classes	Class 2A Employees of the Dorval Airport (Above the Wing)	Class 2B Employees of the Dorval Airport (Above the Wing)	Class 2E Employees of the Dorval Airport (Above the Wing)
	BASIC	OPTION ONE	OPTION TWO
Collective Agreement Union	UNIFOR		
Ratification Date/Expiry Date			
Premium Contributions	Life - 100% Employer AD&D - 100% Employer STD - 100% Employer LTD - 100% Employee Basic - 100% Employer for Single, if Family 50% of Difference between Single & Family paid by Employee Option 1 & 2 - 100% of Difference between Basic & Option One or Two Premiums paid by Employee		
Enrollment Process	All new employees enrolled in SINGLE, BASIC coverage until receive completed enrollment form. Enroll with 20 hours worked, request average hours worked from date of eligibility from Payroll		
Re-Enrollment Period	2 years as of April 1st, 2015 * Unless a Life Event		
Definitions			
Collective Bargaining Agreement - Waiting Period	12 Months, working a minimum of 20 Hours per Week on Average		
Minimum hours of work/week	20 hours per week Hours will be reviewed annually April 1st		
Sun Life Oasis Hours per week	Actual hours worked weekly updated on annual basis, minimum average 20 hours per week to be eligible for benefits		
Hours Audit	Required Annually		
Spouse definition	legal or common-law/same sex represented as spouse		
Child definition	21/26		
Benefit Termination Date	Effective Last Day of Employment		
Life	Sun Life		
Benefit Schedule	Flat \$20,000	Flat \$20,000	Flat \$20,000
Maximum	N/A	N/A	N/A
Non-Evidence Maximum	N/A	N/A	N/A

Waiver of Premium (Yes/No)	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012
Definition of Disability	6 months totally disabled	6 months totally disabled	6 months totally disabled
Conversion Privilege	Yes	Yes	Yes
Reduction Schedule	50% at Age 65	50% at Age 65	50% at Age 65
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement	Age 70 or earlier retirement
AD&D			
AIG Life			
Benefit Schedule	Flat \$20,000	Flat \$20,000	Flat \$20,000
Standard or Enhanced	Basic	Basic	Basic
Maximum	N/A	N/A	N/A
Waiver of Premium	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012
Do Waivers terminate with Policy			
Reduction	none	none	none
Conversion	yes	yes	yes
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional Life Benefits			
Sun Life			
Life	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000
Spousal Life	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000
Each Child	Units of \$5,000 to a max of \$10,000	Units of \$5,000 to a max of \$10,000	Units of \$5,000 to a max of \$10,000
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional AD&D			
AIG Life			
Employee	Units of \$10,000 to a max. of \$800,000	Units of \$10,000 to a max. of \$800,000	Units of \$10,000 to a max. of \$800,000
Spouse	Units of \$10,000 to a max. of \$300,000	Units of \$10,000 to a max. of \$300,000	Units of \$10,000 to a max. of \$300,000
Children	Units of \$5,000 to a max. of \$50,000	Units of \$5,000 to a max. of \$50,000	Units of \$5,000 to a max. of \$50,000
Standard or Enhanced	Standard	Standard	Standard
Waiver of Premium	No	No	No
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional Critical Illness			
Sun Life			
Member Benefit Schedule	NONE	NONE	NONE
Spousal Benefit Schedule			
Each Child Benefit Schedule			
Conditions Covered			

Waiver of Premium			
Terminates at Age			
Dependant Life			
Spouse	NONE	NONE	NONE
Child			
Age Definition			
Conversion Privilege			
Waiver of Premium			
Terminates at Age			
Short Term Disability			
		Return to Health	
Benefit Schedule	66.67% of weekly earnings	66.67% of weekly earnings	66.67% of weekly earnings
Maximum	\$2,500 weekly	\$2,500 weekly	\$2,500 weekly
Non-Evidence Maximum	n/a	n/a	n/a
5 or 7 Day Work Week	7 day	7 day	7 day
Elimination Period			
- Accident	1st day or the date you consult a doctor	1st day or the date you consult a doctor	1st day or the date you consult a doctor
- Hospitalization (overnight or day surgery)	1st day	1st day	1st day
- Illness	7 days	7 days	7 days
Benefit Period	26 weeks	26 weeks	26 weeks
Re-Occurrence Date	30 days	30 days	30 days
Tax Status	Taxable	Taxable	Taxable
Terminates at Age	Age 70 or retirement	Age 70 or retirement	Age 70 or retirement
Long Term Disability			
		Sun Life	
Benefit Schedule	60% of 1st \$2,083 of monthly earnings, plus 45% of the balance	60% of 1st \$2,083 of monthly earnings, plus 45% of the balance	60% of 1st \$2,083 of monthly earnings, plus 45% of the balance
Maximum	\$15,000	\$15,000	\$15,000
Non-Evidence Maximum	\$10,000	\$10,000	\$10,000
Elimination Period	26 weeks	26 weeks	26 weeks
Definition of Earnings	basic earnings	basic earnings	basic earnings
Definition of Disability	24 months own occupation	24 months own occupation	24 months own occupation
Partial Disability			
Residual Benefit			
Rehabilitation Program	yes	yes	yes
Pre-existing Conditions	13 weeks/12 months	13 weeks/12 months	13 weeks/12 months
Conversion Privilege	nil	nil	nil
All Source Maximums	85%	85%	85%
Offsets (Primary or Full)	primary	primary	primary

Survivors Benefit	nil	nil	nil
COLA Clause	nil	nil	nil
Tax Status	non-taxable	non-taxable	non-taxable
Terminates at Age	Age 65 or earlier retirement	Age 65 or earlier retirement	Age 65 or earlier retirement
Health Care			
	Basic	Option One	Option Two
Coverage Options	Employees must have either Single or Family coverage for both Dental & Health Coverage. Cannot have single and family coverage.		
Pooling			
Large Amount Pooling			
Out-of-Country (OOC) Pooling			
Other Pooling			
Drugs - Plan Details			
Pay Direct Drug Card (Yes/No)	Yes	Yes	Yes
Deductible	\$3.00/prescription	\$3.00/prescription	\$3.00/prescription
Dispensing Fee	Nil	Nil	Nil
Coinsurance	80% of the amount of eligible expenses under the applicable law, and 100% thereafter	80% of the amount of eligible expenses under the applicable law, and 100% thereafter	90% of the amount of eligible expenses under the applicable law, and 100% thereafter
Definition of Drug Formulary	mandatory enhanced generic	mandatory enhanced generic	mandatory enhanced generic
Fertility Drugs	per RAMQ	per RAMQ	per RAMQ
Smoking Cessation Drugs	per RAMQ	per RAMQ	per RAMQ
Erectile Dysfunctional Drugs	per RAMQ	per RAMQ	per RAMQ
Vaccines	included	included	included
Supplementary Health Care/Medical Services & Supplies			
Maximum	unlimited	unlimited	unlimited
Deductible	Nil	Nil	Nil
Coinsurance	80%	100%	100%
Chronic Care	Nil	Nil	Nil
Convalescent Hospital	semi-private maximum 180 days	semi-private maximum 180 days	semi-private maximum 180 days
Private Duty Nursing	\$25,000/3 years (100% co-insurance)	\$25,000/3 years (100% co-insurance)	\$25,000/3 years (100% co-insurance)
Accidental Dental	included	included	included
Hearing Aids	\$500/5 years	\$500/5 years	\$500/5 years
In Province Hospital Benefit	semi-private	semi-private	semi-private
Paramedical Practitioners		67%	67%
- Acupuncturist	NONE	\$500/benefit year	\$500/benefit year
- Audiologist		\$500/benefit year	\$500/benefit year
- Chiropodist		\$500/benefit year	\$500/benefit year

- Age (Adult/Child)			Under 19
Maximum			
- Basic preventative & Basic restorative	\$1,200/benefit year	\$1,200/benefit year combined	\$1,500/benefit year combined
- Major Restorative	Nil		
- Orthodontics	Nil	Nil	\$2,000/lifetime max
Fee Guide	current	current	current
Recall Examinations	9 months	9 months	9 months
Conversion	Yes	Yes	Yes
Survivor Benefit	12 months	12 months	12 months
Terminates at Age	Age 70 or retirement (Coverage for the spouse will end when the employee retires)	Age 70 or retirement (Coverage for the spouse will end when the employee retires)	Age 70 or retirement (Coverage for the spouse will end when the employee retires)

Benefit Plan For employees hired on and after February 7, 2018

Classes	FULL time	PART time
Collective Agreement Union	UNIFOR	
Ratification Date/Expiry Date		
Premium Contributions	Life & Dep - 100% Employer AD&D - 100% Employer STD - 100% Employer LTD - 100% Employee Health and Dental - 85% Employer and 15% Employee for Single, if Family 50% of Difference between Single & Family paid by Employee	Life & Dep - 100% Employer AD&D - 100% Employer Health and Dental - 85% Employer and 15% Employee for Single, if Family 50% of Difference between Single & Family paid by Employee
Enrollment Process	All new employees enrolled in SINGLE, BASIC coverage until receive completed enrollment form.	
Re-Enrollment Period		
Definitions		
Collective Bargaining Agreement - Waiting Period	12 month waiting period	12 month waiting period
Minimum hours of work/week	32 - 40 hours per week	20 - 31 hours per week
Sun Life Oasis Hours per week		
Hours Audit	Required Annually	Required Annually
Spouse definition	legal or common-law/same sex represented as spouse	legal or common-law/same sex represented as spouse
Child definition	21/26	21/26
Benefit Termination Date		

Life	Sun Life	
Benefit Schedule	Flat \$20,000	Flat \$20,000
Maximum	N/A	N/A
Non-Evidence Maximum	N/A	N/A
Waiver of Premium (Yes/No)	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012
Definition of Disability	6 months totally disabled	6 months totally disabled
Conversion Privilege	Yes	Yes
Reduction Schedule	50% at Age 65	50% at Age 65
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement
AD&D	AIG Life	
Benefit Schedule	Flat \$20,000	Flat \$20,000
Standard or Enhanced	Basic	Basic
Maximum	N/A	N/A
Waiver of Premium	No - Removed as of April 1st, 2012	No - Removed as of April 1st, 2012
Do Waivers terminate with Policy		
Reduction	none	none
Conversion	yes	yes
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional Life Benefits	Sun Life	
Life	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000
Spousal Life	Units of \$10,000 to a max. of \$750,000	Units of \$10,000 to a max. of \$750,000
Each Child	Units of \$5,000 to a max of \$10,000	Units of \$5,000 to a max of \$10,000
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional AD&D	AIG Life	
Employee	Units of \$10,000 to a max. of \$800,000	Units of \$10,000 to a max. of \$800,000
Spouse	Units of \$10,000 to a max. of \$300,000	Units of \$10,000 to a max. of \$300,000
Children	Units of \$5,000 to a max. of \$50,000	Units of \$5,000 to a max. of \$50,000
Standard or Enhanced	Standard	Standard
Waiver of Premium	No	No
Terminates at Age	Age 70 or earlier retirement	Age 70 or earlier retirement
Optional Critical Illness		
Member Benefit Schedule	NONE	NONE
Spousal Benefit Schedule		
Each Child Benefit Schedule		
Conditions Covered		
Waiver of Premium		
Terminates at Age		
Dependant Life		

Spouse			
Child			
Age Definition			
Conversion Privilege	NONE	NONE	
Waiver of Premium			
Terminates at Age			
Short Term Disability	Return to Health		
Benefit Schedule	66.67% of weekly earnings	none	
Maximum	\$2,500 weekly		
Non-Evidence Maximum	n/a		
5 or 7 Day Work Week	7 day		
Elimination Period			
- Accident	1st day or the date you consult a doctor		
- Hospitalization (overnight or day surgery)	1st day		
- Illness	7 days		
Benefit Period	26 weeks		
Re-Occurrence Date	30 days		
Tax Status	Taxable		
Terminates at Age	Age 70 or retirement		
Long Term Disability	Sun Life		
Benefit Schedule	60% of 1st \$2,083 of monthly earnings, plus 45% of the balance	none	
Maximum	15000		
Non-Evidence Maximum	10000		
Elimination Period	26 weeks		
Definition of Earnings	basic earnings		
Definition of Disability	24 months own occupation		
Partial Disability			
Residual Benefit			
Rehabilitation Program	yes		
Pre-existing Conditions	13 weeks/12 months		
Conversion Privilege	nil		
All Source Maximums	0.85		
Offsets (Primary or Full)	primary		
Survivors Benefit	nil		
COLA Clause	nil		
Tax Status	non-taxable		
Terminates at Age	Age 65 or earlier retirement		
Health Care			

Coverage Options		
Pooling		
Large Amount Pooling		
Out-of-Country (OOC) Pooling		
Other Pooling		
Drugs - Plan Details		
Pay Direct Drug Card (Yes/No)	Yes	Yes
Deductible	\$3.00/prescription	\$3.00/prescription
Dispensing Fee	Nil	Nil
Coinsurance	80% of first \$2,500 of eligible expenses, 100% thereafter (\$500 out of pocket)	80% of first \$2,500 of eligible expenses, 100% thereafter (\$500 out of pocket)
Definition of Drug Formulary	mandatory enhanced generic	mandatory enhanced generic
Fertility Drugs	per RAMQ	per RAMQ
Smoking Cessation Drugs	per RAMQ	per RAMQ
Erectile Dysfunctional Drugs	per RAMQ	per RAMQ
Vaccines	included	included
Supplementary Health Care/Medical Services & Supplies		
Maximum	unlimited	unlimited
Deductible	Nil	Nil
Coinsurance	80%	80%
Chronic Care	Nil	Nil
Convalescent Hospital	semi-private maximum 180 days	semi-private maximum 180 days
Private Duty Nursing	\$25,000/3 years (100% co-insurance)	\$25,000/3 years (100% co-insurance)
Accidental Dental	included	included
Hearing Aids	\$500/5 years	\$500/5 years
In Province Hospital Benefit	semi-private	semi-private
Paramedical Practitioners		
- Acupuncturist	NONE	NONE
- Audiologist		
- Chiropodist		
- Dietician		
- Homeopath		
- Massage Therapist		
- Naturopath		
- Osteopath		
-		
Physiotherapist/Occupational Therapist		
- Podiatrist		
- Psychologist/Social Worker		
- Chiropractor		

- Christian Science		
- Speech Therapist		
Orthotic Devices	\$200/benefit year	\$200/benefit year
Orthopaedic Shoes	one pair/benefit year	one pair/benefit year
Vision Care	\$150/benefit year per 24 months (100% co-insurance)	\$150/benefit year per 24 months (100% co-insurance)
Eye Examinations		
Conversion	Yes	Yes
Survivor Benefit	12 months	12 months
Terminates at Age	Age 70 or retirement (Coverage for the spouse will end when the employee retires)	Age 70 or retirement (Coverage for the spouse will end when the employee retires)
Out-of-Province/Country	Sun Life	
Deductible	Nil	Nil
Coinsurance	100%	100%
Emergency Maximum	\$1,000,000 Lifetime	\$1,000,000 Lifetime
Referral Maximum	80% - included in emergency max.	80% - included in emergency max.
Travel Assistance	Included	Included
Number of Days Limited	90 days	90 days
Dental Care		
Deductible	\$25 single/\$50 Family	\$25 single/\$50 Family
Coinsurance		
- Basic Services	75%	75%
- Units of Scale/Year	9 units/benefit year	9 units/benefit year
- Major Restorative		
- Dentures		
- Crowns		
- Bridges		
- Orthodontics		
- Age (Adult/Child)		
Maximum		
- Basic preventative & Basic restorative	\$1,200/benefit year	\$750/benefit year
- Major Restorative	NONE	NONE
- Orthodontics	NONE	NONE
Fee Guide	current	current
Recall Examinations	9 months	9 months
Conversion	Yes	Yes
Survivor Benefit	12 months	12 months
Terminates at Age	Age 70 or retirement (Coverage for the spouse will end when the employee retires)	Age 70 or retirement (Coverage for the spouse will end when the employee retires)

ANNEX 2

SUBJECT : REPRESENTATION REFUSAL



Union representative waiver form

Refus de représentation syndicale

Par la présente, je ____, refuse d'être représenté par un délégué syndical comme me le permet la convention collective sous l'article 17.01, lors de la rencontre en présence de _____
_____(représentant de la Compagnie) en date du _____.

I, hereby, ____waive the right to have a union representative present as stipulated in article 17.01of collective agreement, to the meeting in the presence of _____ (Company's representative) on _____ (date).

Témoin/Witness

Employé(e)/Employee

c.c Syndicat
Ressources Humaines
Dossier de l'employé

LETTER OF UNDERSTANDING No. 1

INJURED & DISABLED EMPLOYEES

RE: RETURN TO WORK PROGRAM

The Company and Union agree to a Return to Work program for employees covered by this Agreement. The Program is intended to assist employees who are absent due to accident or illness to return to productive work by allowing them to work modified hours and/or duties. The Company and the Union agree that workplace accommodations may require the cooperation of all three parties in order to be successful. They further agree that the Company, the Union and the employee have an obligation to facilitate the accommodation process.

Employees who have the right to such a program must provide the Company and the Union with pertinent medical documentation so that the Company and the Union are able to create an appropriate return to work plan.

Before returning an employee to work, the Company may require that the employee provide the Company with a certificate from his or her treating physician that provides information required to assess the employee's ability to return to work and/or to assist with devising an appropriate return to work plan. Such information may include, but is not limited to, details concerning the tasks/duties the employee is able to perform, limits on the hours of work, and the expected duration of the modified work period.

Upon receiving a request for Return to Work on modified duties, the Company will examine whether it can or cannot accommodate the request up to the point of undue hardship. The Company may ask the employee for more medical clarification and/or request the employee to see the Company doctor for medical assessment.

The Union may require information related to the employee's restrictions/modified duties where the seniority related rights of others may be affected.

Modified work will not restrict or reduce the number of scheduled hours an employee is entitled to, unless reduced hours are part of the identified restriction or unless there is insufficient modified work available.

The employee has the responsibility to schedule all activities such as medical appointments, physiotherapy, etc. outside of the return to work schedule.

An employee seeking a return to work is also to be made aware of the Company's policy concerning workplace accommodation, where the policy may be amended from time to time at the Company's discretion.

The return to work program is subject to applicable legislation.

LETTER OF UNDERSTANDING No. 2

ARTICLE 6.03 – MEAL AND REST PERIODS

The Company agrees not to schedule shifts between seven hours and thirty-one minutes (7hrs 31mins) and seven hours and fifty-nine minutes (7hrs 59mins) in order to allow employees reasonable meal breaks.

LETTER OF UNDERSTANDING No. 3

UMHQ

It is agreed that both parties will meet at the Headquarters level to resolve any issues arising from the language and/or intent of the Collective Agreement.

The parties agree that they will meet at the Headquarters level to resolve any issues arising from differences in interpretation of language and the intent of this round of bargaining of the collective agreement.

LETTER OF UNDERSTANDING No. 4

DOMESTIC VIOLENCE

The Company and the Union recognize that employees sometimes face situations of violence or abuse in their personal life that may affect their attendance or performance at work.

The Company and the Union are committed to work with the employee through the process of recovery.

This statement is subject to a standard of good faith on the part of the Company, the Union and affected employees and will not be utilized by the Union or employees to subvert the application of otherwise appropriate disciplinary measures.

If necessary, the Company will not unreasonably deny an employee's request for an unpaid leave related to a situation of personal violence or abuse.

LETTER OF UNDERSTANDING No. 5

WOMEN'S ADVOCATE

As part of their regular operations, the Union and the Company will implement a program providing awareness an information on health and well-being. More specifically, they will elaborate a program which will provide information with regards to violence targeted at women, whether physical or psychological, and will designate a woman in a women's advocate role. In the event that the designated person requires special training, the Company shall ensure that she is liberated.

The Woman's Advocate is designated by a mutual agreement between the Company and the Union among the female members of the Swissport bargaining unit, Unifor section local 2002, in consideration of skills, experience and abilities of the candidates.

The Company accepts to liberate with pay the Woman's Advocate, taking into account operational needs and on an ad hoc basis, when it is necessary to resolve arising problems. The meeting and its length must be approved by the Company prior to the intervention. It is understood that the Company will not pay overtime in the case that the Women's Advocate is already liberated and paid full time by the Company.

Her role will be to listen, support and/or direct towards resources an employee who is faced with abuse, violence or harassment, whether at work or at home.

While maintaining employees' anonymity, the Advocate will provide reports to the Company and the Union to inform them of the activities provided to women in terms of providing information and raising awareness.

If an employee in need requests urgently to meet the Woman's Advocate in person, the Company will do its best to liberate her without loss of pay and to provide her with access to an office in order to ensure meeting confidentiality. The meeting and its length must be approved by the Company prior to the intervention. Men who face domestic violence can request help from the Woman's Advocate.

As part of her mandate, the Women's Advocate will also draft communications, on behalf of the Employer and the Union, informing employees of her role.

LETTER OF UNDERSTANDING No. 6

DISHWASHING IN THE LOUNGES

As part of the renewal of the collective agreement, the parties have had discussion concerning dishwashing. The parties agree to the following:

1. Dishwashing tasks will be outsourced out of the bargaining unit.
2. The Company will maintain work hours as is based on the operational needs at the time of ratification of the collective agreement.
3. The Company may put an end to this letter of understanding with a thirty (30) day notice.

In Montreal, on ____ February 2019

Miran Pristovnik
General Manager, YUL

Louis-Philippe Charland
Vice President, Human Resources

Beata Belfer
Labour Relations Advisor

Dino Marzilli
Lounges Manager

In Montreal, on ____ February 2019
UNIFOR

Marcel Rondeau
National Representative

Josee Genois
Assistant to the President, local 2002

Nadia Maftah
President, District 418

LETTER OF UNDERSTANDING NO. 7

SUBJECT: Passenger Service Activities

The parties agree that, in the event the Company resumes passenger service activities, the employees assigned to such activities shall be covered by the present collective agreement, and that the Company will need beforehand to reach an agreement with the Union on the applicable working conditions.

In particular, the parties shall agree on classifications, specialized functions, duties, schedules, postings, layoff and recall rules, vacation selection, health and safety, uniforms, the allocation of overtime, wages, and premiums.

In the event that the parties are unable to reach an agreement, it is agreed that this shall not prevent the Employer from proceeding with the opening of new positions and the hiring of new employees, and that the terms and conditions of employment of employees assigned to passenger service activities shall be determined by an arbitrator. The arbitrator's jurisdiction shall be limited to determining the working conditions that have not been agreed upon and to selecting the position of either party.

LETTER OF UNDERSTANDING NO. 8

SUBJECT: Personal days and sick days

SICK DAYS

According to the new provisions in Division XIII of the Canada Labour Code (CLC), each employee is entitled for up to ten (10) days of medical leave of absence with pay per calendar year.

A. Definition

Sick days are for:

- illness or injury;
- organ or tissue donation;
- attending medical appointments, or
- quarantine.

B. Entitlement

An employee's entitlement to sick days for the year will be in accordance to:

- a. Employee must hold 30 days of continuous employment.
- b. Entitlement will be based as per the chart below.

Date	Days	Date	Days
January	10	July	8
February	10	August	7
March	10	September	6
April	10	October	5
May	10	November	4
June	9	December	3

C. Payments and pay outs

For Full-Time, Part-Time an occasional employee:

Sick days will be paid at one hundred percent (100%) in effect at the time the sick day is taken;

Unused days will be paid out at one hundred percent (100%) on second pay of the following year and prorated in accordance to biweekly periods worked in the year;

- a. The crediting of hours shall be based on the daily number of hours worked as of December 31 of the year preceding the payment.
- b. For any sick leave, the applicable compensation shall be the employee's basic rate of pay only (no premiums), in effect at the time the sick leave is taken or paid.

- c. In addition to paragraph (a) above, casual employees must have worked at least five hundred and twenty (520) hours during the year in order to be eligible for payment of unused days.

For clarification, a biweekly period will be considered worked if the employee has worked at least one (1) shift during the biweekly period in question. Vacation days are considered working days. Lay off and other leave are not considered working days.

If the employee has not worked all the twenty-six (26) biweekly period of the year, he will only be entitled to payment for unused sick leave if he has used fewer days than those to which he would normally have been entitled in proportion to the number of biweekly periods worked during the year in question.

A sick day must be taken at its entirety, no partial days/shifts will be permitted.

D. Termination of employment

If an employee leaves the Company’s employment (resignation or dismissal with or without cause) before year end and has taken sick days, the Company will calculate the employee’s entitlement based on the CLC accumulation schedule (3 sick days after 30 days of employment and 1 day subsequently each additional month, to a maximum of 10 days annually).

If the employee exceeded his entitlement at the time of his departure, the Company will claw back any excess days paid to the employee. If the employee has not taken all his entitled sick days at termination, there will be no payout.

Should any change be made to the Canada Labour Code, the employees should minimally keep the number of sick days as per the following:

Seniority	Full time and part time employees
From 1 to 4 years	3 days
From 4 to 10 years	5 days
10 years and more	6 days

PERSONAL DAYS

In accordance with the Canada Labour Code (CLC), each employee is entitled for up to five (5) days of personal leave per calendar year.

Definition:

Personal days are to:

- take care of health obligations for any member of your family or care for them;
- take care of obligations related to the education of any family member under age 18;
- manage any urgent situation that concerns you or a family member;
- attend your citizenship ceremony under the Citizenship Act, or
- manage any other situation prescribed by regulation.

Entitlement:

Employee will become eligible for paid days after three (3) consecutive months of employment with the company and for a maximum of three (3) days.

Payment:

For Full-Time, Part-Time:

- Personal days will be paid at one hundred percent (100%) in effect at the time the personal day is taken;
- A personal day must be taken at its entirety, no partial days/shifts will be permitted.