



UMHQ
Westin Wall Centre – YVR
Gulf of Georgia Room
October 19, 2023



Present for Jazz: Kal Rebin, Mark Lenglet, Suzanne Asseff, Stephen Boa, Maze Hobeyn and Savjivan Bains

Present for Unifor: Zoltan Czippel, Tammy Moore, Josée Genois, John Murawesky, Alan Cruz, Jan Drzewiecki, Ryan Boundy, David Greffe and Don Ross

OUTSTANDING ISSUES FROM JUNE 21, 2022

1) Mentoring (OPEN)

- The Union raised the issue that although we are monitoring the apprentices through the Apprentice Log Matrix, it really needs a functioning mentorship program.
- Kal acknowledged that the current system seems to be focused on a probation period but requires to be expanded to the full two years in a structured and continuous program.
- Kal also reiterated that all ACAs and Non-Certs need to take responsibility for mentoring apprentices as has been the practice for decades.
- ACTION: Jazz is re-writing MWP36 that deals with the mentorship program. The goal is to develop a structured and continuous mentorship program. The target is to have this project done by the end of August.
- Sept 22, 2022: The updated MWP36 is now on the Jazznet. The parameters have been expanded beyond the 6 month probation period and outlines how we all have a responsibility to be mentors.
- We need to be cognizant of the experience required by the apprentices so that they can gain the experience they require to get a license. Mentors will be volunteers or they may be selected to act as a mentor.
- ACTION: The Union will give feedback.
- January 23, 2023: The Union agrees that the updated MWP36 is improved and more encompassing. The challenge is in the implementation of the mentoring process.
- Jazz is planning on highlighting the renewed program to the Supervisors and Crew Chiefs in order to not only raise awareness, but make it a focus.
- The company is tracking log book signatures through the Apprenticeship Matrix. It is too early to tell if these changes have resulted in positive results for the apprentices getting their licenses, but it is being monitored.
- Action: Mark will supply a Matrix update at the next UMHQ.
- May 31, 2023: The Union raised a concern that there didn't appear to be any consideration in the daily manpower planning for apprentices. The Company said

there is actually a 6 month linear scale for new hires in the manpower count from zero to six months at which point although not fully trained, they are well versed enough to be fully productive in a shift.

- Ryan reported that we really don't see any direction or input from the supervisor level towards mentoring, it falls on the Crew Chief and the apprentice themselves to ask for a specific task.
- The Company acknowledged that the Apprentice Matrix doesn't have a standard reporting method across the system so that is a barrier to the goal of helping apprentices meet all the task requirements to obtain a license. There's an expectation in the mentoring process itself that both management and crew chiefs should review the job requirements and ensure they're getting assigned to the jobs that are outlined in the job description, but the first step is to have the Matrix up to date.
- The Union suggested setting up a joint Union/Management apprenticeship committee to help aid in the licensing process by getting log books filled as soon as possible. Once finalized a communication will go out explaining the process and expectations.
- Action: Zoltan to send out a template on Apprenticeship Committee to be set up across the system at the base level.
- **Oct 19, 2023: The Company reported that they have started developing an 18 month mentorship program that is broken up into three month segments.**
- **The Union has worked on a JTS apprenticeship frame work that can be adapted to Line Maintenance in order to come up with an LOU that outlines the development and structure of an Apprenticeship Committee.**
- **Both the Company and the Union feel that once the process is finalized, it will not only help the apprentices get all the different experience and skills needed to write the Transport Canada license, but also give Supervisors and Crew Chief's a road map to follow in order to achieve that.**
- **The principles of this program can also be applied to non-licensed groups.**
- **Action: The Union will supply a draft Apprenticeship Committee structure document.**
- **OPEN**

<i>OUTSTANDING ISSUES FROM JANUARY 24, 2023</i>

1) **Outbase Update - (OPEN)**

- Kal gave an overview of the Jazz flight activity by base. Outbases are important because they allow Air Canada to provide our Service Check requirements and allow for better aircraft flow. There are no changes expected, but the Summer Schedule has not been set.
- Quebec City maintenance remains closed for now and the maintenance personnel have been given SLOAs. GSE will remain open as normal.
- May 31, 2023: The Company reports that they are not expecting any changes in Outbases until possibly the summer of 2024. There are no plans to change the current SLOAs in force in Quebec City and there is a new Halifax ramp office space confirmed for August 1, 2023.

- **Oct 19, 2023: The Company reported with the routes that PAL is flying in Atlantic Canada under a new CPA there could be an impact to the Halifax Line Base. Under the current schedule there are no changes, but as new schedules come out the Company will re-evaluate as things change.**
- **Winnipeg has gone down to zero flights for the winter operations. Currently there are two RJ-200s being stored there and two more coming. They will be on 180 day storage checks will take us to March 2024 where we will have a clearer picture of future flying for Winnipeg. Air Canada will provide hangar space as required.**
- **Ottawa and Edmonton do not have any changes.**
- **Calgary does not have any changes, but we are trying to get third party work lined up from Falco. We are try to utilize our people until Calgary flight schedule can recover. There is a lot of work going on behind the scenes to be able to make third party work function.**
- **Calgary Shops continues to try to bring in third party work.**
- **OPEN**

2) Endorsement Course Training Schedule - (OPEN)

- In order to do our own remote training, Jazz has applied to Transport in order to allow our Authorized Training Organization, (ATO), to do remote training. Transport Canada has extended the use of remote learning in Canada. Equipment testing and course preparation should all be done by mid-March. Jazz will be able to train 24 students at a time like Flight Line did.
- The focus for 2023 will be Embraer and CRJ 900 endorsement courses. Although the current priority is for M category training, E category will also be sent on endorsement courses.
- Once we have completed the testing for remote learning, a schedule will be able to be posted for 2023 and into 2024.
- May 31, 2023: Kal reported that Transport Canada has approved the Jazz ATO to do remote training. The approval is good until the end of July 2024, but it is expected that date will be extended. The goal is to do the first in house remote course in September. An endorsement training schedule will be provided in time of the shift bids.
- The Company raised a concern over some ACA's refusing to go on course, realizing that the course notification times have sometimes been very short. The Union said that a training schedule should help in that regard and the principle of offering down and forcing up in reverse order of seniority and rules of the contract apply.
- **Oct 19, 2023: The Company has provided the endorsement training schedule that has 8 courses throughout 2024 that will keep our trainers busy at capacity. There will be an opportunity for maintenance to bid by seniority on training slots. This will take place after the vacation bids are completed. Endorsement course bidding will be done by base allotment.**
- **These endorsement courses will be remote learning only. We are fully certified to do our own training and we have received the iPads required for these courses. We have left 10 days between courses to facilitate the transfer of iPads between one class and the next. We are able to have 24 students per class, but**

currently teams is limiting us to 20. We are approved by Transport Canada to do remote learning until July 2024, but there is a lot of industry pressure to extend past that date. Jazz is scheduling courses in assumption that the remote learning deadline will be extended.

- The Union wanted to ensure that there will space available on site for those that cannot do remote learning at home. The Company agrees that there will be space made available.
- OPEN

6) Posting of Monthly Schedules - (CLOSED)

- Jazz is asking that now that we have gone to the Webscheduler system where everyone can see their schedules live, is there a need to provide a paper copy to post on the wall any longer?
- Action: Union will review.
- May 31, 2023: The Union would like to continue to see paper copies of the schedule posted at each base. They also identified that the Seniority List and the Webscheduler are not connected which has led to some issues and that the “Shift Minimum” tab doesn’t function.
- Action: The Company will look into the issues raised and the ability of posting the entire schedule.
- **Oct 19, 2023: The Union reports that the schedules are being posted.**
- CLOSED

<i>OUTSTANDING ISSUES FROM MAY 31, 2023</i>

2) AWP - (CLOSED)

- The Union asked why the relaunch of the AWP is using a review snap shot of 12 months back instead of on a going forward basis?
- The Company stated that although they may not have been using the AWP for a while, it was not actually turned off. Also the Federal Government mandates were lifted in June of 2022 which is going back 12 months now regardless.
- Action: The Union will formalize their questions and concerns with the Attendance Wellness Program and send them to Stephen for review.
- **Oct 19, 2023: The Union reiterated that the concern raised was that the AWP was reaching back, which included the COVID period, for the rolling 12 months. This period has passed at this point and if any issues arise the Union reserves the right to grieve.**
- CLOSED

3) Clarification of Personal Days - (CLOSED)

- The union is seeking clarification on the changes made in regards to Personal Days introduced September 2019. It appears that the Jazz Leave of Absence Policy is in

conflict with the Labour Code and that the sick day allotment should not be affected by the 3 paid Personal Days.

- Action: The Union will send Stephen an example to review.
- **Oct 19, 2023: The parties agree that in light of the sick leave changes to the Canada Labour Code and in accordance with CLC Section 239(1.2)(a) new employees after completing 30 days of continuous employment with the Employer shall receive three days of sick leave of absence with pay. Employees will then accumulate sick days in accordance with 11.05.02 of the Collective agreement, whereby the employee will be credited on the first day of each month with one (1) day additional sick leave for each month or part thereof. It is understood that it will be to a maximum of twelve (12) days of sick leave per calendar year.**
- **Personal leave with pay is as governed by CLC 206.6(2) whereby an employee who has completed three consecutive months of continuous employment with the employer is entitled to 5 days personal days in total. The employee is entitled to the first three (3) days of the leave with pay at their regular rate of wages for their normal hours of work, and such pay shall for all purposes be considered to be wages. In addition, the parties agree that the two (2) days without pay may be paid from their bank time if requested by the Employee. It is understood that the personal time is not deducted from the sick time bank. The parties agree that this now supersedes the provisions of the Family care under Article 11.09.01 in the collective agreement. However, the parties agree and understand that this leave does not reduce the earned sick leave entitlement despite the language in 11.09.01.**
- **CLOSED**

4) Accommodations on AOG - (OPEN)

- The Union said that Jazz is not complying with article 19.06.03 and is putting maintenance crews in accommodations that the flight crews would never use.
- ACTION: Ryan to supply examples of AOG Accommodation issues to Mark for review.
- **Oct 19, 2023: The Union has provided examples of poor AOG accommodations and other issues around billing. There have been some improvements.**
- **The Flight Crew accommodation system is administered by a third party provider API. The Company is trying to build in accessibility for Maintenance Control.**
- **OPEN**

5) Uniform Issues - (CLOSED)

- The Union identified that there are still issues with uniform allotments and as well as uniform cleaning issues.
- Mark acknowledged that Jazz is currently looking to change uniform cleaning to a national company to better meet our needs.
- Anyone having uniform issues is encouraged to email the Company to try and resolve using this email: maintenance.uniform@flyjazz.ca

- **Oct 19, 2023: The uniform allotment issues seem to have been resolved. The reporting email is still running if anyone has further issues including laundering service issues.**
- **CLOSED**

6) GSE - (OPEN)

- Ryan gave examples of all the issues we are having with ground equipment and hangar facility issues including non-working heaters.
- The Company acknowledged the challenges working with AC and that Jazz Facilities had to file a letter with AC H&S to get some repairs in Bay 9. The heater parts have finally arrived.
- Kal reported that in 2022 he and Randolph did a roadshow where they heard all the GSE challenges throughout the system. At that time we didn't have any money for capital expenditures but we do have a renewal plan going forward with Toronto and Montreal being the priority bases. Long lead times on getting vehicles is still a challenge. For example the three tow tractors came in 8 months behind schedule. If we need to buy something outside of our budget, a business case will have to be made for it.
- Action: Mark and Maze will do a mini audit by base to prioritize the needs knowing that there are budgetary restrictions and review of timing of incoming equipment.
- Action: Maze to follow up on the report of unutilized truck in YYZ.
- **Oct 19, 2023: The Company reported on their capital plan and budget for replacing some of the older vehicles. To date they have replaced 11 vehicles and are trying to procure another three vans which total an expenditure of about \$750,000. They continue to work with bases on a priority basis. In November the 2024 plan will be put together, but with the slowdowns in flying there is expected to be increased scrutiny.**
- **The unutilized trucks in Toronto are being refitted as required to bring them online. There were vans brought in that were too tall for Toronto and those will be re-distributed to bases that can utilize them.**
- **When ground equipment becomes unserviceable most people are following the proper tagging procedure to ensure that GSE can address it. As a reminder, SMS should not be used as a first step to identify ground equipment issues.**
- **OPEN**

7) LOU 28 Update - (OPEN)

- Action: The Company will provide the official response concerning the UPIP from the independent auditor in line with LOU 28.
- **Oct 19, 2023: The Company is waiting for the final information from the auditors.**
- **OPEN**

8) Call Out Notification - (CLOSED)

- The Union is raising a concern that it doesn't appear that call-outs are being done correctly in Calgary Shops.
- The Company reported that they believe that they are following the contract and the Teplitsky award on AOG call outs.
- Action: Maze, Mark, Stephen and Jan will meet to review the process to ensure that it is being followed correctly.
- **Oct 19, 2023: The Union reports that identified notification issues have been resolved.**
- **CLOSED**

<i>NEW ISSUES FOR OCTOBER 19, 2023</i>
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1) Bargaining Committee Notified about AOG - (OPEN)

- **The Union identified issues with the AOG notification to the Bargaining Committee and the call out process.**
- **ACTION – John and Mark will discuss ways to improve the entire notification and call out process.**
- **OPEN**

2) Quality ACA Testing - (OPEN)

- **The Union identified an issue where Quality issued a pre-requisite check list for someone applying for their first ACA. The Union does not believe that Quality should be asking a unionized ACA to take on this verification role for another unionized member.**
- **Action: Kal will look into this issue.**
- **OPEN**

3) Limited E-ACA - (OPEN)

- **Jazz issued a notice on what a Limited E-ACA can sign out but the Union feels that it needs more clarity.**
- **Action: Kal will work with Ryan.**
- **OPEN**

4) Insurance Coverage On Test Flights – (CLOSED)

- **The Union expressed concern that there is adequate insurance coverage for maintenance going on test flights.**
- **The Company reported that there isn't any special or separate or additional insurance, but employees are covered by Workers Compensation in each province and the normal life insurance policy. Test flights are in your scope of work and are covered just as all other aspects of one's scope work.**
- **CLOSED**

5) Flight Passes - (CLOSED)

- **The Union identified flight pass issues such as a two tier flight benefits that do not help the retention of employees at Jazz and that it is difficult for Union reps to travel without the A2 priority that was once allowed for union business.**
- **The Company reported that although flight passes are at Air Canada's discretion, it recognizes the importance of travel passes and it continues to be part of discussions with Air Canada.**
- **CLOSED**

6) Cameras in YUL - (OPEN)

- **In YUL stores the cameras were not operational for a while, but they are active now. It isn't meant to monitor the employees in their work environment and they are to focus just on the counter.**
- **Action: The camera field of vision will be examined by the Union in order to assure that privacy is being maintained and to answer any other questions brought forward.**
- **OPEN**

7) Overview/discussion CCAA Training Program Offering - (CLOSED)

- **The Canadian Council for Aviation & Aerospace have been developing training programs for industry to assist people in pursuing a career as an AME. Some of the programs being offered can take advantage of Government subsidies and support new hires and those stepping into new roles, specific skills training towards obtaining their AME licenses.**
- **The training curriculum includes many e-learning and virtual online courses and the Company is currently in the process of assessing the curriculum.**
- **The Company will schedule a meeting with the committee once more details are available.**
- **CLOSED**

8) Apprentice Licensing Training - (OPEN)

- **The Company and the Union discussed the general issue of apprenticeship training and the process of acquiring licenses under the Collective Agreement, in order to gain an understanding of industry challenges and how we address those challenges going forward.**
- **OPEN**

Next UMHQ – February 22, 2024 - Vancouver

Signed this 19th day of October 2023

For Jazz Aviation LP

Kal Rebin
VP Maintenance/Engineering

Mark Lenglet
Director, Line Maintenance

Stephen Boa
Manager, Labour Relations

For Unifor 2002

Zoltan Czippel
Unifor National Representative – Aviation/Rail

Josée Genois
Unifor 2002 Assistant to the President

John Murawesky
Unifor 2002 Bargaining Chairperson

David Greffe
Unifor 2002 Bargaining Rep - Eastern