



June 7, 2017

LOU 22 Lead Qualifications and Transfer to a Permanent Lead

Dear Colleague,

This is to clarify the process for becoming Lead qualified for temporary assignment purposes and submitting your transfer request for a Lead position or when a vacancy is declared.

Lead Qualification for Lead Temporary Assignments

To become Lead qualified for temporary assignment purposes (shift trades, overtime etc), you must apply for and successfully complete a Lead exam (80% or higher) and a subsequent structured interview (70% or higher).

The Company will periodically make time slots available for employees to pass the exam and, for those employees desiring to perform Lead temporary assignments (shift trades and overtime as a Lead); the Company will also make slots available to pass structured interviews.

To write the exam, please use the Unifor eTransfer tool, which is available on ACAeronet at HR Connex > eHR Kiosk > Unifor eTransfer. Under "My Lead Qualifications":

- Click "To request interview" then
- Under the applicable Lead exam you wish to qualify, click "To request an exam"

Applying on Lead Vacancies

To be considered for a permanent Lead position, **you must also submit a transfer request on the Unifor etransfer tool.**

To submit a transfer request to the Lead work function, please use the Unifor eTransfer tool, which is available on ACAeronet at HR Connex > eHR Kiosk > Unifor eTransfer. From the main page: "Create Transfer Request" to the Lead function to which you wish to apply.

This will add your name to the transfer list for consideration once a Lead vacancy is declared.

NOTE: You may submit a transfer request to the Lead work function at anytime on the etransfer tool; you need not wait until a vacancy is declared and posted at your work location. You may also withdraw your request at any time.



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To be considered for a vacancy, employees must:

- Have completed the probationary period as prescribed in Article 9, in accordance with Article 12.05;
- Have a satisfactory record of employment including attendance;
- Possess the qualifications of a Customer Sales and Service Agent;
- Pass a qualifying written examination (80% or more) and interview (70% or higher)

Further Information Regarding Lead or Relief Lead Vacancies and Selection Process

Selection for any Lead or relief Lead vacancy will be made from a pool of six (6) to eight (8) candidates that will be comprised of the most senior eligible candidates from among those eligible employees who apply to be a Lead or relief Lead agents. The Company will have sole discretion to select incumbents from the pool of six (6) to eight (8) qualified candidates.

The Company will fill the appropriate Lead Agent vacancies with qualified Agents within the same status and location.

If the Company is unable to fill a vacancy for the Lead Agent work function with a qualified agent within the same status and location, the Company may action the transfer list according to Article 12 subject to the employee having indicated on their transfer request their desire to occupy the appropriate Lead Agent work function. Their ability to transfer under Article 12 requires the employee to possess the required qualifications.

When the Company actions the transfer list according to Article 12, Lead qualified employees and current Leads or Relief Leads remain subject to the Lead and Relief Selection Process, including the requirement to pass the structured interview for the existing vacancy.

If you have any questions, please speak with your Manager.

If you encounter issues on the Unifor etransfer tool please contact the eHR Kiosk team from the tool.

Sincerely,

Sarah Marshall
Labour Relations Advisor