


# WINTER 2020/21 CUSTOMER SERVICE BID PACKAGE

Please take the time to review all bid collateral carefully as outlined in this document.

## POINTS OF INTEREST

- W20 bid implementation date is Sunday, January 31<sup>st</sup>, 2021 with a tentative end date of May 1<sup>st</sup>, 2021.
- Please verify** all information posted on the bid list pertaining to you. Discrepancies will **not** be resolved during the bid process. All queries must be directed to Resource Planning @ [yyzresource@aircanada.ca](mailto:yyzresource@aircanada.ca) by **Tuesday, January 12<sup>th</sup>**. The Bid Time list will be available in the Resource office, your company email and the union website.
- 9 Hour Rest**- The Company will adjust a Specialist's last day of the previous schedule or the first day of the new schedule in cases where an Specialist would not have 9 consecutive hours free from duty between 2 scheduled shifts. This does not apply to shift trades. **All adjustments will be visible in eSS by January 24<sup>th</sup>**.
- INIT-ACCOUNT**- appearing in the "My Schedule" tab in eSS is for administrative use only. Please disregard and follow your schedule.
- W20 Schedules**- Specialists will be able to view their new schedule as of **Jan 24<sup>th</sup>** within eSS.

## BIDDING PROCEDURE

 **All bidding will be completed via telephone.** There will be no in-person bidding or bid result sheets posted during the bid process.

- A bid sheet MUST be submitted** prior to Jan 12<sup>th</sup> at 0900 in order to receive a call at your designated bid time. Failure to submit a completed bid form or a proxy form may result in you being assigned a work schedule after the bid process is complete.
- Bid Forms in Excel format may be emailed to [yyzresource@aircanada.ca](mailto:yyzresource@aircanada.ca). Only bid forms in Excel format will be accepted. Forms may also be dropped off in the Resource Office (Bunker).
- You must be available at the phone number (within Canada only) listed on your bid sheet at your bid time and prepared to bid within the 2 minutes.
- Due to the pure telephone bidding, proxy telephone bidding will be available.
- The union office will be updating the website as a guide only. The Shift Master on the wall in the bid room will be the official bid. Any errors on other updated documents will not have any impact on the bid.
- Mirror bid (Article 6.12.08)** process will apply solely to employees who are absent on sick or workplace injury leave whom have an expected return to work date within 90 days from the commencement of the new work schedule. Employees who exercise the option to Mirror bid a line will be allowed to select an available relief schedule according to their seniority, however, no additional relief bid line will be added. The relief schedule selected will be available to another employee to bid.

## VACATION ADJUSTMENTS/STATUTORY HOLIDAYS

- Vacation Adjustments/ Statutory Holidays** will AUTOMATICALLY be scheduled based on your selection during the 2021 Vacation Bid. If you chose to slide your vacation, this will be done based on the sliding grid. If you now wish to change your sliding or STAT option, you will be required to complete the Vacation Adjustment Form. The form must be received by Jan 15<sup>th</sup> @ 0900. After this date no adjustments will be permitted.
- Completed form** may be emailed to [yyzresource@aircanada.ca](mailto:yyzresource@aircanada.ca) or dropped off in the Resource Office.

## LANGUAGE COMMITMENT

- Specialists bidding** designated BL (French/English) or Route Language shifts must be recognized as per the official published company linguistics list. Specialists who were hired with a language **commitment**, may be required to bid onto language requirement shifts. In trading any language shift, the Specialist working the shift must also be qualified on the official company list.

# JOB FUNCTION UPDATES

## ✎ Leads

- All leads will be All-Function and assigned to an area daily by the In-Terminal MO. There will also be cross utilization throughout the shift.
- Leads may also be asked to perform CES functions where required.



## Gates

- This position will cover all functions within all gate areas including regional/mainline departures and arrivals, Customer Service Desks, Q14 and wheelchair handling.
- Gate training will be provided for those currently not trained.
- Shifts designated as Regional will be provided a locker in Zone 1 so that they can keep their PPE available when needing to perform ramp direct functions. PPE will also be available for others should you be required to perform a ramp direct.
- All gate specialists will be required to assist CCT with bringing customers into the gate area as they enter.
- Most AM Gate specialists will be assigned to other functions PRIOR to entering the gate area. This could include Lobby, Q14, CCT or other functions as required.



## Lobby

- this position will cover all functions and products within in our lobby area and may include gate side functions such as Q14 and CCT.
- It may also include assisting with the acceptance and movement of our supplies as well as the use of a debit machine.
- Premium Check-In is now part of the lobby bid and is not a separate requirement at this time.



## CNX Team

- this position will cover all functions related to our connection customers. This may include ITT, ITPC, PAT, and ITD.
- The CNX\_Support function will primarily be located in the STOC centre however there may be a requirement to support other areas if needed.



## MLL

- this function will require the new premium MLL training. Specialists will not need to be premium qualified to work the function however they will need to have successfully complete the Premium MLL training course.
- Training will be provided to bid and relief specialists.
- The qualification will also be necessary for shift trading purposes.
- Break coverage will be provided by gate or lobby specialists.

## ✎ Base Relief

- Schedules are developed monthly based on article 6.13.05 of the collective agreement.
- Changes to the schedules may occur in accordance of Articles 6.13.06 & 6.13.07.
- **Specialists must always also be prepared to work in any area that they are trained including outside functions.**

## TRAINING REQUIREMENTS

- ✎ **Mandatory Bid Training** will be scheduled by the resource department and **training notification sheets will be emailed** at least 7 days prior to the training.
- ✎ Training must be attended as scheduled with no exceptions.
- ✎ **Failure to successfully complete or attend training will result in forfeiting the bid line and the assignment of an open base relief line. Forfeited shifts will then be awarded per Article 6.15.**
- ✎ Training required for each location (kindly note that the Premium MLL training is a separate course and does not require Premium qualification.)

AREA/SKILL	GATE	PREMIUM MLL
MIDNIGHT	X	X
GATES	X	
CNX	X	
MLL		X
RELIEF	X	