

WINTER (W24) IN TERMINAL BID PACKAGE

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

POINTS OF INTEREST

- W24 bid implementation date is **Sunday, December 1, 2024**, with a tentative end date of **May 3, 2025**.
- **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 **Workforce Planning (formerly known as "Resource Planning") @ YYZWorkforcePlanningITO@aircanada.ca** by **0900 EST on Monday, October 14, 2024**. The Bid Time list will be available on the Workforce Planning website, your company email, and the Union SharePoint.
- **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 a specialist would not have nine consecutive hours free from duty between two scheduled shifts (S24 and W24). This does not apply to shift trades. **All adjustments will be visible in Staff Connect by Sunday, November 24, 2024**
- **INIT-ACCOUNT** - appearing in the "My Schedule" tab in Staff Connect is for administrative use only. Please disregard and follow your schedule.
- **W24 Schedules** - Specialists will be able to view their new schedule as of **Sunday, November 24, 2024**, within Staff Connect.
- **All the below forms will be submitted online using the Workforce Planning Site which is accessible through your AC Aeronet. We will not be accepting ANY paper copies of these forms.**
 - 6.15 forms (will be accessible at **0900 on Saturday, October 19, 2024**)
 - Relief Preference forms (will be accessible at **0900 on Saturday, October 19, 2024**)
- ***Please ensure to read/review Job Descriptions prior to bidding as new information is added.***

BIDDING PROCEDURE

- **All bidding will be completed via telephone. There will be no in-person bidding.**
- **An Electronic Bid Form MUST be submitted** prior to **0900 EST on Monday, October 14, 2024** to receive a call at your designated bid time. There will be no extension. Failure to submit a completed bid form will result in being assigned a work schedule after the bid process is complete.
- Should you submit multiple bid forms, we will reference the most recent submission and disregard all previous submissions as they are all time and date stamped.
- You must be available at the phone number (within Canada only) listed on your bid form at your bid time and be prepared to bid within the two-minute allotted bid time.
- Proxy bidding will be available. Please ensure you indicate this on your electronic bid form and include the proxy's name and telephone number.
- The union office will update the **SHAREPOINT DOCUMENT** as a guide only. The Shift Master in the bid room will be the official bid. Any errors on other updated documents will not have any impact on the bid. ****PLEASE ENSURE YOU REVIEW THE SHAREPOINT "HOW TO" DOCUMENT INCLUDED IN THE BID PACKAGE****
- **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 implementation 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. The relief schedule selected will be available to another employee to bid.

VACATION ADJUSTMENTS/STATUTORY HOLIDAY ADJUSTMENTS

- **Vacation Adjustments/ Statutory Holidays** will AUTOMATICALLY be scheduled based on your selection during the 2024 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 appropriate Electronic Adjustment Form. The link for these forms will be provided in the bid package. The forms must be submitted by **2359 EST on Friday, November 1st, 2024**. After this date and time, no adjustments will be permitted.

LANGUAGE COMMITMENT

- **Specialists bidding** designated BL (French/English) or Route Language bid lines must be recognized as per the official company linguistics list. Specialists who are hired with a language **commitment**, may be required to bid in the language shifts. When shift trading any language shifts, the Specialists receiving the shifts must also be qualified as per the official company linguistics list.

JOB FUNCTION UPDATES

***** Please note all CES can be cross utilized/reassigned to support operational requirements.***

***** ALL CES must assist/handle WCHR passengers regardless of the bid positions, as per operational requirements.***

- **Concierge**

- *****For all job function update, please refer to Concierge Bid Collateral***

- **Stocking**



- **One (1) year bid starts in W24.**

- Stocking training will be provided to those Specialists who bid Stocking.

- **Gates & Arrivals**



- **ALL Gate CES must support WCHR passengers on both arrival and departure flights.**

- **Specialists working Gate Support shifts must pick up both radios and PDAs.**

- **All CES working Gates & Arrivals positions/functions must pick up both radios and PDAs.**

- **There are language bid lines in Customs Arrivals.**

- Gates & Arrivals include **Zone 1/Zone 2/Zone 3/Zone 4/Zone 5/Gate Support/DOM Arrivals/ Customs Arrivals/Corridor.**

- Gate training will be provided to those specialists who bid Gate functions.

- Specialists who bid in Zone 1 & 4 Gates will be provided with larger lockers 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. More information to follow on lockers in Pier G.

- Specialists who bid Gates will be required to assist **CCT Lobby** by bringing customers in WCHR from Lobby into the gate area as they enter and **CCT Gates/CCT HHF** by assisting in boarding customers in WCHR.

- Specialist who bid Gates may be assigned to other functions **PRIOR** to entering the gate areas including, but not limited to Lobby, CCT, Baggage Hall, CSD, CNX etc. as required.

- Specialists working in Zone 1 and Pier G will be provided with the adequate time to change from their outdoor/rain gears to the appropriate uniforms when they are reassigned to tasks in the Terminal building.

➤ Lobby

- Specialists who bid **Lobby (LOBBY_DOM, LOBBY_INT and LOBBY_TBR)** will be **primarily** assigned to **Lines/Kiosk Assist/Check In Assist/Family Check In/Debit/Over-Size Baggage Belt/COB/Premium Check In/Priority Check In** as required. They could also be assigned to **CCT Lobby/CCT Security/ CCT Gates/CCT Pier G Relay/CCT HHF/CCT CNX/Baggage Hall** as per operational requirement.
- Specialists who bid **Departure CCT (CCT_DOM, CCT_INT and CCT_TBR)** will be **primarily** assigned to **CCT Lobby Check In/CCT Lobby/CCT Security/ CCT Gates/CCT Pier G Relay/CCT HHF/CCT CNX/Baggage Hall** as required. They could also be assigned to **Lines/Kiosk Assist/Check In Assist/Family Check In/Debit/Over-Size Baggage Belt/COB/Premium Check In/Priority Check In** as per operational requirement.
- Specialists who bid **Lobby** will be assigned to **“stand up” positions more often than “sit down” positions** within the **Lobby** functions.
- Specialists working in **Lobby** may be assigned to debit positions and must be able to operate a debit machine as required.
- CM training will be provided to those specialists bid **Lobby**.

➤ Lobby CCT AF & Departure CCT



- All CES working **Lobby CCT AF and any departure CCT positions/functions (CCT Lobby, CCT Gates, CCT Security, CCT HHF, CCT Pier G, etc.)** must pick up both radios and PDAs prior to the shift start.
- Specialists who bid **Lobby CCT All Functions (LOBBY_CCT_AF)** will be **primarily** assigned to **CCT Lobby Check In/CCT Lobby/CCT Security/ CCT Gates/CCT Pier G Relay/CCT HHF/CCT CNX/Baggage Hall** as required. They will also be assigned to **Lines/Kiosk Assist/Check In Assist/Family Check In/Debit/Over-Size Baggage Belt/COB/Premium Check In/Priority Check In** as per operational requirement.
- The actual work location/function will be assigned by Advance Planning one (1) day prior as per the operational requirement for the next day.
- Specialists who bid **CCT All Functions** may be provided **CM and/or Gate training** as deemed necessary by the company.

➤ Premium Lobby (DOM & TBR)

- Specialists who bid **Premium Lobby (DOM and TBR)** will be **primarily** assigned to **J Class Check-In Assist/Super Elite Check In Assist/COB/Priority Check In/CCT Lobby** as required. Also, they may be assigned to support other **Lobby** functions as per operational requirement.
- CM training will be provided to those specialists bid **Premium Lobby**.

➤ Baggage Hall



- All CES working **Baggage Hall/Rainbow, CCT CNX, CCT Darkside, etc.** must pick up both radios and PDAs prior to the shift start.

- Specialist who bid Baggage Hall will be primarily assigned to **CCT Baggage Hall Monitor/CCT Baggage Hall Relay/CCT Rainbow Monitor/CCT Rainbow Relay/CCT Pier G Relay/CCT CNX** as required.
- Specialists selecting a “BLENDED” bid line that has Baggage Hall requirements mixed with **Gates/Gate Support/CSD** requirements will be provided **CM and/or Gate training**.
- Specialists selecting a “BLENDED” bid line that has Baggage Hall requirements mixed with **Lobby requirements** may be provided **CM training**.

☛ OPS AF



- **All CES assigned to the positions/functions (CCT Baggage Hall, CCT Rainbow, CCT CNX, CCT Darkside, Arrivals, Gates, etc.) handing the passengers requiring the accessibility services must pick up both radios and PDAs.**
- Specialist who bid on **OPS All Functions (OPS_AF)** will be primarily assigned to **Customs Arrivals/Domestic Arrivals/Customs Baggage Hall/Rainbow CCT Relay/Rainbow CCT Monitor/Corridor** as required. They also may be assigned to other areas as per operational requirement.
- The actual work location/function will be assigned by Advance Planning one (1) day prior as per the operational requirement for the next day.
- Specialists who bid **OPS All Functions** may be provided with **CM, MLL and/or Gate training** as deemed necessary by the company.

☛ Leads



- **Lobby & CCT Lead** is introduced. **Lobby & CCT Lead** will be positioned at **TBR Lobby** and oversee **TBR Lobby** as well as **WCHR** activities and movement on both departures and arrivals.
- **Leads** will perform CES functions where required.
- All Leads will bid by area. They are **Lobby/Lobby & CCT/CNX/DOM Gates/INT Gates/TBR Gates** lead requirements as well.
- All Leads may be cross utilization throughout the shift as per operational requirement.

☛ CNX Functions



- **All CES working CCT_ITPC** must pick up both radios and PDAs prior to the shift start.
- **The No Load** is located in **PAT Office** in the **Domestic Gates** area and required to assist with **PAT responsibilities** when required.
- CNX Functions include **CCT_ITPC/ITPC Rework/CCT ITPC/ITT/Liner CSD/No Load/PAT/PAT STAR**.
- All CNX Functions will bid out separately as **CCT_ITPC/ITPC Rework/ITT/Liner CSD/No Load/PAT/PAT STAR** lines in the bid.
- Specialists who bid **CCT_ITPC** will not only handle the customers require **WCHR services connecting through ITPC**, but also handle all **customer support functions in ITPC**.
- **CCT_ITPC/ITPC Rework/ITT/Liner CSD/No Load/PAT/PAT STAR** will be cross utilized between all CNX functions as per operational requirement.

– **MLL**

- CES working in DOM MLL must provide break coverage for YYZ Café
- CES working in TBR MLL must provide break coverage for TBR Express
- MLL include DOM MLL/YYZ Café/TBR MLL/TBR Express/INT MLL.
- Specialist working DOM MLL and TBR MLL shifts will provide break coverage in YYZ Café and TBR Express repectively.
- MLL training will be provided to those specialists bid MLL.

– **CSD**

- CSD include CSD DOM/CSD DOM Jazz/ CSD TBR/CSD Pier G/CSD INT.
- Specialist bid CSD will be assigned to support **Kiosk positions**. Kiosk function is to support passengers using the kiosks to resolve their issues.
- Specialist working CSD shifts will support **Gates & Arrivals** functions as per operational requirement.
- Specialist working CSD DOM and CSD TBR shifts will provide break coverage for CSD DOM Jazz and CSD Pier G as required.

– **Relief**

- **LANG Relief for French** is labelled RLF_BL.
- Specialists selecting All Functions Relief ("RLF_AF") will remain on the scheduled start times and days and will be assigned to required areas/functions.
- Gate & MLL training will be provided to those specialists who bid RLF_AF.
- **Only** base Relief specialist schedules are developed monthly based on article 6.13.05 of the collective agreement.
- Changes to the schedules may occur in accordance with Articles 6.13.06 & 6.13.07.
- **Specialists must always be prepared to work in any areas that they are trained in, including outdoor functions (ex. Regional ramp directs and hardstands).**

TRAINING REQUIREMENTS

- **Mandatory Bid Training** will be scheduled by the Workforce Planning Training department and **training notification will be emailed** with the minimum 48 hours for time change and 7 days for days on and off change as per article 6.12.05.
- Training must be attended as scheduled with no exceptions.
- **Failure to successfully complete or attend training will result in forfeiting their bid line and will be assigned a base relief line. Forfeited shifts will then be awarded per Article 6.15.**
- Qualification required for each location

AREA/SKILL	Acceptance & Disruption (P_AD)	GATE (P_RGT)	MLL (MLL)
RELIEF	X	X	X
MIDNIGHT	X	X	X
GATES	X	X	
CSD	X		
CNX TEAM	X		
OPS AF	X	X	X
LOBBY	X		
LOBBY CCT AF	X	X	