



W26 YYZ CONCIERGE BID PACKAGE - SUMMARY

GENERAL INSTRUCTIONS

- Review all bid collateral carefully as outlined in the document.

CONCIERGE WORK AREAS

Function	Details
Valet (Signature Class Chauffeur Service)	• The Valet service is suspended until further notice. Therefore, there are no Valet requirements in this bid. • Operate executive vehicles within Airport property. • Transport customers between gates and perform other assigned tasks. • Must hold a valid G driver's license and Airside Vehicle Operators License (AVOP). • AVOP issued by local Airport Authority upon successful testing. • Notify the company immediately if license or AVOP is suspended. • Failure to obtain an AVOP within two attempts will result in removal from the Concierge program.
Air Canada Signature Suite	• ACSS is scheduled for renovation, and it will be closed until December 2026. During that period, Concierge CES who bid ACSS will be relocated to the INT MLL to continue providing service to our Super Elite, VIP and INT Signature Class passengers. • Located at Reception Podiums. • Welcome customers, determine access eligibility, and provide concierge services. • Utilized as operationally required.
Concierge All Functions	• Includes all Concierge work areas, utilized as needed. • May involve outdoor work; appropriate attire required. • Functions/areas included but are not limited to: ○ Concierge Office: Coordinator, Assist, Office Support. ○ Front Desk & Front Office Greeter ○ AC Jetz: Facilitate local and remote travel. ○ CAT: Monitor VIP arrivals/departures/connections; coordinate with STOC, Baggage, CEM, Gate. ○ Transborder: Assigned to USA area as needed. ○ Domestic: Assigned to Domestic area as needed.

	○ International: Assigned to International area as needed. ○ Valet (Service) and Signature Suite as listed above.
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HARDSTAND OPERATIONS

- Be prepared to work outside if required for hardstand operations.

SHIFT TRADES

- Employees must be qualified to perform the work function of the other party in a trade.

RELIEF

- Base Relief schedules developed monthly per article 6.13.05 of the collective agreement.
- Changes may occur per articles 6.13.06 & 6.13.07.
- Employees must be prepared to work in any trained area, including outdoor functions.

