

Winter 2014

Passenger Services Bid Package

Please take the time to review all bid collateral carefully as outlined in this document. Any discrepancies should be directed to the Resource Planning Department at yvrsalesresource@aircanada.ca

Points of interest

- **Ticketing, STOC Connections and Stocking** positions are open for bid; please remember this is one year commitment.
- **Winter 2014 bid schedule implementation date is Sunday, October 26, 2014.**
- **Please verify** all information posted on the bid list pertaining to you. Discrepancies will **not** be resolved in the bid room. All queries must be directed to Resource Planning by **Tuesday, September 30th, 2014 @ 1200**. The Bid Time list will be available in the employee lunch room, your company email and on the union website.
- **9 Hour Rest** – The Company will adjust an employee's last day of the previous schedule or the first day of the new schedule in cases where an employee would not have 9 consecutive hours free from duty between 2 scheduled shifts. This does not apply to shift trades. **An email will be sent to the Air Canada email account of all adjusted employees.**
- **Part Time Tagged Lines** – We have scheduled additional hours to select part time shift lines during select busy periods to meet the needs of the operation;
 - **Period 1: December 14, 2014 until January 5, 2015**
 - **Period 2: March 5, 2015 until March 24, 2015**
- **Job Description** – Information related to the responsibilities and/or duties of a work function, please refer to the Job Description.
- **Cross Utilization** – Regardless of your bid position you may be assigned to perform other functions based on your qualifications.

Vacation Adjustments/Statutory Holidays

- **Vacation Adjustments** will automatically be scheduled based on your sliding selection during the 2014 Vacation Bid. If you chose to slide your vacation, this will be done based on the attached sliding grid.
- **Statutory Holidays** will automatically be scheduled based on your Stat. selection during the 2014 Vacation Bid.

Bidding Procedure & Telephone Bidding

- You must be available at the number listed at your bid time and prepared to bid within the 3 minutes. No Proxy telephone bidding and we will call you at the number provided within Canada.
- You may call in to bid at 604-231-6708
- 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.
- 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 requests can be emailed to yvrsalesresource@aircanada.ca

Mirror Bids

Mirror Bids will be available to cover agents that are absent less than 2 months or agents on Union Duties. These shifts will be indicated in the bid room. Agents taking these shifts will not bid a relief line however they will be able to identify a relief line available at the time of their bid.

Language Commitment

- **Agents bidding** designated BL (French/English) shifts must be bilingual as per the official published company bilingual list. Employees, who were hired with the language **post 1993**, may be forced onto BL shifts. In trading any BL shifts, the person working the shift must also be qualified on the official company list.
- Employees on the official company list, who were hired post July 14, 1997 may be forced onto the designated route language bid line. In order to bid a route language bid line, you must be on the official company list. In trading any route language shifts, the person working the shift must also be on the official company list.

Training Requirements

- **Mandatory Bid Training** will be scheduled by the training 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 task line. Forfeited shifts will then be awarded per Article 6.15.**
- Refresher Training is available if you require and can be arranged by sending an email to hanna.li@aircanada.ca by October 17, 2014 or scheduling during the open bid.
- Agents who are scheduled for training who have shifts that exceed the number of hours the training is scheduled for are expected to either work the remaining hours of their shift at the airport or request RO for the remaining time,

Relief (Article 6.13):

- As a relief agent you may be assigned to a different cycle and times than the one you have chosen as your base shift with the exception of All Function Relief.
- Agents bidding relief, please submit your preference sheets to Jennifer Wang.
- Agents bidding Ticketing Relief will be given first preference to cover Ticketing. If there is no requirements to cover Ticketing, Ticket Relief will be used as per Article 6.13.04
- Full time employees will be equalized as per Article 6.14.04.

Shift Trades (Article 6.16):

- Shift trades may only be arranged subject to the employee being qualified to perform the work functions of the other party. This includes a language determined shift (French/Korean/Japanese/Cantonese/Mandarin).

Equalization (Article 6.14.04):

- Equalization is calculated only for FT employees including relief from the beginning of the Schedule to the end. In this case equalization would be calculated from April 27 – October 25. See note attached.
- Employees affected will be notified via email after the flip over.

Printed Copies of the Bid Package:

- As printed copies of the bid package greatly increase our carbon footprint, printed copies of the bid package will require a \$2 donation to **Dreams Take Flight**. If each employee prints out 1 bid package, we are printing nearly **12,000** sheets of paper that will be tossed in a week. Donations will be credited to the Customer Service and Sales Agents of Air Canada in Vancouver.