

LETTER OF UNDERSTANDING NO. 34 – TELEWORK

- L34.01 The Company will introduce a Telework program for Customer Relations and Contact Centre's at all locations and functions, where process and technology permit.
- L34.02 Participation in this program is voluntary and selection of employees for participation in the program will be by seniority order within the location.
- L34.03 Employees participating in the Telework Program commit to terms of six months (6) in duration. An open period will be provided in March and September^h of each year, for participants to apply for their participation in the Telework program. Withdrawing participation in the Telework program may be subject to certain limitations such as in office capacity. Any Employee wanting to exit the Telework program must do so by providing at least a thirty (30) day notice prior to the open periods.
- L34.04 Air Canada commits to support employees participating in the Telework program by providing the following:
- a) 1 laptop, 1 Screen/Monitor, 1 keyboard, 1 mouse, 1 docking station, 1 power cord, and 1 headset;
 - b) Technical support for issues related to the use of the laptop or any of the work-related programs;
 - c) Access to Management, Leads and appropriate resources as required;
 - d) Guidelines regarding occupational health and safety standards for Telework locations; and
 - e) Issue annually a T2200 for tax purposes.
- L34.05 An employee will be eligible to participate in the Telework program provided the employee meets the following criteria:
- a) Follows corporate guidelines and checklists regarding a safe and ergonomic work environment including guidelines regarding occupational health and safety standards for Telework locations;
 - b) Has an adequate workspace available within their home and provides their own appropriate office furniture (e.g. desk, chair, lamp, etc.);
 - c) Allows access to the Company or their designate and the Union or their designate, upon appointment, to inspect the home office to ensure compliance with occupational health and safety standards
 - d) Has and maintains an appropriate Hi-Speed internet connection as determined by the Company;

- e) Maintains corporate standards and guidelines regarding confidentiality and the protection of personal information;
- f) Maintains additional home insurance, if necessary; and
- g) Ensures that a home office is permitted under zoning by-laws or restrictions.

- L34.06 The employment expectations of an employee working in office are extended to employees working remotely within a Telework capacity. In the event an employee fails to maintain a standard, the Company will address the issue with the employee and provide training and coaching, if appropriate. Continued failure to meet standards may result in the revoking of the employee's participation in the Telework program.
- L34.07 Employees participating in Telework will bid their shifts and vacation in order of seniority.
- L34.08 Should emergency conditions result in an employee being required to return to the office, employees will be given one-hundred and twenty minutes (120) notification to attend their office location.
- L34.09 Employees requested to attend in office for matters other than an emergency or disruption will be given a minimum of forty-eight hours (48) advance notification. This provision does not apply to disciplinary matters.
- L34.10 Employees participating in the Telework program who experience a disruption to their telework home office may request to be accommodated in office for short periods of time, as agreed to by local management. It is further acknowledged that it may be necessary to adjust the employees bid schedule over this period in order to accommodate their request and the site operating times.
- L34.11 Employees transferring into a Call Centre, in accordance with Article 10 and or Article 12, will be required to successfully pass training before exercising their seniority to apply to participate in the Telework program during the annual open periods or when Telework vacancies are declared at the Location.
- L34.13 The Company and the Union will discuss the option for Employees desiring a hybrid Telework and in office arrangement on an ongoing basis.

APPENDIX A - Implementation Call Centre's Schedule

The parties agree that a phased-in approach is appropriate to increase participation in the Telework program to 75% on an enterprise level by the end of calendar year 2023.

To achieve that the following will be required:

Phase 1 October 2022-December 2022

- i. YSJ -120 additional kits to be distributed within the General Reservation (phones)function and 10 kits distributed within the Rates function.
- ii. YSJ - 25 kits to exclusively establish a test site for new hires directly into a Telework program.
- iii. YSJ- a committee of three people from the Union and three from the Company will be established to review the issues impeding the Leads and CX functions from currently being included in Telework. The committee will conclude their review before the implementation of Phase 2.
- iv. YYZ- 45 additional kits to be distributed within the General Reservations
- v. YUL- 45 additional kits to be distributed
- vi. Any unused kits from YSJ and YUL will be offered to YYZ

Phase 2 July-August 2023

- i. As a minimum YYZ will receive 50% of Phase 2 available kits
- ii. Remaining kits will be distributed within YUL and YSJ and any unused kits will be offered to YYZ

Phase 3 September – October 2023

- i. Remaining kits distributed to achieve an enterprise participation of 75% in Telework

- Customer Relations will following the above phase implementation timelines within a goal of achieving 75% participation in Telework