

Unifor & Air Canada Highlights



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Highlights of the tentative agreement between Unifor Local 2002 and Air Canada



Message from Unifor President Jerry Dias

Unifor members play a fundamental role in the company's achievements and success. Our members are at the forefront of helping Air Canada become the award-winning airline that has been recognized across North America as the top airline, eight out of the past ten years.

I am proud of your bargaining committee who showed true resilience and determination in fighting for the best interest of our members.

We hammered home the point that all our members at Air Canada – from the most senior to junior – have played a crucial role in the company's success.

As a result of the tenacity and hard work of your committee, we successfully negotiated a significant wage increase for our members and ensured a respectful living wage.

The new wage grid is a big step forward in compensation, not only for our members at Air Canada but for the customer service industry as a whole, showing that the sacrifices, solidarity and experience of Unifor's rank-and-file leadership – including that of your Air Canada Bargaining Committee – have once again delivered an outcome we can all be proud of.

Contract negotiations can be stressful and challenging. Your Bargaining Committee worked hard, stayed focused and dedicated to ensure they were able to obtain the best possible tentative agreement. It was not an easy process, and the details of this agreement clearly speak to their skill and the commitment of your committee.

In closing, I echo the Bargaining Committee's unanimous endorsement of the tentative agreement.

In Solidarity,
Jerry Dias



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Message from Unifor Local 2002 President **Euila Leonard**

In March of 2019, we announced that early bargaining with Air Canada had to come to an end as the Company was not prepared to put forward an agreement that would meet the expectations of our membership.

We entered into official talks with the Company on October 8, 2019, and from the onset, the Bargaining Committee was crystal clear about the member's priorities in these negotiations that we protect and improve upon; livable wages, single-wage scale, benefits, job security, and quality of life for our members. We are pleased that we have succeeded.

This agreement represents the culmination of hard work and effort from the entire Bargaining Committee, and they are to be commended. This agreement recognizes the contributions that our Unifor 2002 – Air Canada Customer Sales and Service Agents (CSSA's) continue to make to the success of Air Canada.

I would like to thank the entire membership for their solidarity and for the confidence they have shown in the Bargaining Committee.

Our strength is Union solidarity and a leadership that is ready to lead and fight for needs of its members.

I proudly join the Bargaining Committee in endorsing and recommending the ratification of this collective agreement.

In Solidarity,
Euila Leonard

HIGHLIGHTS

Monetary Items

CSSA's and Customer Relations Representatives

New B Scale

Your Current hourly wage	Feb 28 2020	On your next service anniversary date	Feb 28 2021	On your next service anniversary date	Feb 28 2022	On your next service anniversary date	Feb 28 2023	On your next service anniversary date	Feb 28 2024	On your next service anniversary date	Feb 28 2025	On your next service anniversary date
\$14.00	\$16.00	\$16.50	\$18.16	\$19.43	\$20.01	\$21.31	\$22.06	\$23.41	\$24.23	\$25.63	\$26.52	\$27.97
\$14.50	\$16.00	\$16.50	\$18.16	\$19.43	\$20.01	\$21.31	\$22.06	\$23.41	\$24.23	\$25.63	\$26.52	\$27.97
\$15.00	\$16.50	\$17.00	\$19.43	\$20.69	\$21.31	\$22.62	\$23.41	\$24.76	\$25.63	\$27.07	\$27.97	\$31.17
\$15.50	\$16.50	\$17.00	\$19.43	\$20.69	\$21.31	\$22.62	\$23.41	\$24.76	\$25.63	\$27.07	\$27.97	\$31.17
\$16.00	\$17.50	\$18.00	\$21.96	\$23.23	\$23.92	\$25.23	\$26.11	\$28.67	\$29.67		\$31.17	
\$17.50	\$19.00	\$20.10	\$24.49	\$26.89	\$27.70	→	\$28.67	→	\$29.67	→	\$31.17	
\$19.00	\$20.10	\$21.60	\$26.89	→	\$27.70	→	\$28.67	→	\$29.67	→	\$31.17	
\$20.50	\$21.60	\$23.10	\$26.89	→	\$27.70	→	\$28.67	→	\$29.67	→	\$31.17	
\$22.00	\$23.10	\$24.60	\$26.89	→								
\$23.50	\$24.60	→	\$26.89	→								

In order to understand how the new scale would apply to you, find your wage in the "current" column on the left and follow the color coding and/or arrow horizontally to view your progression through the scale.

New A Scale

Current	Feb 28 2020	Feb 28 2021	Feb 28 2022	Feb 28 2023	Feb 28 2024	Feb 28 2025
-	3.00% & LB \$6000	2.00%	2.00%	2.00%	2.00%	LB \$4000
\$27.96	\$28.80	\$29.37	\$29.96	\$30.56	\$31.17	\$31.17

Legacy bonuses are pensionable

Processing Specialists (formerly Administrative Clerks in Customer Relations)

Your Current hourly wage	Feb 28 2020	On your next service anniversary date	Feb 28 2021	On your next service anniversary date	Feb 28 2022	On your next service anniversary date	Feb 28 2023	On your next service anniversary date	Feb 28 2023	On your next service anniversary date	Feb 28 2023
\$15.50	\$17.00	\$18.00	\$18.54	\$19.57	\$20.16	\$21.22	\$21.85	\$22.95	\$23.64	→	\$25.08
\$15.75	\$17.00	\$18.00	\$18.54	\$19.57	\$20.16	\$21.22	\$21.85	\$22.95	\$23.64	→	\$25.08
\$16.50	\$18.00	\$19.00	\$19.57	\$20.60	\$21.22	\$22.28	\$22.95	→	\$23.64	→	\$25.08
\$17.50	\$19.00	\$20.00	\$20.60	\$21.63	\$22.28	→	\$22.95	→	\$23.64	→	\$25.08
\$18.75	\$20.00	\$21.00	\$21.63	→	\$22.28	→	\$22.95	→	\$23.64	→	\$25.08

In order to understand how the new scale would apply to you, find your wage in the "current" column on the left and follow the color coding and/or arrow horizontally to view your progression through the scale.

HIGHLIGHTS

Monetary Items

7.08.04 On September 01 of each calendar year, the Company will deposit into each full-time employees time bank the following hours on the following dates:

For employees with less than 15 years of service 16 hours

For employees with 15 years or greater of service the following:

- September 01, 2020 – 40 hours
- September 01, 2021 – 40 hours
- September 01, 2022 – 48 hours
- September 01, 2023 – 48 hours
- September 01, 2024 – 56 hours
- September 01, 2025 – 56 hours

On September 01 of each calendar year, the Company will deposit into each part-time employees time bank the following hours on the following dates:

For employees with less than 15 years of services 8 hours

For employees with 15 years or greater of service the following:

- September 01, 2020 – 20 hours
- September 01, 2021 – 20 hours
- September 01, 2022 – 24 hours
- September 01, 2023 – 24 hours
- September 01, 2024 – 28 hours
- September 01, 2025 – 28 hours

In order to be eligible for the above, an employee must have worked at least one (1) day within the previous calendar year.

HIGHLIGHTS

Monetary Items

- **1.04.07** - Scope work improvements including locking in Rouge and Air Transat work
- **5.05.02** - Leads premium increased from 10% to 15%
- **5.04.01** - One wage scale - to a maximum rate of \$31.17
- **5.08** - 4% Shift premiums for all hours worked between 2300 and 0500
- **6.03.01** - Extended break length for shifts of 10 hours and greater
- **7.04.01** - No Maximum on double time for overtime worked on 2nd day and subsequent days
- **19.13.01** - 10 days paid domestic violence leave
- **19.13.08** - Women's Advocate initial 40-hour training and paid recurrent update training
- **LOU22** - Guaranteed minimum number of leads system-wide
- **MOU2** - Wage cap removed for members participating in Retirement Phase In program (RPI)
- **Side Letter** - 10 Retirement Phase In positions offered to Reservation Offices and 2 positions offered to Customer Relations.

Scheduling

- **6.09.01 & 6.10.01** - Improved scheduling language for CJM and Customer Relations
- **6.13** - Enhancement of relief scheduling
- **6.12.06** - Removal of Premium locked in bid at airports
- **6.14.04** - Changes to equalization language
- **8.02** - Backfilling when members are working out of scope of the collective agreement
- **LOU39** - Clarification of reassignment language

HIGHLIGHTS

Benefits

- **19.02.02** – Rain gear coverage 50/50 at locations that were not already covered
- **19.02.03** – Shoe allowance more accessible
- **19.09.03** – Psychotherapist & Family Therapist coverage added
- **19.09.04** – Increased hearing aid coverage to \$2000
- **19.09.07** – Massage therapy increased to \$80 per visit and \$800 annual maximum
- **19.09.08** – Oral contraceptive and I.U.D coverage added
- **19.11** - Vision care increase to \$350

Vacation

- **14.01.03.01** – No Maximum splits
- **Appendix XX** - Vacation waitlist process established

Miscellaneous

- **12.01.03** – Ineligible transfer requests to be considered
- **18.04.01.02** – Additional Union Time Off for locations with 101-200 members and 1401 members plus
- **19.01.01** – Broader gender equality language
- **LOU6** – Training to be offered in French
- **Side Letter** – Agreement on implementing a safety plan for employees working alone at airports
- **Side Letters** – Agreement on negative passenger interaction training for all

MASTER BARGAINING COMMITTEE

Unifor | Air Canada



Jerry Dias
Unifor National
President



Lana Payne
Unifor Secretary
Treasurer



Renaud Gagne
Unifor Quebec
Director



Scott Doherty
Executive Assistant
to the President, Unifor



Leslie Dias
Unifor Airlines
Sector, Director



Patrick Rettig
Unifor National
Pensions & Benefits



Euila Leonard
Unifor 2002
President



Tammy Moore
Air Canada Bargaining
Committee Member



Benoit Lapointe
Air Canada Bargaining
Committee Member



Frances Galambosy
Air Canada Bargaining
Committee Member



Joanne-Goulet
Air Canada Bargaining
Committee Member



Steve Murphy
Air Canada Bargaining
Committee Member