

UNIFOR • AIR CANADA

LANGUAGE COMPARISON

JUNE 2026



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Current Language

ARTICLE 1 - PURPOSE OF AGREEMENT AND DEFINITIONS

- 1.04.15** **Shift** – means a scheduled period of time within a day, as described in a Work Schedule or Sub-Schedule, for which an employee is required to be present.
- 1.04.16** **Status** – Status shall mean part-time and full time.
- 1.04.17** **Supervisory Personnel** – means any Company personnel whose duties include the administrative supervision of others, and who are not covered by the Agreement.
- 1.04.18** **Union** – means Unifor and its Local 2002.
- 1.04.19** **Vertical Lines** – means a revision effective with the current Agreement. A single vertical line denotes an editorial change. A double vertical line denotes a negotiated revision effective with the current Agreement.
- 1.04.20** **Work Schedule** – means a projection of all scheduled shifts at a location with regard to scheduled days on and days off, including shift starting and terminating times.
- 1.04.21** **In writing** – means that the communication must be in a written form that can be verified, such as e-mail or internal Company electronic systems (e.g. eTools, Streamline Tools, TotalView).
- NOTE:** Any new means of communication shall be agreed upon by the company and the union at the headquarters level.
- 1.04.22** **Contact Centres** – means the business unit comprised of Call Centres, Customer Relations and Customer Journey Management.

ARTICLE 4 - SCOPE OF AGREEMENT

- 4.04** **Processing Specialist** – Comprises all those employees in the Customer Relations department who provide administrative and clerical support including the processing of incoming mail and electronic correspondence, updating customer information into a data base, scan incoming documents to files in data base, filing, budget tasks, research, processing compensation, refunds and performing other duties related to any of the foregoing.

ARTICLE 5 - RATES OF PAY, SHIFT PREMIUMS, LONGEVITY PAY

- 5.07** Employees will be paid a premium equivalent to four percent (4%) of their hourly rate for hours worked between 2300 and 0500.

New Language

ARTICLE 1 - PURPOSE OF AGREEMENT AND DEFINITIONS

- 1.04.15** **Shift** – means a scheduled period of time within a day, as described in a Work Schedule or Sub-Schedule, for which an employee is required to be present.
- 1.04.16** **Social Media**- Refers to the function contained within Contact Centres where Customer Sales and Service Agent interact with customers on a third party digital service.
- 1.04.16 17** **Status** – Status shall mean part-time and full time.
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ARTICLE 5 - RATES OF PAY, SHIFT PREMIUMS, LONGEVITY PAY

- 5.07** Employees will be paid a premium equivalent to **four five** percent (**+5%**) of their hourly rate for hours worked between 2300 and 0500.

Current Language

ARTICLE 6 - HOURS OF WORK, MEAL PERIOD AND BREAKS, REST PERIOD, WORK SCHEDULES, SHIFT BIDS, RELIEF SHIFT SCHEDULES, SHIFT AND WORK SCHEDULE ALTERATIONS, BID LINE VACANCIES WITHIN A LOCATION, SHIFT TRADES

6.02 MEAL PERIODS

6.02.04 In the event an employee is requested by a Manager to waive a meal period due to a requirement of the service, or where the authority of a Manager cannot be obtained to work a meal period, the employee may elect to have the meal period rescheduled during the balance of the shift or receive an overtime credit in lieu thereof, or with the concurrence of management, terminate the shift early by the amount of time equal to the scheduled meal period.

NOTE 1: In Gate, Arrival and associated support functions, meal periods scheduled as per Article 6.02.03 can be moved by the Company, due to operational requirements, by plus or minus sixty (60) minutes without further communication to the employee as long as Articles 6.02.01, L1.03.02, L1.03.03 or L1.03.04 are respected as applicable.

6.03.04 In the event an employee is requested by a Manager to waive a break due to a requirement of the service, or where the authority of a Manager to work a break cannot be obtained, the employee may elect to have the break rescheduled during the balance of the shift or receive an overtime credit in lieu thereof or, with the concurrence of management, terminate the shift early by the amount of time equal to the scheduled break.

NOTE: In Gate, Arrival and associated support functions, scheduled breaks can be moved by the Company due to operational requirements without further communication to the employee as long as Articles 6.03.01, 6.03.02, L1.03.02, L1.03.03 or L1.03.04 are respected as applicable.

ARTICLE 7 - OVERTIME, RECALL, TIME CLEARANCE, TIME BANK, TIME OFF, TIME RECORD

7.01 AUTHORIZATION

7.01.01 No overtime or recall shall be worked except on authorization of proper management personnel. In cases where prior authority cannot be obtained, or an employee is unable to complete a transaction with a customer, or to complete their accounts either within their scheduled shift or prior to the termination of their established recall, the overtime or the time worked in excess of the established recall shall be reported to management and it shall be recorded to the nearest minute in accordance with Articles 7.03 or 7.04, as applicable.

New Language

ARTICLE 6 - HOURS OF WORK, MEAL PERIOD AND BREAKS, REST PERIOD, WORK SCHEDULES, SHIFT BIDS, RELIEF SHIFT SCHEDULES, SHIFT AND WORK SCHEDULE ALTERATIONS, BID LINE VACANCIES WITHIN A LOCATION, SHIFT TRADES

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NOTE: In Gate, Arrival and associated support functions, scheduled breaks can be moved by the Company due to operational requirements **without further with** communication to the employee **as long as ensuring** Articles 6.03.01, 6.03.02, L1.03.02, L1.03.03 or L1.03.04 are respected as applicable.

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Note: No employee shall be eligible for overtime or recall for the shift duration for which Reduced Overtime (RO) has been granted to that employee.

Current Language

7.04 RECALL

ARTICLE 11 - LEAVE OF ABSENCE AND SICK LEAVE

11.05 LEAVE OF ABSENCE – MATERNITY

11.06.03.01 Female Employee

The leave shall be taken within the fifty-two (52) week period commencing on:

- a) the expiration of a leave of absence taken by her under the provisions of Article 11.05 or any extension thereof under the provisions of Article 11.05.05, or
- b) the day the child is born, or
- c) the day the child comes into the employee's care and custody.

11.06.03.02 Male Employee

The leave shall be taken within the fifty-two (52) week period commencing on:

- a) the expiration of a leave of absence taken by a female employee under the provisions of Article 11.05 or any extension thereof under the provisions of Article 11.05.05, or
- b) the day the child is born, or
- c) the day the child comes into his actual care and custody.

11.08 LEAVE OF ABSENCE – BEREAVEMENT

11.08.02 Immediate family is defined as: spouse (including common-law spouse), children of employee and spouse, parents of employee and spouse, grand- parents of employee and spouse, grand-children of employee and spouse, brothers and sisters of employee and spouse, and including other relatives residing with the employee.

New Language

7.04 RECALL

7.04.02 Where it is established that an employee was bypassed for overtime and when the bypass has been confirmed by the Company and the Union at the local level, the Company shall pay the affected employee at the applicable overtime rate for the lost hours up to a maximum of four (4) hours at the applicable overtime rate.

ARTICLE 11 - LEAVE OF ABSENCE AND SICK LEAVE

11.05 LEAVE OF ABSENCE – MATERNITY

11.06.03.01 Female Pregnant Employee

The leave shall be taken within the fifty-two (52) week period commencing on:

- a) the expiration of a leave of absence taken by her them under the provisions of Article 11.05 or any extension thereof under the provisions of Article 11.05.05, or
- b) the day the child is born, or
- c) the day the child comes into the employee's care and custody.

11.06.03.02 Male Employee Non-Pregnant

The leave shall be taken within the fifty-two (52) week period commencing on:

- a) the expiration of a leave of absence taken by a female pregnant employee under the provisions of Article 11.05 or any extension thereof under the provisions of Article 11.05.05, or
- b) the day the child is born, or
- c) the day the child comes into his their actual care and custody.

11.08 LEAVE OF ABSENCE – BEREAVEMENT

11.08.02 Immediate family is defined as: spouse (including common-law spouse), children of employee and spouse, parents of employee and spouse, grandparents of employee and spouse, grandchildren of employee and spouse, brothers and sisters of employee and spouse, and including other relatives residing with the employee.

Current Language

11.09	Sick Time
11.09.01	Employees will accrue paid sick leave at the rate of one (1) working day per month, to a maximum of six (6) working days [forty-eight (48) hours] per calendar year. Such days in equivalent hours will be used by the employee to offset loss of pay due to absence caused by illness/injury of the employee or when the employee is absent to care for their sick or injured spouse/partner, parent or dependent child.
11.09.02	Accrued sick leave hours will be reduced when an employee is absent until such time as the employee's unused accrued credits are exhausted, up to a maximum of forty-eight (48) hours per calendar year. Partial days will be deducted from the banks on an hour for hour basis. Sick days in excess of the foregoing will be unpaid.
11.09.03	Employees may bank any unused sick leave hours accrued under Article 11.10.01, to a maximum of hundred and twelve (112) hours, for use exclusively during the waiting period for GIDIP benefits ("GIDIP Bank").
11.09.04	During the GIDIP waiting period, employees shall deplete available sick leave hours in the following order: <ol style="list-style-type: none">(1) Any hours accrued under Article 11.10.01;(2) Any hours in the GIDIP Bank; and then(3) Any hours in the employee's existing sick bank. <p>Withdrawal from these banks will be made according to the employee's preceding work schedule.</p>
11.09.05	Employees will have access to the above banks upon self-declaration of disability. However, should an employee not go on GIDIP, the Company will recoup the payment made and replenish the appropriate bank.
11.09.06	Employees who misuse sick leave shall be subject to discipline.

New Language

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11.09.05	Employees will have access to the above banks upon self-declaration of disability. However, should an employee not go on GIDIP, the Company will recoup the payment made and replenish the appropriate bank.
11.09.06	Employees who misuse sick leave shall be subject to discipline.

[MOA 13 appears on the next page]

New Language

MEMORANDUM OF AGREEMENT - SICK TIME

WHEREAS the Canada Labour Code (the “Code”) was amended on September 1, 2019;

WHEREAS, as part of these amendments, the federal government introduced a new leave, “Personal Leave” (referred to as “Family Responsibility Leave” within the Company), which provides employees with a maximum of five (5) days per calendar year, with the first three (3) paid by the Company, to take time off for prescribed reasons, including to carry out responsibilities related to the health or care of a family member (“**Family Responsibly Leave**”);

WHEREAS the Code was again amended on December 1, 2022, to introduce into the Code another new leave, Medical Leave with pay, which accrues to a maximum of ten (10) days per calendar year (“**Medical Leave**”);

WHEREAS the Collective Agreement states, under Article 11.09.01, that employees will be provided paid sick leave up to a maximum of six (6) working days (forty-eight (48) hours) per calendar year, and that these days, in equivalent hours will be used by the employee to offset loss of pay due to absence caused by illness/injury of the employee (“**Personal Sick**”) or when the employee is absent to care for their sick or injured spouse/partner, parent or dependent child (“Family Care”) (collectively, the “**Collective Agreement Entitlements**”);

WHEREAS, on February 24, 2023, the Union filed grievance P-ACC-01-23, challenging the Company’s interpretation as to how Family Responsibility Leave and Medical Leave under the Code interact with the Collective Agreement Entitlements (the “**Grievance**”);

AND WHEREAS, the Union and the Company wish to settle in a full and final manner all matters relating to the Grievance, and to delete the Collective Agreement Entitlements, in order to replace them with entitlements aligned with the framework under the Code;

NOW THEREFORE the Parties agree as follows:

1. The preamble forms an integral part of this Memorandum of Agreement (“**Memorandum**”).
2. The Grievance is withdrawn and permanently discontinued.
3. Articles 11.09.01, 11.09.02, 11.09.03, 11.09.04, 11.09.05 and 11.09.06 of the Collective Agreement are deleted.

MEDICAL LEAVE

4. Employees will be provided with ten (10) days of Medical Leave with pay at the beginning of each calendar year, beginning on January 1, 2023. Such days will be used by the employee to offset loss of pay due to absence caused by personal illness or injury, or any of the grounds for which the Code may entitle an employee to take Medical Leave with pay.
5. Employees who begin employment in the calendar year will have their Medical Leave entitlement prorated.
6. If an employee’s employment is terminated within the calendar year, the Company will reconcile their entitlement with the Medical Leave that they would have accrued under the Code. If the employee utilized more Medical Leave days than accrued, the Company will recoup any overpayment.
7. Medical Leave days will be reduced when an employee is absent until such time as the employee’s unused days are exhausted, up to a maximum of ten (10) days per calendar year. Partial days of absence will result in a full day being deducted. Medical Leave days in excess of the foregoing will be unpaid.
8. Should an employee have picked up an additional shift on a day where Medical Leave is being used, each shift will result in another day of Medical Leave being deducted.
9. Employees may bank any unused Medical Leave days, to a maximum of fourteen (14) days, for use exclusively during the waiting period for GIDIP benefits (the “**GIDIP Bank**”).
10. During the GI DIP waiting period, employees shall deplete available days in the following order:
 - a) Any days of Medical Leave available;
 - b) Any days in the GIDIP Bank; and then
 - c) Any hours in the employee’s existing sick bank (“**Legacy Bank**”).

Withdrawal from these banks will be made according to the employee’s preceding work schedule.

New Language

11. Employees will have access to the above banks upon self-declaration of disability. However, should an employee not go on GIDIP, the Company will recoup the payment made and replenish the appropriate bank.
12. Existing GIDIP Bank balances on the date of this Memorandum will be moved over to the Legacy Bank, remain in hours, and be depleted in hours.

FAMILY RESPONSIBILITY LEAVE

13. Full-time employees will have access to forty-eight (48) hours of Family Responsibility Leave with pay in each calendar year, beginning on January 1, 2023. Part-time employees will have access to twenty-four (24) hours of Family Responsibility Leave with pay in each calendar year, beginning on January 1, 2023. Such hours will be used by the employee to offset loss of pay due to absence caused by any of the grounds for which the Code may entitle an employee to take Family Responsibility Leave with pay.
14. Should an employee have picked up an additional shift on a day where Family Responsibility Leave is being used, the corresponding hours of that shift will also be deducted from Family Responsibility Leave hours.

GENERAL

15. Any days of Personal Sick that were taken by an employee between January 1, 2023, and the date of this Memorandum will be deducted from the Medical Leave entitlement provided in paragraph 4 above. Any hours of Family Care that were taken by an employee between January 1, 2023, and the date of this Memorandum will be deducted, in equivalent hours, from the Family Responsibility Leave entitlement provided in paragraph 13 above.
16. Employees who misuse Medical Leave or Family Responsibility Leave shall be subject to discipline.
17. The Parties agree that the present Memorandum constitutes the complete and final settlement of all matters relating to the Grievance, and that further, they will not file any grievance or complaint, or institute any proceedings before any arbitrator, judge, adjudicator, commission, government body (including the Labour Program/Employment and Social Development Canada) or tribunal in relation thereto.
18. The Memorandum is made without prejudice or precedent to any other existing or future matters between the Union and the Company.

Dated: March 10, 2023

Current Language

ARTICLE 12 - TRANSFERS, CHANGE OF STATUS, CHANGE OF CLASSIFICATION, VACANCIES

12.01.03 Selection will be made based on the seniority of the employees whose application has been received up to 23:59 of the day of the vacancies being declared at the Union Headquarters level. For change of status, secondary consideration will be given to ineligible employees within the same location.

ARTICLE 13 - STATUTORY HOLIDAYS

13.01 The following holidays, equivalent time off, or time credit will be granted to all employees:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Other*	

*Natal Day – Halifax

*St. John the Baptist's Day – Province of Quebec

*August Civic Holiday – Other provinces

ARTICLE 14 - VACATIONS

14.02 ENTITLEMENT

14.02.01 Employees shall be entitled to vacation leave with pay. Such time away from work shall be granted in working days, exclusive of holidays, as provided in Article 13, which may occur during the vacation period in accordance with:

Less than one (1) year of continuous service by December 31st of each year – one (1) day of vacation leave for each full month of continuous service up to December 31st to a maximum of ten (10) days.

More than one (1) year of continuous service by December 31st of each year based on years of service in accordance with the following:

Years of Service	Entitlement
1 through 4 years	10 working days / 80 hours
5 through 14 years	15 working days / 120 hours
15 through 24 years	20 working days / 160 hours
25 years and over	25 working days / 200 hours

ARTICLE 15 - GRIEVANCE PROCEDURE – GENERAL

15.01.02 If the employee fails to resolve the matter through the provisions of Article 15.01.01, or if they elect to bypass the provisions of Article 15.01.01, they may ask their District Chair to enter into informal discussions with management at their location on their behalf with a view

New Language

ARTICLE 12 - TRANSFERS, CHANGE OF STATUS, CHANGE OF CLASSIFICATION, VACANCIES

12.01.03 Selection will be made based on the seniority of the employees whose ~~application~~ transfer request has been received up to 23:59 ~~of on~~ the day ~~vacancies being declared~~ prior to the list being generated for the vacancies declared at the Union Headquarters level. For change of status, secondary consideration will be given to ineligible employees within the same location.

ARTICLE 13 - STATUTORY HOLIDAYS

13.01 The following holidays, equivalent time off, or time credit will be granted to all employees:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Other*	National Day for Truth and Reconciliation

*Natal Day – Halifax

*~~St. Saint~~-Jean Baptiste Day – Province of Quebec

*August Civic Holiday – Other provinces

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Current Language

to resolving the matter prior to initiating a grievance. The employee may elect to accompany the District Chair at all such meetings or they may elect to have the District Chair enter into such discussions in their absence.

ARTICLE 16 - DISCIPLINARY AND DISCHARGE ACTION AND APPEAL PROCEDURES

16.04 STEP 2 – Corporate Level

16.04.03 Where Articles 16.03.01 and 16.04.01 refer to the word Union, it shall be deemed to be the employee or the Union, as appropriate.

16.08 CORRESPONDENCE

16.08.01 All correspondence under this Article shall be copied to the employee concerned, the District Chair and the Union Headquarters unless the employee concerned advises the Company that they wish to proceed by handling the matter on their own behalf as provided for in Article 16.02.01.

ARTICLE 18 - UNION-MANAGEMENT RELATIONS

18.07 TECHNOLOGICAL CHANGES

18.07.01 The intent and purpose of the following Articles is to ensure that ample consideration is given to the effect technological change will have upon the job security and conditions of employment of employees as well as the continuing effectiveness of the Company.

18.07.02 Definition – Technological change means the introduction of equipment or material different in nature or kind, from that previously utilized and to the processes or manner in which work is carried on related to the introduction of such equipment which affects a significant number of employees.

18.07.03 To ensure the intent, purpose and benefits of technological change are achieved, the Company will meet at the Headquarters level with members of the Bargaining Committee and designated representatives of the Union at least once each quarter but in any case no less than one hundred and eighty (180) days prior to the implementation of any technological change.

18.07.04 The Company shall provide the above representatives with materials pertaining to technological change which may be required to ensure that the fullest discussion will take place on such matters as retraining, filling of jobs created by technology, change of work methods, reorganization of work, change to the method of organization, etc., so as to ensure the change is implemented with the least possible disruption and with the maximum possible benefits to the Company and the employees.

New Language

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18.07.02 Definition – Technological change means the introduction of equipment, **software, applications** or materials different in nature or kind, from **those** that **were** previously utilized **by the company** and to the processes or manner in which work is carried on related to the introduction of such equipment, **software, applications and materials** which affects a significant number of **employees** bargaining unit members.

18.07.03 To ensure the intent, purpose and benefits of technological change are achieved, the Company will meet at the Headquarters level with members of the Bargaining Committee and designated representatives of the Union at least once each quarter but in any case **the Company will provide** no less than one hundred and eighty (180) days prior to the implementation of any technological change.

18.07.04 The Company shall provide the above representatives with materials pertaining to **the nature of the** technological change which may be required to ensure that the fullest discussion will take place on such matters as retraining, **the proposed date of implementation**, filling of jobs created by technology, change of work methods, reorganization of work, change to the method of organization, etc., so as to ensure the change is implemented with the least possible disruption and with the maximum possible benefits to the Company and the employees.

Current Language

18.07.05 In the event of staff reductions at a location directly due to technological change, to mitigate the resulting surplus, voluntary separation packages (“VSP”) will be offered to affected employees in order of seniority (the most senior employees will be offered VSPs first).

18.07.06 VSPs will consist of two (2) weeks of pay per year of service at the employee’s rate of pay at the time of termination, up to a maximum of thirty thousand dollars (\$30,000).

ARTICLE 19 - GENERAL PROVISIONS

19.02 UNIFORMS

19.02.03 A footwear allowance of one hundred dollars (\$100.00) annually for employees performing customer service functions within an Airport location will be paid on the first pay date in the month of February. To be eligible for this allowance, employees must be active within an Airport location for a minimum of one (1) day in the previous calendar year.

NOTE: Employees hired prior to July 3 in the preceding year who successfully conclude their probationary period will be eligible for the above allowance in the following year.

ARTICLE 19 - GENERAL PROVISIONS

19.06 TRAINING

19.06.01 All training other than on the employee’s scheduled shift will be in accordance with Article 7 and/or Article 13.

19.09 SUPPLEMENTARY HEALTH INSURANCE

19.09.01 For all employees below the age of 65, the Company will pay the full cost of Plan II. The maximum aggregate under the Supplementary Health Plan will be seventy-five thousand dollars (\$75,000.00), with an annual reinstatement of two thousand dollars (\$2,000.00).

New Language

18.07.05 Technological changes that modify existing work may result in changes to how work is performed and, should training be required, training needs and opportunities will be determined by the Company.

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ARTICLE 19 - GENERAL PROVISIONS

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19.02.03 A footwear allowance of ~~one hundred dollars (\$100.00)~~ **one hundred and fifty dollars (\$150.00)** annually for employees performing customer service functions within an Airport location will be paid on the first pay date in the month of February. To be eligible for this allowance, employees must be active within an Airport location for a minimum of one (1) day in the previous calendar year.

NOTE: Employees hired prior to July 3 in the preceding year who successfully conclude their probationary period will be eligible for the above allowance in the following year.

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19.06 TRAINING

19.06.01 All training other than on the employee’s scheduled shift will be in accordance with Article 7 and/or Article 13.

19.06.02 Any employee required by the Company to travel outside of their base for training shall be paid a per diem of ninety five dollars (\$95.00) per day.

19.06.03 Time consumed in travelling will be compensated for on a straight time basis.

19.09 SUPPLEMENTARY HEALTH INSURANCE

19.09.01 For all employees ~~below the age of 65~~, the Company will pay the full cost of ~~the~~ Plan II. **However**, the maximum aggregate under the Supplementary Health Plan **for drug coverage** will be ~~seventy-five thousand dollars (\$75,000.00)~~ **one million dollars (\$1,000,000)**, ~~with an annual reinstatement of two thousand dollars (\$2,000.00)~~.

Current Language

- 19.09.02** Article 19.09.01 will also apply to employees age 65 and over, however, these employees must coordinate these benefits with their provincial public health care plan providers. The Company's plan will be the second payer for prescription drug coverage.
- 19.09.03** The Company will extend coverage to include psychologists, psychotherapists and Registered Family Therapists at a benefit level of fifty percent (50%) of the cost per visit to a combined maximum of seven hundred and fifty dollars (\$750.00) per person and one thousand five hundred dollars (\$1,500.00) per family per year.
- 19.09.04** The Company will provide coverage for hearing aids and tests to a maximum of two thousand (\$2000.00) per five (5) year period.
- 19.09.05** Expenses incurred for paramedical services of Chiropractors, Osteopaths, Naturopaths, Podiatrists and Chiropodists will be covered to a maximum of fifty dollars (\$50.00) per visit to a maximum of one thousand dollars (\$1,000.00) per person per year or two thousand dollars (\$2,000.00) per family per year, less any amount paid to the employees for such services under the employee's provincial medical plan.
- 19.09.06** The Company will reimburse the reasonable and customary costs of compression stockings, orthotics, orthopedic shoes and orthopedic boots upon the employee providing medical justification and proof of purchase, in accordance with Company policies.
- 19.09.07** The Company will provide coverage for massage therapy, in accordance with the Plan, to a maximum of eighty dollars (\$80.00) per visit to a maximum of eight hundred dollars (\$800.00) per calendar year per family.
- 19.09.08** The Company will reimburse the reasonable and customary cost of oral contraception coverage in accordance with Company policies.
- 19.09.09** Should the Company switch insurance providers; the level of benefits will not be reduced as a result of the change in provider.

New Language

- 19.09.02** Article 19.09.01 will also apply to employees age 65 and over, however, these employees must coordinate these benefits with their provincial public health care plan providers. The Company's plan will be the second payer for prescription drug coverage.
- 19.09.03** **The Company will reimburse the reasonable and customary costs of mental health care on a per visit cost and to a maximum of one thousand five hundred (\$1,500.00) per person per plan year and two thousand five hundred (\$2,500.00) per family per plan year.**
- 19.09.04** The Company will provide coverage for hearing aids and tests to a maximum of two thousand (\$2000.00) per five (5) year period.
- 19.09.05** Expenses incurred for paramedical services of **Speech Therapists**, Chiropractors, Osteopaths, Naturopaths, **Acupuncturists**, Podiatrists /Chiropodists **in Provinces where such services are not covered by the Provincial Medicare Plan** will be covered based on reasonable & customary limits per visit to a maximum of one thousand dollars (\$1000.00) per person per year or two thousand dollars (\$2000.00) per family per year **less any amount paid to the employee for such services under the employees provincial plan.**
- NOTE: The Company will provide coverage for Physiotherapist/ Athletic Therapist/ Physical Rehabilitation Therapist to a combined maximum of three thousand five hundred (\$3,500.00) per person per plan year.**
- 19.09.06** The Company will reimburse the reasonable and customary costs of compression stockings, orthotics, orthopedic shoes and orthopedic boots upon the employee providing medical justification and proof of purchase, in accordance with Company policies.
- Note: Compression stockings require a prescription and must be a minimum compression level of 30 mmHG, and is limited to four pairs, per plan year.**
- 19.09.07** The Company will provide coverage for massage therapy, in accordance with the Plan, to a maximum of **eighty dollars (\$80.00) one hundred dollars (\$100.00)** per visit to a maximum of **eight hundred dollars (\$800.00) one thousand (\$1,000)** per calendar year **or two thousand (\$2000.00) per family per plan year** per family.
- 19.09.08** The Company will reimburse the reasonable and customary cost of oral contraception coverage in accordance with Company policies.
- 19.09.09** Should the Company switch insurance providers; the level of benefits will not be reduced as a result of the change in provider.

Current Language

- 19.10 DENTAL INSURANCE**
- 19.10.01** For all employees, the Company will pay the full cost of premiums for the Group Dental Insurance Plan. The Company shall be the sole policy holder and administrator of the above-mentioned Plan.
- 19.10.02** For all employees, the annual maximum of covered expenses is two (2) thousand dollars (\$2,000.00) per calendar year per person. The basic dental services coverage is payable at ninety (90%). The maximum orthodontic coverage for dependent children will be two thousand five hundred dollars (\$2,500.00).
- 19.10.03** Should the Company switch insurance providers; the level of benefits will not be reduced as a result of the change in provider.
- 19.11 VISION CARE PLAN**
- 19.11.01** The Company will pay the full cost of a Vision Care Plan.
- 19.11.02** The benefits for each employee and spouse to be not more than three hundred and fifty dollars (\$350.00) and each eligible dependent to be not more than three hundred and twenty-five dollars (\$325.00) reimbursement for eyeglasses, contact lenses or laser eye surgery in each period of twenty-four (24) consecutive calendar months, except that for contact lenses prescribed for severe corneal situations, as set out in the Air Canada Employee Benefits Program, available on the Aeronet under MyHR, My Employee Benefits, Employee Benefits – Customer Service Agents, Healthcare, the maximum amount payable shall be three hundred and sixty dollars (\$360.00), payable once during the entire period the person is insured.

NOTE: Notwithstanding the above, a \$600 maximum will be payable for Laser eye surgery provided no further claims under the vision plan for a period of forty-eight (48) months.

LETTER OF UNDERSTANDING NO. 1 – PART-TIME EMPLOYMENT

- L1.05 Overtime – Exception to Article 7.03**
- L1.05.01** Part-Time employees working overtime will receive overtime credits at straight time until forty (40) hours have been worked in a given week.
- L1.05.02** Recall of part-time employees shall be in accordance with Article 7.03.03 point 2 and pay credits will be in accordance with Article 7.04.

New Language

- 19.10 DENTAL INSURANCE**
- 19.10.01** For all employees, the Company will pay the full cost of premiums for the Group Dental Insurance Plan. The Company shall be the sole policy holder and administrator of the above-mentioned Plan.
- 19.10.02** For all employees the annual maximum of covered expenses ~~two thousand dollars (\$2,000.00)~~ **three thousand dollars (\$3,000.00)** per calendar year per person. The basic dental services coverage is payable at 90%. The orthodontic lifetime coverage for dependent children will be ~~two thousand five hundred dollars~~ **three thousand dollars (\$3,000)**.
- 19.10.03** Should the Company switch insurance providers; the level of benefits will not be reduced as a result of the change in provider.
- 19.11 VISION CARE PLAN**
- 19.11.01** The Company will pay the full cost of a Vision Care Plan.
- 19.11.02** The benefits for each employee and spouse to be not more than ~~three hundred and fifty dollars (\$350.00)~~ **four hundred and twenty five (\$425.00)** and each eligible dependent to be not more than three hundred and twenty-five dollars (\$325.00) reimbursement for eyeglasses, contact lenses or laser eye surgery in each period of twenty-four (24) consecutive calendar months, except that for contact lenses prescribed for severe corneal situations, as set out in the Air Canada Employee Benefits Program, available on the Aeronet under MyHR, My Employee Benefits, Employee Benefits – Customer Service Agents, Healthcare, the maximum amount payable shall be three hundred and sixty dollars (\$360.00), payable once during the entire period the person is insured.

NOTE: Notwithstanding the above, a ~~\$600~~ **\$800** maximum will be payable for Laser eye surgery provided no further claims under the vision plan for a period of forty-eight (48) months.

LETTER OF UNDERSTANDING NO. 1 – PART-TIME EMPLOYMENT

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- L1.05.01** Part-Time employees working overtime will receive overtime credits at straight time until forty (40) hours have been worked in a given week.
- L1.05.02** Recall of part-time employees shall be in accordance with Article 7.03.03 point 2 and pay credits will be in accordance with Article 7.04.

Note: No employee shall be eligible for overtime or recall the shift duration for which Reduced Overtime (RO)/ Recall has been granted to that employee.

Current Language

LETTER OF UNDERSTANDING NO. 14 – RECIPROCAL TRANSFERS AND CHANGES OF STATUS

L14.02.01 Selection will be made based on the seniority of the employees whose applications have been received at least fifteen (15) days prior to February 1st and August 1st, as applicable.

LETTER OF UNDERSTANDING NO. 22 – LEAD AGENTS

L22.06 STAFF REDUCTIONS

L22.06.01 Should the Company reduce its requirements for a given Lead Agent work function, without affecting the overall headcount within the location, the following will apply:

A) In all locations except Call Centre offices;

Should no employee volunteer to step down, the most junior employee within the Lead Agent work function will return to a CSSA or CRR work function.

B) In Call Centre offices:

Should no employee volunteer to step down, the Company will give a thirty (30) day notice to the affected junior Leads within the appropriate Lead Agent work function;

Should there be a more junior employee performing another Lead Agent work function within the location of an affected Lead Agent, they will be given the opportunity to qualify by writing the appropriate exam for the said work function and displace the junior employee before being asked to return to a CSSA work function;

Should the above not be applicable, or should the junior Lead Agent affected by the reduction in the number of required Leads choose not to exercise that option, they will have the opportunity to return to the CSSA work function within the group for which they were performing as a Lead. In such a situation, further operational adjustments to the CSSA work function would be made at the next shift bid. For clarity, an example is provided below:

Nine (9) Leads are working in three (3) different work function in a given Call Centre:

NRD	GEN RES	TRIPS
A	B	C
D	E	F
G	H	I

New Language

L1.05.03 Where it is established that an employee was bypassed for overtime/recall and when the bypass has been confirmed by the Company and the Union at the local level, the Company shall pay the affected employee at the applicable overtime rate for the lost hours up to a maximum of four (4) hours at the applicable overtime rate.

LETTER OF UNDERSTANDING NO. 14 – RECIPROCAL TRANSFERS AND CHANGES OF STATUS

L14.02.01 Selection will be made based on the seniority of the employees whose transfer applications have been received by 23:59 on January 31 and July 31 at least fifteen (15) days prior to February 1st and August 1st, as applicable.

LETTER OF UNDERSTANDING NO. 22 – LEAD AGENTS

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Should the above not be applicable, or should the junior Lead Agent affected by the reduction in the number of required Leads choose not to exercise that option, they will have the opportunity to return to the CSSA work function within the group for which they were performing as a Lead. In such a situation, further operational adjustments to the CSSA work function would be made at the next shift bid. ~~For clarity, an example is provided below:~~

~~Nine (9) Leads are working in three (3) different work function in a given Call Centre:~~

NRD	GEN RES	TRIPS
A	B	C
D	E	F
G	H	I

Current Language

The seniority of the employees follows the order of their assigned letter. "A" being the most senior and the "I" being the most junior.

Should the Company revise its requirements for the NRD Leads and establish that only two (2) NRD Lead Agents are needed:

- 1) "G" will be given the option of qualifying for either he GEN RES or the TRIPS Lead work function;
- 2) Should "G" be unsuccessful or uninterested in qualifying for GEN RES and/or TRIPS, he or she will be given the opportunity to return as a CSSA within the NRD department;
- 3) Should the "G" be returned to the NRD department, he or she will remain there until the current work schedule expires. Once new requirements are established in the process of the new schedule he or she will have the opportunity to bid according to his or her seniority.

LETTER OF UNDERSTANDING NO. 28 – PAID EDUCATION LEAVE FUND

The Company agrees to provide the Union with an amount of \$100,000 for the Paid Education leave fund by June 1st of every year.

As modified by the parties on March 5th, 2020

LETTER OF UNDERSTANDING NO. 34 – WORK AT HOME FOR CUSTOMER RELATIONS

- L34.01** The Company has in place a Work At Home program for Customer Relations. This program is available to Customer Relations Representatives and Lead Customer Relations Representatives. The conditions of this program are limited to the Work At Home program in Customer Relations and will not form a basis for implementation of a Work at Home program in Call Centres.
- L34.02** Participation in this program is voluntary and employees can cancel their participation at any time upon informing local Management. Lead Customer Relations Representatives as well as the Customer Relations Representatives assigned to Triage/sorting duties are required to work from the Customer Relations Centre. However, these employees may be eligible to work from home on an ad hoc basis, subject to approval by local management. Approval of such requests will not be unreasonably withheld. Note: Processing Specialists are excluded from the Work At Home program.
- L34.03** All employees participating in the Work At Home program must, with the agreement of local Management, establish in advance, the scheduled days worked at home and the scheduled days worked in the Customer Relations Centre.

New Language

The seniority of the employees follows the order of their assigned letter, "A" being the most senior and the "I" being the most junior.

Should the Company revise its requirements for the NRD Leads and establish that only two (2) NRD Lead Agents are needed:

- 1) "G" will be given the option of qualifying for either he GEN RES or the TRIPS Lead work function;
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LETTER OF UNDERSTANDING NO. 28 – PAID EDUCATION LEAVE FUND

The Company agrees to provide the Union with an amount of **\$100,000 \$175,000** for the Paid Education leave fund by June 1st of every year.

As modified by the parties on **March 5th, 2020 May 21, 2026.**

LETTER OF UNDERSTANDING NO. 34 – WORK AT HOME FOR CUSTOMER RELATIONS

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- L34.02** Participation in this program is voluntary and employees can cancel their participation at any time upon informing local Management. Lead Customer Relations Representatives as well as the Customer Relations Representatives assigned to Triage/sorting duties are required to work from the Customer Relations Centre. However, these employees may be eligible to work from home on an ad hoc basis, subject to approval by local management. Approval of such requests will not be unreasonably withheld. Note: Processing Specialists are excluded from the Work At Home program.
- L34.03** All employees participating in the Work At Home program must, with the agreement of local Management, establish in advance, the scheduled days worked at home and the scheduled days worked in the Customer Relations Centre.

Current Language

L34.04 Air Canada commits to support employees participating in the Work At Home program by providing the following:

- a) A laptop to be used exclusively for work-related duties (any other equipment must be supplied at the employee's expense and must be compatible with the equipment provided by the Company);
- b) VPN service to access all Air Canada required programs;
- c) Technical support for issues related to the use of the laptop or any of the work-related programs;
- d) Access to Management and Lead Customer Relations Representatives;
- e) Space within the Customer Relations Centre on the days they are scheduled to work in the Customer Relations Centre; and
- f) Guidelines regarding occupational health and safety standards for Work At Home locations.

L34.05 Subject to L34.02 an employee will be eligible to participate in the Work at Home program provided the employee meets the following criteria:

- a) Has an attendance record at or below the target corporate absenteeism level;
- b) Meets or exceeds productivity and quality of work targets;
- c) Follows corporate guidelines and checklists regarding a safe and ergonomic work environment including guidelines regarding occupational health and safety standards for Work At Home locations;
- d) Has an adequate work space available within their home and provides their own appropriate office furniture (e.g. desk, chair, lamp, etc.);
- e) Allows access to the Company, upon appointment, to inspect the home office to ensure compliance with occupational health and safety standards. This inspection will include the Unifor Health and Safety Representative or their designate. Forty-eight (48) hours' notice will be provided prior to any home inspection.
- f) Has appropriate Hi-Speed internet connection as determined by local management.
- g) Provides for an International long distance plan;
- h) Maintains corporate standards and guidelines regarding confidentiality and the protection of personal information;
- i) Maintains additional home insurance, if necessary; and
- j) Ensures that a home office is permitted under zoning by-laws or restrictions.

L34.06 All employees who participate in the Work At Home program must meet the following criteria in order to remain in the program:

- a) Meet or exceed productivity and quality of work targets;
- b) Adhere to their scheduled start and finish times as well as the duration of their daily scheduled breaks and meal period;
- c) Maintain an attendance record that is at or below the target corporate absenteeism level;
- d) Be readily available during scheduled working hours when called upon;

New Language

L34.04 Air Canada commits to support employees participating in the Work At Home program by providing the following:

- a) A laptop to be used exclusively for work-related duties (any other equipment must be supplied at the employee's expense and must be compatible with the equipment provided by the Company);
- b) VPN service to access all Air Canada required programs;
- e) Technical support for issues related to the use of the laptop or any of the work-related programs;
- d) Access to Management and Lead Customer Relations Representatives;
- e) Space within the Customer Relations Centre on the days they are scheduled to work in the Customer Relations Centre; and
- f) Guidelines regarding occupational health and safety standards for Work At Home locations.

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- b) Meets or exceeds productivity and quality of work targets;
- e) Follows corporate guidelines and checklists regarding a safe and ergonomic work environment including guidelines regarding occupational health and safety standards for Work At Home locations;
- d) Has an adequate work space available within their home and provides their own appropriate office furniture (e.g. desk, chair, lamp, etc.);
- e) Allows access to the Company, upon appointment, to inspect the home office to ensure compliance with occupational health and safety standards. This inspection will include the Unifor Health and Safety Representative or their designate. Forty-eight (48) hours' notice will be provided prior to any home inspection.
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- b) Adhere to their scheduled start and finish times as well as the duration of their daily scheduled breaks and meal period;
- e) Maintain an attendance record that is at or below the target corporate absenteeism level;
- d) Be readily available during scheduled working hours when called upon;

Current Language

e) Adhere to Company policies regarding safety requirements in the work space and protection of personal information.

- L34.07** In the event that an employee fails to maintain the standards in L34.06 above, the Company will cancel the employee's participation in the Work At Home program and the employee will return to work at the Customer Relations Centre and participation in this program will cease for a minimum of six (6) months, subject to L34.02, L34.05 and L34.06 in accordance with the following:
- a) Employees not maintaining the criteria provided by L34.06 will, upon returning to the office, have a meeting with management and offered union representation to identify the reasons for their removal from the program;
 - b) A plan will be developed by Air Canada to address the issues resulting in their removal from the program;
 - c) The employee will demonstrate their proficiency to qualify to be reinstated into the work at home program up to period of six (6) months from their return to the office.

- L34.08** Work Schedules within Customer Relations will provide seven (7) day coverage.

New Language

~~e) Adhere to Company policies regarding safety requirements in the work space and protection of personal information.~~

- ~~**L34.07** In the event that an employee fails to maintain the standards in L34.06 above, the Company will cancel the employee's participation in the Work At Home program and the employee will return to work at the Customer Relations Centre and participation in this program will cease for a minimum of six (6) months, subject to L34.02, L34.05 and L34.06 in accordance with the following:~~
- ~~a) Employees not maintaining the criteria provided by L34.06 will, upon returning to the office, have a meeting with management and offered union representation to identify the reasons for their removal from the program;~~
 - ~~b) A plan will be developed by Air Canada to address the issues resulting in their removal from the program;~~
 - ~~c) The employee will demonstrate their proficiency to qualify to be reinstated into the work at home program up to period of six (6) months from their return to the office.~~

- ~~**L34.08** Work Schedules within Customer Relations will provide seven (7) day coverage.~~

[See following page for LOU 34 - Telework language]

New Language

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 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.
- L34.12** The Company and the Union will discuss the option for Employees desiring a hybrid Telework and in office arrangement on an ongoing basis.

New Language

LETTER OF UNDERSTANDING NO. 34 - TELEWORK

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

Current Language

LETTER OF UNDERSTANDING NO. 38 - JOINT HARASSMENT INVESTIGATION PROCESS

The Company and Union recognize the right of employees to work in an environment free from harassment. All employees are to treat others with courtesy and respect and to discourage harassment. Violation of the terms of this LOU may be subject to discipline, up to and including dismissal.

L38.01 Under this LOU the term, harassment, refers to Discriminatory Harassment, which includes sexual harassment, as well as workplace harassment and violence as defined by the Air Canada Workplace Violence and Harassment Prevention Policy. This reference to the Air Canada Workplace Violence and Harassment Prevention Policy (the "Policy") does not incorporate the policy into the collective agreement.

L38.01.01 The Company and Union agree to providing joint training on workplace harassment and violence for all employees, including members of local management to being within 1 year from ratification of this agreement and within 1 year of employment for new hires. Recurrent training will be provided every 2 years following the initial training. The Company will cover all costs associated with the training and the Union will cover the costs for the Union trainer.

L38.02 This process applies to all complaints where the complainant and/or the respondent is a Unifor member. In instances where a Unifor represented employee is a complainant or a respondent in an alleged harassment matter that involves an employee from another bargaining unit, a Union representative appointed by the Union can attend all interviews as an observer to the meetings. The observer is bound by the same confidentiality standards as any other employee involved with the investigation.

L38.03 Complaint Process

L38.03.01 All harassment complaints will be addressed in a prompt, confidential and impartial manner. Breaches of confidentiality may be subject to discipline, up to and including discharge.

L38.03.02 Employees who believe they are the victim of harassment are encouraged to report the matter through the appropriate process outlined below. Complaints should be reported as promptly as possible and should not be reported more than ninety (90) days following the date of the alleged harassment.

L38.03.03 Retaliation in any form against any party in a harassment investigation is unacceptable and may be subject to discipline, up to and including discharge.

L38.03.04 All information concerning the complaint will be kept confidential, and all reasonable steps will be taken by the company and the union to ensure this happens. However, any investigation report or summary may be subject to subpoena and become part of the public record. No information concerning the complaint will be placed on the

New Language

LETTER OF UNDERSTANDING NO. 38 - JOINT HARASSMENT INVESTIGATION PROCESS

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L38.01 Under this LOU the term, harassment, refers to Discriminatory Harassment, which includes sexual harassment, as well as workplace harassment and violence as defined by the Air Canada Workplace Violence and Harassment Prevention Policy. This reference to the Air Canada Workplace Violence and Harassment Prevention Policy (the "Policy") does not incorporate the policy into the collective agreement.

L38.01.01 The Company and Union agree to providing joint training on workplace harassment and violence for all employees, including members of local management to being within 1 year from ratification of this agreement and within 1 year of employment for new hires. Recurrent training will be provided every 2 years following the initial training. The Company will cover all costs associated with the training and the Union will cover the costs for the Union trainer.

L38.02 This process applies to all complaints where the complainant and/or the respondent is a Unifor member. In instances where a Unifor represented employee is a complainant or a respondent in an alleged harassment matter that involves an employee from another bargaining unit, a Union representative appointed by the Union can attend all interviews as an observer to the meetings. The observer is bound by the same confidentiality standards as any other employee involved with the investigation.

L38.03 Complaint Process

L38.03.01 All harassment complaints will be addressed in a prompt, confidential and impartial manner. Breaches of confidentiality may be subject to discipline, up to and including discharge.

L38.03.02 Employees who believe they are the victim of harassment are encouraged to report the matter through the appropriate process outlined below. Complaints should be reported as promptly as possible and should not be reported more than ninety (90) days following the date of the alleged harassment.

L38.03.03 Retaliation in any form against any party in a harassment investigation is unacceptable and may be subject to discipline, up to and including discharge.

L38.03.04 All information concerning the complaint will be kept confidential, and all reasonable steps will be taken by the company and the union to ensure this happens. However, any investigation report or summary may be subject to subpoena and become part of the public record. No information concerning the complaint will be placed on the

Current Language

file of any witness unless it is confirmed that a witness has given false testimony or has acted in a vindictive manner.

L38.03.05 A complainant, respondent or witness is entitled to bring one support person of their choice from within their workplace (i.e. union representative or coworker) to meetings or interviews. The support person cannot be party to the investigation, i.e. is a potential witness.

L38.03.06 The complainant must start the resolution process at Stage 1.

L38.04 Stage 1. Informal Conflict Resolution Process

L38.04.01 An employee who believes they are a victim of harassment should make their objection known to the alleged harasser, directly or through a third party, and is encouraged to resolve the matter wherever possible on an informal basis. The employee may choose to ask for help from their local manager and/or Union representative to facilitate a resolve. The Union representative and local manager will meet the complainant together to review their concerns and subsequently meet the respondent to present those concerns. The Company and the Union will undertake to meet in order to resolve the matter quickly and appropriately in the spirit of establishing a better working relationship/environment. Where it is not possible for the local manager and union representative to resolve the matter jointly, the person attempting to resolve the matter should inform their counterpart of the complaint and the resolve.

L38.04.02 At any point the Company or the Union may decide to discontinue the informal process and escalate the matter to Stage 2.

L38.04.03 While the informal conflict resolution process will not make a determination on whether harassment occurred, the Company may need to address inappropriate behavior on the part of individuals involved in the dispute, and warn that future incidents of inappropriate behavior may result in discipline and the more formal investigation process of Stage 2.

L38.04.04 Stage 1 resolutions should be completed as soon as possible but no later than two (2) weeks from the date of the initial meeting with the complainant.

L38.04.05 When complaints are resolved at this stage, the Company and Union will keep an Informal Conflict Resolution Report outlining the summary of the conflict and its resolution in a confidential file for a period of three (3) years from the date of the complaint, at which time the summary will be removed from both the Company and Union's files. The local manager in the informal process must send a copy of the Informal Conflict Resolution Report to the Air Canada Harassment Office, who will then copy the Unifor Local 2002 Human Rights Coordinator. The sole purpose of retaining Informal Conflict Resolution Report is to address situations of repeated behaviours during this period and to preserve records in the event that a complaint is filed before the Canadian Human Rights Commission.

New Language

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Current Language

- L38.05 Stage 2. Formal Conflict Resolution Process**
- L38.05.01** If the matter remains unresolved or the Union or Company has opted to bring the matter to Stage 2, the Complainant is encouraged to submit their complaint in writing by completing the Air Canada Workplace & Violence Complaint form (ACF25D) which is available on the Aeronet. The form is to be submitted to the Air Canada Harassment Office, by email or regular mail as indicated on the form, and a copy will be forwarded to the Unifor Local 2002 Human Rights Coordinator.
- L38.05.02** The Company's Harassment Officer will consult with Union's Human Rights Coordinator while establishing the admissibility of the Complaint.
- L38.05.03** When an investigation is required, the Union and the Company will each select a Competent Person who will act as an investigator or will communicate the names of their designate. Alternatively, the Union and the Company may jointly select an external investigator with all costs shared equally.
- L38.05.04** The Union and Company designates will conduct a joint investigation to obtain and report the facts. At the beginning of the investigation the complainant's identity and the general nature of the complaint will be communicated to the respondent. The respondent will be given an appropriate amount of information regarding the complaint in order to make a detailed response.
- L38.05.05** At any time during the formal investigation process the Company can take measures to separate the employees in the workplace, if deemed necessary.
- L38.05.06** At the completion of the investigation, a joint report will be prepared by the investigators. Where the preparation of a joint report is not possible, the investigators may submit separate reports in which case each will receive a copy of the other's report. Hearsay evidence, third party information and opinions must not be included in the report(s). The report(s) will include the facts of alleged harassment and will provide findings of the harassment complaint. A recommendation to resolve the complaint will be made by the Company investigator. The Union investigator may choose whether or not to submit recommendations.
- L38.05.07** The report(s) will be submitted to the Director Labour Relations and the President of the Local Union within 14 days of the filing of the complaint. The Company and Union will each keep a copy of their report(s) in a confidential file for a period of three (3) years from the date of the complaint, at which time the summary will be removed from the Company and Union's conflict resolution file and applicable personnel record, provided that no subsequent conflict resolution process pursuant to this LOU is conducted with respect to the employee.
- L38.05.08** Within ten (10) days of receiving the investigation report the Company will issue a final decision to resolve

New Language

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Current Language

the complaint which summarizes the findings of the investigation and indicates whether harassment has been or has not been substantiated. This decision will be communicated in writing to the complainant, the respondent, the Union's Human Rights Coordinator, the Director Labour Relations and the President of the Local Union.

L38.06 Review Process

L38.06.01 Where the complainant and/or respondent is not satisfied with the outcome/findings of the investigation, they may request a review of the decision. The request for a review shall be sent in writing to the Director of Labour Relations and/or the President of the Local within fourteen (14) days of receipt of the decision. The request shall contain sufficient information to detail the reason for the appeal/ review

L38.06.02 The Director Labour Relations and the President of the Local will jointly review the decision.

L38.06.03 Where the Union is not satisfied with the outcome of the joint review, the discipline imposed by the Company, or the measures that are implemented in the workplace as a result of the harassment complaint, the Union can file a grievance and refer the matter to expedited arbitration with a single arbitrator who shall be selected by mutual agreement between the Company and the Union. The arbitrator will be selected within fourteen (14) days of the receipt of the decision and will render a decision on the matter within two (2) months following the conclusion of the hearing.

L38.06.04 Despite other language in this collective agreement regarding the imposition of discipline and the filing of a grievance, the appeal of discipline, excluding discharge, arising from harassment and violence complaints that are initiated under this LOU and thus subject to a joint investigation process, will be resolved through this review process. As such, the review of the imposition of discipline shall be reviewed by the Director of Labour Relations and the President of the Local in consultation with the Chair of the Bargaining Committee and the Manager of Labour Relations. Where the grievance is unresolved, it will be escalated to expedited arbitration with a single arbitrator who shall be selected by mutual agreement between the Company and the Union.

L38.06.05 In cases of Discriminatory Harassment where the complainant is not satisfied with the final outcome of the process s/he has the right to seek redress under the Canadian Human Rights Act.

L38.07 Time Lines

L38.07.01 Time lines in the Formal conflict resolution process may be adjusted with the mutual consent of the President of the Local Union and the Director Labour Relations.

New Language

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New Language

MINUTES OF SETTLEMENT - P-ACC-02-22 (LOU 38)

WHEREAS on January 16, 2011, the Company and the Union entered into Letter of Understanding No. 38, revised by the parties on January 17, 2019 (“LOU 38”);

WHEREAS on March 5, 2020, LOU 38 was integrated in the collective agreement between the Company and the Union expiring on February 28, 2026 (the “Collective Agreement”), governing the investigation of workplace harassment complaints jointly by the Company and the Union (“LOU 38”);

WHEREAS on January 1, 2021, An Act to amend the Canada Labour Code (harassment and violence), the Parliamentary Employment and Staff Relations Act and the Budget Implementation Act, 2017, No. 1 (“Bill C-65”) and the Work Place Harassment and Violence Prevention Regulations (the “Regulations”) came into force;

WHEREAS the Company’s position is that the provisions of LOU 38 are contrary to Bill C-65 and the Regulations, and as such they were not applied by the Company after January 1, 2021;

WHEREAS on February 23, 2022, Unifor filed policy grievance no. P-ACC-02-22 (the “Grievance”);

WHEREAS further to discussions held between the parties in the context of mediation/arbitration before Arbitrator Jesse Nyman on January 27, 2022, the parties have agreed as follows on a without prejudice basis:

1. LOU 38 is suspended for the duration of this MOS.
2. The process set out in this MOS will come into effect on February 13, 2023.
3. The process set out in this MOS applies exclusively to notices of occurrence filed under the Regulations where all of the principal party/parties and responding party/parties are members of the bargaining unit covered by the Collective Agreement.
4. Should an investigation into a notice of occurrence be required by the Regulations, Air Canada’s Human Rights and Harassment Office (“HRHO”), acting as the designated recipient, will agree to the Union’s duly appointed Human Rights Coordinator acting as the investigator under the Regulations, subject to:
 - a. The written agreement of the principal party/parties and the responding party/parties;
 - b. The Human Rights Coordinator meeting the qualification requirements to act as an investigator, and providing a statement to that effect under the Regulations;
 - c. The Human Rights Coordinator not being in a conflict of interest in respect of the occurrence and providing the HRHO with a statement to that effect under the Regulations;
 - d. The capacity of the Human Rights Coordinator to perform the investigation under the Regulations, having regard to the volume and nature of the notice of occurrence.
5. The Human Rights Coordinator shall maintain the confidentiality of the resolution process and the investigation. Without limitation, they shall not disclose to anyone, except the designated recipient, the identity of any party involved in the investigation and any other information acquired as part of the resolution process or the investigation.
6. The Human Rights Coordinator will conduct their investigation in accordance with the requirements of the Regulations and the Workplace Harassment and Violence Prevention Policy.
7. Upon completion of their investigation, the Human Rights Coordinator will provide the HRHO with their investigator’s report under the Regulations (final investigation report) and a copy of their full analysis investigation report. Upon request by the HRHO, the Human Rights Coordinator will provide the HRHO with a copy of an executive summary of full analysis investigation report.
8. In the event a grievance is filed by the Union challenging a measure taken by the Company in relation with the conduct of a responding party involved in an investigation, the Union’s designated bargaining representative will be entitled to receive a copy of the executive summary that Air Canada’s Labour Relations received from the HRHO.
9. This MOS is implemented on a trial basis. The parties agree to meet eighteen (18) months after the signature of the present MOS, at which time the parties agree to meet to discuss this MOS and to engage in good faith discussions to revise it if necessary. Further to that discussion, either party may provide notice to the other party that it is discontinuing the process set out in this MOS, without prejudice or precedent to any parties’ rights or position in any future proceeding.
10. Arbitrator Jesse Nyman will remain seized of any issue stemming from the application, interpretation or discontinuance of this MOS.

SIGNED ON THIS 27th DAY OF JANUARY 2023

Current Language

MEMORANDUM OF UNDERSTANDING NO. 3 - JOB SECURITY JAZZ HANDLING

For the life of the current Collective Agreement, the Company commits to retain passenger handling duties for Jazz flights at bases where employees are employed as of June 15, 1990 and where the Company continues to operate flights to those bases.

As renewed by the parties on June 13th 2015.

MEMORANDUM OF UNDERSTANDING NO. 6 - CONTACT CENTRES

The Company commits that employees with a seniority date of April 1, 1999 or earlier located in Toronto, Montreal and Saint John Call Centres, Calgary Customer Relations and Toronto Customer Journey Management (CJM) will not be laid off or relocated from their base due to a closure of one of the above enumerated Contact Centre components. The Company further commits that any reduction in staff from these bases will be accomplished by attrition and/or voluntary severance programs agreed to by the Company and the Union in accordance with the following:

If staff reductions occur at a base, all employees at the affected base shall have the option of terminating their employment with the Company and will be entitled to a severance allowance of two (2) weeks' pay at their current rate of pay for each full calendar year of service, or part thereof, up to a maximum of fifty-two (52) weeks' pay.

Employees shall be offered the severance allowance in order of seniority to the extent necessary to eliminate layoffs.

MEMORANDUM OF UNDERSTANDING NO. 11 - SPECIAL ASSIGNMENTS (APPLICATION OF 8.03)

This Memorandum provides clarification with respect to the deployment of special assignments covered under Article 8.03 of the collective agreement.

When additional staffing support is required at airport locations in order to address punctual increases in the volume of work (e.g. , Christmas, March Break, extreme weather phenomena, special events or any other unforeseen contingencies for which advance staffing planning is not viable), the Company will initiate special assignments pursuant to Article 8.03. These assignments are temporary in nature and not intended to replace regular staffing requirements. Special assignments from other locations will be permissible even if temporary employees under Article 12.07 are employed at the Airport Support Location(s).

In such situations, this process will be followed by the airport location requiring additional staffing support:

- 1) make overtime available to qualified employees;
- 2) change the status of part-time employees willing to accept temporary full-time upgrades, provided such temporary upgrades will mitigate the staffing shortage;

New Language

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- 1) make overtime available to qualified employees;
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Current Language

3) discuss any other measures identified in order to mitigate the staffing shortage between local management and the local District Chairperson prior to implementation.

4) If measures include employees from other locations, communication will be provided to those affected local District Chairpersons.

The special assignments will be acquired from outside airport locations in the following order:

<u>Airport Location Requiring Support</u>	<u>Airport Support Locations</u>
YVR	YYC YEG YWG
YYC	YEG YWG YVR
YEG	YYC YWG YVR
YWG	YEG YYC YYZ
YYZ	YOW YUL YWG
YOW	YUL YYZ YWG
YUL	YOW YYZ YWG
YHZ	YYT YOW YUL
YYT	YHZ YOW YUL

It is understood that an airport support location may be bypassed when offering special assignments if that location is having staffing and/or operational issues of their own. If the corresponding airport support locations enumerated above are unable to provide support, any other location capable of allocating staff will be considered. Such assignments are not intended to deplete staffing levels at the Airport Support Location(s).

When feasible, opportunities for special assignments will be posted by bulletin at least ten (10) days in advance.

Selection will be made in seniority order among employees possessing the required qualifications to perform the assignment. The list of special assignment volunteers will be compiled jointly between local management and the local District Chairperson. If an employee declines overtime at their original location, they will still be eligible to participate in a special assignment.

As modified by the parties on March 5th,

New Language

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YOW	YUL YYZ YWG
YUL	YOW YYZ YWG
YHZ	YYT YOW YUL
YYT	YHZ YOW YUL
YYG	YHZ YUL YOW YQM YSJAP
YQM	YHZ YUL YOW YG YSJAP
YSJ	YUL YHZ YQM YG
YQB	YUL YOW YYZ* YQM
YQT	YYZ YWG YYC
YXE	YYZ YVR YEG

* Must be bilingual

It is understood that an airport support location may be bypassed when offering special assignments if that location is having staffing and/or operational issues of their own. If the corresponding airport support locations enumerated above are unable to provide support, any other location capable of allocating staff will be considered. Such assignments are not intended to deplete staffing levels at the Airport Support Location(s).

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As modified by the parties on **March 5th, 2020** **May 20th, 2026,**

Side Letters

January 29, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U75

The Company reaffirms its commitment to Article 18.03.03 of the Unifor Collective Agreement, under which both the Company and the Union will adhere to the Union–Management meeting process.

January 29, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U19

The Company reaffirms its commitment to complying with Article 16.03.01 of the Unifor Collective Agreement, whereby it will provide the District Chairperson with all relevant and available evidence pertaining to the discipline.

February 5, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U59

The Company reaffirms for the duration of the collective agreement its commitment to the present practice of assigning LOU22 upgrades by seniority order and utilising the employee who provides the greatest coverage for the duration of the vacant shift.

Side Letters

March 23, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item C26

The parties agree that the roles and responsibilities of the Processing Specialist, as referenced in Unifor Article 04.04, will be incorporated into the roles and responsibilities of the Customer Relations Representative classification moving forward.

March 31, 2026

Frances Galambosy
UNIFOR National Representative

2025 Collective Bargaining - Item U29

As agreed, upon by the parties, the Memorandum of Agreement – Medical Leave and Family Responsibility Leave (MOA) will be incorporated into the Unifor Local 2002 Collective Agreement. It will henceforth be referred to as Memorandum of Agreement #13 within the Unifor Local 2002 Collective Agreement.

As outlined in paragraph three (3) of the aforementioned Memorandum of Agreement articles 11.09.01, 11.09.02, 11.09.03, 11.09.04, 11.09.05 and 11.09.06 of the Collective agreement are to be deleted.

11.09 .01 Employees will accrue paid sick leave at the rate of one (1) working day per month, to a maximum of six (6) working days [forty-eight (48) hours] per calendar year. Such days in equivalent hours will be used by the employee to offset loss of pay due to absence caused by illness/ injury of the employee or when the employee is absent to care for their sick or injured spouse/ partner, parent or dependent child.

11.09.02 Accrued sick leave hours will be reduced when an employee is absent until such time as the employee's unused accrued credits are exhausted, up to a maximum of forty-eight (48) hours per calendar year. Partial days will be deducted from the banks on an hour for hour basis. Sick days in excess of the foregoing will be unpaid.

11.09.03 Employees may bank any unused sick leave hours accrued under Article 11.10.01, to a maximum of hundred and twelve (112) hours, for use exclusively during the waiting period for GIDIP benefits ("GIDIP Bank").

Side Letters

11.09.04 During the GIDIP waiting period, employees shall deplete available sick leave hours in the following order:

- (1) Any hours accrued under Article 11.10.01;*
- (2) Any hours in the GIDIP Bank; and then*
- (3) Any hours in the employee's existing sick bank.*

Withdrawal from these banks will be made according to the employee's preceding work schedule.

11.09.05 Employees will have access to the above banks upon self-declaration of disability. However, should an employee not go on GIDIP, the Company will recoup the payment made and replenish the appropriate bank.

11.09.06 Employees who misuse sick leave shall be subject to discipline.

April 20, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U49

In accordance with the Memorandum of Settlement (MOS) for Policy Grievance P-ACC-09-22 related to language commitments, dated May 20, 2025, the Company will, moving forward, make reasonable efforts to maintain the accuracy of the Language Document.

April 20, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U73

In the event Memorandum of Understanding 06 (MOU06) is required for Customer Relations Calgary, anyone working at the Montreal Customer Relations satellite office in Montreal, who MOU06 applies to, would receive any job protection in the Montreal base.

Side Letters

May 6, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U69

As agreed, upon by the parties, the Letter of Understanding No. 34- Telework signed on October 24th, 2022, will be incorporated into the Unifor Mainline Collective Agreement. It will henceforth replace the current Letter of Understanding No. 34- Work at Home for Customer Relations within the Unifor Mainline Collective Agreement.

May 6, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U125

The Company and the Union, at the district level, jointly agree to make best efforts to explore alternative shift patterns, as outlined in Article 6.09 of the Unifor Collective Agreement, commencing with the next shift bid.

May 6, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U138

The Company reaffirms that, for the term of this Collective Agreement, it will continue to offer the Vacation Purchase Program (VPP) to employees located in the small bases.

Side Letters

May 06, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U149

The Company has implemented alternatives to the Bilingual Customer Service requirements, and has commenced a type trial in Halifax and St. John's. Should the type trial be deemed successful, the Company will review the feasibility of expanding to additional stations. The Company will review the status of the type trial and future expansion at the scheduled UMHQ meetings.

May 07, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U117

During 2026 Unifor Mainline Collective Bargaining, the Union inquired about the Alternate Dispute Resolution (ADR) pilot program and the parties agree to continue discussions with respect to ADR at UMHQ.

May 07, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U131

The Company affirms its commitment to supporting employees who are required to travel outside of their home base for training. In the event of travel-related issues, including hotel or flight disruptions, the Operation Manager (OM) where the disruption occurs will be tasked with assisting the employee.

Side Letters

May 07, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U151

The Company has an established practice whereby employees with any discipline on file are not permitted to proceed to the interview stage in accordance with Letter of Understanding 22 (LOU22). Notwithstanding the foregoing, on a moving-forward basis and solely for the purposes of the interview process, the Company agrees to allow employees with a Letter of Reprimand (LOR) with no suspension days to proceed to interview.

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U130

The Company affirms that employees approved to drive for the purpose of attending training shall be entitled to mileage reimbursement in accordance with the Company policy in effect at the time of travel.

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U151

Dear Frances,

The Company has an established practice whereby employees with any discipline on file are not permitted to proceed to the interview stage in accordance with Letter of Understanding 24 (LOU24). Notwithstanding the foregoing, on a moving-forward basis and solely for the purposes of the interview process, the Company agrees to allow employees with a Letter of Reprimand (LOR) with no suspension days to proceed to interview.

Side Letters

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U139

The Company commits that District Chairpersons at smaller bases shall be granted time off for Union business, as they do not meet the threshold outlined in Article 18.04.01.02 to qualify for such time off.

Accordingly, for Charlottetown (YYG), Moncton (YQM), and Saint John (YSJ), where a single District Chairperson represents all three bases, that individual shall be granted eight (8) hours per week, for as long as this structure remains in place.

The District Chairperson representing Thunder Bay (YQT) and Saskatoon (YXE) shall each be granted four (4) hours per week.

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U145, U146

In the event the designated Women's Advocate encounters any issues or requires additional time to complete their duties, the matter shall be escalated to Headquarters for review and resolution in a timely manner in accordance with article 19.13.05.

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U159

For the duration of the current Collective Agreement, it is agreed that the Company will retain passenger handling duties for flights operated by PAL Airlines with the same terms and conditions referenced in MOU 3.

Side Letters

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining – U92, U93, U94, U95, U99, U100

Further to our discussions the parties acknowledge that the following group benefits will be administered in the following manner:

- Employees will be enrolled in the Total Mental Health program, which provides unlimited mental health counselling.
 - Paramedical services coverage for Podiatrist/Chiropodist is combined.
 - The Company will eliminate the current S.O.S program and it will be replaced with an insured leisure travel program.
 - Increase coverage for orthotic shoes to two hundred and fifty (\$250) dollars.
-

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining - Item U156

The Company and the Union recognize the requirements and processes established under Bill C 65 respecting workplace harassment and violence prevention. The Parties further acknowledge the importance of a consistent and informed approach and, as such, agree that the Company will select one investigator from the List of Qualified Investigators to deliver training to Union District Chairpersons and Bargaining Committee, aimed at reinforcing awareness, understanding, and consistent application of the process.

As agreed, upon by the parties, the Memorandum of Settlement – P-ACC-02-22 Letter of Understanding. 38 (LOU38) dated January 27, 2023, will be incorporated into the Unifor Local 2002 Collective Agreement. It will henceforth be referred to as Letter of Understanding. 38 (LOU38) within the Unifor Local 2002 Collective Agreement.

Side Letters

May 21, 2026

Frances Galambosy
UNIFOR National Representative

2026 Collective Bargaining – U166

The Company and the Union agree to the following principles governing the administration of the unused Medical Leave Pilot Program.

Purpose and Guiding Principles

The Company agrees to launch a Pilot Program for unused Medical Leave days (the “**Pilot Program**”), for the duration of this 2026-2030 Collective Agreement. The Pilot Program will remain in force throughout the term of the Collective Agreement, subject to the reviews as set out below.

Medical Leave days are intended to provide income protection to employees who are unable to perform their duties due to illness or injury, or any of the grounds for which the Canada Labour Code may entitle an employee to take Medical Leave with pay.

The Pilot Program is designed to encourage responsible attendance, while maintaining appropriate access to paid Medical Leave and ensuring that no employee is discouraged from reporting to work when medically unfit.

Eligibility

The Pilot Program applies to employees covered under the Mainline Unifor Collective Agreement for the duration of this Collective Agreement, and subject to the following eligibility criteria:

- To be eligible for a payout under the Pilot Program, an employee must have completed a minimum of six (6) months of continuous Company service as of December 31 of the applicable year.
- Employees must be an active employee or an employee on an approved leave of absence as of December 31 of the applicable year.
- Employees on unapproved leaves of absence during the applicable year may have their eligibility prorated or suspended, subject to discussion between the Company and the Union (the “**Parties**”) at the Headquarters’ level.

Eligible employees shall have the option to either:

- (i) Receive a payout of their unused Medical Leave days in accordance with this provision; or
- (ii) Bank unused days in their Time Bank, subject to the terms of the Pilot Program and applicable administrative processes.

Side Letters

Annual Payout

Eligible employees will receive an annual payout of their unused Medical Leave days, up to a maximum of ten (10) days per calendar year.

The payout will be calculated based on the unused balance of the Medical Leave days, paid at one hundred percent (100%) of the employee's base rate of pay as at year-end, and valued at eight (8) hours per day for full-time employees and four (4) hours per day for part-time employees.

Payment will be made no later than February 15 of the following calendar year.

The Company will administer the Pilot Program, including the payout calculations and eligibility determinations, in a manner consistent with the Collective Agreement and applicable legislation.

Framework and Performance Considerations

The Parties acknowledge that this initiative is implemented as a Pilot Program and will be monitored and reviewed on an annual basis.

The continuation of the Pilot Program is contingent on achieving the following targeted reduction in overall absenteeism rates and maintaining such reduced levels in subsequent years:

- The current absenteeism rate is 7.5 %; and
- The target reduction is 2.5%

If the targeted reduction in overall absenteeism rates is not achieved, the Company may discontinue the Pilot Program and will advise the Union of such discontinuation no later than January 31 of the following year. However, the first annual review that may give rise to a discontinuation of the Pilot Program shall occur no earlier than January 31, 2028.

Compliance and Administration

For the duration of this Collective Agreement, or for so long as this Pilot Program remains in force, contributions to the GIDIP Time Bank as provided for under paragraph 9 of the Memorandum of Agreement – Medical Leave and Family Responsibility Leave, to be incorporated into the Unifor Local 2002 Collective Agreement as Memorandum of Understanding #13, shall be suspended for the duration of the Pilot Program.

This Pilot Program shall be subject to, and interpreted and applied in accordance with, the Canada Labour Code, as amended from time to time, and any other applicable statutory requirements. The Pilot Program does not create a vested right to a payout beyond its express terms.

Any issues or disputes arising from the administration or application of the Pilot Program shall be addressed through discussions between the Parties at the Headquarters level.

Housekeeping

Date: January 29, 2026
Article: Collective Agreement
Issue Number: U3,U8, U9, U11
Version: #1

The parties agree that any reference within the Collective Agreement to “work day” shall be corrected to read “workday,” and all such references will be updated accordingly throughout the Collective Agreement.

Date: January 29, 2026
Article: Collective Agreement
Issue Number: U4, U5, U17
Version: #1

The parties agree that any reference within the Collective Agreement to “work force” shall be corrected to read “workforce,” and all such references will be updated accordingly throughout the Collective Agreement.

Date: January 29, 2026
Article: Collective Agreement
Issue Number: U22
Version: #1

The parties agree that any reference within the Collective Agreement to “child care” shall be corrected to read “childcare,” and all such references will be updated accordingly throughout the Collective Agreement.

Date: January 29, 2026
Article: Collective Agreement
Issue Number: U25, U26
Version: #1

The parties agree that any reference within the Collective Agreement to “she, her, his, him, he” shall be corrected to the appropriate term of “they/them/their” and all such references will be updated accordingly throughout the Collective Agreement.

Housekeeping

Date: January 29, 2026

Article: 14.10

Issue Number: U37

Version: #1

14.10 VACATION PURCHASE PROGRAM (VPP)

Date: January 29, 2026

Article: Collective Agreement

Issue Number: U18, U47

Version: #1

The parties agree that any reference within the Collective Agreement to “work load” shall be corrected to read “workload,” and all such references will be updated accordingly throughout the Collective Agreement.

MEMORANDUM OF AGREEMENT

Between:

Unifor and its Local 2002
(“UNIFOR” or the “Union”)

- and -

Air Canada
(the “Company” or “Air Canada”)

RE: 2026 Pension Changes (“MOA”)

WHEREAS the Collective Agreement between Air Canada and the Union expired on February 28, 2026;

WHEREAS Air Canada and the Union (collectively, the “Parties”) have been engaging in negotiations to renew the Collective Agreement;

WHEREAS the Parties have agreed to make modifications to the text of the Air Canada Pension Plan – Crew Schedulers and CSS Agents (the “Plan”) in which the Unifor mainline employees participate and that those changes shall be included in the May 21, 2026, Memorandum of Agreement as an Appendix;

WHEREAS the Parties have agreed the Collective Agreement shall be renewed as set out in the Memorandum of Agreement dated May 21, 2026 (the “2026-2030 Collective Agreement”) and the appendices thereto;

NOW THEREFORE the Parties have agreed as follows:

- 1. Unless otherwise defined in this MOA, capitalized terms used herein have the meaning ascribed to them in the Plan.

Cap on Compensation

- 2. Effective from January 1st, 2026, for periods while a Unifor mainline employee, the maximum annual Compensation for a DB Employee shall be increased from \$68,000 to \$86,000.
- 3. Effective from January 1st, 2026, for periods while a Unifor mainline employee, the maximum annual Compensation for a Hybrid Employee shall be increased from \$68,000 to \$76,000.

Defined Contribution (DC) Component for Hybrid Employees

- 4. Effective July 1, 2026, a Unifor mainline employee who is a Hybrid Employee shall contribute to the DC Component of the Plan, the percentage of their Compensation, or in the case of a Part-Time Hybrid Employee of their salary or wages, they select in accordance with the following rates:

Completed Years of Continuous Service on First Day of the Month	Employee Contribution Rates
Less than 2	1.5%, 2.0% or 2.5%
2 but less than 5	1.5%, 2.0%, 2.5% or 3.0%
5 and more	1.5%, 2.0%, 2.5%, 3.0% or 3.5%

5. Employees will continue to be allowed to change their contribution rate at any time.
6. Maximum employee contributions will be adjusted to reflect any income tax limitations.

Indexation of pensions in payment:

7. For members in receipt of a pension as of December 31, 2025, pensions in payment from the Plan will be indexed by 1.0% on June 1, 2026. For members who retired in 2025, the increase is pro-rated based on the number of months of retirement in 2025.
8. On January 1, 2028, pensions in payment from the Plan will be indexed by 1.5% if the solvency ratio of the Plan exceeds 125% on January 1, 2027. For members who retired in 2027, the increase is pro-rated based on the number of months of retirement in 2027.
9. On January 1, 2030, pensions in payment from the Plan will be indexed by 1.5% if the solvency ratio of the Plan exceeds 125% on January 1, 2029. For members who retired in 2029, the increase is pro-rated based on the number of months of retirement in 2029.

Term and Dispute Resolution

10. The Parties will meet within 30 days following ratification of the 2026-2030 Collective Agreement to discuss and review how this MOA will be reflected in the 2026-2030 Collective Agreement and the Plan text.
11. Subject to paragraphs 10 and 12, this MOA shall come into force upon ratification of the 2026-2030 Collective Agreement and will expire on March 1, 2030, or at such earlier date as the Parties may agree.
12. Air Canada will prepare amendments to the Plan based on this MOA and will submit for review and approval by the Union. For greater clarity, the Plan will only be amended to incorporate the conditional indexation provisions set out in paragraphs 7 and 8, if and when the trigger for the conditional indexation has been met.
13. Disputes about the interpretation or application of this MOA shall be resolved in accordance with the provisions of Article 15 - Grievance Procedures (Article 15) of the 2026-2030 Collective Agreement which is incorporated into this MOA. This agreement to utilize Article 15 for matters that may relate to Unifor Mainline employees is done on an exceptional, and without precedent or prejudice, basis.

Dated this 21 day of May 2026.

FOR AIR CANADA

FOR THE UNION

John Beveridge
Senior Director, Labour Relations

Frances Galambosy
National Unifor Representative

MEMORANDUM OF AGREEMENT

Between:

Unifor and its Local 2002
(the “Union”)

- and -

Air Canada
(the “Company” or “Air Canada”)

Re: 2026-2030 Air Canada – UNIFOR and its Local 2002 Collective Agreement

WHEREAS the Company and the Union are parties to a collective agreement which was effective from February 29, 2020 until February 28, 2026 (the “2020-2026 Collective Agreement”);

WHEREAS Air Canada and the Union (the “Parties”) have been meeting in order to renegotiate the terms and conditions of the 2020-2026 Collective Agreement;

WHEREAS the Parties have reached a tentative agreement to renew the 2020-2026 Collective Agreement;

NOW THEREFORE THE PARTIES HAVE AGREED AS FOLLOWS:

1. This Memorandum of Agreement comes into force upon its signing by both Parties.
2. The 2020-2026 Collective Agreement is renewed and amended in accordance with this Memorandum and Appendices A and B hereto (the “2026-2030 Collective Agreement”) and will only come into force once it has received approval by Air Canada’s Board of Directors and has been ratified by the members of the Union.
3. The Parties agree that they will each announce that they have reached a tentative agreement to renew the 2026-2030 collective agreement on May 22, 2026.
4. The Union Negotiating Committee will unanimously recommend ratification of this Memorandum and Appendix A (the “Memorandum”) by its bargaining unit and the Air Canada Executive Committee will unanimously recommend that its Board of Directors approve this Memorandum. The Union will commence its ratification process by June 1, 2026.
5. For further clarity, the terms of the 2026-2030 Collective Agreement shall be the same as those in the 2020-2026 Collective Agreement, except as amended in accordance with the provisions of Appendices A and B of this Memorandum. In the event there is a divergence between the language in Appendix A and the Final Agreed to Language (“FALS”), the FALS

language prevails. However, the Parties agree that the Appendices A and B and FALS language remain subject to correction for errors and omissions, notably in any cross-references of articles.

6. Where a party reaffirms its commitment, such reaffirmation shall not be interpreted as limiting, waiving, or otherwise diminishing the commitment of both parties to all Articles of the Memorandum.

Signed this May 21, 2026 in Toronto.

For the Union:

Frances Galambosy

Sandi McManus

Tammy Moore

Astrid Metzler

Cheryl Robinson

Eric Bedard

Brett Grassam

Soppo Gomez-Gnail

Vince De Sua

Jacky Lui

Angelina Trignano

Ross McConkey

For Air Canada:

Michael Abbott

John Beveridge

Marisabel Ovando

Tayla De Santanna

Nora Rodriguez

Tom Stevens

Paul Loyen

Derek Whitworth

Bryan Sequeira

Arian Khazai Nejad

Appendix A

Summary of Final Agreed to Language Signed by the Parties

Term

The Collective Agreement is renewed subject to the changes set out below, for the duration of four (4) years, effective March 1, 2026, until March 1, 2030, unless otherwise specified.

Wages and Lump Sums

Wages

Upon ratification, the Parties agree that article 5.04 of the Collective Agreement is amended as per the below:

1. **Customer Sales & Service Agent and Customer Relations Representatives**

March 1, 2026 – 12% increase

March 1, 2027 – 3% increase

March 1, 2028 – 3% increase

March 1, 2029 – 3% increase

Lump Sum

The Parties agree that, upon ratification of the Collective Agreement, a lump-sum amount of twenty-nine million, two hundred twenty thousand dollars (**\$29,220,000**) will be provided to the Union for redistribution to employees in the Unifor Mainline Bargaining Unit. The method of distribution will be administered solely by the Union.

To be eligible for this lump-sum payment, employees must be employed with Air Canada and be part of the Unifor Mainline bargaining unit at the time of ratification of the 2026-2030 Collective Agreement.

Premiums and Overtime

Midnight Shift Premium

The midnight shift premium (Article 5.07) is increased from four percent (4%) to five percent (5%) of the hourly rate for hours worked between 23:00 and 05:00. (U119)

Longevity Premium

Employees at Step 8 of the wage scale receive an hourly premium of 2% on a go forward basis.

The Parties agreed to add a note in Articles 7.01.01 and L1.05.02 to the effect that employees will

not be eligible for overtime or recall for the shift duration for which Reduced Overtime and/or Recall has been granted to that employee. (C8)

The Parties agreed to introduce articles 7.04.02 and L1.05.03, providing that where an employee is bypassed for overtime or recall, and such bypass is confirmed by the Company and the Union at the local level, the employee shall be compensated at the applicable overtime rate for lost hours, up to a maximum of four (4) hours. (U15, U48)

Benefits, Pension and Allowances

Benefits

The Parties acknowledge that the following group benefits will be administered in the following manner (U92, U93, U94, U95, U99, U100):

- Employees will be enrolled in the Total Mental Health program, which provides unlimited mental health counselling.
- Paramedical services coverage for Podiatrist/Chiroprapist is combined.
- The Company will eliminate the current S.O.S program and it will be replaced with an insured leisure travel program
- Increase coverage for orthotic shoes to two hundred and fifty (\$250) dollars.

The Parties agree to amend Articles 19.09.01 19.09.02, 19.09.03, 19.09.05, 19.09.06, 19.09.07, 19.10.02 and 19.11.02 of the Collective Agreement. The amended provisions shall read as follows:

- **19.09.01** For all employees the Company will pay the full cost of the Plan. However, the maximum aggregate under the Supplementary Health Plan for drug coverage will be one million dollars (\$1,000,000).
- **19.09.02** Article 19.09 will also apply to employees age 65 and over, however, these employees must coordinate these benefits with their provincial public health care plan providers. The Company's plan will be the second payer for prescription drug coverage.
- **19.09.03** The Company will reimburse the reasonable and customary costs of mental health care on a per visit cost and to a maximum of one thousand five hundred (\$1,500.00) per person per plan year and two thousand five hundred (\$2,500.00) per family per plan year.
- **19.09.05** Expenses incurred for paramedical services of Speech Therapists, Chiropractors, Osteopaths, Naturopaths, Acupuncturists, Podiatrists /Chiroprapists in Provinces where such services are not covered by the Provincial Medicare Plan will be covered based on reasonable & customary limits per visit to a maximum of one thousand dollars (\$1000.00) per person per year or two thousand dollars (\$2000.00) per family per year.

NOTE: The Company will provide coverage for Physiotherapist/ Athletic Therapist/ Physical Rehabilitation Therapist to a combined maximum of three thousand five hundred (\$3,500.00) per person per plan year.

- **19.09.06** The Company will reimburse the reasonable and customary costs of compression stockings, orthotics, orthopedic shoes and orthopedic boots upon the employee providing medical justification and proof of purchase, in accordance with Company policies
- **19.09.07** The Company will provide coverage for massage therapy, in accordance with the Plan, to a maximum one hundred dollars (\$100.00) per visit and a maximum of one thousand (\$1000.00) per person per calendar year or two thousand (\$2000.00) per family per plan year.
- **19.10.02** For all employees the annual maximum of covered expenses three thousand dollars (\$3,000.00) per calendar year per person. The basic dental services coverage is payable at 90%. The orthodontic lifetime coverage for dependent children will be three thousand dollars (\$3,000).
- **19.11.02** The benefits for each employee and spouse to be not more than four hundred and twenty five (\$425.00) and each eligible dependent to be not more than three hundred and twenty-five (\$325.00) reimbursement for eyeglasses, contact lenses or laser eye surgery in each period of twenty-four (24) consecutive calendar months, except that for contact lenses prescribed for severe corneal situations, as set out in the Air Canada Employee Benefits Program, available on the ACAeronet under MyHR, MY Employee Benefits-Customer Sales Agents, Healthcare, the maximum amount payable shall be three hundred and sixty dollars (\$360.00), payable once during the entire period the person is insured.

NOTE: Notwithstanding the above, \$800 maximum will be payable for Laser eye surgery provided no further claims under the vision plan for a period of forty-eight (48) months.

Pensions

The Parties agreed to amend the pension terms in accordance with Appendix B to the May 21, 2026 Memorandum of Agreement.

Scope and Classifications

Article 4 is amended to eliminate the Processing Specialist classification under Article 4.04. (C26)

The Parties agreed that the roles and responsibilities of the Processing Specialist will be incorporated into the role of the Customer Relations Representative classification. (C26)

Scheduling and Staffing

The years of service range for vacation entitlement under article 14.02.01 is modified to provide vacation leave with pay based on years of service, with employees receiving 80 hours (10 working days) after 1 year of service, 120 hours (15 working days) after 5 years, 160 hours (20 working days) after 10 years, and 200 hours (25 working days) after 25 years (U35).

The parties agreed to jointly explore alternative shift patterns at the district level, in accordance with Article 6.09. (U125)

The Parties amended the note under Article 6.02.04 to require that employees be notified when meal periods are moved by the Company due to operational requirements. (U10)

Article 6.03.04 is amended requiring the Company to communicate to the employee a scheduled break change due to operational requirements. (U12)

Article 12.01.03 is amended to clarify the timing and criteria for considering transfer requests. (U30)

The Company reaffirms its commitment, for the duration of the Collective Agreement, to assign LOU22 upgrades based on seniority while selecting the employee who provides the greatest shift coverage. (U59)

Memorandum of Understanding No. 11 – Special Assignments (Application of Article 8.03) is amended to update the list of airport locations requiring support, adding the following stations: Charlottetown Airport (YYG), Greater Moncton Roméo LeBlanc International Airport (YQM), Saint John Airport (YSJ), Québec City Jean Lesage International Airport (YQB), Thunder Bay International Airport (YQT), and Saskatoon John G. Diefenbaker International Airport (YXE). The Parties further agreed that when Québec City Jean Lesage International Airport (YQB) requires support, employees from Toronto Pearson International Airport (YYZ) providing such support must be bilingual. It is agreed that this Memorandum of Understanding No. 11 was amended on May 20, 2026. (U160)

The Parties agree to implement a Pilot Program for unused Medical Leave days for the duration of the 2026–2030 Collective Agreement, subject to annual review and performance targets related to absenteeism. The Pilot will be guaranteed to run until January 31, 2028, as a minimum. (U166)

Miscellaneous Items

The Parties deleted Articles 16.04.03 (Step 2 – Corporate Level) and 16.08.01 (Correspondence) and amended Article 15.01.02. (C23)

The Company reaffirms its commitment to consult with the Bargaining Committee in advance of implementing any automated systems used to administer Collective Agreement provisions, including tools related to overtime and grievances. (C28)

The Parties added a definition of Social Media – Article 1.04.16 and renumbered the Definition articles. (U2)

The Parties agree to replace any reference to “work day” with “workday” throughout the Collective Agreement. (U3, U8, U9, U11)

The Parties agree to replace any reference to “work force” with “workforce” throughout the Collective Agreement. (U4, U5, U17)

The Parties agree to replace any reference to “work load” with “workload” throughout the Collective Agreement. (U18, U47)

The Company reaffirms its commitment to provide the District Chairperson with all relevant available evidence related to discipline, in accordance with Article 16.03.01 of the Collective Agreement. (U19)

The Parties agree to replace any reference to “child care” with “childcare” throughout the Collective Agreement. (U22)

Articles 11.06.03.01 and 11.06.03.02 are amended to remove gender-specific language and adopt gender-neutral terminology for the employee taking the leave. (U23, U24)

The Parties agree to replace gendered pronouns with gender-neutral terms (“they/them/their”) throughout the Collective Agreement. (U25, U26)

Article 11.08.02 is amended to correct the spelling of the term “grandchildren” in the definition of immediate family. (U28)

The Parties agree that the Memorandum of Agreement – Medical Leave and Family Responsibility Leave will be incorporated into the Unifor Local 2002 Collective Agreement and will henceforth be designated as Memorandum of Understanding #13. As such, Articles 11.09.01 through 11.09.06 of the Collective Agreement are deleted. (U29)

The list of recognized paid statutory holidays (article 13.01) is updated to include the National Day for Truth and Reconciliation, and to correct the spelling of *Saint-Jean Baptiste* Day (U33).

Article 14.10 is amended to remove the term “hereinafter” from the title. (U37)

The Company reaffirms that all Unifor inquiries regarding the XBL Report must be directed through the Labour Relations department. (U45)

The Company commits to making reasonable efforts to maintain the accuracy of the Language Document in accordance with the Memorandum of Settlement for Policy Grievance ACC-09-22 related to language commitments dated May 20, 2025. (U49)

Letter of Understanding No.14 (Article L14.02.01) is amended to replace the prior 15-day advance application requirement with fixed deadlines of January 31 and July 31 of a given year for submission of applications. (U52)

Letter of Understanding No.22 (Article L.22.06.01) is amended to remove the example provided for the Call Center offices. (U57)

The Parties agreed that, in the event Memorandum of Understanding 06 (MOU06) is required for Customer Relations Calgary, anyone working at the Montreal Customer Relations satellite office in Montreal, to whom MOU06 applies, would receive any job protection in the Montreal base. (U73)

Memorandum of Understanding 06 (MOU06) is amended to include the Vancouver Contact Centre among the call centres covered by its provisions. (U73)

The Company reaffirms its commitment to follow the Union–Management meeting process under Article 18.03.03 of the Collective Agreement. (U75)

The Parties agreed to continue discussions regarding the Alternate Dispute Resolution pilot program at Union – Management Headquarter meetings, following the Union’s inquiry during the 2026 collective bargaining round. (U117)

The Company reaffirms its commitment to support employees travelling for training purposes, with the Operation Manager responsible for assisting in the event of travel-related disruptions. (U131)

The Company agreed to allow employees with a Letter of Reprimand and no suspension days to proceed to the interview stage under LOU22, notwithstanding its general practice of not permitting employees with discipline to proceed. (U151)

Article 18.07- Technological Changes is amended to include software and applications in the definition of technological change and to require the Company to provide the nature of technological change, information including the proposed implementation date and impacts on work methods and training. (U169)

The Parties incorporated Letter of Understanding No. 34 – *Telework* signed on October 24, 2022 into the Unifor Mainline Collective Agreement, replacing the existing Letter of Understanding No. 34 – *Work at Home for Customer Relations*. (U69)

The Parties agreed that, for the term of this Collective Agreement, the Company will continue its practice of offering the Vacation Purchase Program (VPP) to employees located in the small bases. (U138)

The Parties introduced Articles 19.06.02 and 19.06.03, establishing that employees required to travel outside their base for training purposes shall receive a per diem of ninety-five dollars (\$95.00) per day, and that time spent travelling shall be compensated at straight time rates. (U130)

The Parties agreed that alternatives to the Bilingual Customer Service requirements have been implemented on a trial basis in Halifax and St. John stations, and that, subject to a successful outcome, the Company will review the feasibility of expansion to additional stations. (U149)

Memorandum of Understanding No. 03 – Job Security Jazz Handling is renewed by the Parties on May 21, 2026 for the duration of the Collective Agreement. (U159)

The Company agrees to retain passenger handling duties for flights operated by PAL Airlines, for the duration of the Collective Agreement, with the same terms and conditions referenced in Memorandum of Understanding No. 03 – Job Security Jazz Handling. (U159)

The parties agreed to amend Letter of Understanding No. 28 to increase the Company's annual contribution to the Paid Education Leave Fund from one hundred thousand dollars (\$100,000) to one hundred and seventy-five thousand dollars (\$175,000), payable by June 1st of each year. (U154)

The footwear allowance (article 19.02.03) is increased from one hundred dollars (\$100.00) to one hundred and fifty dollars (\$150.00) annually for eligible employees. (U142)

The Company commits to provide District Chairpersons at smaller bases with Union leave, granting eight (8) hours per week for the representative covering Charlottetown (YYG), Moncton (YQM), and Saint John (YSJ), and four (4) hours per week for the representatives at Thunder Bay (YQT) and Saskatoon (YXE). (U139)

The Parties agreed that any issues encountered by the individual designated as the Women's Advocate, or the need for additional time to fulfill their duties, will be escalated to Headquarters for timely review and resolution in accordance with Article 19.13.05. (U145, U146)

The Parties agree to delete Letter of Understanding No. 38 – Joint Harassment Investigation Process and replace it with the *Memorandum of Settlement – P-ACC-02-22 Letter of Understanding 38 (LOU38)*, dated January 27, 2023, which shall be incorporated into the Collective Agreement as the new Letter of Understanding 38. (U156)

The Parties agreed that the Company will provide *Bill C-65* training to Union District Chairpersons and the Bargaining Committee, through a qualified investigator from the List of Qualified Investigators to support consistent application of the process. (U156)

