

National Joint Health & Safety Committee Meeting Minutes

June 18, 2020

In attendance:

CPC

Ian Kerr
Corey Pelow
Dilhari Fernando

CUPW

Marc Roussel
Sylvain Sicotte
Alvaro De La Cruz

Advisor

Kim Gould

Guests

Martyn Luys
Virginie Tremblay
Paul Rivet
Tisha Bastianelli
Thomas Geraghty
Hannah Keating
Sohail Mirza
Carolyn James
Chris Roach

Agenda

1. Opening Remarks
2. COVID-19
3. Life Safety – Maintenance (E-Stop)
4. Life Safety – Conveyor (Gloves)
5. Fleet Updates
6. ESDC Assignments
7. Vacuum Lift
8. Automated Parcel Lockers
9. Update on Workplace Violence Training

Standing Items

1. Opening Remarks

CPC thanked CUPW for agreeing to have the meeting via video conferencing. CPC appreciates the support and the flexibility with the meeting times. Occasionally CPC has requested a few special meetings due to the urgency of the topic.

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2. COVID-19 (02-19-2020)

Guests: Martin Luys, Virginie Tremblay

Overview:

Due to the COVID-19 Pandemic, CPC in collaboration with the national health and safety committees have been introducing new processes and equipment to minimize the spread of the virus at work.

Discussion:

CPC proposed a modified process to reinstate the Proof of Age (POA) process back to the door. There are four test sites set launch July 6th to July 13th. This test will validate PDT program changes. The Delivery Agent (DA) will have a place on the screen of the PDT to mark that customer proof of age was visually validated. No physical customer signature required. The DA will be required to wear a face covering if physical distancing requirements cannot be met. ID can be shown through a window or closed storm door. Once is verified, the parcel can be left on the ground with no physical interaction. This modified program will reduce the high customer traffic at retail counters. The four test sites include: Marseille LCD2, Orleans, Barrie Station D and Toronto LCD. CUPW raised that the DA may have to explain the new process and may take more time. Communications and a job aid will be developed for employees. Communications and change management will prepare messaging for customers.

CUPW inquired about splash barriers being added to equipment at the Barrie, ON Plant. CUPW was concerned that there were modifications to national equipment. After follow up, the changes were consulted locally with the LJHSC and noted in the minutes. The changes were not associated with national equipment. CUPW requested photos and the information shared with the LJHSC. Moving forward, more splash barriers may be implanted and consulted locally in an effort to minimize the spread of COVID-19.

CUPW is concerned with using face shields for driver training, they may fog up and cause glare for the driver. CUPW reached out to a Quebec class one driver training company to see if they have concerns with the use of face shields having glare or fogging in training sessions. They indicated that the face shields were removed due to concerns with fogging of the plastic material. CUPW recommends that safety glasses are provided as an option to prevent droplets coming in contact with the eyes.

CUPW is concerned with the face covering (mask) that was selected. They provided feedback that it was too big and also employees find it uncomfortable and difficult to breathe when worn. Due to market restrictions and high volumes requirements, in a short time period, CPC organized one size. Adjustable sliders to assist with sizing will be in the next order. Employees can twist the ear elastics for a tighter fit. To address these concerns face coverings should be added to the uniform committee meeting's next agenda. These are reusable face coverings which will last for about 30 days. Due to the high volumes and environmental concerns the use of disposal medical masks, were not put

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forward as a sustainable solution.

CUPW asked about the process of cleaning vehicles. There are deep cleaning and sanitization protocols established for suspected or positive cases of COVID-19. Currently, employees feel the need to clean on their own vehicle before use. CUPW feels that company vehicles should be cleaned regularly by a specialized firm, especially if the vehicle is shared.

CPC will send an update to CUPW regarding the Splash Guard Pilot for Retail.

The committee agreed that the curve is going down in Canada and CPC must monitor for a second wave. The committee agreed that CPC should maintain the controls and be prepared for a second wave.

Action Items:

1. CPC to come back to the Committee on the protocol for the cleaning of the vehicle.
2. CPC to send an update on the Splash Guard Pilot to CUPW.

3. Life Safety – Maintenance (E-stops)

Guests: Virginie Tremblay

Overview:

Concerns have been raised that occasionally employees will use an e-stop to halt equipment in situations that are not emergencies.

Discussion:

CPC proposed that under certain circumstances, for example, an unintended use of an e-stop, team leaders will have permission to restart a conveyor. These are non-emergency e-stops, a supervisor can restart the conveyor. If it is an emergency e-stop then maintenance will perform the restart of the conveyor after their investigation.

CUPW opposed this new process, they indicated the high safety risk of restarting without proper confirmation of the cause of the stoppage. CUPW says that if an employee causes an emergency stop excessively and on purpose, they could face disciplinary action. CPC should identify the criteria where it is acceptable to e-stop equipment and train employees if they cause an emergency stop excessively and intentionally, disciplinary action may follow.

CPC will restate the correct practice for stopping the machine and re-establish the correct use of an e-stop. In areas of concern where e-stops are pressed inadvertently CPC will review the e-stop location.

Action Items:

1. Create a criteria to when the e-stop should be used and when it should not be used.

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4. Life Safety – Conveyor (Gloves)

Guest: Virginie Tremblay

Overview:

CPC continues to improve communication around Life Safety topics. Conveyor Safety is one of the Life Safety topics in the Make It Safe Make It Home communication program.

Discussion:

CPC presented the outcome for the tear away hi-flex glove pilot. According to survey data employees liked the new gloves. One glove, designed for sensitive skin, seemed to tear easily. During COVID-19 CPC will continue to supply nitrile gloves. The new tear away hi-flex gloves will be introduced at mechanized work centers in the future, these are more durable than the nitrile gloves. CPC will remove other types of gloves from the SAP catalogue, as the supply of these other gloves decreases the new gloves will be ordered.

CUPW requested copies of the surveys. The new gloves were tested at: PPC, SCLPP, London, and Montreal.

Action Items:

1. CPC to share copies of the surveys with CUPW.

5. Fleet and MMHE Updates

Guest: Paul Rivet

Overview:

This is a standing item providing both parties an opportunity to discuss issues related to fleet vehicles and motorized material handling equipment (MMHE).

Discussion:

Regarding the new LDV, CPC is in contract discussions with the vendor. CPC had hoped to get a vehicle production units this year. No tests are planned for 2020 due to vehicle availability. The first new delivery vehicles are targeted for 2021. A mockup of the cargo management system, which will be installed in the new delivery vehicle was reviewed with CUPW in March 2020. This included the urban and rural versions. In March, CUPW sent a list of the volunteers they would like to participate in the review of the equipment. In the meantime, there are 20 CRV Right units arriving, being fit up in Mississauga, that will be used for RSMC routes.

CPC reported on the vehicle fire in Ottawa. The investigation showed a fan circuit resistor

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overheated as the cause of the fire. CPC did reach out to the OEM and learned that was an isolated incident. CPC will review if this item should be added to the PMI in Maximo.

CPC shared that the new prototype arm for the DPE160L (LR7) project has been paused due to COVID-19. No dates have been provided on when this project will resume. CPC has started 2020 MMHE orders. These are bulk orders placed ahead of the peak season. They will have the brakes and the toe guards on the pallet jacks. There are four new LF9 models sent by mistake from suppliers, with has a foot pedal to lift the forks, arriving shortly. CPC will be determining if all four can but put at one location or in two locations to minimize this new process across many sites. CPC will be generating new training materials for these lift trucks. CUPW is concerned that this will cause confusion among drivers who are used to the regular models. Instead, the union recommends that CPC return these 4 lift trucks to the supplier, rather than distribute. This is not a tech change; however a 30 day notices has been provided to CUPW.

Action Items:

1. CPC will provide the locations where the new LF9 models will be located.

6. Automated Parcel Lockers (2020-06-18)

Guest: Tisha Bastianelli

Overview:

Parcel line of business is introducing new automated parcel lockers that may be stand alone and not co-located with CMBs or Lock boxes.

Discussion:

Today, CPC had deployed parcel lockers inside various facilities that are co-located with a mail facility because of the need for “key co-location”. These new automated parcel lockers will be standalone and can be placed indoors or outdoors. These devices will be accessed through a digital code on a screen. These may be located in train stations, condos, university campuses etc.

CPC has not been able to discuss various community opportunities to place these new parcel lockers due to COVID. Municipalities have not been available. Therefore, CPC has chosen 10 retail locations for the test which will start in 2020 and go into 2021.

Currently, there are a few different suppliers involved in this project. During the course of the test, CPC hopes to select two suppliers. This test will help CPC to learn about the many different facets of the equipment and processes. Items like screen access via a stylus, ergonomic aspects and other safety requirements will be assessed prior to installation. Security of the lockers and the integration of the data with our system will also be assessed. CPC will evaluate the DA experience through a survey, these surveys will be shared with CUPW.

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CPC will set up a lab at head office (2701 Riverside Drive) with the three sets of lockers. CUPW is invited to come and view the equipment. A risk assessment and safety assessment of the vendor and equipment will be completed in preparation for the test. The group will work with change management on job aids, training materials and surveys. These will be provided to the committee.

Once sites are selected, they will be shared. LJHSCs at these locations will be included in the deployment of the test. The automated parcel locker will become a point of call on the DA route. The DA will put in a code, the door will open, and the DA will then place the parcel in and scan the item. This will then provide a message to the system to give the customer that access code for the parcel locker. There will be different sized compartments in the parcel locker. The DA will be able to request a larger parcel locker if required. CPC indicated that the appendix AA committee has been notified by LR. CUPW asked if a package is scanned by mistake about 1 km away, is that the bin door will open? CPC will check if this situation can occur and get back to us with a response.

Action Items:

1. Copies of the job aids, training and survey will be provided to the committee.
2. CPC to set up a time for CUPW to come and see the equipment at head office.

7. Vacuum Lift Assist (2020-06-18)

Guest: Thomas Geraghty and Hannah Keating

Overview:

CPC looking to introduce new equipment to help minimize ergonomic concerns processing parcels.

Discussion:

A pilot for a vacuum lift assist at the PPC was presented to the committee. The goal of the pilot is to verify if this technology will reduce MSIs, fatigue and the two person lift. CPC presented a video on Youtube of workers using the prototype. CUPW pointed out to CPC that the worker was using the equipment in an unsafe manner and was working at a very fast pace. This technology will be used to unstack pallets, empty monos and place items on conveyors. The pilot will track incidents of the parcel dropping from the vacuum and impact to PPH. A plan to assess ergonomic demands will be included in the development of job aids, training and employee surveys. The target start date is September, in Vancouver. The pilot will run on an induction line and a non-con line.

CUPW requested an ergonomic assessment and asked if this required a tech change notice from LR. They are concerned with potential awkward postures and employees feeling like they need to work at a faster pace. Concerns were raised on the process of using the lift with a pallet stacked over 70" high.

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CPC will verify if there are other postal administrations or parcel delivery services that are using this technology and if there was a reduction in MSIs at their locations.

Action Items:

1. Risk Assessments, job aids, training and surveys to be shared with the committee.
2. CPC to put together a plan on the ergonomic evaluation of the device.

8. ESDC Assignments

Guest: Sohail Mirza

Overview:

This is a standing item providing both parties an opportunity to discuss Employment and Social Development Canada (ESDC) assignments.

Discussion:

In 2020 there has been a significant decrease seen in visits by ESDC. CPC has received one AVC outlining the concern of expired First Aid training during COVID-19. CUPW noted that the reduction in AVCs is likely due to COVID-19 and not necessarily to improvements in regular operations. In 2021, CPC will more likely to see the real effects of improvement plans.

CPC will provide an update on the LJHSC Tablet pilot at the meeting in September. Some pilot sites did not start to use the tablet until June due to competing priorities associated with COVID - 19.

Action Items:

1. CPC to provide an update on the Tablet Pilot at the September meeting.

9. Update on Workplace Violence Training Assignments

Guest: Carolyn James

Overview:

Review of the updated to the Workplace Violence prevention program training course.

Discussion:

CPC provided an update on the workplace violence and harassment training program. ESDC requires a review of the training every 3 years. This training was last reviewed in 2017.

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The training is designed to emphasize prevention techniques. It is based on the new Bill C-65 changes including, harassment, and reporting and support topics. CPC is experiencing a sharp increase in the 3rd party and violence at the counters. A scenario with retail conflict has been included in the training. The visual content of the training is a more abstract style; employees should relate easily to the scenarios and perhaps see themselves in the training.

All four unions have participated in a pilot training session. About 95% of the recommendations brought forward have been incorporated. There is still team leader module to be developed. CPC is planning to release the training package in August 2020.

CUPW is requesting a hard copy of the final content.

Action Items:

1. CPC to send over a final copy of the training to CUPW.

Differed Items

AED Program
CMB E200 – Lanyards
Stop Light Program

Closed Items

Meetings Held in 2020:

February 19 (X)	April 17 (X) May 14 (X)	June 17 (X)	September 17 ()	November 21 ()
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