

National Joint Health & Safety Committee Meeting Minutes

November 10, 2021

In attendance:

CPC	CUPW
Dilhari Fernando	Marc Roussel
Corey Pelow	Sylvain Sicotte
Virginie Tremblay	Alvaro De La Cruz
Sébastien Roy	

Guests			
Paul Rivet	Cassandra Mackinnon	Kevin Kernohan	Michel Morrisette
Catherine Bernard	Steve Clark	Jason Grew (Absent)	Markus Hausleitner
Carolyn James	Harold Camilleri	Kim Gould	

Advisor	Sohail Mirza
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Agenda

No.	Topics	Presenter
0	Safety Pause/Mental Health/Diversity safe moment	All
1	Opening Remarks	Committee Members
2	Minutes Review	Committee Members
3	COVID-19 Update	Virginie Tremblay
4	Smart TVs	Markus Hausleitner
5	Fleet/MMHE Update + AC Status in Vehicles	Paul Rivet
6	Driving Safety (Shunt Truck Manufacturer Defect & SMITH system training)	Steve/Cassandra/Michel
7	Workplace Harassment and Violence Risk Assessment results and Action plan	Carolyn James
8	Appendix DD Update	Kim/Jason
9	NJHSC Terms of Reference	Committee Members
10	NJHSC 2022 Calendar	Committee Members
11	MMHE Training Update	Catherine Bernard

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Standing Items

1. Opening Remarks

The management co-chair shared that Corey Pelow will be stepping down from the Committee after the November meeting. Sebastien Roy will replace him. Sébastien Roy joined Canada Post in 2003 as an industrial engineer in Montréal. Since then, he has held multiple roles in engineering, supporting operations for plants and delivery. He spent two years in the delivery optimization group from 2007 to 2009, one year as the delivery planning manager, and came back to process engineering in 2011. He was appointed to the role of Director, Field Delivery Planning, on January 19, 2020. CUPW acknowledged the efforts of Corey Pelow in his tenure as a member of the CUPW NJHSC and thanked him for his involvement.

CUPW is not satisfied with moving the staggered hours from Phase IV to Phase VIII. According to the union, this creation of multiple waves is more useful for CPC operations than it is for COVID-related health measures. This situation creates unnecessary additional stress at this peak time, which is detrimental to mental health.

CUPW requested an update on the e-trike project.

2. Review of Minutes and Agenda

CPC indicated that the special meeting to finalize a minutes review process went well. We revised the February/March and April/May minutes. The Committee will meet to review and finalize the June and September 2021 minutes. These meetings helped to review and finalize the minutes efficiently. The final step is for CPC to have them translated into both official languages prior to their publication.

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

Overview:

Due to the COVID-19 pandemic, CPC, in collaboration with the national health and safety committees, has introduced new processes and equipment to minimize the virus's spread at work.

Discussion:

CPC shared that it was good to see that employees use self-assessment tools and do not show up if they have symptoms. CPC noted that, as a preventive measure, a rapid testing clinic has been set up at Port Coquiam and will run from November 5 to November 26. It is voluntary and will be available one day per week for the next four weeks. CPC stated that management is thinking of handing over self-testing kits to employees at some sites. The purpose is to encourage voluntary self-testing.

CPC now has two types of self-testing kits. The newer kits provided by the Public Health Agency of Canada already have liquid in the testing tube. In the previous type, employees have to put the solution in the tube from a bottle in the kit.

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CUPW suggested that a new face mask with HEPA filter be offered as an alternative to CPC-approved masks for employees having issues wearing CPC masks, after they submit an accommodation request. CUPW said that the feedback from employees who used it was good. CPC replied that the management would consider it on a case-to-case basis and has sent the mask to be analyzed. CUPW said that it could be a national solution for all the accommodation requests. CPC said that since the PHAC has not approved the filter—it is approved by the CPC H&S team—the disability management can provide a sample to Canada Life as an alternative to CPC-approved face coverings.

CPC informed the Committee that the vaccination attestation status would be provided later once compiled after Friday, November 12. Due to system limitations, management cannot share the numbers per bargaining unit. Still, once data is cleaned, it can be grouped by union. CUPW noted that some members had not received the letter yet, and the cut-off date was approaching. CPC replied that there had been a delay in delivering letters, but everyone would receive them before the end of this week. By November 22, each TL will be able to view the compliance and non-compliance status of their team members. If employees have a technical issue with the attestation, management invites them to send an email to vaccinne@canadapost.ca.

CUPW asked how team leaders would access the data. CPC replied that it was a dashboard to which every team leader would have access. After November 26, employees who haven't attested and are non-compliant will be put on leave without pay.

Other Items

4 Smart TVs:

Presenter: Markus Hausleitner, Harold Camilleri

CPC explained that the VINES network consists of 564 commercial-grade screens located in 109 Plant and Depot facilities. A recent sample audit indicates that 50 per cent of the current VINESTV screens are non-functional. The survey confirms that the system is well past its useful life. The typical life expectancy for these commercial monitors, which run on a 24/7 basis, is six to ten years.

This project will replace all the current 564 monitors with new commercial-grade Smart TVs, with audio capability, in all the current 109 locations, reaching 76 per cent of operations employees. The replacement is planned in two phases, i.e., half in 2021 and the other half in 2022.

Half of the new screens deployed will have enhanced sound amplification capability through augmented speakers mounted alongside the new Smart TVs. This feature will enable video communications clips to be played with appropriate sound quality to small/medium-sized groups of frontline employees.

The RA has been done on the first site, and CPC will be doing it at all the other sites. The risks are calculated as low.

CUPW asked why the TVs have microphones; CPC answered that they would be used to address large crowds. CUPW said PA systems are installed at all facilities and thought there was no need for the microphones. CUPW requested that the microphone not be plugged in and that the PA system be used instead. CPC replied that it was

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not a recording device. According to the Union, members might think this is a monitoring device. CPC reiterated that microphones amplify the sound in a localized gathering and are not meant to record anything.

CUPW asked if the union could have a copy of the Risk Assessment. CPC said that they would provide a copy of the risk assessment.

5. Fleet/MMHE Update + AC Status in Vehicles

Guest: Paul Rivet

Air Conditioning in Vehicles

CPC shared that air conditioning is available in admin vehicles, Transit Connects, Transit & Promaster, Honda CRV, NLDV, Tractors, and Shunts. The management added AC to the new 5-Ton trucks in the 2021 build year.

The existing 2015 cargo vans, LLV and step vans don't have an air conditioner. Also, given the large volume of stops per route, step vans are deemed ineffective for ACs. CUPW disagreed with this statement.

CUPW said that they received reports that ACs were removed from the new vehicles. During a heatwave, if employees feel dizzy and want to rest, they can do so in the vehicle as it is better to rest than to drive when feeling unwell. CPC confirmed that no ACs were removed from any vehicles. CPC requested that CUPW provide evidence and details to probe this issue.

We never had nor do we have any plan to upgrade the step-vans to have ACs. In the courier industry, no step vans have any ACs.

Electrical Vehicle Pilot

CPC shared that chargers have been installed in Toronto and Vancouver, and installation is in progress in Montréal.

By February 2022, we will have all the vehicles for the pilot. The XOS step van has microchip issues, but it will also be sorted by February/March 2022. For Shunt, CPC is waiting for the charger. Pad and power are there. Only the charger is missing.

CUPW asked if any job aid or training was developed. CPC replied that they would send the resources for review once developed.

The following is the breakdown of the pilot vehicle:

- Vancouver – two step-vans for the pilot
- Toronto – two step-vans and a shunt tractor
- Montréal – one five-ton truck and two step-vans

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CPC said that the pilot had no end date, as management wants to explore and learn as we progress with the pilot. After piloting at these sites, maybe management will move the pilot to other locations. CPC wants to identify the right fit for all areas.

CUPW suggested testing in Québec where it receives more snow. It would be interesting to test the step-van. CPC said that people are still responding to the pilot, and we will look into it.

CUPW asked if the pilot had been discussed with the national consultation committee. CUPW said that management should bring it to the committee if consultation has not taken place. CPC said they would confirm it and get back to the Committee.

CPC suggested bringing electrification of the fleet as a separate topic at the next NJHSC meeting. CUPW agreed to have it as a separate topic.

NLDV Vehicle Review (Ottawa, October 26)

CPC acknowledged the presence of the Committee for a demo arranged at Ottawa VSD on October 26. Management will talk to the manufacturer about the suggestions raised at the review for the final design. CPC has shared the spec sheet and is working on the video. They will be built on a production line and are not customized vehicles. CUPW suggested that apart from the feedback given earlier, the dead-end angle mirror and camera should have a heating feature for harsh cold weather. CPC said that it would take note of these suggestions.

Rental Vehicles

CPC shared that rental vehicles for peak season are at 100 per cent across the board. CUPW asked if these vehicles would not have cargo walls or netting. CPC said that the contract is similar and doesn't allow CPC to add such measures on the rental vehicles. CPC suggested performing multi-tripping and safe loading practices as risk mitigation. CUPW added that it would impact the working hours. It should be communicated well in time to the workers. CPC replied that management has a communication developed a few years ago; we will revisit it, adjust it and reshare it. CPC will go to the consultation to raise awareness.

CPC will send the communication package to the CUPW

Peak Season MMHE Rentals

CPC shared that management is supplying rental MMHEs to plants and depots for peak season.

As in previous years, CPC will be deploying several C42 pallet jacks and LH3 ergo lifts that are industry standard but not CPC standard (i.e., No hand brakes or toe guards) for Peak Season only. They will be removed from service in January 2022. These deployments include the CUPW reviewed communication about the use of non-standard MMHE during peak season.

If the workers don't feel safe, they can refuse the use by informing their supervisor.

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6. Driving Safety (SMITH system training)

Guest: Steve/Cassandra

Discussion:

SMITH System Training

CPC said that we were resuming the SMITH training; the driver safety team has certified trainers. The team will deliver it internally and will be an in-person training hands-on and instructor-led training. CPC will give the training content and package to the CUPW. CUPW asked about the duration of the training; CPC replied that they would work with the team to confirm the duration of phases and complete training.

CUPW asked whether in-person training would be a classroom or in the truck. CPC said that it would be a mix of in-class and in-vehicle training. The training will include all the vehicles.

Action:

- CPC to share training content once developed

7. Workplace Harassment and Violence Risk Assessment results and Action plan

Guest: Carolyn James

Discussion:

CPC refreshed the bill C-65 regulation requirement on workplace harassment and violence risk assessment to the Committee. CPC shared the recommendations which resulted from the collaboration of working groups, which includes all four unions. The recommendations led to the development of a three-year work plan. This quarter CPC updated the workplace inspection checklist with the posting of new policy and lighting availability inside and outside the facility. Also, management will share the results of the LJHSC survey results.

In Q1 of 2022, CPC will assess, modify where needed and promote emergency safety procedures related to workplace harassment and violence prevention. Also, management will clarify procedures for reporting workplace harassment and violence occurrences that occur outside of the workplace. CUPW asked if delivery of mail fell into this category. CPC said that it was separate and involved occurrences that occur outside of the workplace. Letter carriers delivering mail/parcels do not fall into this category.

CUPW said that investigation of such issues should include the LJHSC. CUPW shared that the supervisor and manager typically carry out the investigation and don't include workers or LJHSCs. CPC will take this issue offline with the CUPW.

In Q2 and Q3, management promotes awareness through communications channels regarding retaliation against complainants not to be tolerated; bad faith complaints not tolerated; the importance of reporting incidents; preventing workplace harassment and violence, conflict resolution during the informal process stages, early resolution and conciliation. Assess Keep Wellness in Mind website traffic year to year.

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CUPW asked how a worker would know that the person receiving the notification has received adequate training when submitting an incident notification. CPC indicated that in Q2 and Q3 of 2022, management would have the opportunity to refresh the process and train employees. All the tools and resources are available on MISMIH. Competency development will occur over time. CUPW reminded the company has an obligation to provide proper training on this issue for the workers and applicable partners. CUPW said that they never received any training request or content on conflict resolution. CUPW added that the training should contain steps, processes, involved parties, roles and responsibilities and confidentiality/privacy matters.

CUPW asked about the training given to mediators and designated recipients. CPC said that they would schedule another meeting to discuss the concerns and suggestions from the Committee.

8. Appendix DD Update

Guests: Kim Gould, Jason Grew (Absent)

Discussion:

CPC noted that management and the union are discussing Appendix DD updates on a sidebar committee. In conjunction with CUPW and the Association of Postal Officials of Canada (APOC), CPC has been reviewing content for the updated LJHSC training program and the Appendix DD new employee training sessions. There are two separate groups of training. For the past few months, CPC has been looking at updating the existing and proposed topics. CPC would like to bring in all the improvements management made in the past few years. There will be three new topics on mental health and wellness, foundational training on psychological training and incident definition completion of the LAB 1058. The Committee reviewed all the content of the topics, and now CPC is working on facilitating the training.

As per the collective agreement, the NJHSC needs to agree to authorize the funds to develop the new LJHSC training. CPC will share the proposal with the Committee before going to the sourcing. CUPW asked whether, if the Committee approves, the funds would come from the 2021 or the 2022 budget. CUPW agreed to pass it for 2021 so that we may be able to access the 2022 budget if necessary. Otherwise, we might miss the 2021 allocated budget.

CPC suggested that the two co-chairs initiate an approval email to agree on the utilization of the 2021 budget.

Both the co-chairs agreed to approve the budget to develop Appendix DD training.

The statement of requirements is being developed, and management cannot confirm that the 2021 budget will be utilized as we are approaching the end of the year. It still needs consultation with LR, finance and sourcing to provide more clarity on budget utilization.

The Committee agreed to put utilization of NJHSC budget as a standing item for next year's NJHSCs.

CUPW reiterated that separate focus groups are integral to the session and must remain so. Breakout sessions are fruitful and provide a platform to discuss a variety of topics. CPC will discuss with the working Committee and

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internally with the trainers how best to integrate the breakout sessions.

Action Items:

1. CPC to consult with finance, LR and sourcing on the budget and proposal.

9. NJHSC Terms of Reference

Guest: All Members

Discussion:

The NJHSC terms of reference are still in the development phase and will be shared with the Committee once the draft is ready. CPC will send the clean version of the LJHSC TORs to the Committee to be signed by the co-chairs.

10. NJHSC Calendar 2022

Guest: All Members

Discussion:

The Committee agreed on following dates for 2022 NJHSC meetings.

No.	CUPW
1	Thursday, February 24, 2022, 9 am-4 pm
2	Thursday, May 5, 2022, 9 am-4 pm
3	Thursday, July 7, 2022, 9 am-4 pm
4	Thursday, September 8, 2022, 9 am-4 pm
5	Thursday, November 10, 2022, 9 am-4 pm
	Reserve dates
1	Thursday, February 24, 2022, 9 am-4 pm
2	Thursday, May 5, 2022, 9 am-4 pm
3	Thursday, July 7, 2022, 9 am-4 pm
4	Wednesday, September 21, 2022, 9 am-4 pm
5	Wednesday, November 30, 2022, 9 am-4 pm

11. MMHE Training Update

Guests: Catherine Bernard and Kevin Kernohan

CPC informed the meeting that Michel Morrisette is the master trainer for CPC. He is the instructional architect of the current and proposed training revisions. Since 2014, he has been rolling out this current training program that includes in-class, group and 1 on 1 event types. He receives continued feedback from the operator and trainers. The operators have varied levels of confidence moving to the operations work environment as they have learned how to use the equipment safely, but not in an active work environment. Trainers have expressed concerns with training in a classroom setting and the related technology. It was also observed that trainers have varying levels of comfort with the classroom content which affects their ability to deliver consistent messages.

The updated MMHE training program addresses the above issues by introducing a prerequisite digital training and

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replacing the four hours in the classroom and the four-hour demonstration in groups in the field with an eight-hour, 1-on-1 hands-on work centre training. No content has been removed from the operator experience. The digital content was reviewed and reinforced by the trainer during the hands-on training. This digital eLearning content has been used as a safety reminder by operations since 2017.

The digital prerequisite has more in-depth modules and covers more topics as compared with the classroom content. The CUPW trainer one-on-one time has been expanded to provide more operations-specific activities and practice. Since mid-September, 213 employees have completed digital prerequisites. CUPW requested the roll-out locations list. CPC said that it is done as a national communication piece but will confirm the centres. CUPW added that they are being conducted in nine plants, but wondered if there are any other locations. CPC will share the report with the specific locations of the employees who have taken the prerequisite digital course. CPC clarified that this was a soft launch and that sites were free to decide when they would start the new format. As a result, both in-class and advanced digital training are currently available.

CPC said the original estimated duration of the e-learning was two to two and a half hours (in line with other estimates), but after initial feedback, management increased it to four hours. It will take place in the learning labs and DIA workcentre computers via the Learning Zone link for remote locations. The prerequisite training will consume learning hours and will be completed during regular work hours. Access to Learning Zone for CUPW employees is expected to take place in the workplace.

CUPW said that if the training is not being offered in the classroom as requested, then the union will have no choice but to serve a grievance notice, as per the collective agreement. CUPW acknowledged the good intentions, but the union position has no workaround for the digital element of the training. It is in direct violation of the collective agreement.

CUPW clarified that the delay due to this disagreement on the training modality would not have an impact on CUPW members. NJHSC is not the platform to decode the collective agreement, but the union needs to have this discussion as early as possible. CPC will take it away to discuss with LR.

CUPW added that the union's position is to select the participants who provide input to training modifications if the content is modified. The entire content of the training will be shared and be reviewed by the CUPW.

CPC will arrange a separate meeting with the CUPW and decide when to bring it for national consultation. CPC added that CUPW received the content on July 28, 2021, but a consultation never took place. CUPW requested a copy of the July 28, 2021 notification package.

CPC shared that MMHE training is ongoing and will be paused at the peak cut-off as per normal training and scheduling practices. But a few regions will continue through the peak as well. Many regions are rolling out hybrid training with some of the existing training.

CUPW suggested that this practice should be stopped immediately if possible, but acknowledged that with peak and other training sessions already scheduled, it may have to continue while further discussions occur on this topic.

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Meetings held in 2021:

February 18 March 1 (X)	April 29 May 11 (X)	June 17(X)	September 9 September 20 (X)	November 10 ()
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