

National Joint Health & Safety Committee Meeting Minutes

April 27th, 2023

Attendance:

CPC	CUPW
Alice Lafferty	Marc Roussel
Virginie Tremblay	Sylvain Sicotte
Chetram Jaipersaud	Alvaro De La Cruz
	Yves Henault

Guests			
Steve Clark	Leah Lewis	Charbel Khalaf	Sophie De Ladurantaye
Paul Rivet	Carolyn James	Deepthi Murthy	Anna Chipilova
Cassandra MacKinnon	Guillaume Rigal	Kevin Kernohan	Lynne Lalonde
John Sullivan	Sohail Mirza	Michel Lacasse	Patrick Benoit

Advisor	Audrey Labout
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Location: The consultation took place by MS Teams and at the Riverside Building B, room 110F

Time started: 9.00am

Time ended: 4:00pm

Agenda

Sr.	Topics	Presenter
1	Safety Pause/Mental Health/ Diversity safe moment	CPC Committee members
2	Opening remarks	Marc/Alice
3	Fleet/MMHE Update	Paul Rivet/Steve Clark
4	Driver Compliance team/ Driver's license	Cassandra MacKinnon
5	Application process for WHV complaints	John Sullivan / Leah Lewis
6	LJHSC training on psychological health and safety	Carolyn James
7	Maintenance skillset development	Guillaume Rigal
8	Remote Assist Pilot (HoloLens)	Michel Lacasse
9	Amazon Solution - Returns Program	Sherif Malek / Sophie De Ladurantaye
10	Consumer Returns Residential Pickup	Anna Chipilova / Lynne Lalonde/Patrick Benoit
11	HV T-shirt for Group 1	Virginie Tremblay
12	MMHE training	Kevin Kernohan
13	Delivery Cart	Charbel Khalaf
	Ride Safe Enablement on PDT and Fall Detection Functionality	Virginie Tremblay / Deepthi Murthy
14	Enablement on PDT	

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15	Project Tracker	Sohail Mirza
16	RSMC-MOA compensatory monetary adjustment for health and safety mandatory online training	Committee Members
17	2023 National LJHSC conference - topics	Virginie Tremblay
18	Appendix DD – Statistics and training	Virginie Tremblay
19	Terms of Reference	Committee Members
20	ESDC/AVC Assignment	Committee Members
21	Follow-up on topics of previous NJHSC	Committee Members

Standing Items

2. Opening Remarks

Round 1: Online Training

CUPW reminded CPC that training is to be done as it was done prior to March 12, 2020, the COVID-19 period. Training that was done in person must be done in person now.

CPC asked CUPW to provide examples of training that is not offered the same way as before COVID.

CUPW responded that a lot of training is now virtual, and this is a big concern.

CPC stated that with respect to Retail training, CPC committed to further discuss in a dedicated meeting.

Round 2: New CPC member of the committee

CPC introduced Chetram Jaipersaud, Director Project Engineering, as a new CPC member of the Committee. The Committee welcomed him.

Round 3: H&S Reporting

CUPW requested that the Workplace Violence Incident Reports, as they were previously sent until March 2022, are sent to them using this procedure instead of CUPW representatives logging into the CPC system and searching for the data on their own. CUPW feels it is CPC's responsibility to provide them with the compiled data.

CPC explained that the position that used to produce these reports is no longer staffed. CUPW mentioned that CPC administrative staffing is CPC's responsibility.

CPC proposed to coordinate with other teams that CUPW is also requesting reports to discuss what information CUPW needs and how often these reports will be sent to them. This will help identify the appropriate reporting solution.

CPC and CUPW agreed to have a specific meeting on this item.

Action items:

- CPC to set-up a meeting to discuss reporting solution.

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3. Fleet/MMHE Update

Presenter(s): Steve Clark/Paul Rivet

Presentation: 03-Fleet update - NJHSC 27 Apr 2023_e

This is a standing item providing both parties an opportunity to discuss issues related to fleet vehicles. An overview of MMHE 2023 asset replenishment and development was provided by Paul Rivet, and an update on miscellaneous fleet topics was provided by Steve Clark.

Round 1: MMHE update:

CPC stated that the 2023 MMHE asset replenishment program has started. To date, CPC currently completed 93% of the ordering process. Although there has been a slight improvement in recent years, most new equipment, manufactured and shipped from Sweden, is expected to be received by September-December 2023. The 38 LR7 machines ordered in 2022 will be delivered between next week and May. The old machines will be refurbished and maintained for peak season.

With regards to Peak 2023 MMHE rental, CPC mentioned that the main complaint for peak 2022 was the lack of LR7 and LW7 machines due to CPC specifications. Nevertheless, CPC expects to have a very good selection of LR7 and LW7 for peak 2023.

Regarding the LR7 Tiller Arm development, CPC shared the timeline that shows the progress of the project since the height issue raised in September 2019. CPC is compiling data from the test sites to finalize the design and submit to the supplier for availability and pricing. CPC is hoping the LR7 alternate tiller arm be available later this year. The Committee will be updated on the progress.

CUPW questioned if the new tiller arm is used on the LR7. CPC confirmed that it is not used for regular operations, but only for testing.

CPC explained that they tested the new LR7 with the longer arm, the new LR7 with a shorter arm and the old LR7. Overall, CPC received very good feedback on the design changes they want to make.

CUPW asked if their members regularly use the LR7 with the longest arm until the new tiller arm is ready. CPC confirmed that this is the case.

CUPW inquired if any incidents happened with the long arm. CPC responded that no incidents were officially reported. CPC reminded that the safety message remains the same, that is, smaller people who have difficulty using the long arm, are not required to drive this model.

CUPW asked if AVGs are part of the Fleet department. CPC responded no.

CUPW also had questions for MMHE training. CPC replied that the L&D team oversees the training.

Round 2: Fleet update:

CPC shared the presentation with the update on various fleet items raised by CUPW. CPC will send the presentation in English and French to CUPW.

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CPC provided an update on:

1. C-250 deployment: CPC presented the number of C-250 received to date compared to the expected number, and the number of C-250 deployed by region. In total, CPC has received 254 trucks and 126 trucks were put into active service across Canada.

CPC presented the upcoming deployments. Two deployments, for a total of 21 trucks, are planned this weekend in Quebec, Granby and Joliette, despite the current problem of obtaining a license plate in Quebec. In Ontario, 37 trucks are scheduled for deployment in St Catharines and Hamilton over the weekend of May 6 & 7. 155 trucks arrived in Ontario but there was no space in the garage to store them waiting for deployment. The trucks were parked in the nearest depot.

2. Accident statistics: CPC mentioned that accident statistics are now part of the Drivers and Safety compliance team. The fleet statistics presented are dated 2019. CPC stated that all these statistics are part of the H&S dashboard.
3. FSCV Cargo lamp timer: CPC explained that they have tested four different year models of Ford transits, which have been in the fleet since 2015, to determine how long the interior lights stay on. CPC presented the different scenarios tested and the results. On average, the light stays on for 20 seconds if the door is open then closed and the light stays on for up to 20 minutes if the door is not closed.

CUPW questioned if there is a way to keep the lights on longer if the employee is working in the back or with a closed door. CPC responded that the door can be closed but not completely.

CUPW will check the process with the regional office. If there is a defect, they will send the truck number to CPC for verification.

CUPW feels that keeping the door opened, even partially, to keep the light on is not the right solution. CUPW requested that the lighting be manually controlled.

CPC will ask Ford if they can extend the timer. If not, another solution will be investigated.

4. EV Step vans: CPC presented the number and models of EV Step vans and where they were delivered. They also indicated that 11 Step vans are awaiting delivery.

CUPW asked if the Freightliner MT50e was introduced to them and if not, requested to see it. CPC responded that as soon as they have the truck, they will show it to them.

With respect to the 10 XoS Stepvans, CPC indicated that five are in production and five will be in July.

CPC stated that Centennial College has developed EV mechanic training. This institution offers different training for a comprehensive series of EVs. Level 1 and Level 2 courses represent a total of 6 courses. Upon completion of these 6 modules, Centennial College may issue a final certification. Currently, there is no requirement for license for EV training for a mechanic. When the license will become mandatory, Centennial College will be able to issue it to CPC employees who have completed the training.

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CPC shared that 59 Fleet mechanics and Superintendents received Level 1 training in 2021-2022. In May and June 2023, Level 1 training will be offered to 41 additional employees.

CUPW asked who received the training. CPC will send the list of the employees.

5. Stepvan WSW: After receiving a picture from CUPW showing snow accumulation on a windshield, CPC explained that there are two different types of step vans in the fleet (pre-2009 and post-2008). The older step vans have wipers that pivot from the bottom of the windshield. The step vans that came after have wipers rotating from the top of the windshield. But no windshield can be completely cleared by the wipers, even if their length is optimized.

CPC agreed to increase the blade length to increase visibility. CPC would need the bottom of the picture sent by CUPW to determine the length to be added.

For CUPW, the main issue that needs to be addressed is snow accumulation while driving.

6. EV Transit concerns: Following the three concerns raised by CUPW, CPC will review EV transit and will come back with more information. CPC indicated that the only thing that should be different from the gasoline Transit trucks in place since 2015 is that the batteries of the EVs are under the floor, so CPC cannot screw the floor to secure the bulkhead shelves. The bulkhead design may have changed bit, CPC will check. For the passenger floor plate, it should probably be the same than the gasoline and the same for the sliding door handle.

CPC will provide more information after comparing the EV trucks with the gasoline ones.

CUPW acknowledged that the sliding door handle is the same as the gasoline truck. They expressed concerns on the passenger floor plate and would like something on it to prevent the floor from being slippery.

Action items:

- CPC to send the presentation on Fleet update.
- CPC to investigate with Ford to keep lights on longer.
- CPC to show Freightliner MT50e EV when available.
- CPC to send the list of employees who did Level 1 EVs Mechanic training.
- CPC to compare EV Transit with gasoline ones for the three points raised by CUPW.

Other Items

4. Driver Compliance team/ Driver's license

Presenter(s): Cassandra MacKinnon

Presentation: 05-RS NJHSC_CUPW April 2023

CPC provided an update on the driving license verification process and provided clarification on-route observation and visibility of the Driver Safety Compliance team. The team is composed of nine driver safety specialists across Canada

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whose role is to support and bring awareness about safe driver behaviours and ensure compliance with the Highway Traffic Act and policies.

Discussion:

With respect to the license verification, CPC indicated that they have two ways to do this. The first way is to verify the status and class of the driver's license through the License verification program, and the second is to visually verify that drivers have their valid license on them while driving as outlined in the driver safety program active driver requirements.

CPC clarified that driver safety specialists ensure they are identified and visible before approaching the driver in a safe manner. CPC has implemented a few measures to bring visibility to the driver, such as driver safety dash identification and a visible badge on the front and back of the high visibility vest. CPC is looking at other options for the vehicle, such as magnets or cards, and is open to suggestions. For on-route observations, the driver safety specialist team ensure to include team leaders or LJHSC members. CPC ensures the approach is a collaborative effort and not considered as a policing intervention.

CUPW raised concerns because of the Quebec regulation and its article 61, which states that only a police officer or an officer of "Société des assurances automobiles du Québec" is allowed to request license. CUPW indicated that some grievances are coming up on this.

CPC responded that they are not physically taking off the license from the driver. This is just a visual check. However, CUPW indicated that this is happening. CPC will check with the national and regional team as this should not happen.

CUPW asked if CPC selects the drivers who are being observed using telematics installed on vehicles.

CPC responded that there are no criteria to determine which driver to observe and that they do not use telematics to identify routes. These are very random observations as telematics only identifies the vehicle not to the driver level. CPC stated that it is not at all their intention to policing. There is a new manager in the team, and they work with him to make sure that it is a collaborative effort and standardized nationally.

CUPW inquired also why LJHSC members are participating in these observations as it is not their role to policing on members.

CPC answered that it is just a matter of educating them and providing visibility about safe practices on the road. CUPW considered that when an LJHSC member is approached to make an observation, it is imperative that they be informed of their implication. The depot must also be informed in advance to advise employees. CPC confirmed that the team is reaching out to the depot and ensuring the drivers are aware.

CUPW also raised that this is more an interview leading to discipline and everything the driver says is included in these interviews. This is why employees are asking for a shop steward to be present. They are stressed out because they feel that the corporate's specialists think they are police officers. CUPW is opposed to this policy and fully opposed to LJHSC members participating in these observations.

CPC worried about CUPW's concerns with the presence of a shop steward as it is just coaching and awareness without any disciplinary action. The intent is not to stress the drivers. It is just to make sure the road habits are safe and understand the processes and policies.

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CUPW strongly disagreed with the process. For them, CPC introduced the discipline. CPC responded that Driver Safety Compliance team does not give discipline.

As CPC refers to this team as specialists, CUPW requested to receive information on their experience and qualifications, such as their resume and the training they received. CPC will send the information.

With respect to the high visibility vest, CUPW asked why there is embroidery upfront on the reflective band when they have always been told that it is prohibited. CPC will verify.

CUPW inquired about incident statistics. CPC responded that they are in the H&S dashboard and the CrossTab report sent monthly. CUPW reiterated that it is not up to them to retrieve data from the dashboard, and it should be provided to them by CPC.

CUPW also indicated that following the implementation of telematics, this team appeared shortly after on the road and CUPW did not believe that CPC is not using telematics. They do not believe that there will be no disciplinary action, and therefore request that shop stewards devote themselves to the interview in order to respect the collective agreement.

CUPW asked if the specialists are APOC members. CPC confirmed they are. CUPW indicated that this is surely why drivers are reluctant.

CUPW queried if this team is a pilot. CPC confirmed it is a permanent organization.

CUPW will tell their members they have the right to request the presence of a shop steward during the interview.

CPC reiterated that on road observations are not an interview. When it comes to discipline, it is the responsibility of the team leaders.

CUPW will investigate the situation in Montreal and strongly recommend to their members not to show their driver's license as there is no obligation.

Action items:

- CPC to send experience and qualifications of the specialists.

5. Application process for WHV complaints

Presenter(s): John Sullivan / Leah Lewis

This item is a follow-up to the last meeting where CUPW has raised concerns about the process for handling WHV complaints. CPC had suggested to book a specific meeting on this. CUPW agreed to have a separate meeting, including Carl Girouard, as it is complex for their members to understand how the process works but was not available prior to this NJHSC meeting.

Discussion:

CUPW is concerned that the complaint process is not being implemented as outlined in the CPC policy and as required by the workplace harassment and violence prevention regulations. For example, when there is a complaint against a

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supervisor, the complaint is not answered within seven days, as required by the regulation. Shortly thereafter, when the respondent party became aware that they were subject of a complaint, they filed a new complaint and became the primary party. In addition, the investigation is only conducted when the supervisor has raised the new complaint against CUPW members. CUPW believed CPC is well aware of these situations.

CUPW reiterated that it is still a concern for them to merge the two policies.

CUPW also indicated that the training is not properly offered by CPC when it is mandatory.

Finally, CUPW is concerned about the length of the process not being followed and taking time.

CUPW noted that CPC does not observe a level of equality in how a complaint is handled, by whom and to whom. The way CPC proceeds the complaint is not the appropriate way in CUPW's opinion. As such, CUPW stated that a designated recipient should not be part of CPC.

CPC responded to the various points raised by CUPW explaining that the process is outlined in documents discussed with the Committee in 2019/2020 when the regulation was published. CPC agreed there is value to review the process together to ensure it is well understood and compliant with the regulation and remains available to meet.

With respect to the Notice of Occurrence that should be provided in seven days, CPC asked CUPW whether there is an awareness of how to escalate this issue. CUPW responded that they do not know what to do as they have never received the mandatory training. For CUPW, training must include the new regulation process. The existing training offered since 2019/2020 is not sufficient for employees to know the process.

CPC stated that this training is being updated in the next couple months and are looking for representatives from this committee to participate in the revision of the training program. CPC invited the Committee to take this opportunity to enhance the information in the training. CPC suggested that CUPW might also consider including regional representatives to participate in this review, especially representatives from regions where many discrepancies with the process are noted.

The other area for improvement is the escalation process in the event that the process is not followed.

CUPW again asked CPC to identify the designated recipient outside of the Corporation and to publish the list of designated recipients in the policy in accordance with the regulatory requirement. The designated recipient should be the one and only one who should receive the complaint and speak about it until it is resolved to keep confidentiality.

CUPW expects to meet with CPC in June to have a thorough discussion and sufficient time on this topic. CPC remains available to meet.

CPC reiterated the request for representatives to review the training and would like to start the review before the summer.

Action items:

- CUPW to identify when they are available to meet.

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6. LJHSC training on psychological health and safety

Presenter(s): Carolyn James

This item as a follow-up to the last meeting where CPC presented the new WSPS training for LJHSC members. The Committee was invited to participate in a pilot training session on April 20 and 21, 2023. CPC is looking for feedback on the training and to confirm if it is suitable for LJHSC members.

Discussion:

A CPC member of the committee attended the training and indicated that, overall, the training delivered by WSPS is much more tailored to the role of the LJHSC than the first aid training. The training is about proactive measures and how to raise awareness, not about interventions. However, some clarification must be done regarding CPC specifics.

CUPW confirmed that First aid training is not suitable for all LJHSC members, and they have already cautioned this. CUPW thanked CPC for working on this and making LJHSC members sensitive to psychological health issues. CUPW understood that with this course, LJHSC members be able to detect signs of potential mental health distress and will need to call on the Social Steward for specific questions to guide workers to resources that may be helpful.

Regarding the course content, CUPW liked the first two parts and the beginning of the third part. The person who delivered the training is truly qualified. For the third and fourth part, CUPW raised an issue with the investigation piece and the content of the two forms provided. The fourth part should be reviewed and rewritten. CUPW does not think it needs to be in the training as it is not related to the collective agreement.

CPC stated that any changes to the training will be shared with CUPW for comments and recommendations.

In terms of the investigation, CUPW believes that the worst thing to do is to initiate an investigation into someone taking time off for psychological reasons. These individuals should not be called back to answer questions. CPC indicated that they have the same concerns and reserves about this part. CPC would like to see the investigation focus on factors in the workplace and how to support the employee at work and less on the individuals themselves.

With respect to the factors at the workplace, CUPW suggested that a report, rather than an investigation, could be done by the social steward. CPC outlined that if there is something that needs to be improved in the workplace or within the organisation, it should not only rely on the social steward to do so. It should be should a committee or an organisational effort.

CUPW found the training launch in June too early.

CUPW asked if the training is mandatory for their members. If yes, CUPW required to have a union representative attending the training in case there is specific situation that people are not comfortable raising. CPC responded that they will discuss internally the impact of having a union representative are and will come back to CUPW.

CUPW stated that if CPC wants to proceed with the training, a union representative will have to attend or they will be very uncomfortable letting their members take this training, especially if it is not mandatory.

CUPW would really like to clarify the nature of the training and the corporate vision for the role of LJHSC members in this

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regard. CPC responded that it should be clear that the training is not about mental health and illness. It is really about educating LJHSC on psychological health and safety issues, as they do for physical safety.

CUPW mentioned that the role of the LJHSC members is sometime stretched by the Corporation. CPC explained that the training is more an awareness training on internationally recognized psychological health and safety standards and the associated strategy.

CPC suggested resending the training to the committee. CPC will review section 3 and 4 and redistribute to NJHSC for feedback before proceeding.

CUPW mentioned that any mental health issues should be treated in a completely confidential manner. If there is a paper incident report, as mentioned in the training, it is no longer confidential. CPC agrees with this.

Action items:

- CPC to assess the impact of having a union representative attending the training.
- CPC to review section 3 and 4 and to redistribute the training to NJHSC for feedback.

7. Maintenance skillset development

Presenter(s): Guillaume Rigal

Presentation: 08-Lettermail Skill Development presentation

CPC provided an update on the Lettermail equipment training that is delivered to CUPW technicians at the Plant. The current courses were developed more than 10 years ago, and the sessions are 2 to 3 weeks long with a waiting time that can exceed 1 year. This approach does not align with best practices for adult learning and the timing does not meet learners' development needs. CPC has therefore developed a new training model.

Discussion:

CPC explained that they perform two types of tasks on National lettermail equipment: the Routine tasks that account for 95% of the work and troubleshooting that represents 5% of the activities performed on the equipment. The current training is entirely troubleshooting-oriented and routine tasks are not covered. CPC wants to address this issue by rebalancing the training objectives and covering routine tasks.

The new training for routine tasks, which are simple in nature, has been developed and will be based on online knowledge, practice, and field coaching sessions. CPC will ensure that when the video is viewed, the trainee will be required to complete the core tasks 3 times with an experienced peer. There will be a schedule and tracking of the tasks to be performed done by the Superintendent. There will also be periodical field coaching sessions to perfect skillset.

The second aspect of the training is the troubleshooting content. CPC will retain the content of the existing training but will change the format to improve delivery. In terms of knowledge, training will be delivered online or by a remote trainer facilitated along with practice "debugging" sessions with a trainer. Remote field support is being provided and will begin testing this spring with a mixed reality live call while it is now online or over the phone.

All documentation and knowledge contents will be available on the maintenance tablets to be easy for the technicians to access to.

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In terms of timeline, this new training on Routine tasks will be roll-out in 2023. The troubleshooting portion will take longer and will end in 2024.

CPC reminded that it was a request from the technicians, after the implementation of the successful electrical safety simulation, to better access to digital training, and this new training format will meet that demand.

CUPW asked where the training will be tested. CPC responded that it will be in Richmond (Vancouver), BC.

CUPW expressed concern that when the training is available by videos on YouTube, it is difficult for them to have access and asked the corporation to send them links. CUPW requested the information to be shared in a way that will allow them to access it at any time and CPC will think about it.

CUPW questioned where and from whom the videos come. CPC responded that the videos are being developed by the trainers who are responsible for developing and delivering all technical training for the technicians.

CUPW inquired who the trainers are. CPC responded that they are PSAC employees.

CUPW asked when the test will start. CPC replied they want to implement it next month. CUPW reminded CPC to ensure to consult with local and regional CUPW.

CUPW inquired if there is a reason why the test is in Richmond and not a site closer to Ottawa. CPC explained that this is because they know they will have good support and interest.

CUPW inquired about CPC 's intent for deployment after the pilot. CPC explained that experienced technicians are very familiar with routine tasks and therefore do not need to resume training. More emphasis will be placed on new technicians or technicians who have not previously completed the training. The aim is to make training more accessible than before.

CUPW asked how CPC will select technicians and how they will be informed so as not to create conflicts between employees. CPC replied that it will be primarily for new technicians, but the videos are available for anyone working on the equipment.

CUPW asked if there will be a trainer with employees when they watch the videos. CPC explained that employees will have to watch the videos and that any questions they have can be raised with the team leader, superintendent, or trainer. Then, the learning will be applied by the employees by practicing and working on the machine.

CUPW expressed serious concerns about watching videos and reminded that training must be provided during work hours at the workplace. CUPW requested a dedicated trainer to attend the training (as for MMHE) in case the team leader or superintendent does not have the time to answer employee's questions. CUPW stated that how training is delivered is not adequate.

CPC reiterated that the experience with the electrical safety training received a lot of positive feedback. CPC will pilot and come back with field comments.

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Regarding the perception that may occur during the training deployment, CPC will share the talk track with CUPW for feedback.

CUPW asked if someone from tech national (Montreal or Toronto) could review the training videos. CPC confirmed that the videos are already available on the CPC network.

CUPW asked how they can access the videos on the CPC network if they want to review them at the national office. CPC responded that there is way for the National consultation to put the videos in a specific link and to share them. But for the life of the program, it makes sense that it is on Canada Post network so that people can access while they are at work.

Action item:

- CPC to share the talk track.

8. Remote Assist Pilot (HoloLens)

Presenter(s): Michel Lacasse

Presentation: 11- Remote Assist Pilot_CUPW_NJHSC_EN

CPC introduced the new HoloLens "Remote Assist" technology to support the Maintenance Group with the new training that will be tested as discussed above. This is a technology related to augmented mixed reality glasses to see through the technician's eyes.

CUPW was originally going to try the technology during the NJHSC. CUPW will find a date to go to OMPP and test the technology. CUPW feedback will be provided after the technology has been tested.

Discussion:

CPC mentioned they want to evaluate the technology itself on various dimensions of incident management. It will therefore deploy it in three different sites from early May to October. These sites have been selected because they do not have an ISM team on site. There will be one HoloLens per site.

CPC described the HoloLens remote assist kit and the assist component information. The weight of the HoloLens is 566g, but CPC expects the technician wear it for an average of 15 minutes. Even if a protective helmet is supplied in the kit, each technician will be able to use their own hat as clips are provided to fix the glasses.

CPC outlined how the technician's role will be during the pilot compared to current practice. At the end of a support call, the technician will be invited to complete a three-question survey to help CPC determine if this is the right tool or not: How was the overall quality of the call, Would you use HoloLens again and How augmented reality helped you to solve the issue on a scale of 1 to 10.

The role of the manager and superintendent will be to promote the use of HoloLens. The superintendent will perform weekly updates on the HoloLens itself.

CUPW asked for dates and locations of the pilot. CPC responded that they will be on May 15 at NPCC, May 17 in Edmonton, May 19 in Winnipeg on the three shifts. CPC will ask on each shift who volunteer to test the pilot.

CUPW is concerned about the timeline as they have not tested the technology. CPC confirmed that regional and local

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consultations are already scheduled for next week.

CUPW was in the opinion that this was presented to them when everything is already set-up. CPC responded that the national consultation was held in April and that the technology was scheduled to be tested today. CPC offered to delay the pilot if necessary but followed all the right steps.

CUPW will try to test it as soon as possible to avoid delaying the pilot.

CUPW asked if only technicians will use the HoloLens and be able to get support from the supporting party. CPC confirmed that this is their intent.

Action items:

- CPC and CUPW to book a date for the HoloLens test at OMPP

9. Amazon Solution - Returns Program

Presenter(s): Sophie De Ladurantaye

Presentation: 12- CUPW NJHSC_Amazon boxfree_April 2023

CPC presented a new return initiative « Amazon box-free / Label-free Solution”. As part of CPC’s commitment to defend and grow its return business and enhance the customer experience, CPC is launching a new solution that is a direct request from Amazon who has expressed interest in offering consumers the ability to return items without proper packaging ready for shipping. The solution will first be developed for Amazon and could be offered to other merchants afterwards. The solution will offer a quick and easy return for the customers who will thus avoid pain points by reducing effort to prepare a return. The solution is new to CPC but not new on the market. It is a great initiative from an ecological and environmental sustainability perspective as it reduces packaging.

Discussion:

CPC described how the solution will work and mentioned that Post offices will be equipped with the boxes, pre-printed labels and bags, which will be distributed prior to launch. The pilot will be tested in three urban locations in Ontario representing 70 Post Offices. The tentative launch is planned for Q3 2023.

CPC indicated they are working with Retail Business to develop training and documents to ensure the staff is ready.

CUPW queried if only retail will be impacted by this new procedure. CPC confirmed that this will be the case and the impact on Operations will be limited.

CUPW agreed with the 50 lbs (22.7 kg) as it is not only easier to manage the package, but it is a requirement as per the collective agreements.

CUPW asked what tracking system will be in place on the return items. CPC responded that Amazon must approve the returned item first. CPC is not required to verify the item is complete, and no further validation is required from CPC.

CUPW wondered how many locations will test the pilot. CPC answered that there will be 26 Post offices in Kitchener, Waterloo and Cambridge, 25 in London and 19 in Windsor. And six of them are CUPW managed sites.

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10. Consumer Returns Residential Pickup

Presenter(s): Anna Chipilova / Lynne Lalonde/Patrick Benoit

Presentation: 13- Residential Pickup PoC - Presentation to CUPW NJHSC

CPC introduced a new initiative "Residential Pickup". As part of its commitment to defend and grow its return business and enhance the consumers experience, CPC is leveraging the on-demand commercial pickup to offer it to residential consumers who will be able to schedule a pickup at their residence.

Discussion:

CPC will conduct a Proof of Concept (PoC) in 4 depots, 2 in Vancouver and 2 in Montreal, for about 12 weeks to confirm consumer interests and receive feedback. CPC does not expect a high-volume of returns and estimates that there will be an average of up to 3 pickups per day per depot. The PoC will be launched mid of July.

During the PoC, CPC intends to place pickups on behalf of the consumers. In the meantime, they are working on a technology solution that will allow consumers to self-serve by scheduling the pickup and paying online. They are also working on a second solution that allows merchants to offer CPC pickup service to their own clients. All learnings from the PoC will then be applied to the solution design. CPC will come back early 2024 to share the results and lessons learned.

CPC then explained how the solution will work and the impact for team leaders who will have to dispatch every morning a pickup to the delivery agent assigned to the route. Once back at the Depot, the returned item will follow the regular collection stream as is done today.

CPC described prerequisites: consumers will be required to be home to hand over the package, the CPC return label must be already fixed on the returned sealed package, it will be a next day pickup, there will be no wave assignment, and items must weight maximum 50 lbs.

In terms of training, no new training will be developed. CPC will provide coaching and upskilling.

CUPW expressed concerns about pickup of hazardous items and asked whether there is a plan to tell the consumer that they cannot return a particular item. CPC confirmed that these warnings of exclusion will be inserted into the form.

CUPW raised concerns about the workload of the letter carriers and whether the pilot will be mandatory or only on a volunteer basis. CPC confirmed that participation will be mandatory and reiterated that the expectation is three packages a day per depot.

CUPW asked what will happen if a client wants to return more than the three expected packages. CPC confirmed that the project team is working with route measurement team that will be part of the national consultation.

CUPW is pleased that the weight will be lower to maximum 50 lbs. and wants to be clear that items over 50 lbs will not be picked up. Letter Carriers, and especially supervisors, should not request or accept consumers assistance to carry packages to the vehicles if they weight more than 50 lbs.

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CUPW asked if a national consultation is scheduled and when. CPC answered that CUPW national received the bilingual notice, and the date of the consultation has not yet been determined. The project will be presented to APOC national consultation on May 4.

11. HV T-shirt for Group 1

Presenter(s): Virginie Tremblay

Presentation: 16-high visibility tshirt_april2023

CPC provided an update on the High Visibility (HV) t-shirts for Plant employees who will be able to access these t-shirts instead of a vest.

Discussion:

CPC mentioned that the t-shirts are unisex and available in sizes from XS to 5XL.

With respect to the proposed distribution plan, CPC received the 25K t-shirts ordered and therefore decided to push distribution to all 26 Plants across Canada with the help of the local teams. CPC responded that this first one-off is strictly for Gr.1 but that there will be discussion on future developments based on the feedback received.

CPC stated that the t-shirts are rather heavy and 100% in polyester. As a result, 2 t-shirts per employees will be distributed to rotate.

CPC intends to distribute them in mid-May and complete distribution by June. CPC will encourage the local team to match the distribution with the seasonal awareness campaign or as recognition.

CPC will send a T-shirt to the CUPW national office.

CUPW noted that the distribution list is missing some MPPs. CPC will send the full list to CUPW. They clarified that they shortened the list for presentation purposes.

CUPW was pleased to see these T-Shirts coming for Gr. 1 employees in these Plants.

CUPW inquired if they will replace the HV vests. CPC responded that these T-shirts meet CSA standards and are fully interchangeable with a HV vest as long as they are strictly provided by CPC.

CUPW asked who will distribute and how. CPC explained that the distribution will be done by team leaders. CPC is encouraging local management to coordinate with LJHSC.

CUPW asked if there will be enough t-shirts if everyone wants one. CPC replied there will not be enough. If some sites are less interested than others, CPC will provide guidelines. As this is a one-time initiative, CPC asked that priority be given to dock staff.

Action items:

- CPC to send a T-shirt to CUPW national office

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12. MMHE training update

Presenter(s): Kevin Kernohan

This item is a follow-up to the last meeting where CUPW had raised concerns that more and more training is being done online, and to the CUPW email sent on April 12th where it was noted that in a specific location it was reported that one of the modules in Training EMM was being completed without a CUPW trainer.

Discussion:

CPC explained in an email sent on April 18 that there were no changes to the MMHE training program from what was discussed on February 18, 2022 and communicated to the regional L&D teams in March 2022.

CPC clarified that a message was sent last week to the National L&D team, reinforcing the expectations for the structure agreed to last year at NJHSC.

CUPW expects the training to proceed as it did before COVID-19. CPC understood what CUPW is asking but explained that the MMHE training distribution is not related to COVID-19. The MMHE training enhancements including providing additional equipment specific hands-on training was implemented pre-Covid.

CUPW will reach out to CPC in case there are any issues and CPC will reinforce the message.

13. Delivery Cart

Presenter(s): Charbel Khalaf/Tyler Sandarage

CPC wanted to clarify the Delivery Cart project and what tests they want to do. CPC presented this project to the NJHSC and to national and local consultation. The preliminary risk assessment was conducted in collaboration with national H&S. A subsequent risk assessment is planned with LJHSC at each depot that will be part of the project.

Discussion:

CUPW expressed concerns about the risk assessment to be done jointly with NJHSC and LJHSC. CUPW provided the previous ergonomic study completed on some carts in 2008 by a qualified third party. However, some carts are no longer considered, and new ones have appeared. As such, CUPW is of the view that the third-party ergonomic study needs to be conducted again.

CPC explained that this is a preliminary risk assessment that was shared to be completed with LJHSC. On a voluntary basis, three delivery agents on foot routes in Snowdon and three delivery agents on motorized routes in Chabanel will be invited to test each of the carts for one day. Based on the test, CPC will be able to better assess the future prototype. Ergonomic testing will be done once CPC has determined the best cart. CPC wants to test other commonly used carts (Royal mail and Australia post) and the CPC's modified cart with wider wheels.

CPC confirmed that they have considered the study done in the past.

CUPW wants to work safely with ergonomic support through funding on Appendix DD for joint studies. For CPC, this is a missed opportunity to use that money for carts that are not going to be used. For CUPW, it is money specifically for that.

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CPC responded that these carts are used by other postal companies. CPC wants to move forward and determine next steps to find the right cart.

CUPW would be more supportive of having someone dedicated on testing without working on their regular route while conducting the study. CUPW wants to see and test the delivery carts before asking volunteer employees to test them.

CPC will conduct the test with the participation and feedback from CUPW NJHSC before going to the depot to test the carts. The test will not be completed by employees delivering on their regular route.

CPC and CUPW agreed to set a date to see the carts. Then the testing will be performed and then the risk assessment will be jointly amended.

CUPW will talk to their members and come back with the plan.

Action items:

- CPC and CUPW to fix a date for the review of the delivery carts.

14. Ride Safe Enablement on PDT and Fall Detection Functionality Enablement on PDT

Presenter(s): Virginie Tremblay / Deepthi Murthy

Presentation: 10- Fall Detection Functionality Enablement on PDTs and 10- Ride Safe Enablement on PDTs

CPC introduced two new features to prevent incidents and quickly assist injured persons, the Ride Safe Safety Feature, and the Fall Detection Functionality, already introduced at NJHSC in February 2022, which can be leveraged on the most recent version of the PDT. CPC wants to leverage technology and is really looking forward to testing these solutions.

Discussion:

- Fall-Detection Functionality: This feature will help reduce the risk of life safety injury by detecting a person's abrupt change in position. In addition, the device calls for assistances if the employees are unable to do so themselves, signaling a prompt emergency response to solve the situation.

At this time, CPC has identified sites in the Prairies, Winnipeg, for testing but is open to suggestions.

CUPW noted that since CPC is changing the technology for employees, this should be considered as a technological change.

Regarding the execution of the pilot, CUPW asked what CPC is considering doing. CPC explained that they are in the early stages and are thinking of testing the project in Winnipeg as engineers are on-site. In terms of timeline, nothing has been determined yet.

CUPW would like to participate in the pilot so it can be done near Ottawa with the help of two or three volunteer Letter Carriers.

CUPW asked what happens if the PDT falls or is hit and the delivery agent must press the button several times a day.

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CUPW is open to the pilot but does not want to share the technology with everyone. CPC suggested CUPW add testing scenarios. Before it is sent to Letter Carriers, CUPW will have the opportunity to try out the feature, and any other kind of features required to make it work.

CPC proposed CUPW NJHSC members to be added to the test scenario at this level.

CUPW mentioned that doing the test near to Ottawa does not prevent Winnipeg from participating.

- **Ride safe safety feature:** The feature will help reduce the risk of life safety injury by prohibiting the use of PDTs when the vehicle is in motion. CPC needs to determine the speed that will be appropriate for the feature to distinguish between walking and driving and not interfere with the delivery agent's daily activities.

CPC would like to test this application in the same pilot than the previous one as it targets the same group of people. However, CUPW felt it should be two different projects.

CUPW asked how the PDT notices the delivery agent is driving and how fast. CPC explained that as soon as the employee drives, the PDT turns off and does not track the speed thereafter. It is the motion sensor with a stagnant km/h that can be set on PDTs. The delivery agent does not manually indicate on the PDT whether they are driving or not. Once locked, the PDT will resume when there is a complete stop.

CUPW will be consulting internally on this as they believe this will help CPC to monitor and record driving speed and other delivery agent's activities. This is a serious concern for CUPW. CPC reminded that this is not a telematic device. The goal is to prevent and eliminate distractions.

CUPW indicated that they agreed to test the first feature, unless it is the same app that will manage both. CPC confirmed these are two separate applications and will share the Google code to use on the device for testing.

CUPW reserved the right to revert with their comments later on this pilot.

Action items:

- CPC will build up the test plan for feature 1 and will add NJHSC to the project tracker.
- CPC to send the Google code.

15. Project Tracker

Presenter(s): Sohail Mirza

Presentation: 09-NJHSC Project Tracker (April 23)

This is a standing item providing both parties an opportunity to discuss the new CPC Pilot projects and provide updates on regular projects.

Discussion:

1. LSV: CPC mentioned that the project is still pending the on-site review at Station C in Ottawa with NJHSC. There have been some charging concerns when the vehicle is parked overnight in freezing temperatures.

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2. Cardboard monotainer: CPC is working with ESG to come up with a solution for recycling the grommets.
3. Etrike: CPC indicated that the e-trike will be back in use when the volunteer is on an e-trike feasible route.
4. Etrolley: CPC is still waiting for a leased Etrolley from the manufacturer.
5. Follow me Robot: CPC explained the Follow me Robot was there in Ottawa. They are now working with L&D for training. CUPW asked if it is the one that will be used in Gatineau and CPC confirmed. CPC will send an invite to CUPW to review it.
6. Dog horn: CPC mentioned that the sites for the pilot have been selected and will be sent to CUPW for review. Eight sites with 100 dog horns that will be tested this summer by volunteers. A follow up will be made on the pilot through a survey.
CUPW indicated that these dog horns have been in use in Toronto for a while. CPC confirmed this is a pilot to formalize it. CUPW stated that Toronto has raised that this is not at all effective for some dogs.
7. Small Footprint Robotics Packet Sorter: CPC stated that the second sorter is on site and CUPW will be invited to see it.

CUPW asked how often the project tracker is updated and how often it is sent to NJHSC. CPC confirmed that each time there is an update on any projects, the project tracker is updated. With respect to the frequency, nothing has been determined. CPC agreed to send it monthly in the last week to CUPW.

Action items:

- CPC to send the project tracker monthly.

16. RSMC-MOA compensatory monetary adjustment for health and safety mandatory online training

Presenter(s): Committee Members

CUPW mentioned that since RSMCs are required to take training, they feel that all aspects of the MOAs and compensatory amounts need to be revised.

CPC considered this is a fair request that needs to be discussed in national consultation. CPC members of the NJHSC will participate in the discussion on H&S training at the national consultation.

17. 2023 National LJHSC conference - topics

Presenter(s): Virginie Tremblay

CPC stated that they will be hosting the national LJHSC conference again this year. CUPW received the invitation to be part of the steering committee.

CPC explained that they want to take a positive collaborative approach. A survey will be sent to LJHSCs to suggest the topics they would like to see covered.

CUPW agreed with this positive approach, but if CPC continues its practice of promoting H&S through abusive discipline,

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CUPW indicated that their position on the conference remains the same unless there is a change to the collaborative approach. If CPC is more proactive in promoting H&S coaching and information, and eliminates repressive methods, CUPW can revisit their position and be more collaborative. If the situation remains the same, CUPW will encourage their members not to attend this event.

18. Appendix DD – Statistics and training

Presenter(s): Virginie Tremblay

CUPW asked for more clarification on the equivalencies of the Appendix DD course and CPC reiterated that they are currently working as a sub-committee on the LJHSC training. Once finalized, they will transition to Appendix DD. As mentioned at NJHSC in May 2022, CPC will not be resuming Appendix DD training per se. Training needs to be updated before.

CUPW agreed to hold joint training sessions as per the collective agreement. They requested that the training of the 6 modules be restarted immediately as there is a huge backlog and members are suffering. They do not receive adequate training and have difficulty at work when injured. CUPW understood that the training is out of date but requested to resume it until the new training.

CUPW indicated that if joint training is scheduled and management is late or does not show up, CUPW would do the training anyway. CUPW reminded that this way of being done by management representatives is causing the misunderstanding about the joint instructors which is the initial reason for the delay in training.

CUPW did not recall discussing the contents. CPC confirmed it was discussed at the meeting in May 2022 and will send the minutes. The goal is to be able to review the content of Appendix DD modules, as is currently the case for LJHSC training.

CUPW supported reviewing the content but did not want to wait for the new training due to the backlog. For CUPW, there is way to refresh some training information during the sessions.

CUPW reminded that Supervisors who will be delivering the training must have completed Appendix DD training.

CUPW raised that they were receiving Appendix DD statistics at each committee prior to COVID-19 and requested that this information be permanently re-instituted.

CPC asked if CUPW would only like to receive Appendix DD statistics. There is a lot of H&S training, and it would be valuable for the NJHSC to have visibility on all those training. CUPW agreed.

CPC reminded that data is real time and will therefore be a snapshot at a certain date. CPC will discuss and will send it for next meeting.

Action items:

- CPC to resend May 2022 minutes
- CPC to implement H&S training statistics as standing item for each meeting.

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19. Terms of Reference

Presenter(s): Committee Members

The committee discussed the Terms of reference (TOR), which are reviewed every two years. The TOR are designed to show the implications of the LJHSCs on work as an effective workplace committee. The last changes were related to the LJHSC role in emergency situations.

Discussion:

CPC wanted to discuss the following:

- Escalation process with regional offices: It appears that regional meetings do not take place in some regions. CUPW wants to wait for the election and is open to discussing afterwards. CPC expects that regional to collaborate with management to review escalated issues. CUPW will discuss internally and confirmed that the escalation structure should remain the same.
- Number of years LJHSC representatives must remain on the LJHSC: There is no minimum term defined in the TOR. CPC felt it might be a good idea to set a minimum duration as a lot of investment efforts are being made. It is not a good thing to have a rotation or members not staying. Regarding the rotation, CUPW will discuss with their members. But they can't force someone to stay even if there is a delay in the training. The Local will assume its responsibilities for the administration of its committee.
- Employee representation: LJHSC represents all employees and CPC wants to be able to circulate the TOR of a joint LJHSC. CUPW emphasized that they only represent their members. CPC does not expect them to represent others. CUPW clarified that for sites with 19 employees or less, there is a specific process in place with CPAA to elect the health and safety representative. CPAA members can therefore represent CUPW employees in this case.

CUPW made it clear that the representation is consistent with the TOR and the legislation. CPC understood CUPW's position but wants to focus on LJHSC for sites of 20 employees and above with several bargaining units. CPC believes that creating multiple LJHSCs in a same site is not the best approach. There is a need to clarify the process.

CPC explained that PSAC has raised the issue recently, not just CPAA. If some representatives of other groups want to attend the LJHSC, CPC wants to give them an opportunity to attend as member and not guest. CUPW responded that this does not reflect the TOR and that these members must be trained. CPC agreed that they need to receive LJHSC training. CUPW does not want them to attend the CUPW LJHSC. CPC reminded that the committee is about the workplace and therefore all employees.

CUPW reminded that CPAA members of the Bellefeuille LJHSC should be removed from the LJHSC. If other LJHSCs have CPAA members, CUPW will ask them to be removed as the TOR are only between CPC and CUPW.

As an employer, CPC believes that all employees must be represented.

CPC will edit the document and will send it for comments.

Action items:

- CPC to edit TOR and send it for comments.

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20. ESDC/AVC Assignment

Presenter(s): Committee Members

1. *AVC Gatineau:*

CPC explained that this AVC is a direction given from ESDC regarding an AVC issued in 2019 that was not completed. In 2019, the AVC identified various items for the local team to address including a refresher on the work refusal. CPC confirmed that work refusal is part of the training that each employee received. The local team decided to take a local approach, however they did not do so on time, so the AVC was not satisfied. It is not that employees are not trained, but they have not received the refresher course.

CUPW acknowledged that this is a refresher course.

CUPW explained they are working with LJHSC on the training material. The expected timeline of completion is June 30.

2. *AVC communication:*

CUPW raised that they only received one or two AVCs since the beginning of the year. CPC confirmed that they have not change the AVC sharing model with the Unions to the extent that they receive it.

21. Follow-up on topics of previous NJHSC

Presenter(s): Committee Members

CUPW wanted to bring back records of items discussed at the NJHSC that are closed or still under discussion, as was done previously in the agenda and in the minutes. This will allow a better follow-up of topics.

CPC will work on the action plan.

Action items:

- CPC to implement records of topics closed or outstanding as standing item for each meeting.

Meetings Held in 2023:

February 23 (X)	April 27 (X)	July 6 ()	September 7 ()	November 9 ()
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