

National Joint Health & Safety Committee Meeting Minutes

November 9th, 2023

Attendance:

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

Guests			
Paul Rivet	Zahra Mohammad	Nadia Afara	Arsene Kouassi
Steve Clark	Debbie Beckner	Kim Gould	Valérie Normand
Sohail Mirza	Jennifer Watters	Danny Goddu	Leah Lewis
Catherine Bernard	Bernie Gravelle	Deepthi Murthy	Julie Grégoire (CUPW)

Advisor	Audrey Labout
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Location: The consultation took place by MS Teams and at the Head Office, room 0080G

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	Project Tracker	Sohail Mirza
5	ISPS Induction robot	Catherine Bernard / Zahra Mohammad
6	Dog Horn	Debbie Beckner
7	New Drop Box (in Retail lab – 10 th floor HO)	Jennifer Watters
8	LJHSC training follow-up	Nadia Afara
9	National Health and Safety conference Recap	Nadia Afara
10	Positive Safety Interactions (PSI) for Lead Hand & Peer Mentors	Kim Gould
11	LJHSC effectiveness checklist	Danny Goddu
12	Ring scanner kiosk	Bernie Gravelle
13	PDT	Deepthi Murthy / Arsene Kouassi / Valérie Normand
14	Mental Health Dashboard	Leah Lewis
15	WHVD Resolution process & employees on leave	Leah Lewis
16	Defective Induct to Delivery cart (IDC)	Committee Members

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17	Bone Conduction Headphones	Committee Members
18	Dates for 2024 NJHSC	Committee Members
19	Open items	Committee Members
20	Closed/Outstanding topics of previous NJHSC	Committee Members

2. Opening Remarks

Round 1: Mental Health of the workers

CUPW requested CPC to take care of the mental health of the workers, especially with the upcoming changes with RADDAR (see 19. open items), and the SSD deployment that will take place over the next few years. CUPW is available if a special meeting is required to discuss these topics as these are urgent needs.

3. Fleet/MMHE Update

Presenter(s): Paul Rivet/Steve Clark

Presentation: 03-Fleet update - NJHSC 09 Nov 2023_e and 03-Fleet update MMHE - NJHSC 9 Nov 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 provided an updated on the LR7 tiller arm development. They are waiting for pricing and lead times from the manufacturer, whom they push on weekly basis as there is a strong demand for this product.

As agreed at the last meeting, CPC is gathering the detailed design package of the alternate tiller arm and will share it with the NJHSC once available.

With respect to the MMHE Peak season rental, CPC mentioned that the rental request is 37% higher for 2023 than 2022. They have deployed most of the C42 hand pallet jacks and LH3 ergo lifts. They have a few spare ergo lifts available to meet last-minute requests, which was not the case last year.

For LR 7 rider stacker, CPC is taking the old machines, refurbish them and deploy them to the locations that requested them for peak season. Unfortunately, they are facing delays due to issues with the new machines.

For LF9 counterbalance forklift rental, a couple of sites are still outstanding (including Montreal). CPC was able to rent all the LF9 from one company, which is significant.

CUPW asked if the same communication as previous years will be shared again, that if someone is not comfortable handling a rental machine, they will not have to use it. CPC confirmed this will be the case.

CUPW queried if there is a new delivery date for the tiller arm. CPC indicated that there is no specific date at this time and that they will share the information as soon as they receive it.

Round 2: Fleet update:

CPC provided an update on:

1. C-250 deployment: CPC presented the dates, locations, and numbers of C-250 vehicles to be deployed in

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November and December. The 3 deployments in BC for a total of 60 C-250 will probably take place just before Christmas instead of early December due to delay on the construction line. CPC will have an update next week.

2. C250 VTS vs Flat tray: CPC started offering VTS or Flat tray option for the first time on September 16 in Brampton and has been offering the option ever since. To date, CPC has left five VTS in the C-250 and has subsequently removed three because the delivery agents had changed their minds. Delivery agents really appreciate to have the choice.

CPC presented pictures of the VTS with the LFT vs the Flat tray. With respect to LFT in VTS, CPC mentioned that the old white LFT are too long, but the grey fit in.

CUPW asked if the C-250 are delivered with the VTS. CPC explained that they remove 90% of the VTS at the garage prior to deployment. This saves time for mechanics and drivers who can therefore spend more time with the trainer during deployment.

3. C250 Top 5 concerns:

- VTS vs Flat tray: As discussed above, CPC indicated the VTS can be removed upon request. The communication to C-250 drivers was to be sent on October 31 but was not. It should go out by mid-November.
- Key Fob: CPC mentioned that there is a brand-new fob to fix the various issues (join failures, battery corrosion) of the current version. There are about 1,000 products, which will be tested. CPC expects the FCC's approval in January. Upon approval, CPC will replace key fobs as much as possible. The new model is exactly the same as the current one, but the push button will be red. The new models will therefore be easily identifiable.
- Oil dipstick Relocation: CPC indicated that the fix for the new oil dipstick location was identified and tested. Currently, CPC and the manufacturer are preparing kits that will be shipped to the Fleet Maintenance. This will make it easier for drivers to check the oil level.
- Slide Door contact switch: CPC explained they first strengthened the initial contacts where the sliding door closes. There were cracks in the field and CPC reinforced the plastic piece that the metal came into contact with. CPC is still working on this.
- Slide door track: CPC is still working on a design for the bottom slide rails. They want a new approved design.

4. Freightliner MT50e: CPC indicated it took them nearly two years to get this car on the road. The vehicle was delayed about 10 months by the manufacturer. CPC received confirmation that the vehicle is now in the Atlantic region, and that the manufacturer is finalizing some items (such as rust proofing) for delivery. CPC expects to have it by mid-November, end of November at the latest.

CUPW asked how many Freightliner MT50e will be available. CPC responded that there will be only one. The original plan was to send this vehicle to Moncton, but it will be made available in Halifax, Nova Scotia.

CPC needs to see and validate it before putting it into circulation. They suggested doing a virtual walkthrough with the local team as the vehicle can't be transported to Ottawa for NJHSC review. CPC will revert to CUPW with the delivery date, and they will decide together on the next steps.

5. EV training: CPC presented the numbers of Fleet Mechanics who received the training and the locations where the training has taken place since 2021. CPC also presented when and where the next classes will take place, including a French version of training that will take place in Montreal, QC in November. The date of the French session has still to be determined. CPC provided CUPW with the list of employees, about 150 employees, who

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have completed the two first modules Level I to date, representing 18 hours of training.

CUPW asked who checks and repairs the vehicles. CPC responded that anyone without the two first modules cannot touch the vehicle. The first two modules are so critical as they teach how to disconnect high voltage power.

CUPW asked who is then doing the maintenance until the employees are fully trained. CPC responded that is likely a contractor.

With respect to training material, CPC indicated that they have provided the outlines of the courses as they do not own the training. CUPW pointed out that if CPC outsources all the training, they will not have access to the material, which violates the collective agreement.

CPC understands that the collective agreement requires them to provide the material but cannot legally do so as they do not own it. That is why they have provided the outlines.

CUPW will check on their side if CPC has legally failed its obligations.

CPC presented the training plan for 2024 they are working on with Centennial college and will provide an update once finalized.

6. Safe Loading: CPC indicated that the safe loading memo for rented vehicles without a restraint is prepared and ready to send out. CPC has also engaged the Innovation team to review the protection options between the driver's seat and the rear cargo area for future rentals.
7. Tires - Measure tread depth: CPC mentioned that the tread depth gauge is now available in Ariba for ordering. A job aid is also available. The Fleet team is already starting to receive calls and good feedback from the LJHSCs on the condition tires in the depots.
8. Recall notice on the EV transit: CPC informed that there is a recall notice on the infotainment (TV) screen in the middle of the EV transit dash. There is a connection issue between this screen and the 360° camera. At this point, there are no parts available to repair this potential deficiency. However, there is the secondary regular back-up camera on the EV Transit and this one works even if the infotainment (TV) screen fails.
CUPW asked if the colored lines on the backup camera appear on the bottom and side of the screen. CPC confirmed that this is the case for all regular backup cameras in all vehicles.

Action items:

- Tiller arm: CPC to share the detailed design package summary once available.
- Tiller arm: CPC to indicate the new date of delivery once available.
- Freightliner MT50e. CPC to revert with the delivery date and agree with CUPW on next steps.
- EV training: CPC to present the training plan for 2024 once available.

4. Project Tracker

Presenter(s): Sohail Mirza

Presentation: 04-NJHSC Project Tracker (Nov)

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

Discussion:

For regular projects, CPC further cleaned up the list based on feedback received at the last meeting and there are only 11 regular projects left. All key dates, including the NJHSC first touch point, have been completed except for the Safety telescopic Conveyor program. A CPC member of the NJHSC clarified that this project was part of the Montreal Sorter MTC project.

CPC provided an update on the Safety Telescopic Conveyor Program and explained that the team has completed the remaining four telescopic conveyor installations and gravity loose load removals at the Vancouver PPC.

With respect to pilot projects, CPC provided an update on:

- Cardboard Monotainers assessment, At Home Pickup and E-Trolley: these three pilot projects have been deferred. No new dates have been defined.
- Dog Horn, Retail Drop Box and Ring Scanner Kiosk: these projects will be presented later in the meeting by each responsible team.
- Low Speed Vehicle (LSV) proof of concept: The team extended the project by one year and identified two new routes from the depot. CPC will share the presentation.

CUPW asked what “removing” means in the column current Status of the Vacuum lift assist project. CPC responded that this means the lifting system is removed from the plant.

CUPW noted that the description of the New Delivery cart (Study/Testing) is confusing because this project is mentioned as ongoing while no study is underway. CPC will change the status of the pilot and change the name of the project leader in the file as the person in charge until recently is no longer working for CPC. CPC clarified that to date everything is on hold for this project.

CUPW asked if a new person was also assigned to the Beacon Light pilot as the person who was managing this project was the same person who was in charge of the delivery trolley project. CPC confirmed that there is a new person in charge of the Beacon light project (study and testing). They will update the name and send a new version of the project tracker.

CPC asked if the project tracker could be shared less often than on a monthly basis due to the number of projects in progress and the complexity of getting updates. CUPW agreed to receive it every three months but requested that the project tracker be sent to them if there is a significant update or a new project.

CUPW asked if a pilot is simply removed from the project list when it is completed. CPC responded that the lead team should present the results and conclusions to the NJHSC and will formally add this step to the process.

CUPW asked if the ISPS robot is the same than the one presented in Ottawa with an arm on each side. CPC confirmed this is the same robot.

Action items:

- CPC to share the deck on LSV.

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- CPC to update project status and name of the project leader for new Delivery Cart and Beacon Light.
- CPC to send updated version of the project tracker.
- CPC to add step in the process of presenting outcomes of a pilot project to NJHSC.

5. ISPS Induction robot

Presenter(s): Zahra Mohammad / Catherine Bernard

Presentation: 05-CUPW NJHSC Robotics Induction Nov-2023-en

CPC provided an update on the International Small Packet Sorter (ISPS) Induction robot. They are seeking an automated solution to induct live mail on the ISPS at Gateway and Vancouver. Since 2021, CPC has completed a multi-stage RFP including multiple testing and evaluation stage and is now confident to execute a pilot within Vancouver Operations at the PIF location. This pilot project will take place in March 2024.

Discussion:

CPC shared the video showing the robotic arm technology designed by the vendor for CPC.

CUPW inquired about the robot footprint as the set-up is different than the one presented in Ottawa. CPC explained that they tried to replicate the ISPS configuration as much as possible. They do not change the current equipment and the robot will not take more footprint than the employees. CPC will share pictures of the ISPS platform for CUPW to visualise.

CUPW asked if the sentence "Supplier will operate, maintain and monitor technology at all times" is valid only for the duration of the pilot project. CPC confirmed yes. The pilot will run for 6 weeks, and the supplier will manage the robot. As soon as the pilot is complete, they will remove the robotic. There will be no permanent implementation as any modifications to the ISPS will be returned to the original state after completion of the testing.

With respect to H&S, CPC mentioned that standard robotic safety features will be implemented. There will be a sound mitigation to meet the 75 dB threshold and a risk assessment will be conducted on-site with the LJHSC. CPC confirmed that their employees will not operate the technology and therefore no training is required. However, there will be a communication to inform employees. The Communication plan is underway and will be sent out to Operations early 2024 (with talk track, posters).

CUPW required to go on-site to review the pilot. CPC will revert to CUPW with the open weeks for visit.

Action items:

- CPC to share pictures of the ISPS platform.
- CPC to propose dates to CUPW for a review on-site of the robot.

6. Dog Horn

Presenter(s): Debbie Beckner

Presentation: 06-Dog Horn PilotFinal

This is a follow-up to the Dog Horn pilot project that was discussed at the previous NJHSC. This pilot was conducted in nine locations across the country. As agreed at the last meeting, CPC combined a survey from the questions sent to the sites and gathered feedback.

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Discussion:

CPC presented the nine locations that participated in the pilot and the questions that were sent out during the survey.

CUPW asked if anyone indicated they preferred the vaporizer used before as this question is not covered in the survey. CPC confirmed that only two people mentioned they preferred the spray. However, it is important to note that people are glad to have a secondary option. CPC will then be able to observe the use of the spray or horn based on the number of purchases.

CUPW asked how many participants responded to the survey. CPC answered that there are 26 respondents in total and shared the result and comments by location. The comments on the size of the horn that were discussed at the last meeting are due to the confusion surrounding the supplier sending the largest can. CPC confirmed that the small cans are available and will only be used.

CUPW asked if there was no complaint about the sound. CPC responded that only one person mentioned it was loud but that is what CPC is looking for.

CPC indicated that they received positive overall feedback that they relied on to add this item to the catalogue. CPC also indicated that there is the dog campaign every year in March-April and that this will be a good time to present the horn and refresh the prevention communication.

7. New Drop Boxes

Presenter(s): Jennifer Watters

Presentation: 07-Drop Box Expansion Overview_NJHSC CUPW_EN

CPC introduced the Drop Box Equipment pilot project. This pilot project is to be conducted to address returns at Retail locations that are increasing 91% year over year. CPC is therefore considering new drop boxes equipment and format options that will increase return capacity by providing customers with a self-serve option and thus reduce wait times and customer frustration. CPC expanded the Quick drop-off boxes to 89 post offices, including 9 Corporate.

Discussion:

The NJHSC went on the 10th floor of HO at the Retail lab to review the proposed new drop-boxes.

CPC presented the:

- In-Wall drop box that will be positioned in a postal box lobby (unattended and accessible to customers after post office closes) or in a retail area of post office (attended as the post office clerk can see it). This box is self-contained for safety and security. It will accept up to a large flat rate box. In both cases, the drop box will be cleared from the back in the operational side of the wall. To collect the packages inside the box, the attended boxes will contain a moving basket and the unattended boxes will have a basket with a side tailgate, a double thickness at handle and slides on four ball bearings. No SO-95 will be used in unattended boxes as they are combustible.

CUPW is concerned about the basket inside the box. In the unattended version, the basket is directly on the floor, so it is quite low which will force the clerk to bend down to retrieve the packages. For them, the basket should be higher like that of red mailboxes for example.

CPC is thinking about other solutions and takes note of this comment.

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- Free-standing drop box that will be place in a retail area of post office. It is lifted from the floor and also accepts up to a large size flat rate box. It clears from the front and back. The basket to collect the packages is similar to the one in the unattended drop box but it is higher. CPC wanted to balance universal accessibility for customers and maximize the clerk's ability to make only a few trips to clear equipment.
- In-fixture drop box that will be set-up in a retail area of post office. This is existing equipment installed in 166 post offices but will have a new look. It fits in counter engineering. The chute mechanism is the same as the street letter mailbox. And it accepts up to a medium size flat rate box. Clearing is done from the front or back. It contains a very lightweight basket because it is small capacity.

CPC explained that these are just prototypes, and they are still considering feedback and improvement. They have already received a comment that the latex decal in the chute mechanism is sticky, especially with plastic packaging (such as Nespresso bags). That slows down the drop of the package. So, they are working on it.

CUPW was concerned about the number of people who will use these boxes and whether the conditions of the package will meet the requirements (for example, will the package have sufficient postage). They also asked if customers buy flat rate boxes or bubble envelopes. CPC responded that flat rate boxes are one of the best-selling products and how to use the drop boxes will be part of the message to the customers. CPC stated they have just launched a new extra-small flat rate box.

CUPW is concerned about large flat rate boxes that could get stuck in In-wall drops boxes and free-standing drop boxes. CPC responded that they have taken this issue into consideration and ensured everything is working properly. This is why they added a bar on the front door to ensure that the basket stays in place during a drop of package and to give rigidity to the door.

CUPW asked to add preventative measures for customers, such as photos of the maximum accepted size of a box, so that they do not put boxes too large to avoid frustration. CPC indicated that they are working on a questionnaire to gather feedback from customers and clerks. They also work on an out-of-service sign in case of incident or frustration from clerks or customers.

CUPW queried what safety is in place against the risk of theft. CPC responded that a lot of testing has been done for safety to mitigate the risk of theft. For the In-Wall drop box, there is no forward clearance, so they have eliminated the risk, but they will keep an eye on it. Corporate Security has assessed the equipment and is comfortable with it.

CUPW asked if a risk assessment with a LJHSC was done on site. CPC confirmed that a first risk assessment was done with ergonomics and consultation with the regional network retail team was conducted to review the floor plan proposal and sites. The regional team would have discussed with local representation to obtain approval.

CUPW requested the name of the five sites that received or will receive the equipment. CPC answered that this information is part of the presentation that was sent to them. These offices will receive the free-standing or in-fixture equipment as primary or secondary equipment, secondary meaning that the retail office will receive two units. CPC also confirmed that no location will have the In-Wall drop boxes as they are currently under manufacturing (five attended and five unattended).

CUPW emphasized that they are really concerned about the noise a package makes when it falls into the box. CPC

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indicated that they are also concerned about this issue and are looking at different solutions for soundproofing.

8. LJHSC training follow-up

Presenter(s): Nadia Afara

Presentation: 09-LJHSC Training Update_EN

CPC provided an update on the development of the LJHSC training module and the new joint training. The English pilot was conducted in Mississauga from September 26 to 28, 2023 with 14 participants and the French Pilot was conducted in Montreal from November 1 to 3, 2023 with 11 participants. CPC presented the outcomes and next steps.

Discussion:

CPC indicated that they received really good feedback. The key points to focus on are improving the training flow, improving interactivity (more practical exercises), more material on certain topics and less on others, have references with all the key information LJHSC members would need. A meeting to review and agree on all the comments received is scheduled for next week.

CUPW noted that the French pilot went better than the English. CPC agreed that the French session truly reflected what a collaborative LJHSC should be.

The train-the-trainer sessions were expected to take place in January, but CPC and CUPW expect a delay and possible deferral to February. The delay is due to all the feedback received during the pilots, that will require many more updates to the training material than originally anticipated. As well, the WHPP and minor injury report sections will need to be revamped for better integration with the health and safety management system (HSMS).

The first 3-hour workshop to agree on how the training material will be revised will take place on November 14th. There will likely be several other 3 to 4 hour workshops before the end of the year, in hopes to minimize the delay of the train-the-trainer sessions.

CPC mentioned that in 2024, new LJHSC members will receive the new training and the training material will be made available on the LJHSC Make It Safe Make It Home page.

CUPW asked if the new training will also be offered to existing LJHSC members. CPC answered that this is not planned at this time. They will focus on new members, but the training material will be made available on the LJHSC website for any LJHSC member to review.

CUPW stressed that all trainers, newly appointed and existing trainers, must be trained on the new training. CPC agreed that this is what's in scope for the train-the-trainer session scheduled in Q1 2024.

CUPW requested that a French version of the train-the-trainer training takes place. CPC confirmed that there will be one.

CUPW anticipates that there will only be one French train-the-trainer session, but at least two English ones. CUPW asked if the French train-the-trainer session can be offered on the same day and at the same location as the first English train-the-trainer session. If this is the case, we plan for a debrief between both groups to compare experiences.

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9. National Health and Safety conference Recap

Presenter(s): Nadia Afara

Presentation: 10-2nd National virtual LJHSC Conference_NJHSC Final update_CUPW

CPC presented the positive outcome of the second successful Virtual National Health, Safety and wellness conference held on October 25 and 26.

Discussion:

CPC presented the total number of people who registered, 977 registrants, versus the ones who attended the live conference, 742 participants. According to the 266 post-event survey responses, many attended as part of a group, which brings the total attendees to at least 814. This doesn't include the people who attended in groups and that did not respond to the survey.

CPC then presented the total of registrants and participants by union. CUPW had 155 registrants and 109 participants, plus participants in group.

53 out of the 266 post event survey respondents were CUPW employees:

- For the question "Would you recommend attending this conference": 84% of the 266 survey respondents agreed/strongly agreed to recommend the conference and 87% of the 53 CUPW respondents agreed/strongly agreed.
- For the question "Was this conference useful to you": 82% of the 266 survey respondents agreed/strongly agreed that the conference was useful to them, and 81% of the 53 CUPW respondents agreed/strongly agreed.
- For the question "Will you be able to apply what you've learned": 84% of the 266 survey respondents agreed/strongly agreed that they will be able to apply what they learned, and 91% of the 53 CUPW respondents agreed/strongly agreed.

CPC highlighted the fact that no CUPW member gave a "disagree" or "strongly disagree" answer on any of the questions. Only APOC (3 people) and CPAA (1 person) gave the answer "Disagree" but for reasons unrelated to the conference itself. CPC also noted that for the first question regarding whether they would recommend the conference, CUPW had the largest increase from 68% in agree/strongly agree responses last year to 87% this year.

CPC is looking to host the conference again next year and is already in the planning stage.

CUPW requested the names of their members who attended the conference and the comments provided in the survey. CPC refused to provide names but will share the comments from the survey responses from their members.

CUPW requested then the facilities' names of where their members are located, but CPC also declined. CPC only agrees to provide the province for the purpose of maintaining confidentiality and avoiding retaliation against CUPW members.

CUPW disagreed with this decision as they felt they should know which of their members represent the Union, which is why they asked for the names.

CPC mentioned that some CUPW members of at least 3 different regions have expressed they were threatened of losing their role as a committee member if they registered for the conference. CUPW will look at how the message was conveyed on their side as their position was just not to participate.

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Action items:

- CPC to provide comments of the survey from CUPW members.
- CPC to provide the Province of CUPW registrants.

10. Positive Safety Interactions (PSI) for Lead Hand & Peer Mentors

Presenter(s): Kim Gould

Positive Safety Interaction (PSI) training is designed to help leaders develop the mindset, knowledge, and skills needed to conduct Positive Safety Interaction and reinforce safe work behaviours with any colleague at all times. This four-hour training has been delivered to most Operations' Front-Line Leaders in 2023, and CPC foresees an opportunity to offer it to Lead Hand & Peer Mentors in Retail to get started.

Discussion:

CUPW asked who peer mentors are. CPC responded that they may be CPAA and CUPW members in the retail network. They are the trainers providing basic training to new retail hires.

CUPW queried if this training has already been introduced to peer mentors. CPC confirmed it has not. They wanted to present it to the NJHSC first.

CUPW noted that there is no agreement between the union and CPC on how to select peer mentors and how to train new employees. As such, if the PSI is implemented, CUPW feels they will need to decide who can be a peer mentor and a peer mentor for the PSI.

For CPC, it is more about coaching than training. They noted that PSI training is about developing the skills to be a better communicator. This may also apply to the Lead Hand.

CUPW requested to receive the training prior to deployment. CPC suggested reviewing some videos or holding a specific meeting.

CUPW asked if there is a schedule for the implementation of this training or if it is just a matter of starting the conversation. CPC responded that they are just looking at how they are exposing CUPW to this.

CUPW asked how peer mentors are selected. CPC will provide the information at the next discussion on the topic.

Action items:

- CPC to investigate on how peer mentors are selected.
- CPC to propose dates in January 2024 to review a recap of the content (including videos).

11. LJHSC effectiveness checklist

Presenter(s): Danny Goddu

Presentation: 12-2024 Liste efficacité clmsst-en

CPC presented the updated version of the LJHSC effectiveness checklist. This tool exists for many years to help LJHSC self-assess their effectiveness. The purpose of the update was to clarify the effectiveness checklist and add the six key competencies of an effective LJHSC. This update was done in collaboration with CUPW. The goal is to have this list

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approved by the NJHSC so that it is available and used by all LJHSCs.

Discussion:

CPC presented updates made to the list such as regrouping the competencies into different categories, adding some best practices, adding the Solution column. The biggest change was the addition of the six skills for an effective LJHSC. LJHSCs self-assess based on local internal conversation and can identify actions they will take to improve. The way the tool is promoted in training is that there are a lot of tools for the LJHSC to help employees and the workplace, but there are few tools to help them themselves and to self-assess.

CUPW mentioned that it is good to have the proposed Solution column and the six major competencies as they are part of the training. CUPW agreed with the checklist. They noted that this document is a living document, so if something is missing, it will be good to discuss it to improve it.

CPC is trying to promote the use the tool on a regular basis. It is there to deescalate any frustrations they can face.

CUPW asked if CPC receive this effectiveness checklist completed by the LJHSCs, in the same way as the minutes. CPC responded that this is not the case. At this point, the list is used locally by LJHSCs. There is no national review of this. CUPW does not want people to be afraid to complete it honestly in case they believe the list is checked to assess who is doing a good job. This list is not a report card. CPC confirmed this is not the case at all.

CUPW wondered if they need to keep track of the effectiveness checklist. CPC proposed to track the number of times the list is used but is not equipped for this now.

CUPW wants this list to be used at least every three months, and even more so if there is a specific issue that needs to be addressed.

CPC mentioned that following the NJHSC's approval of the list, the next step is to update the link in MIH MIS for publication.

12. Ring Scanner Kiosk

Presenter(s): Bernie Gravelle

Presentation: 08-ChargeltSpot - ARC Pilot project - CUPW NJHSC presentation

CPC introduced ChargeltSpot – Secure locker storage solution, a technology of electronic device charging storage stations. This technology consists of a self-service touchscreen kiosk, with expandable modular locker banks. It is programmed to release the mobile device with the most charge, alert managers when a device has not been returned, and allow employees to flag damaged devices so they do not return to circulation and can be repaired. It will help to solve the issue of tracking the ring scanners in the Plants.

Discussion:

CPC presented the 48-slot and 8-slot storage system. It also comes in 24-slot. One ring scanner will fit in each locker. The kiosk allows CUPW members to scan their badge and have access to a ring scanner for the duration of the shift. When the shift ends, CUPW employees will rescan their badge and the ring scanner should be returned to the initial locker. The scanner will then charge and be ready for the next shift. The device will be managed by ChargeltSpot kiosk software.

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CUPW asked how employees would know that a ring scanner is defective. CPC explained that the locker where the ring scanner will be returned will turn red and no one else will be able to remove it from the locker, except the Supervisor who will have to take the necessary steps to trouble shoot the device.

CUPW inquired if there is a way to enter if the scanner is defective on the middle screen on the solution. CPC confirmed that it is.

CPC mentioned that, with the new solution, the extra step is simply to scan the badge at the kiosk at the beginning and end of the shift. A job aid, talk track and posters were provided to Operations. A video was broadcast on the TVs at Gateway and Albert Jackson.

CUPW requested to receive the job aid and the video. CPC will send the information.

CUPW asked how long an employee needs to spend at the kiosk to collect the ring scanner. They don't want it to create delay for employees. CPC answered that nine kiosks with 24-slot lockers have been installed at Albert Jackson and expects people to spend one to two minutes at the kiosk to pick up the ring scanner.

CUPW asked if there is an obligation to bring the scanner back in case people have to leave for emergency. CPC responded that employees should return the scanner at the end of their shift, but the employee can do it the next day. The locker will be marked as overdue so supervisors know that the scanner is out, and the person must return it.

CUPW asked if this topic will be discussed at the National Consultation next week. CPC confirmed it was already discussed on October 3rd.

Action items:

- CPC to send the job aid, talk tracks and video.

13. PDT

Presenter(s): Deepthi Murthy / Arsene Kouassi / Valérie Normand

Presentation: 13-PDTphoto confirmation_en

During the specific meeting held on October 23rd, 2023 on the Photo confirmation project, CUPW mentioned that there are a lot of concerns about the new PDT that freezes. CPC acknowledged the issues they had with the PDT, not just the photo confirmation project, and presented the solutions that were put in place to resolve them. CPC confirmed that all of the issues recently identified have been resolved.

Discussion:

With regards to photo delivery confirmation, the issue was not identified before as some of the scenarios that delivery agents (DA) face in their regular day were not addressed during testing. CPC ensured the network is not too busy. When a photo is not processed, the failure is detected by the PDT, which prevents it from freezing and allows the DA to resume their photo and continue their other tasks without any other problem.

CUPW asked CPC what they mean by the network is not too busy and how they ensure it. They asked if the network is linked to other programs within CPC or if it is a separate network.

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CPC responded that they are retreating the original photo taken by the DA. They resize the image to send it to the right weight so as not to overload the network.

CUPW asked if the photo is sent to CPC before it is sent to the customer. CPC explained that it is now sent automatically to the customer. The DA must take the photo, confirm the safe drop and leave the premises. They do not need to stay on site.

CUPW appreciates that the freeze caused by the photo taken is now fixed but the PDT freezes in other situations (for example when signing required), which creates stress for delivery agents in front of the customer. They asked if these problems had also been solved.

CPC confirmed that this problem was caused by a maintenance update and as soon as they became aware of it, CPC contacted the vendor. They have now fixed the issue by upgrading to a higher version of the update.

CUPW is pleased that the issues are now being addressed as it was very frustrating for delivery agents.

CUPW inquired about the emergency messages on the Jabber PDT. The issue is that these emergency messages disappear after a while. CUPW expects to have a message acknowledgement on Jabber PDT as there is for the pick-up.

CPC indicated that Jabber does not have this confirmation opportunity. This is a third-party application and CPC has no control over this as opposed to the delivery application that is built by CPC and therefore can modify and update.

CUPW asked if this could be fixed. CPC will take back the comment and verify that any application they take in the future will have this function.

14. Mental Health Dashboard

Presenter(s): Leah Lewis

Presentation: 14-MH Dashboard NJSHC

CPC introduced the Mental Health Dashboard, part of the Mental Health strategy launched in 2022, under the "Dashboard and metrics" pillar. They created the dashboard to assess the impact of mental health on employees across the Corporation using information from internal and external sources such as the EFAP program, disability program, and benefits program.

Discussion:

CPC explained that the metrics in the dashboard are organized according to leading versus lagging indicators relating to mental health. Those presented at the meeting are related to YTD Q2 so are cumulative since the beginning of the year. Due to its complexity, the dashboard will only be refreshed on a quarterly basis, and there will be a 6-week delay at the end of the quarter to update it.

The leading indicators on the left-hand side of the dashboard are:

- Mental health training for team leaders: 84% of team leaders have completed the training "Leadership strategy for supporting mental health" so far across the country. This data comes from an internal datasource. CPC mentioned that they intend to expand this metric to different mental health training offered to different groups of employees.

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- Positive safety interactions: this figure indicates how many positive safety interactions have been reported across the Company. This data comes from an internal datasource.
- Number of psychological H&S risk assessments completed: This is an internal dataset showing how many employees have participated in the Guarding Minds risk assessment this year.
- EHCP benefits: This data is provided by an external supplier. The numbers are related to extended health care benefits and are specific to the number of employees who use psychological counselling services, who reach the maximum amount of benefits and who use pharmaceuticals for mental health. The figures shown are the percentage of employees who used these services in proportion to the number of eligible employees.
- EFAP: This data is provided by an external provider.
 - Program utilization rate.
 - Goal attainment: the level of achievement of program objectives is tracked by Homewood. When an employee starts with a counsellor, they jointly determine the objectives of the sessions and assess whether the objectives have been achieved at the end of the sessions. In 2023, 84% of employees who have used a counsellor believe that the objectives of the sessions have been achieved.
 - Wellness sessions: these sessions are offered by Homewood in the workplace or online. These sessions cover a range of topics related to well-being and mental health.

CPC explained the lagging indicators, which are located to the right-hand side of the dashboard:

- Short term disability total days lost, and the total days lost for Mental health. This information comes from an external provider. To date, there are nearly 60'000 days lost due to mental health, representing an average of 65 days per absence.
- Mental Health disability claims: STD and LTD.
- Financial data: for every dollar spent on preventive programs, how much does CPC spend on reactive programs.

CUPW asked what reactive programs are. CPC answered the prevention programs are shown in grey in the dashboard, and the reactive programs are showing in blue font.

CUPW asked if the low EFAP rate is common. CPC responded that this rate of 4.08% is for Q1 and Q2 2023 and will continue to grow over the year. Historically, it was more around 12-15% over the year. However, CPC is also concerned about the low utilization rate of the EFAP program compared to previous years. They are therefore developing a plan on how to improve program usage and how to normalize the usage of the service. With regards to the EHCP metrics, CPC mentioned that they asked the external provider to review the figures as they were found to be very low.

CUPW is interested to see the EFAP utilization rate at the end of Q4 and have the breakdown for each quarter.

CPC suggested that it be presented at the February NJHSC with the review of the Hazard prevention Plan if the meeting is scheduled after February 15th. Due to the 6-week delay at the end of the quarter, updated data from the Mental Health Dashboard will be available after February 15th.

CUPW noted that the utilization rate is only for EFAP while other mental health resources, such as the Social Delegate or other professionals, exist and have been used by employees. So, it would be interesting to see that in the dashboard. CPC indicated if there was a data source available this could be considered.

CPC indicated that their next steps are to share the dashboard on a quarterly basis with the NJHSC and internal audiences, to trend year over year metrics, and to look at different mechanisms to increase EFAP utilization.

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CUPW asked if there is any objective or expectation for next year. CPC responded they intend to work on some metrics but have not determined them. They asked CUPW if they have any suggestions.

CUPW indicated that there are a lot of changes coming for workers that could impact their family and social lives. They asked if preventive measures could be put in place to mitigate these stressful situations and to maintain or reduce the numbers. Regarding the increase in the EFAP utilization rate, CUPW believes that seeing this rate increase may be a bad factor, since it may mean that there are more and more problems.

In terms of EFAP utilization, CPC wants to see that number increase, because it means that employees will use the program as a prevention tool rather than waiting for an emergency.

Action items:

- CPC to send the mental dashboard on quarterly basis.

15. WHVD Resolution process & employees on leave

Presenter(s): Leah Lewis

CPC mentioned that they are working on a harassment, violence, and discrimination process for a Party's ability to participate in the resolution process when they are on a leave from work. In accordance with the WHV Regulations, the resolution process timeline may be extended when one of the Parties is on a leave from work for 90 days or more. However, it happens that some people who are off work want to continue participating to get a resolution.

To do so, CPC intends to develop cognitive demand to be able to assess whether a person is able to participate.

CPC suggested to discuss this at the meeting next week on WHVD resolution process. CUPW agreed and will ask questions next week.

CUPW requested to receive a couple of examples of PDA/CDA already completed. CPC confirmed that the topic will be discussed at the February NJHSC and some PDA/CDA will be sent out in December for review. In the meantime, CPC will check if a draft can be presented at the meeting next week.

CUPW asked if there is any documentation on the WHVD Resolution process when a party is absent from work. CPC confirmed there is not, except the email sent on October 10th. CPC clarified that they are only at the exploration stage at this time.

CUPW asked if CPC could send a writing document on this. CPC will prepare it and share once the process has been developed.

CUPW reiterated that employees are not required to go under the regulation to resolve a complaint. They can go under the Collective agreement and fill a grievance. CPC confirmed.

CPC took the opportunity to ask if CUPW had the opportunity to review the Wellness sessions presented at the last NJHSC. CUPW did not. CPC will send a reminder in a couple of weeks.

Action items:

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- CPC to prepare a memo on WHVD Resolution process when a party is absent from work.
- CUPW to respond to request for input on Wellness Sessions previously requested.
- CPC to send a reminder on Wellness Sessions.

16. Defective Induct to Delivery cart (IDC)

Presenter(s): Committee Members and Julie Grégoire

CUPW raised concerns related to equipment and maintenance in Montreal, particularly with respect to IDC where clerks and Letter Carrier Assistants (LCA) pinch their fingers when trying to open or close them. These problems were noticed mainly with the first generation of IDC, the silvers. Some are old, with rust, and when employees want to unlock one of the sides, they pinch their fingers with pins or latches even if they have gloves. With respect to maintenance, CUPW was advised that the only maintenance performed is to tighten or straighten the dollies and return them directly for use.

CPC asked if these issues were reported for other versions of IDC. CUPW answered that the complains received are only for the first generation, the silver ones.

CPC asked if CUPW members of the NJHSC have heard of similar issues nationally. CUPW will check if any other complaints have been reported in other regions.

CUPW highlighted that in Montreal, complaints come from different departments and sites. Another department in Leo-Blanchette complains about IDC but more about the loading. Indeed, the visibility is obscured, and the weight is quite heavy when the IDC is fully filled as described in CMS1605.14. A local solution has been implemented with the LJHSC in Leo-Blanchette but cannot be forced elsewhere as it is not part of the CMS.

CUPW asked if it is possible to do another SBN to explain the maximum capacity of these IDC and to keep a clear view above the IDC load.

CPC saw an opportunity to refresh the wording of the CMS as it indicates that the IDC can be filled up to the top and does not say not to obscure the view.

CUPW also raised a tension issue on the back of the LCAs and clerks when the IDC is fully open and twisted.

CPC needs to understand what the maintenance plan is and discuss with the appropriate team. They will invite the appropriate people to the next NJHSC.

Action items:

- CPC to invite the relevant team at the next NJHSC.

17. Bone Conduction Headphones

Presenter(s): Committee Members and Julie Grégoire

CPC is still looking at this.

18. Dates for 2024 NJHSC

Presenter(s): Committee Members

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The Committee will review and approve the dates by email.

Action items:

- CPC to send the dates by email.

19. Open Items

Presenter(s): Committee Members

1. Safety audit: CUPW was informed that safety audits are done in different workplaces and asked if someone will be disciplined if they do not follow the rules. CPC explained that these audits are for working at heights and for Management.
2. Stittsville – Road Safety officer: Apparently, a road safety officer is acting like a police officer and asking for the driving license and registration on the road. If this happens again, CUPW will tell their members not to present the license. CPC responded that this item was discussed at the last meeting, and it was confirmed that to the extent that supervisors can verify that delivery agents have their license on them, this is sufficient. CPC will discuss further with lead team.
3. CMB Drummondville: CUPW raised concerns about the new CMB E-201 which is supposed to lock itself when the delivery agent closes it. Lately, some of them are deficient and the spring does not automatically rise when the delivery agents want to close it. So, they have to push the door hard several times and put their hands inside in order to lift the spring to close the door properly. As a result, they pinch their fingers, unlike the old version of CMB where they didn't have to put their fingers in. In addition, it seems that some contractors have mentioned that it is too much maintenance for them and that they no longer want to make these repairs.

CUPW asked that CMBs should work the way they were installed. They are asking that these issues be addressed and that the CMBs be properly maintained.

CUPW also noted that local management did not address the issue until there was more pressure from them and a refusal to work. It seems that the situation has now been corrected.

CPC will invite the relevant team to the next NJHSC to discuss the issue, the escalation process of these issues and how they can be prevented.

4. RADDAR: CUPW asked if there is any update on the RADDAR to be deployed across the country. It looks like it is going to start next week in some places in Ontario, BC, the GTA. CUPW wants preventive measures to be taken as was done in Montreal. Although all additional costs are offset, the RADDAR will bring additional weight on transportation between POCs. CUPW questioned whether CPC has the equipment to deploy all the necessary relay boxes. They feel that the physical and psychological safety of employees is not respected.

CPC will get a proper update on this. The considerations that have been considered in Quebec will receive the same attention in the other regions.

CUPW asked if there would be local consultation with LJHSC. CPC explained they met with the responsible teams that are the same as those that implemented RADDAR in Quebec. The most important point is the safety of

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employees with the increase in relay boxes and the weighting of satchels. For the timeline, location, and communication plan, CPC will contact the relevant working group and come back to CUPW.

CUPW mentioned that this is a big concern that is causing stress to their members especially if it is implemented next week when no local consultation has been done. They explained that in Montreal, although they negotiated a reasonable weight of the RADDAR, everything that does not fit into the RADDAR now arrives in bulk. An increase of neighbour mail has been observed since the RADDAR is in place. Letter carriers end up having to deliver the RADDAR plus 10-12 flyers. So, they're always overloaded.

CUPW stated that it is the Management's responsibility to ensure employees work safely and to verify that workers are loading properly.

CPC heard this comment but responded that it is also the employee's responsibility to work on their own safety and not overload themselves.

CUPW indicated that relay boxes need to be deployed, especially for foot walks. They ask that the LJHSCs be fully dedicated to deployment, if there is to be a deployment of RADDAR next week. Assistance should also be available if workers are in crisis or anxious.

They also point out that according to the collective agreement, overtime is not mandatory. The fact that delivery agents have to return to the relay boxes several times adds time to their journey, and this is like making them work mandatory overtime.

CPC recognized that this is an important change that remains a sensitive issue for workers. They will follow up with the relevant team.

CUPW requested that measures taken be communicated to them. It seems that some supervisors suggested changing the cart by adding an SO-95 to load as much mail as possible. CUPW reminded that only the single letter carrier bag can be used and attached to the letter carrier delivery cart for foot delivery. In addition, if the delivery cart is used, the dual satchel cannot be used at the same time to deliver.

Action items:

- CPC to discuss further with Road Safety Compliance lead team.
- CPC to invite the relevant team to discuss CMB issues at the next NJHSC.
- CPC to provide a proper update on RADDAR.

20. Closed/Outstanding topics of previous NJHSC

Presenter(s): Committee Members

The list below includes the recommended closed items and the outstanding ones:

Recommended Closed items:

ESDC/AVC Assignment

Dog Horn

Notification on jabber

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- C-250 loading (VTS vs Flat-Tray)
- Peak season readiness
- LJHSC effectiveness checklist
- Ring Scanner Kiosk
- PDT issues
- Mental Health Dashboard

List of Outstanding items:

- Delivery Carts
- Terms of Reference
- LJHSC training on psychological health and safety (WSPS)
- Appendix DD – LJHSC training
- Maintenance Update
- Incident Management System (IMS) replacement
- Emergency Management Template Update
- Ride Safe Enablement on PDT and Fall Detection Functionality Enablement on PDT
- Menstrual Products Pilot
- AGVs
- FSV Cargo lamp
- EV mechanic trainer
- EV transit concerns
- RSMC Amber Light Testing
- Satellite communication
- Bone Conduction Headphones
- LSV Pilot
- Tiller arm
- Wellness session
- STF Simulator
- Protex Safety Prevention AI pilot
- HV T-shirt
- Lanyard
- C-250 deployment and top concerns
- Freighliner MT50e
- ISPS Induction Robot
- New Drop-Box
- 2nd National H&S conference recap
- PSI for Lead Hand & Peer Mentors
- WHVD Resolution process & employees on leave
- Defective IDC
- Dates or NJHSC 2024
- CMB Drummondville
- RADDAR

Meetings Held in 2023:

February 23 (X)	April 27 (X)	July 6 (X)	September 7 and September 20 (X)	November 9 (X)
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