

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

Attendance:

CPC	CUPW
Alice Lafferty	Marc Roussel
Virginie Tremblay	Alvaro De La Cruz
Chetram Jaipersaud	Line Doucet

Guests				
Ryan Manfredi	Louise Chayer	Sherif Malek	Abbi Slater	Dayna Robinson
Martin Luys	Marylou Lozza	Hala El Kozah	Caroline Steinborn	Braham Tindale
Charbel Khalaf	Sohail Mirza	Sebastien Roy	Ricardo Yakel	
Rick Kennedy	Holly Gill	Kevin Champoux	Danny Goddu	

Advisor	Audrey Labout
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Location: The consultation took place by MS Teams and at the Head Office, room 120G

Time started: 9.30am

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	MMHE Update	Ryan Manfredi
4	RADDAR	Martin Luys / Charbel Khalaf
5	Mail preparation "bundling and strapping"	Rick Kennedy / Louise Chayer / Marylou Lozza
6	Project Tracker	Sohail Mirza
7	FSM re-alignment	Hala El Kozah
8	Contractor safety	Virginie Tremblay
9	Amazon box-free / Label-free Solution update	Holly Gill / Sherif Malek
10	CMB Maintenance	Sebastien Roy / Kevin Champoux
11	PDA/CDA and Additional Resources	Abbi Slater / Caroline Steinborn
12	Dual Satchel	Committee Members / Abbi Slater
13	Appendix DD – Training locations	Ricardo Yakel
14	Right to refuse	Danny Goddu
15	Bones Conduction Headphones	Committee Members
16	Hazard Prevention plan – a review of 2023 injuries and trends	Virginie Tremblay
17	Injury statistics before/after SSD implementation	Dayna Robinson
18	Statistics reporting	Virginie Tremblay

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

19	Terms of Reference	Committee Members
20	Open items	Committee Members

2. Opening Remarks

CUPW introduced Line Doucet who will be attending the NJHSCs as CUPW National technical advisor.

3. MMHE Update

Presenter(s): Ryan Manfredi

Presentation: 03-Fleet update MMHE - NJHSC 22 Feb 2024-en

This is a standing item providing both parties an opportunity to discuss issues related to fleet vehicles. An update on miscellaneous MMHE topics was provided by Ryan Manfredi.

Discussion:

CPC mentioned that there is no real update on the LR7 Tiller Arm development. They are still waiting for pricing and lead times. CPC will try to escalate their request as they have chased the manufacturer several times who has not yet responded.

CUPW noted that the first assessment of the LR7 Tiller Arm was in Toronto in March 2020. Not having an update four years later is a big concern for them. CPC understood this concern and responded that this is why they want to escalate their request. CPC reminded that in the meantime, different tests were done, and they agreed on the LR7 Tiller Arm design and specifics in 2023.

CUPW asked what the alternative would be if no LR7 Tiller Arm could be available. CPC mentioned that they do not expect this as the manufacturer has been working with them from the beginning. It is only about getting the pricing, the lead time, and the production time.

With respect to the MMHE 2023 Peak season debrief, CPC stated that the overall national feedback has been very successful. CPC met the demands and needs while rental requests were 37% higher than in 2022. In December 2023, CPC received a notice inviting them to vacate their space in the SCI warehouse they have been using for six years to store MMHE for peak season. They have found a new location in the basement of the Ottawa Mail Processing Plant, but it takes a lot of cleaning and disposal to create enough space for the equipment. This cleaning is in progress with the help of JLL. While waiting for the cleanup to be completed, CPC delayed the removal of MMHE from the sites until the storage space was ready to receive everything.

CUPW asked if the MMHE Peak period equipment is deployed and brought back to the warehouse each year. CPC confirmed yes. These units are used when volume increases, mainly during Peak season. These are CPC owned assets that can be deployed as required.

With respect to the MMHE 2024 asset plan, the MMHE annual asset replenishment project is being developed for the first time as a multi year project over 2024-2026, when it was a single year project in the past. CPC met with regional operations for their wish list and input on requirements. Based on this, CPC is working on a priority system based on different criteria to determine which MMHE unit should be replaced first. CPC is now gathering the business case and moving to gate 1 very shortly. This will help to determine the financial amount of what should be replaced this year and

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

where it will be spent. Once the project is approved, CPC will start ordering the equipment. They will also focus on batteries as there is a large need of MMHE batteries for maintenance.

The Committee asked whether this replenishment is for the replacement of existing equipment and not for the addition of new equipment. CPC confirmed that this is a replacement of existing equipment and that this also includes equipment for recharging MMHE batteries. CPC explained that Albert Jackson is now full equipped for battery charging as it was used as a pilot plant. CPC is working with Operations and Maintenance to identify battery charging equipment requirements.

The Committee sees more risks associated with battery handling and related activities. CPC stated that they consider many factors, including the location on the floor where to plug in the chargers. This is a fast-charging system. However, when the battery drops below 80%, you get out of the fast charge window and lose the benefits of this new technology. CPC is very excited about the system especially for the use for smaller machines like the LR7A which can therefore load back faster.

CUPW asked if there will be any new training that will be offered to those who will be using this technology, called "maintenance free". CPC responded that they are being taught how to charge the batteries, program and modules, but that for training, this has to be checked with L&D.

CUPW understands that once the battery level is less than 80%, which means it has lost 20% of its charge, fast charging is not really effective. CPC confirmed that this understanding is correct.

CUPW asked how long the MMHE can be used before the battery goes below 80%. CPC cannot answer this question as it depends on the size of the battery, its power, and the use of the MMHE. CPC will ask if there is a document available with an estimate of this information.

For CUPW, it is a shame to have this technology and not be able to use it fully.

CPC explained that many facilities have a battery room. However, it is difficult to go to an existing facility and find the right place for chargers. As for the 20%, as long as the battery is charged during breaks, lunches and shift changes, it never goes beyond that 20%. If it goes below that threshold, the battery still charges, but not as fast as it should.

CUPW requested that if training materials for battery charging are to be produced for employees, they be sent to CUPW.

Action items:

- CPC to provide information, if any available, on how long it takes to the battery to decrease of 20%.
- CPC to provide training material if there will be some developed.

4. RADDAR

Presenter(s): Martin Luys / Charbel Khalaf

CUPW raised concerns about RADDAR deployment at the last NJHSC in November 2023. An increase of neighbour mail has been observed since the implementation of RADDAR. Delivery agents are overloaded because in addition to delivering RADDAR, they must deliver the other flyers that were in the Publisac but are not printed in RADDAR. Letter carriers don't have the proper tools to work with these tasks.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

Discussion:

CPC stated that they have established weight limits with the customer for RADDAR. This limit is 100 grams or less for Foot walk routes and can go up to 128 grams for motorized routes.

CUPW asked what procedures exist to contravene if RADDAR is heavier than these limits.

CPC answered that this will not happen. But if this were to happen, the plan would be to add relay boxes. In cases where delivery agents are required to deliver RADDAR and other flyers, along with mail and parcels, CPC will need to address this issue.

CPC mentioned that nationally, there was a spike in volume for neighbour mail after the “back to school” until “Black Friday/Cyber Monday”. As of last week, neighbourhood mail volumes were 40% below average at this peak. CPC will have to review this peak period to develop a contingency plan. Workers will need to work with their team leaders to create a local emergency plan.

With respect to RADDAR, CPC explained that they are working with LHSCs, APOC, employees and the RMO team in each depot in QC where Raddar comes into effect. They are reviewing the line of travels of the delivery agents and the existing relay boxes network. Based on this review and if necessary, they move relay boxes, add new relay boxes, or add relay bags in the mailroom or in the apartment building lobby. If a relay bag is going to be in the lobby, CPC send a letter to the property manager and residents informing them that they will see a relay bag in the lobby and they don't have to touch it. Delivery agents will use these bags to reload for the rest of their routes. This analysis is done about three weeks before the deployment of RADDAR to have time to install the new relay boxes or move the existing ones to an appropriate location. Delivery agents must keep their travel line and do not have to go back and forth to recharge. CPC indicated that they use the average of adding one box per route and reassess a few weeks later if more boxes are to be installed. They use 50 points of call (POCs) between relay boxes, with an average of 45 POCs for RADDAR.

CUPW asked if the analyzed data takes into consideration the already existing flyers, mail and parcels that the carriers will be carrying in the satchel. CPC responded that no, only RADDAR is considered.

CUPW asked what happens if the RMO does a restructure. CPC confirmed that they are working with the RMO team to create the contingency plan to deal with RADDAR. They don't wait for the restructure of depots where RADDAR will be deployed and for sites where they have noted a high volume to process. CPC is currently working on RADDAR roll-out in April.

CUPW inquired about where RADDAR will be deployed. CPC will provide the list.

CUPW was concerned about using the lobby of the apartment buildings to add relay bags. They ask where the bags will be placed in the lobby.

CPC responded that they will be placed in the lobby.

CUPW noted that as a result, the bags will be free of access for customer.

CPC responded that only neighbour mail will be placed in these bags.

CUPW stated that their members were told that neighbour mail is considered mail and that security should be maintained

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

at the same level as mail. So, if CPC considers that the neighbour mail does not need to be secured, it should be shared nationally.

CPC answered that this is only for the identified locations where RADDAR will be deployed. They said that they can act proactively and retroactively to Raddar's implementation. Indeed, in the contract signed with the customer, the latter must inform CPC of what is coming. As a result, CPC was able to schedule 6-7 phases, and work proactively.

CPC also mentioned that since 2023 any neighbour mail over 50 grams requires a business case for approval.

CUPW queried if, as a result of this business case, some neighbour mails were rejected. CPC responded that the requests received so far were ad hoc. The appropriate CPC team reviews the location, routes, depot, equipment, and volume to validate or not validate the business case.

CUPW asked if a copy of the checklist to validate the request could be shared with them. CPC will send it.

CUPW asked when this process was implemented as in some retail offices it was possible to accept flyers over 50 grams in the RPOS. CPC will check and review as this process should be system linked.

CPC offered to follow-up on this topic for smaller customers.

CUPW acknowledged that some good measures have been put in place and request that relay boxes be added in all locations where there is a serious concern due to RADDAR.

CPC reiterated that this is why they are now proactive and are working with LJHSC, Team Leaders, RMOs to take appropriate action locally.

CUPW also asked for the effective date and the date the consultation with LJHSC took place for the sites where RADDAR has been or will be deployed. CPC confirmed that this information is available on the list that will be shared.

CUPW asked what about the locations where delivery agents are overloaded.

CPC responded that RADDAR was only implemented in Montreal at the beginning and then in Vancouver but that the on-site study showed that there is no need to add relay boxes as per the RMO. Now RADDAR will be implemented in sites where plastic bags are decommissioned and that is why CPC is working on a 6-7 phase development as mentioned previously.

CUPW questioned when this was done in Vancouver and if the LJHSC was involved. CPC will provide the information.

CUPW asked how many relay boxes were added and on which foot-walk routes. CPC mentioned that they have this information on file. CUPW requested to receive the information. CPC will provide it.

CUPW inquired about the frequency of delivery of RADDAR. CPC answered that it is a weekly delivery.

Action items:

- CPC to provide the list of locations where RADDAR has been / will be deployed. The list should also include

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

effective date when RADDAR was implemented, DATE of the consultation with LJHSC, how many relay boxes where added on which routes.

- CPC to provide the business case to validate neighbour mail over 50 grams.
- CPC to do a follow-up on smaller neighbour mail clients.
- CPC to confirm when Vancouver analysis was done and if LJHSC participated.

5. Mail preparation "bundling and strapping"

Presenter(s): Rick Kennedy, Louise Chayer, Marylou Lozza

Presentation: 05-CUPW NJHSC Customer Care Update February 2024

As part of RADDAR, Transcontinental (TC), the client, raised containerization constraints. Indeed, CPC needs to provide TC with 6'400 FTs, so 90 mono worth, for each weekly mailing. As Transcontinental does not have the process and capabilities to manage such a level of inventory, they asked CPC to consider different options to eliminate LFTs and flat tubes (FTs).

Discussion:

CPC mentioned that they have set-up an internal steering committee, with different teams including H&S, Engineering, C&D, Sales... to review initiatives and improve the neighbour mail process for mail preparation and containerization. The proposed solution to eliminate LFTs and FTs will need to be tailored for depot that can't manage brick piled product, support both deposits at the RVU and DDI, ensure that the 7P is visible and easily scannable, and allow the employees to use both hands and not lift by the plastic straps.

The first proposed solution was a Shrink wrap which consisted of strapping together 4 bundles of 20 flyers with a shrink wrapper covering the straps. After discussion with TC and the internal steering committee, this solution was not selected as it is not considered viable. Indeed, this could cause H&S risks when opening shrink wrap and is too costly for TC to implement.

The second solution, Bundle wrap with paper or corrugated sleeve, is currently being tested by TC. Four bundles will be tied and will be wrapped together with paper. They are currently testing the ergonomic part so that people take these bundles with both hands.

Solution 3 is the reintroduction of the large-format Flexipack pouches, 19 by 24 inches, which were used before 2017. Bundles will be inserted in the Flexipacks. CPC procured 10'000 Flexipacks pouches for testing.

CPC clarified that they are only testing solutions 2 and 3 over a 4-week period. They want to test both solutions at the same time, date remains to be determined. They will work with the different Unions, Operations and workers to get their feedback and concerns. The RVU portion will be tested in QC and the DDI will be run through the Valleyfield DCF and related depots, Hudson Heights and Rigaud.

CUPW asked if the bundles that will be strapped and wrapped as per illustration 2 will be placed in a container or on a pallet. CPC confirmed that the bundles will always be strapped and will be transported on pallet for large facilities with high dock, as it is currently the case. For small locations without a high dock or for small volume, they will be in paper wrap on a tray.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CUPW is concerned about small offices where there will be manual handling of the bundles because according to the illustration 2, they seem flimsy and may fall off.

CPC confirmed that the 4 small bundles inside will be strapped and wrapped together to be lifted by 2 hands.

CUPW asked which cart will be used to go outside and pick up the bundles.

CPC confirmed that they will use the exact same process as today when a customer comes at the office with flyers. CPC is not changing the process or equipment.

CUPW asked if the 7P will be placed on the wrapping paper as the paper can be ripped and the 7P may disappear. CPC recognized this risk and that's why they are testing the paper.

CUPW raised concerns about the re-introduction of Flexipacks, which are plastic bags, as everyone gets rid of the plastic. CPC answered that this is also a concern within the corporation but is seen as a viable solution to support this request. The paper will be more environmentally friendly, but CPC needs to assess the integrity of the mail, the safety aspect of handling a bundle and the mail processing. Plastic can be a temporary option while waiting to find a more environmentally friendly solution.

CUPW asked what will be used to open the Flexipacks once they are sealed. CPC responded that they are still using smaller Flexipacks today, so suggested using the same process. Engineers are working on a job aid to show how to use Flexipacks. With the tests that will be done, CPC will be able to determine what is best to use to open the plastic bags. CPC confirmed that no knives will be used for the opening. CPC will provide feedback to CUPW on the solution.

CUPW reiterated that the use of plastic bags is a step backwards from its social and environmental responsibilities. CUPW will not encourage CPC to reintroduce a plastic bag even temporarily.

CUPW asked how many flyers there will be per bundle. CPC stated that there will be 20 flyers per bundle and 4 bundles wrapped together or placed in a Flexipack.

CUPW asked to look at ergonomics as it will take time to manually process so many bundles even though they will be less heavy than bundles in FTs. Indeed, Hudson Height is a facility with 2,228 POC, which means they will receive about 28 bundles of 80 flyers to be processed manually. For Rigaud, this will be about 60 bundles.

Regarding Portneuf, CUPW asked if there is a dock in Portneuf. CPC responded that Portneuf is currently receiving pallets and will confirm if there is a high or low dock.

CUPW reserve their rights to provide additional comments and questions on this project.

CPC asked CUPW if they want to go on site to see how the tests will go. CUPW confirmed they will go to Rigaud and asked for the date of testing. CPC will send the information.

CPC clarified that the RVU test will be done in Randin and not in Leo-Blanchette. They stated that they will provide the necessary equipment to the depot as needed.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CUPW reiterated their doubts about the rigidity of the wrapped bundle while LFTs are stackable. CPC replied that they expect the bundle to be as solid as cardboard. If the bundle is not as solid as expected, CPC will reevaluate this solution.

Action items:

- CPC to provide information on the solution that will be used to open Flexipacks.
- CPC to confirm if there is a high or low dock in Portneuf.
- CPC to send the test date in Rigaud.

6. Project Tracker

Presenter(s): Sohail Mirza

Presentation: 06-NJHSC Project Tracker (Jan 2024)

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

Discussion:

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

- **Amazon Box-free Label free return:** this project will be presented later in the meeting by the responsible team.
- **Automation – Robotics – ISPS Induct:** the pilot will be tested in BC. The PHSR is planned for the first week of March. A new step is introduced by H&S to further validate the PHSR: H&S test plan. As PHSR is a third-party activity, CPC has developed the H&S test plan to verify the implementation of action items mentioned in the PHSR and compliance of CPC safety requirements. It therefore introduced a few additional steps such as third-party documents review on top of a safety walk-about before the commissioning of equipment.
- **eTrike Pilot:** the pilot project was postponed into 2025. CUPW asked why the pilot is deferred. CPC explained that they are keeping a close eye on certain provincial and municipality traffic regulations to curtail vehicle pollution and therefore testing new designs for eTrike. CPC added that the team is collaborating with Purolator and other Etrike vendors to test available prototypes. CPC will ask the relevant team to present the new designs once the project resumes.
- **New delivery cart:** This project is deferred for an undefined period.
- **Low Speed Vehicle:** The second phase of pilot started at the OMPP depot on route LC0048. It should be completed by Q4 2024.
- **Beacon light:** 31 sites were shortlisted, and all were contacted, including their LJHSC and volunteers. CPC received requests to add more sites which was not possible due to the number of prototypes. The project will last for one year. An update should be provided in June 2024 to the NJHSC. CUPW requested to receive the surveys that will be sent to volunteers as well as the results.
- **At Home Pickup:** the project team presented an update to APOC and CUPW national consultations in December 2023, specifically December 12, 2023 for CUPW. CPC will ask the team to share the test results with the NJHSC.
- **Dog horn:** dog horns are now available in Ariba. CUPW asked to receive the number of injuries related to animal interaction as the dog horn is now available to see if it is effective. CPC will provide the information. CUPW questioned if LJHSC were notified of the dog horn availability. CPC will confirm but believes there was a communication through SBN. CPC is now updating the CMS and seasonal awareness package.

CPC mentioned that there is no update for the regular projects.

CPC asked CUPW if they would like more information on a specific project. CUPW asked if the menstrual product project

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

is now complete. CPC confirmed that menstrual products are now available in each location, and this is no longer a project.

CUPW asked if the Electric vehicle (EV) pilot is related to the EV presented in Halifax, the Freightliner MT50e. CPC clarified that these are two different projects. The one on the project tracker is related to the EV equivalent to the Promaster, while the one presented in Halifax was a Stepvan.

Action items:

- eTrike Pilot: CPC to ask the relevant team to present the design of the new eTrikes once the project resumes.
- Beacon light: CPC to send the surveys and the results once it will be available.
- At Home Pickup: CPC to share the results of the testing with the NJHSC.
- Dog Horn: CPC to share number of injuries related to animal interaction.

7. FSM re-alignment

Presenter(s): Hala El Kozah

Presentation: 08-FSM Sort to route realignment - CUPW

CPC presented their proposal to realign the FSM Sort to route plan. Lower flat mail volume puts pressure on the FSM sort to route plan. Indeed, FSM sort plans have been designed for higher volumes and do not efficiently use the available machine time to sort. This leads to an increase in the volume processed manually, which affects the service. CPC wants to change the way they sort based on the FSM route.

Discussion:

CPC explained that they would like to split the current FSM sort plan into two new plans to sort more on the machine and avoid sending this volume to manual sort. One plan will apply for stackers 1-90 and one plan will be for stackers 90-180 when today the sorting plan covers all stackers. No changes will be made to work methods. A Health and Safety risk assessment has been completed and has demonstrated no impact.

CUPW asked when the risk assessment was done, by whom and if a copy is available. CPC confirmed that the risk assessment was completed in Edmonton by the H&S team and the local team. CPC will provide the document.

CPC outlined the proposed FSM sort to route re-alignment on each side. The feeding and the sweeping job will remain the same. The volume will first go to one side and once the feeding is done, the feeder will wait for the carousel to empty and will switch to the second sort plan.

CUPW asked if this change will impact staffing. CPC confirmed there will be no change. There will be a sweeper on each side, as is currently the case.

CUPW asked what sweeper B will do if only side A is running. CPC responded that employees will sort-out and tie out at the same time, which will reduce downtime and increase machine capacity.

CPC stated that the test was conducted in Edmonton in 2023 and that they want to implement this realignment of route sort plan nationally. An analysis was also conducted in Montreal, and CPC assessed this as a good opportunity to implement this realignment in Montreal. CPC will continue the assessment on a plant-by-plant basis to decide whether or not the realignment makes sense.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CUPW asked if the LJHSC in Montreal was involved in the assessment. CPC clarified that it was only the engineering assessment i.e., the feasibility study, that was done. CUPW request to do a H&S risk assessment in Montreal with the LJHSC.

CUPW asked when CPC is planning to do this risk assessment in Montreal to notify the LJHSC. CPC responded that this should be done in the coming weeks, probably early March.

Action items:

- CPC to share the risk assessment done in Edmonton.
- CPC to involve the LJHSC in Montreal to do the risk assessment.

8. Contractor Safety

Presenter(s): Virginie Tremblay

Presentation: 15-Contractor Safety digital sign-in form_CUPW_Feb24

CPC introduced the change they are implementing to the Contractor safety orientation. Currently, the contractor orientation guide is available in hard copy format for the contractor/visitor to sign and for the Project lead to retain on file. CPC is migrating this orientation to a digital version.

Discussion:

CPC explained that contractor safety orientation will be accessible through a URL link that the Project Lead will need to share in advance with the contractor/visitor, or through a QR code for on-site registration. The contractor/visitor will be required to complete the digital form and permission to access the site will then be granted or not via an authorization code. This confirmation will also be sent via email to internal recipients i.e., Security, Project Leader and local host. Confirmation will be visual and therefore it will be easy for the local host and security staff to authorize access.

CPC stated that this digital form solution has been tested as part of the 2021 COVID-19 pilot for contractor screening and vaccine attestation. The benefits and lessons learned from the 308 pilot responses are that the digital form is easy to use, fast and easy to record as it is digitized.

Contractor safety orientation videos by sites for acknowledgment are being developed. The videos will be sent to the NJHSC for review in both languages. For now, only type A installations and the Head Office are concerned by this digital form and the online videos. The contractor/visitor will choose a site on the form if they receive the URL link and will therefore have access to the site-specific video. If they use the QR code, they will be automatically redirected to the related video. CPC would like to deploy this process later nationally.

CUPW asked if once the orientation is done, the contractor/visitor is allowed to return to the site several times. CPC replied that visitors who have an access card issued by CPC, as they regularly access the same site, get a confirmation renewed each year. For visitors who come less often, for example twice a year, they will have to review the orientation each time.

CUPW asked if this would impact their members.

CPC confirmed that there will be. For example, a shop steward who has to go to a particular site that he has never been to, will have to review the orientation if he intends to travel alone in the establishment. But if they are accompanied by someone who works on this site, such as a union member, they do not have to follow the orientation.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CPC will send the form to CUPW when it is ready.

CPC then presented the Suite of learnings Safety in Design for Project Leads and mentioned that most of these trainings have no impact on CUPW members but are happy to share the trainings with the Policy committee, if they wish.

CUPW asked how a contractor/visitor can do this digitalized orientation if they cannot use an electronic device to scan the QR code. CPC confirmed that there will be other solutions such as paper or laptop.

Action items:

- CPC to send the contractor safety orientation videos.
- CPC to share the form to be completed by the contractor.

9. Amazon box-free / Label-free Solution update

Presenter(s): Holly Gill / Sherif Malek

Presentation: 07-NJHSC Amazon boxfree_February 2024 H_S

CPC provided an update on Amazon box-free label-free solution that was introduced at NJHSC in April 2023. The solution offers consumers the ability to return items without proper packaging ready for shipping. The soft launch took place in December 2023 with 61 post offices in southwestern Ontario and, to date, 90 post offices are offering this solution as deployment continues. Many positive comments have been received so far from clients, but also from clerks. CPC now intends to roll-out the solution nationally.

Discussion:

CPC mentioned that the national launch will be in waves, starting with the GTA region in late February. The plan is to deploy the solution to 2'600 sites that have MPOS devices by the end of Q3 2024. Communication at the local level to ensure employees are engaged and aware of changes is underway and will continue until the completion of the national deployment.

CUPW asked how many of the 2'600 sites are CUPW sites where the solution will be deployed. CPC will only be able to confirm this information at the end of the deployment. Of the 61 pre-launch sites, 5 were sites with only CUPW members. CPC is targeting 5 additional locations with CUPW members on sites in the GTA.

CUPW inquired if this solution only uses the portable scanner or the large RPOS. CPC confirmed that this is only offered in post offices with MPOS.

CUPW asked if an employee survey was conducted at the 61 sites part of the soft launch. CPC confirmed that there was not.

CUPW questioned for the maximum weight of the box that is returned. CPC confirmed that the weight is limited to 50lbs.

CUPW asked how many customers used the solution. CPC cannot confirm but is confident that the soft launch went well.

CUPW asked if all Amazon items can be returned. CPC confirmed that the returned item must meet CPC weight and size requirements. When the customer begins the return, Amazon knows if the item meets these requirements and confirms whether the item qualifies for return or not.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

10. CMB Maintenance

Presenter(s): Sebastien Roy / Kevin Champoux

Presentation: 10-Street furniture_process_for_maintenance_request_final_eng

CPC provided an update to the CMB maintenance concern issued by CUPW at the last NJHSC in November 2023. CPC explained the procedure to follow when there is a maintenance request or a problem with street furniture, mainly with CMBs, SLBs or relay boxes.

Discussion:

CPC mentioned that when an employee identifies an issue with a street furniture equipment, they should report it to their supervisors. The supervisor goes to the Intrapost/SuperVISION website and must complete the street furniture maintenance form online. Once completed, the form is automatically received by the Delivery planning team who enter the work order into the system so that AtkinsRéalis/SNC Lavalin sends a contractor to repair the equipment.

Depending on the severity of the problem, there are different time frames to address the issue. If not urgent, contractors have 21 days to do the work. If the request is urgent, depending on the gravity, the contractor will be dispatched within the next 3 hours or 48 hours. Requests considered as urgent are an imminent danger (wasp nest, CMB/SLB loose that could fall on someone), security of mail and parcels (the door is left open, master lock not functioning), and corporate image (offensive graffiti, CMB/SLB on the ground).

CPC presented how the supervisor can access the form as well as the form to be completed. Supervisors must provide specific information on the issue and equipment to ensure the contractor is properly equipped to fix the issue promptly.

CPC then presented the amount of work orders completed per region in 2023, for a national total of 61'334.

CUPW asked if this is the same process for snow clearance. CPC responded that the snow removal process is different. The employee must indicate this to the supervisor s who contacts the local contractor directly. If the local contractor does not clear the snow, the supervisor can escalate to AtkinsRéalis/SNC Lavalin. As a last resort, the supervisor can escalate to the Delivery planning team.

CUPW raised some situations in Drummondville QC where management contacted the contractor for CMBs that were not closing properly. The contractors did not fix the issues and have mentioned that it is too much maintenance for them and that they no longer want to make these repairs.

CPC confirmed that these issues have been resolves and asked CUPW to advise immediately if a similar situation occurs again.

CUPW inquired about the internal CMB cleaning process. CPC confirmed that the process for an internal cleaning request is the same than for fixing an issue. CPC reported that there is no proactive internal cleaning of CMBs, this is done upon request from either the customer or the delivery agent.

CUPW queried if the delivery agent request is forwarded to the LJHSC for follow-up. CPC is of the view that the request follows the internal conflict resolution process that will escalate the issue to LJHSC only if it is not resolved.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

11. PDA/CDA and Additional Resources

Presenter(s): Abbi Slater / Caroline Steinborn

Presentation: 11-NJHSC CUPW slides for Jan Feb 2024 (1)

CPC provided an update on PDAs/CDAs and new Ergonomic resources. PDAs/CDAs are used to help understand any impacts on CPC employees, to return employees with accommodation in meaningful tasks, to help medical providers to understand various roles at CPC, to assess suitability for accommodation opportunities and to match employees with appropriate demands of the task for hiring practice and staffing.

Discussion:

For PDA/CDA, CPC stated that in 2023, in collaboration with the third party, they successfully updated 20 documents in English and French that will be shared with the NJHSC.

CPC expects to update 30 documents in 2024 that will be aligned with the JHAs review cycle to ensure consistency in the review process. CPC will continue to notify NJHSC of planned visits and invite a CUPW representative.

CUPW clarified that it does not have to be a union representative, but it can be a worker who is familiar with the specific tasks. The same goes for the JHA exam. CPC agreed with this approach and mentioned that the goal is to include the CUPW voice in all site visits to support employees.

CUPW asked if a specific date/time could be provided, if possible, to ensure a CUPW member is present on that day. CPC responded that they will provide the date whenever possible and asked if it would be possible for CUPW to suggest alternate names in case the designated person is absent on review day.

With respect to new ergonomic resources, CPC presented the Vehicle job aid providing information on ergonomics when using CPC vehicles. This job aid is optional. It is a tool to support and enhance the well-being of employees based on ergonomic best practices.

CUPW pointed out that the old RHD vehicle does not have an electronic seat as presented in the job aid. CUPW asked to add information in the job aid when there is a defective that is impeding ergonomics in the vehicle. CPC will add the information in the job aid and refer to the DVDR process with the URL link.

CPC presented the second resource about physical conditioning with information to help reduce the risk of muscular fatigue and injury. Recommendations will include information about the muscles engaged during job-related tasks, strength and conditioning exercise, specific stretches, footwear selection. This job aid is also optional.

CPC will send both job aids to NJHSC for review.

CPC clarified that this information and resources are not new but are now standardized for all employees and that LJHSC can leverage this.

Action items:

- CPC to share the 20 finalized PDAs/CDAs.
- CPC to share the new job aids.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

12. Dual Satchel

Presenter(s): Committee Members / Abbi Slater

This topic was forwarded to the NJHSC at the request of the Uniform Committee. CUPW reported that some components of the dual satchels are not as they should be. CUPW gave as an example the chest strap that tends to go up, the pocket for the PDT that is too wide, the side pocket on which the flaps do not stick to the Velcro if the satchels are too loaded.

Discussion:

CUPW asked CPC to review all of these concerns with the supplier before planning any changes to the dual satchel. CUPW asked to receive the changes that will be made to the dual satchel and to jointly agree with CPC on a version that could be tested.

CPC understood that the Uniform Committee is looking to change the dual satchel and CUPW responded that this was what was mentioned to them.

CPC confirmed that the health and safety aspects of the dual satchel will therefore be discussed at the NJHSC in parallel to the Uniform Committee.

Regarding the chest strap, CPC suggested readjusting it each season based on the clothing worn by the delivery agent. Indeed, if it is not well adjusted, everything moves, and the satchel is no longer ergonomic.

13. Appendix DD – Training locations

Presenter(s): Ricardo Yakel

On January 15, 2024, CPC sent a notice to CUPW informing them of their intention to hold LJHSC training at CPC facilities rather than in a hotel boardroom. CUPW responded in writing to this notice, which CPC received. CPC will send a formal response to the CUPW letter but already wanted to respond to some points raised by CUPW.

Discussion:

CPC stated that in 2023, 28 sessions were delivered across the country and 205 Team Leaders (APOC and Management) attended these sessions. Of these 205 Team leaders, only 45 of them, so 20%, would have attended the training in their actual work center if the training had taken place in a CPC facility.

In addition, CPC is committed to sending very clear expectations to team leaders that they will not be allowed to conduct work related activities during LJHSC trainings at CPC facilities.

With respect to the CPC facilities identified to receive this training, CPC emphasized that participants will not need safety shoes or vest as the training rooms are located outside the mechanized area. However, CPC is committed to providing all necessary equipment as required.

CUPW mentioned that when the training was developed, the agreement was to place the trainees in a neutral facility. CUPW believes that offering training at CPC facilities could disrupt the course and create conflict. CUPW recalled the situation surrounding the RSMC reaching tool training at the Corporation's administrative facility on Pierre-Bertrand Street in Quebec City in September 2019, where administrative workers repeatedly complained about the comings and goings of their participants, whether for the washrooms or for breaks. This was a very bad experience for CUPW.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CUPW maintains its position of providing training in a neutral location instead of CPC facilities. They will communicate this position to their members.

14. Right to refuse

Presenter(s): Danny Goddu

CUPW referred to an Instruction issued in Hull in 2019 by ESDC that CPC must train all workers to ensure they understand the right to refuse. CUPW and CPC jointly developed specific training that was delivered on site. Subsequently, a question was raised as to what to do when a worker from another site comes to work in the facility where the ESDC Directive was issued. CUPW discussed this with the ESDC officer and asked CPC for their perspective on this situation and how they plan to train each employee.

Discussion:

CPC confirmed that all employees have received training on the Right to refuse since 2019 through a mandatory eLearning.

CPC spoke with the ESDC officer who does not expect all employees to receive the training that was given in Hull. The ESDC officer wants to ensure that all employees receive training on their obligations and rights under Part II, section 128 of the Canada Labour Code.

CPC reviewed the current on-boarding training that has been in place since 2015, to ensure that it covers this information on both parties, employee and employer. LJHSC training contains more in-depth content that describes each part of the process and how to apply it.

However, there appears to be some misunderstanding as to how management applies and treats this Right to refuse. If employees are not aware of the Right to refuse, it is up to the employer to guide them through the process. CUPW mentioned that situations have occurred in Ontario and Atlantic where the supervisor responded that there was no immediate danger and either gave the employee a direct order or disciplined them if the employees did not follow the direct order. These situations have occurred in plants, depots, and even force majeure.

CPC requested CUPW to provide more details on these situations in order to investigate because we see much less rights of refusal than we would have seen many years ago since we now give employees a lot more flexibility in making the call on what is safe and what is not, so people are not forced anymore to go deliver at all costs. CPC doesn't believe there is a systemic issue to this but understand that there is always a possibility that some isolated situations could occur where the process wasn't followed appropriately. CUPW will provide information on where these situations occurred but does not want members on site to be persecuted. CUPW stressed that if situations where the Right to refuse was not properly applied are not addressed by CPC or if there is persecution against workers who want to apply their Right to refuse, CUPW will file a formal complaint with ESDC.

The Committee asked how many Right to refuse occur during a year. CPC responded that a few requests for immediate threat refusals are received in one year.

CUPW suggested reinforcing the training to explain the difference between hazard reporting and Right to refuse as there seems to be confusion between the two.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

CPC asked CUPW to contact them promptly if they are aware of a Right to refusal issue in order to resolve it as soon as possible. CUPW confirmed they would do this.

15. Bones Conduction Headphones

Presenter(s): Committee Members

This is a follow-up to the request raised by CUPW at NJHSC July 2023. CUPW inquired if it was possible to assess Bones Conduction Headphones to determine if employees could use them while working.

Discussion

CPC conducted a test with Bone Conduction Headphones and brought a model to the NJHSC. They observed that the sound is very loud, very grainy and very distracting.

CPC does not allow the use of Bones Conduction Headphones.

16. Hazard Prevention plan – a review of 2023 injuries and trends

Presenter(s): Virginie Tremblay

CPC explained that they have the data from a national perspective, but it is not yet available at the pay-scale group level. The data exists but the issue is to extract it from the system and this extraction has been greatly delayed. CPC focused on producing the EAHOR and EAHVOR to ensure they are submitted to ESDC on the regulatory date.

CPC will provide injury information for CUPW members when available, hopefully at the next NJHSC.

17. Injury statistics before/after SSD implementation

Presenter(s): Dayna Robinson

CUPW asked for visibility on injuries in SSD depots. They asked if a tool is being used to address workplace accidents at sites where SSD has been implemented or if there is an opportunity to identify SSD locations in the current tool. They want access to workplace injuries that occurred before and after SSD was implemented and the time of the injury (departure, mid-day or end of day). With SSD, the delivery agent is on the road longer and CUPW wants to determine if this impacts injuries.

CPC confirmed that all depots, including SSD depots, have the same tool, MyCareConnect, to log incidents.

CUPW requested the list of injuries, while ensuring confidentiality, to create their own statistics. However, if CPC already has statistics, they can provide them.

CUPW asked if there was a way to identify where SSD was implemented in EAHOR. CPC responded that this information is not available in the report this year but that they are taking this request away for future years and that the distinction will be put in place.

CPC mentioned that 33 depots implemented SSD last year and 109 will implement SSD this year.

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

Action items:

- CPC to provide the list of depots where SSD was implemented.
- CPC to provide the list of injuries in these depots pre and post SSD implementation.

18. Statistics reporting

Presenter(s): Virginie Tremblay

CUPW pointed out that they have not received the CrossTab report since August 2023.

CPC responded that the rationale for this delay is the same as for item 17. Hazard Prevention plan. Once the information is available, the CrossTab report will be reinstated.

19. Terms of Reference

Presenter(s): Committee Members

This item is a follow-up of the April 2023 NJHSC where 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. CPC emailed the proposed amendments to the TOR on August 3rd, 2023. At the September 2023 NJHSC, CUPW indicated that the proposed changes will change the spirit of the TOR between CPC and CUPW, but CPC asked CUPW to take the time to review it and come back with comments.

CUPW will provide feedback on the proposed changes.

Action items:

- CUPW to send comments on the TORs.

20. Open items

Presenter(s): Committee Members

1. Disabling injury definition

CUPW raised concerns about the definition of disabling injury and how these injuries are treated. According to CPC, this definition does not require medical help, as it should according to CUPW. They also mention that whenever an employee is about to report an injury on duty, supervisors suggest that they not report it and be assigned modified duties. The union mentions that employees who dare to report a workplace incident are called in 24 hours to an interview during which they have to face intimidation in order to discourage their members from reporting workplace incidents. CUPW indicated that this has become a trend and is a major concern.

CUPW referred to the NJHSC November 2019 minutes where in the opening remarks, it was noted that this practice is illegal and that local managers or supervisors practicing this method would be disciplined up to including dismissal.

For CUPW, this practice has gone too far, and it has an impact on the mental health of workers. If injuries are not reported, there is obviously a reduction in the workplace injury rate within the company, but that does not reflect reality of workplace injury rate. CUPW asked CPC what they would do to stop these situations.

CPC responded that they have created the space for employees to raise their pains and injuries, and they can be confident

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

that they are being reported and documented.

2. Workplace accident vs scenario request for injured workers

CUPW is concerned about a situation that happened in Moncton, NB, where two workers were injured on duties and the supervisor forced them to go on site to show how they got injured, asking them to redo the scenario of the event leading to the accident. CUPW pointed out that at no time workers have to redo this scenario in order to participate in the investigation and show how they got injured. In addition, while on leave based on a doctor's note, management offered to come to work to perform modified duties, which was against the doctor's note. CUPW mentioned that these situations have a significant impact on the mental health of workers.

CPC responded that they have to conduct a fair investigation when an employee is injured to learn from it and prevent this incident from happening again. However, the management must not go against a doctor note.

CUPW understood that CPC needs to investigate, but this can be done based on the notes taken during the discussion with the injured worker and not by forcing them to go on site and redo the accident scenario as requested by supervisors.

3. Dog car warning sticker for SSD depots

CUPW stated that Dog card warning stickers were removed from depots where the SSD was implemented. CUPW requested that this be reinstated as it can be a life saver. CPC will discuss the issue with the relevant team and come back to CUPW.

4. First aider

CUPW mentioned that there was a situation in a facility, closed to Winnipeg, where management said that if the employee is a first aid attendant, they cannot be a shop steward. CPC confirmed this is incorrect.

CPC emphasised that when CUPW is aware of such statement, they should contact CPC immediately to correct the misunderstanding. Of course, a first aider can be a shop steward.

5. Training of CPAA Health & Safety (H&S) Representative

CUPW mentioned that an ESDC Direction was issued in Chénéville, QC as the CPAA H&S Representative has never been trained.

CUPW asked CPC to provide them with the list of H&S Representatives in the offices where CUPW members work, as well as the list of LJHSC across the country indicating those who have completed H&S Representatives training and LJHSC training.

CPC responded that the CPAA H&S Representative training is a self-study guide. They need to check if this is the same guide for CUPW.

CPC indicated that in 2025, a platform for LJHSCs will be released as part of the MyCareConnect development. This will be presented at a future NJHSC and the list of LJHSC will therefore be updated. Following the launch of the LJHSC platform, the co-chairs will be responsible to update this list.

CUPW asked what the rule is for small offices (less than 20 employees) where no one wants to be a H&S Representative and where there are no CPAA employees. The Committee responded that there is an obligation to have a H&S

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

representative and that a CUPW member will be appointed.

6. Job Hazard Analysis (JHA) 2024

CPC emailed the JHA schedule for 2024. A job hazard analysis is a high-level national overview of the risks and hazards associated with a specific job. CPC JHAs are a worksheet listing the tasks employees perform, the hazards associated with the task and the barriers and controls for those hazards. JHAs are to be reviewed every 3 years.

On January 24, 2024, CUPW provided the names and locations of their members who will participate in the JHA 2024 review.

7. Firearms buyback program

As part of the ban on assault-style firearms, the Government of Canada is developing a buyback program to provide fair compensation for eligible businesses and individuals who possess these prohibited firearms. The Government of Canada asked CPC if they would be willing to collaborate using their network for the return of firearms.

Over the past few months, CPC has been looking at different options for partnering with the government. They conducted a number of H&S risk assessments and the CPC Security team looked at possible scenarios, risks and how to mitigate them. CPC have to decide in the next few weeks whether or not to partner with this program. If CPC accepts to be partner, they will initiate a deeper process including CUPW to participate in H&S and security risk assessments.

CPC mentioned that the program will start in January 2025 for 10 months during which people will be able to return their firearms and receive compensation from the government if they qualify for the program. These people will have to pack the weapon in a specific box and will be directed to certain post offices (PO) that will be registered as part of the program. Overall, the Government of Canada bans 1'500+ models and variant of assault-style firearms and there are approximately 102'000 such firearms registered, mainly in BC and Alberta. Should CPC decide to participate in this program, they will be able to control how these guns will enter in their network.

CUPW asked how CPC will be able to control this flow. CPC responded that the boxes in which the firearms will have to be returned will first be delivered to the people before they return them to the PO. However, these people could come to the PO with questions about the process.

CUPW highlighted that this is a well-known program that will take place in a certain period of time, so people know that guns are circulating. CUPW was surprised that CPC has to respond to the government in the next couple of weeks and requested to review the risk assessments done by CPC but also to conduct a risk assessment jointly. CPC acknowledged that they have to be ready to start this process and are committed to conducting a risk assessment for each PO that will be part of the program.

CPC mentioned that the weapons will need to be returned to a specific PO but that they want to avoid the frustration of customers who will bring the weapons to a PO that will not accept them. The clerks in these POs must therefore understand what to respond to clients. This risk is contained in the preliminary risk assessment that was done.

CUPW asked if this preliminary risk assessment was sent to them. CPC confirmed it was presented at the National consultation.

CUPW will look into the issue of participation in this program internally. They feel their members will raise a lot of

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

concerns and questions. So, they need to be reassured.

CPC understood these concerns and mentioned that they are already handling firearms in their network. The main problem that will arise is the volume that will increase.

CUPW asked if people will be able to determine that there is a gun in the box. CPC confirmed that they should not be able to do so.

CPC will provide an update at the next NJHSC and schedule specific meetings in the meantime.

CUPW asked if a list of POs that will be participating in the program is already predetermined. CPC responded that they are waiting for more information and asked the government to provide a list of areas where firearms are and how many are in order to determine how many can be returned to a PO.

CUPW asked if boxes have to be locked and secured in the PO to avoid the risk of theft. CPC mentioned that this will be part of the assessment, including the risk of crime in the PO area. Indeed, if crime in the area is high, then the post office will not be selected for the program.

CUPW asked if the box in which the firearm will be returned will be reinforced in the event of an accidental detonation due to improper packaging by a customer who would have neglected certain instructions for safe packaging. CPC does not yet have all the details on what the box will look like.

8. Psychological wellness training

CUPW requested to receive an update on the training and where we are at.

Action items:

- Dog car warning sticker for SSD depots: CPC to discuss with the relevant team.
- Training of CPAA H&S Representative: CPC to provide the list of H&S Representative where CUPW members are working, the list of LJHSC across the country and the training that they received.
- Firearms buyback program: CPC to set-up specific meeting.
- Psychological wellness training: CPC to send an update to CUPW.

22. 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:

Delivery Carts

Maintenance Update

Incident Management System (IMS) replacement

Emergency Management Template Update

Menstrual Products Pilot

Bone Conduction Headphones

2nd National H&S conference recap

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

Dates of NJHSC 2024

CMB Drummondville

Right to refuse

Workplace accident vs scenario request for injured workers

First aider

Job Hazard Analysis (JHA) 2024

List of Outstanding items:

Terms of Reference

LJHSC training on psychological health and safety (WSPS)

Appendix DD – LJHSC training

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

AGVs

EV mechanic trainer

EV transit concerns

RSMC Amber Light Testing

Satellite communication

LSV Pilot

Tiller arm

Wellness session

STF Simulator

Protex Safety Prevention AI pilot

HV T-shirt

Lanyard

C-250 deployment and top concerns

Freightliner MT50e

ISPS Induction Robot

New Drop-Box

PSI for Lead Hand & Peer Mentors

WHVD Resolution process & employees on leave

Defective IDC

RADDAR

Mail Preparation "Bundling and strapping"

FSM Re-alignment

Contractor safety

Dual Satchel

Statistics 2023

SSD Statistics

Disabling injury definition

Dog car warning sticker for SSD depots

Training of CPAA Health & Safety (H&S) Representative

Firearms buyback program

National Joint Health & Safety Committee Meeting Minutes

February 19th, 2024

Meetings Held in 2024:				
February 19 (X)	April 25 ()	June 20 ()	September 12 ()	November 7 ()