



ROUGE CONTRACT GUIDE

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IMPORTANT NOTE: The information in this document pertains to **ROUGE MEMBERS ONLY**. If you are a mainline member, please contact your Local Office for clarity on any contract issues or refer to the Mainline Contract Guide.

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Duty Periods and Flight Time Limitations

DUTY PERIODS AND FLIGHT TIME LIMITATIONS

What's my maximum Duty Period? (L55.15.01.02, L55.15.01.03)

- The maximum scheduled duty period is fourteen (14) hours.
- The maximum duty period may be extended to seventeen (17) hours in the event of flight delays or an irregular operation.

How do I calculate/find my duty period?

Your duty period is calculated by looking at your check-in time, which is one-hour prior to your scheduled departure time, and your projected arrival time, plus 15 minutes on the last flight of your duty day.

If your duty period starts with a deadhead from home base, then your report time (check-in) time is thirty (30) minutes before scheduled departure time. If your duty period starts with a deadhead away from home base, then your report time (check-in) is at the scheduled departure time.

If you are on airport standby your duty period starts when you reported for duty at the airport.

Settlement Update:

On November 14, 2017, the Union filed grievance CHQ-rouge-17-46 challenging the employer's decision to require Cabin Personnel to complete certain pre-flight duties prior to the commencement of their duty period. Air Canada Rouge required crew to be at the aircraft or gate at their check-in time (which is 1-hour before departure) and failed to recognize the pre-flight duties and time required to go through security.

On December 9, 2020, the Union and Company were able to mutually agree to a settlement, called a "Memorandum of Settlement" (MOS). The time Rouge Cabin Personnel are expected to be at the aircraft has been adjusted to provide for a minimum of 10 minutes between check-in time and the time crew are expected to be at the aircraft. This is subject to a trial period of 24 months.

To be clear, check-in time remains at the one-hour mark before departure, however **you are not required to be at the aircraft/gate until 50 minutes before departure.**

What are ground duty credits?

When departure is delayed and you are required to provide a meal, bar or beverage service to passengers on the ground, whether the flight operates or not, you will be credited. Similarly, when you are required to remain on board upon arrival for any reason (i.e. waiting for gate agents to provide wheelchairs to passengers) you will be credited. These credits are paid at one-half (1/2) of your hourly rate of pay, including the Lead Premium if you are operating as the Lead Flight Attendant for the applicable flight being claimed. Entitlements only exist for periods of 30 minutes or more.

To claim these credits, please complete the [Ground Duty Credits Form](#). You can find the form on the portal at: *Rouge > In-Flight Service > Crew Planning and Scheduling > Ground Duty Credits Form*. You must complete this form within forty-eight (48) hours of your return to home base.

Oops. It looks like I will exceed my maximum Duty Day. What are my options now?

(L55.15.01.04)

You must advise the Lead Flight Attendant of your individual decision to exceed the limitation or take crew rest. The Lead Flight Attendant will then pass this on to crew scheduling. You can choose to book crew rest as soon as your duty day is projected to exceed 17 hours based on the official forecast, even if you are away from home base.

Keep in mind that anytime you book crew rest, you will be forfeiting flight time credits and will only be paid for any flights operated. Your Minimum Monthly Guarantee (MMG) will not be affected.

Are there any premiums for having to work beyond my scheduled duty period?

Yes! Whenever a duty period is extended past 14 hours, and you did not self-impose the extension by changing a deadhead, you will be paid an additional \$100 for every additional hour (or part thereof) where duty is extended up to a maximum of \$300 per occurrence.

Over 14 hours = \$100

Over 15 hours = \$200

Over 16 hours = \$300

The above premium in no way prevents an employee from taking crew rest as per article L55.15.01.04. There is no additional compensation for a further duty day extension, and crew can book rest as soon as you are projected to exceed 17 hours.

What is my MML (Maximum Monthly Limitation)?

Your Maximum Monthly Limitation (MML) is ninety-five (95) hours. This is the maximum hours that be scheduled in your block. (L55.14.14)

What is block growth?

Block growth is time picked up on your block due to delays. Your MML can be increased to one hundred and fifteen (115) hours as a result of delays. (L55.14.14.01)

For example, if you are scheduled at 93 hours, and over the course of the month you experience more than two hours of delays due to de-icing, your MML has not been exceeded due to block growth.

Can I extend my monthly flying hours? (L55.14.14.02)

Yes. You can volunteer to exceed your Maximum Monthly Limitation (MML) provided you are legal in all respects. Being legal means:

- You must have legal crew rest before and after all your pairings;
- You must maintain the minimum requirement of five (5) days off in your block. (L55.14.13.01).

You receive a premium of 50% of your hourly wage for all hours worked above the ninety-five (95) hour threshold.

What is my MMG (Minimum Monthly Pay Guarantee)? (L55.06.02)

Your Minimum Monthly Pay Guarantee (MMG) is seventy-five (75) hours as a blockholder and eighty (80) hours if you hold a reserve block. To be paid MMG you must be available for duty for the entire block month.

If I take a Leave of Absence how will my Minimum Monthly Guarantee (MMG) be affected?

Minimum Monthly Guarantee (MMG) is reduced by two hours and thirty-five minutes (2:35) for a blockholder and two hours and forty minutes (2:40) for a reserve blockholder, for each day of your leave. The same applies if you are booked off sick with no sick time remaining.



Crew Rest

CREW REST

What is my minimum crew rest at home base after my pairing? (L55.15.02)

The following table applies, and these cannot be reduced for any reason.

| | |
|--|---------------------|
| Minimum Rest Period at Home Base – Regular Blockholder | Ten (10) Hours |
| Minimum Rest Period at Home Base – Reserve Blockholder | Twelve (12) Hours |
| Following an Overseas Operation (Europe, South America, and Hawaii) | Eighteen (18) Hours |
| Following an Operation in Central America/Caribbean with a duty period greater than thirteen (13) hours (Ex. BGI Turn) | Twelve (12) Hours |

What is my minimum crew rest on my layover? (L55.15.02)

| | |
|--|----------------|
| Minimum Scheduled Rest Period on Layover | Ten (10) Hours |
|--|----------------|

Am I entitled to onboard crew rest? (L55.31)

On flights with a scheduled flight time greater than eight (8:00) hours, you are entitled to sleep in the last sold seats for a maximum of one (1) hour. On all flights a bank of seats (normally last row) is held as last-sold for the purpose of crew breaks.

Am I entitled to a rest facility on a stopover in between flights? (L55.23.09.02)

Yes. If you have an airport stopover between flights that lasts five (5) hours or more, you may request a shared rest facility. If crew scheduling says there are none available, we recommend that you contact your local union office to advise and investigate.



Draft

DRAFT

Can you decline a draft?

Draft is mandatory. If you answer a call from scheduling, you are required to take the draft. If scheduling calls and leave a message to call back for a draft, you are not required to call back, however if you do, you are required to accept the draft assigned.

Am I able to volunteer to be drafted? (L55.14.12)

You are able to volunteer to be drafted if you are legal in all respects for the drafted pairing. In order to list yourself available for draft you must use the “Rouge Open Time Bidding System” on Aeronet and click “Draft Volunteer” option in the top-right corner of the screen.

If I get drafted and it resulted in an overprojection, what happens?

If you are drafted and it resulted in you exceeding your MML, Crew Scheduling will select a pairing in your schedule to drop to bring you back below MML. There is no pay protection for the dropped pairing.

What do I get paid for a draft? (L55.07.05)

You receive a draft premium which is 50% of your hourly wage for the drafted flight operated. If you draft interferes with another blocked pairing, there is no pay protection for the original pairings.



Reserve Blocks

RESERVE BLOCKS

What are Standby Reserve Days (R-Days)? L55.14.09.01

Standby Reserve days are a period of 24 hours during which you are considered “on call” at all times. During this period, you must ensure that you are reachable at all times and that Crew Scheduling is provided with the best number of where to reach you.

What are Call-In Days (C-Days)? L55.14.09.14

You are required to contact crew scheduling the night prior to the C-day (usually 20:00 to 23:00) even if you are on a day off or on vacation.

What is airport standby?

Airport standby is a four (4) hour period assigned by crew scheduling where you need to report the airport for possible flight assignment. You will be assigned a report time by crew scheduling and assignments may be made to a flight departing during or after the four (4) hour period. When on airport standby, your duty period starts at the beginning of the period assigned by crew scheduling. (L55.14.10)

In addition, you may be asked on arrival at home base to be on airport standby for a period of up to one (1) hour if your duty period on arrival is eight (8) hours or less. You may be assigned an additional flight departing within or after the one-hour period, otherwise you will be released for a legal rest period. (L55.14.09.12)

How much time is crew scheduling required to give me to report for a flight assignment?

Two hours and thirty minutes (2:30) is the minimum advance notice to report for flight departure. They will make every effort to contact you as far in advance as possible and you must also make every effort to report to the airport as soon as possible if you are given less than the minimum notice. Remember to get to the airport safely and efficiently – if you do not believe you will be able to make it to the airport in less than 2 hours and thirty minutes, you must still accept the assignment, let crew scheduling know you are making your best effort and keep them updated along the way.

Can crew scheduling assign me a pairing that goes into my days off? If so, will I be entitled to the draft premium?

When on reserve, crew scheduling can assign you a pairing that goes into your days off and in such instances, you are not entitled to a draft premium. The exception to this is if you have an Untouchable Guaranteed Day Off, which you cannot be scheduled to fly into.

I was assigned a flight on reserve but found a flight attendant with less hours than me who appears to be legal for my assignment. What do I do?

While the collective agreement does state that the standby reserve with the lowest projected hours is assigned first, it also specifies that this is subject to the optimum use of reserves considering reserve day patterns and

language qualifications. If you believe a flight attendant with the same reserve day patterns and language qualifications as you, but has fewer hours, should have been assigned a pairing that was assigned to you, contact your Local Union.

I missed a call from Crew Scheduling. What do I do?

When on a standby reserve period, you are considered on call at all times. It might happen that you miss a call from Crew Scheduling and in this case, the expectation is for you to call them back in a reasonable timeframe. Crew scheduling will generally leave a voicemail and try to contact you again in the following minutes and if you do not pick up or return their call within 15 minutes (L55.14.09.05), you will be marked down as unavailable for duty at fault for the flight they were trying to assign you.

I landed from a flight on the same day as an assigned reserve day. What happens now?

Upon your return to home base following an assignment, you are entitled to a legal rest period in accordance with L55.15.02. If you are landing on a reserve day, you will have your legal crew rest, and then you will remain on reserve until midnight that same day. As an example, if you land at home base from a domestic flight at 06:45, your 12-hour crew rest will begin at 07:00 (15 minutes after parking at the gate) and you will be considered on reserve from 19:00 to 0000/2400.

Can I bid for flights in the Open Flying Bidding System on days where I am on reserve?

No, you are not eligible to bid for flights in open time on days where you have assigned reserve days.



Reassignment

REASSIGNMENT

What is Reassignment? (L55.15.07)

Reassignment occurs when you are no longer required for a pairing or part of pairing. This could be due to a downgrade in aircraft size, a cancellation of flights, or you misconnect for your next flight mid-pairing. If you are subject to reassignment, you will be given another assignment or convert to standby status for any calendar day involved in the original blocked pairing.

How is pay applied to Reassignment?

If you are reassigned to another pairing, you are paid for the pairing you operate. If you are reassigned to standby status, you will be paid for the greater of four (4) hours pay per day of standby or the value of reassigned pairing(s).

How long will my reassignment last?

It depends on the original pairing. If the pairing was a one (1) day pairing, then the reassignment will only be for one (1) day. If the pairing was a multiple day pairing, then you will be reassigned for each day. The reassignment will be for each calendar day you were supposed to be on duty.

Can you be reassigned for greater credits than what was originally scheduled in your pairing?

Yes, subject to the Maximum Monthly Limitations (MML).

I am no longer needed for my pairing, and have been reassigned for the calendar days involved in my originally blocked pairing. The assignment crew scheduling wants to give me extends into my next blocked pairing. Can I refuse the assignment? (L55.15.07)

No. However, crew scheduling cannot give you a pairing or a reserve day that is outside your originally blocked pairing. They can give you an assignment though on your reserve day that extends outside that time period.

Please see an example below.

Example: I was awarded a pairing that starts on Monday and ends on Wednesday. On Monday, crew scheduling informs me that part of my pairing has cancelled and that I will be on reassignment. Since there are no pairings crew scheduling is able to award me at that time, I fall into reassignment reserve (for those 3 calendar days). On Wednesday crew scheduling assigns me a LAS red eye turn. I land Thursday morning and with my crew rest I am no longer legal for my next blocked pairing, which results in me being reassigned again.



Days Off

DAYS OFF

What is the minimum number of scheduled days off that I am entitled to each month?

(L55.14.13.01)

Blockholders are entitled to a minimum of ten (10) guaranteed days off (GDOs) per block month. For blocking purposes, these 10 days are calendar days (i.e. 00:01 to 00:00/24:00).

Reserve Blockholders shall receive a minimum of twelve (12) guaranteed days off per block month. In a thirty-three (33) day block month, they shall receive a minimum of thirteen (13) guaranteed days off. On a voluntary basis, Reserve Blockholders may waive their minimum days off.

Days off in that month will not be reduced to less than five (5) full twenty-four (24) hour periods.

Once the block month starts, these days off can shift slightly and will remain legal as long as they are a full twenty-four (24) hour period (i.e. you check out at 01:45, your duty period ends at 02:00, and you are off until 02:00 the next day).

During the block month blockholders cannot be drafted if the draft would result in you falling below ten (10) full twenty-four (24) hour periods. (L55.14.13.07) Reserves cannot be drafted if the draft would result in you falling below 12 (or 13 in a 33-day block month).

What are Untouchable Guaranteed Days Off (UDOs)? (L55.14.13.03)

Of those ten Guaranteed Days Off referenced above, you can bid up to five (5) days as untouchable Guaranteed Days Off (UDOs) at the time of the award. These UDOs will be awarded in seniority order, subject to operational requirements. Air Canada Rouge will not assign flying, or draft you, on an UDO. However, should you be flown into an UDO due to unforeseeable circumstances (i.e. mechanical away from home base), this Guaranteed Day Off will commence after legal crew rest at Home base. (L55.14.13.03)

L55.14.13.04 Untouchable Guaranteed Days Off Bid for Reserves

- i. Reserves may bid up to a maximum of seven (7) untouchable guaranteed days off.
- ii. The default value is two (2) untouchable guaranteed days off.
- iii. The maximum allowable seven (7) untouchable guaranteed days off shall be prorated for any partial reserve month. A Reserve whose request for untouchable guaranteed days off exceeds their prorated maximum allowable untouchable guaranteed days off, shall be awarded/assigned untouchable guaranteed days off based on the proration.

Settlement Update

In 2018 the Union filed grievance CHQ-rouge-18-12 - UDOs and Unforeseeable Circumstances, based on Air Canada Rouge forcing Cabin Personnel to work into their Untouchable Days Off in the event of flight delays. In July 2020 the Union and the Company mediated an agreement called a "Memorandum of Settlement" as follows:

- If more than three and one-half (3:30) hours before scheduled departure, a flight is forecasted to encroach on a flight attendant's UDO the flight attendant will be given the option of not operating the pairing.
- Cabin Personnel will not be awarded a UDO the day following a pairing that is scheduled to end at or after 22:30.

If a flight is forecasted to encroach on a UDO more than 3:30 hours before scheduled departure, crew scheduling will contact the flight attendant to provide the following options:

- (a) operating the pairing and accepting the encroachment on their UDO; or
- (b) not operating the pairing, subject to the provision in this MOS.

Should a crew member choose to not operate the pairing, they will be reassigned in accordance with article L55.15.07 (reassignment).

Can I forfeit days off for open flying? (L55.14.13.07)

Yes, however days off in that month will not be reduced to less than five (5) full twenty-four (24) hour periods.



Additional Information – Bonus Points

ADDITIONAL INFORMATION - BONUS POINTS

What's a sick hold?

Under normal circumstances, when you book off due to sickness or injury, you must book back on by 10:00 the day prior in order to keep your next pairing. However, you can elect to place a twelve (12) hour hold on your next (or any subsequent) flight assignment, in which case you must book on twelve (12) hours before the pairing in order to keep it. You must inform crew scheduling of your desire to place a sick hold on a pairing. If you don't book back on at least twelve (12) hours prior to the flight's departure, your pairing will be made available to open flying. (L55.11.05)

Remember:

- If you book off sick and place a hold on your next flight, you have up until twelve (12) hours prior to that flight to determine your fitness to fly and book back on.
- If you do not put a sick hold on your next pairing, it will be released into open flying at 10:00am the day prior to the scheduled flight.

What do I do if I disagree with Crew Scheduling about my rights?

Explain your right and quote the applicable article from the Collective Agreement. Request that the crew scheduler abide by the Collective Agreement. Always write down the date, time and name of the Company representative. If unable to agree, cabin personnel are required to work now, grieve later. Please keep in mind that Crew Scheduling is not the final authority on the Collective Agreement, and your Union representatives will address all violations with management.

What do I do if I get in trouble with the Company?

If you become aware of any disciplinary measures being levied against you by the Company (including but not limited to discharge) you must file a grievance within fifteen (15) days of receiving the Company's decision. Grievances are filed at your Local Union Office with the help of your Local Officers.

REMEMBER: You have the right to Union representation in all meetings with Management.

What happens if I am notified of an unexpected flight delay?

At Home Base: If Crew Scheduling is made aware of a flight delay before your report time, they will call you. If this call is made one hour and thirty minutes (1:30) or more before your originally scheduled report time, your report time will be re-scheduled. If this call is made less than one hour and thirty minutes (1:30) before your originally scheduled report time, your duty period will start at the originally scheduled report time (L55.15.06.01).

Example 1: Your originally scheduled report time is 10:00 for a flight departure of 11:00. Crew Scheduling is made aware that the flight is delayed until 13:00. They call you at 08:15, which is more than 1:30 before your report time. Therefore, your new report time is 12:00 and your duty period will commence then.

Example 2: Your originally scheduled report time is 07:00 for a flight departure of 08:00. Crew Scheduling is made aware that the flight is delayed until 10:00, however they do not call you until 06:30. Your report time remains at 07:00 and your duty period starts then.

Away from Home Base: If you are on a layover and Crew Scheduling notifies you of a flight delay before you arrive at the airport, your report time will be rescheduled.