Information CLA2014 implementation
Shift system in Maintenance

Zurich Airport, 6 July 2015

Dear colleagues,

As part of last year's negotiations on a new collective labour agreement (CLA) for our ground personnel, the parties agreed that the working week for SWISS ground personnel should be increased by one hour to 42 hours.

Once this had been agreed, a working group was formed – consisting of representatives from our unions and staff associations and from the company's management – to determine how this new provision would be applied to our shiftwork personnel. The subsequent process called for compromises from both the employer's and the employees' side; but both parties regard the resulting package as an acceptable solution.

The main features of the new provision for our shiftwork staff, which enters into effect on 1 October 2015, are as follows:

- No introduction of a rolling three-shift operation. This means that the present shift system (two daytime shifts and permanent night shift), which is favoured by both our company and our employees, remains unchanged.
- Shiftwork personnel undertake to work an additional eight working days a year.
- Each employee will be able to decide themselves how they wish to work these eight additional working days, by
  a) adopting the vacation provisions proposed by SWISS *or*
  b) working on free days (in due compliance with employment law) *or*
  c) waiving their right to vacation days (while still taking the legal minimum per year) *or*
  d) Reduction of the eight extra working days by permanently reducing the degree of employment with corresponding salary reduction.
- SWISS will inform the workforce in advance every quarter of when additional personnel hours/capacities will need to be provided in view of the work programmes planned. Employees can then use these plans to inform the company how they wish to work these eight additional days by working on free days.

List of supporting measures as envisaged in the agreement:
  a. All training will be conducted either within the shift days rostered or on the additional working days agreed (no training will be conducted on any "off" days).
  b. Any time spent on web-based training will be credited as working hours.
  c. The "Project Shift Plan" communication of 21 September 2010 is now no longer valid.
  d. All AML licence renewals will be paid for by SWISS.

The effectiveness and due observance of the corresponding agreement will be monitored through regular meetings with the unions and staff associations. A first such meeting will be held at the end of 2015, and this will be followed by a second such meeting in spring 2016.

In the course of the analyses of the present shift plans which these negotiations required, it was also realized that our current shift plans do not comply with the provisions of Swiss employment law in every respect. The SECO and the AWA Zürich have been duly informed; and these public offices now expect our shift plans to be correspondingly revised and introduced in their legally-compliant form by 1 September 2015. This will also result in certain modifications to the workhours and break hours for our daytime shifts.

Our personnel will be informed about the new arrangements by our unions at the following information events:

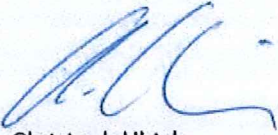|			
Monday 6 July	14:15	(EGST, HEAM, DANR)	> Dock B
Monday 6 July	19:30	(MPI)	> Hangar 2
Wednesday 8 July	19:30	(LOE)	> Hangar 2
Thursday 9 July	14:15	(FRRB, WAAL)	> Dock B

Agreement "Shift Work Group"
Technik Maintenance

1. Additional productive working days per calendar year and employee to the previous shift model in the form of + 8 working days ("additional days"). In return continuation of the 2-shift system (day) and permanent night shift (night).

2. Reorganization of shift- and break times according to provisions AWA/SECO (permanent night shift 5/5, 10 working hours, 1 hour unpaid break / day shift 6/4, 8.33 working hours, 1 hour unpaid break). In maximum 45 shift days the break can be separated into two blocks of 30 min each. The employees concerned must be informed about it at least one shift block in advance.

3. Provision of working days optionally by:
   a. Working additional days: employer communicates three months before the beginning of each quarter (January, April, July, October) at which production days additional shift days (day- and night shift) are available. The employee can choose additional deployments from these days under consideration of the legal framework. The additional capacities demanded by the employer at the corresponding times must be performed by the employees.
   b. Rearrangement of holiday system acc. to the suggestion of SWISS (analogous to the holiday system of pilots/cabin)
   c. Holidays more than the legal minimum can be used instead of additional days
   d. The employee can adduce the 8 additional days by reducing his workload permanently with the corresponding salary adjustment

4. Accompanying measures:
   a. Trainings: Take place either within the scheduled shift days or within the additional days agreed upon (no trainings during off-days)
   b. Web-based trainings will be credited to the working time
   c. Annulment of the letter "Project shift plan" of 09/09/2010
   d. AML license renewal (incl. type rating) paid by SWISS

5. Further agreements:
   a. Introduction of this agreement by 01/10/2015
   b. With the present agreement minus hours resulting from the existing shift plan are considered to be paid and the relevant discussion is finished.
   c. Compliance with and effectiveness of this agreement shall be reviewed in semi-annual meetings with the social partners. A first meeting will take place end of 2015, a second meeting early in 2016.
   d. The employees are informed by a joint communication on the outcome of the talks.
   e. The implementing regulations of this agreement will be developed together with the social partners.
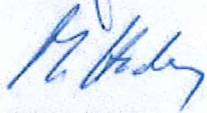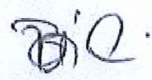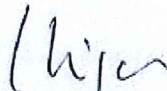
Zürich, 13. Juli 2015
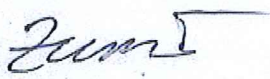
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