

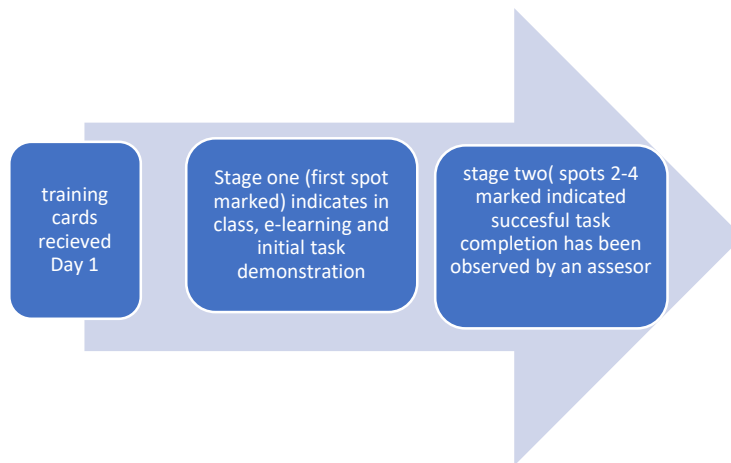
POL-TRN-05
EA ATW 90 DAY PLAN POLICY
PURPOSE

The purpose of this policy is to outline the program used to manage mandatory safety and customer service-related training, which is designed to enable a team member to safely and effectively learn skills through communication, demonstration, and practice.

POLICY

All new hire Executive Aviation Team Members will be given a set of training lanyard cards that reflect the airline specific training on their first day of employment.

The lanyard cards must be worn behind the RAIC or airport pass by all Team Members while on shift, regardless of your area assigned, until the cards have had all related tasks signed off as completed. Lanyard cards are setup for each local airline partner as well as Executive Aviation corporate mandatory training requirements. Each lanyard card is colour coded to match the training file document folder colour. These cards will have one or four place holders to punch. Training with one hole indicates classroom training or e-learning. Training with four place holders indicates that Team Members are required to successfully complete a practical evaluation on that particular portion of training. The first punch space is reserved for the agent to be shown the task, while the remaining three are reserved for verifying the team member has been observed successfully completing the tasks.


TRAINING REQUIRED

POL-TRN-05**EA ATW 90 DAY PLAN POLICY**

Stage 1:

1. Pre-Session learning
 - Introductions to EA, airport
 - View a flight operation
 - Hand in all new hire paperwork
2. Transport Canada application and/or criminal background check submitted
 - Application submitted online and in-person
3. Classroom Training
 - Airline Requirements
4. E-learning
 - Executive Aviation
 - Airlines
 - Airports
5. Common Use Familiarization
 - User names and passwords
 - Properly logging off

Stage 2:

1. OJT Check in Operation
 - Review check-in procedures
 - Complete procedures under observation (minimum three independent shifts observed)
 - Complete qualification checklists for training file
2. OJT Arrivals Operation
 - Review arrival procedures
 - Complete procedures under observation (minimum three independent shifts observed)
 - Complete qualification checklists for training file
3. OJT Airside Operation
 - Review ramp safety and arrival procedures
 - Complete procedures under observation (minimum three independent shifts observed)
 - Complete qualification checklists for training file

OTJ Assessor Program

The local Station Manager, along with the Regional Manager, shall be involved in choosing who will be qualified as a local assessor. Assessors are certified to support local Trainer(s) with OJT in Customer Service. The proposed team member should have some recognized personal motivation and abilities. To become an assessor, the following must take place:

1. Team Member must have completed all EA and airline training
2. Team Member must demonstrate the skills and applicable knowledge
3. Team Member must have a minimum of one-year experience; exceptions may be made but must be approved by the Regional Manager

On-the Job training Follow-up

- Day 3

**POL-TRN-05****EA ATW 90 DAY PLAN POLICY**

- Local trainer must check-in with new team member(s) and review their on-boarding progress
- Day 7
 - Local trainer must check-in with new team member(s) and review their on-boarding progress
- Day 15
 - Local trainer must check-in with new team member(s) and review their on-boarding progress
 - Station Manager must review each new team member(s) training progress with Local Trainer
- Day 30
 - Local trainer must check-in with new team member(s) and review their on-boarding progress
 - Station Manager must review each new team member(s) training progress with Local Trainer
- Day 60
 - Local trainer must check-in with new team member(s) and review their on-boarding progress
 - Station Manager must review each new team member(s) training progress with Local Trainer
- Day 90
 - Station Manager must review each new team member(s) training progress with Local Trainer

PREPARED BY

EA Operations Team

APPROVED BY

Vice-President

FOR FURTHER INFORMATION

Airline Operations Manuals

IATA and IGOM

EA 90 Day Pan Reference Checklist



EXECUTIVE AVIATION

POLICY DOCUMENT

VERSION 01

EFFECTIVE DATE 08112020

POL-TRN-05

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