**Interview Questions for Formal Report**

* What do your current shifts look like?
* On average, how many hours are you scheduled to work? On average, what are the time periods you work (usually at night, early mornings, afternoon, etc.)?
* On average, how many hours are you actually working (including shift extensions, P1s (when agents are called to ask if they could work on their day off))?
* How much sleep would you say you get on average per day?
* Do you drive or bus? How much time, on average, are you spending to commute to the airport for work?
* Are there any particular differences from working a job with non-traditional hours you noticed from your day to day activities?
* What duties are you expected to do during your shift? What does a shift look day to day for you?
* Do you have breakfast/lunch/dinner scheduled around the same time during your shift?
* How much water do you consume on a regular basis during a shift? How much caffeine?
* How often do your duties get switched around (especially if you have a relief role, of having the ability to take on another position to help relieve short manpower, how often do you get pulled away from your original scheduled role)?
* Would you consider yourself to be working in a hectic environment?
* What do you think it means to be at risk for fatigue? What duties do you think may impact fatigue?
* Do you have any extracurricular activities (such as sports, volunteering, schooling)? Do you travel a lot with the benefits given by WestJet?
* Do you know about Transport Canada’s fatigue risk management for flight crew? Would you see it being possible to implement such rules for ground crew?
* Do you know who to go to or where to look for resources and guidance on stress and self-management?
* Are there any other comments or feedback you would like to give if a fatigue risk management was started at WestJet locally?

**Additional Questions for Irregular Operation Coordinator and Operation Lead:**

* How many agents are you looking over on a day to day basis?
* How often do agents look for help from you?
* What are the current resources you are able to give to agents on the floor?
* Do you work mainly on the floor or inside the office during your shift?
  + If you work mostly in the office, do you often head out or stay inside for the entirety of your shift?
  + If you work on the floor, how often are you resting from supporting other agents working on the floor?