

18.03 Meeting for July 2, 2009.

Attendees:

Gilda Romanelli, GM YYZ Airport
Kimberley Bertrand, A/Director, Sales and Connections
Christopher Bertrand, Director Aircraft Services-Ramp
Dong Won, Resource Operation Manager
Vicky Goumakos, Chairperson, CAW
Sandra Neary, Vice Chairperson, CAW

Union Item 1: Union concerned at the increase of managers performing CAW scope work and reminded the company of their responsibility to not permit any person not covered under the CAW collective agreement to do any tasks/duties covered under the agreement. (Specific examples provided)

Management response: Company agreed and acknowledged their obligation and will address with the parties involved.

Union Item 2: Union queried protocol regarding conflicts that sometimes occur between employees of the various Unions at Air Canada.

Management response: Company advises these occurrences will be dealt with by the Air Canada management group.

Union Item 3: Union advised company of a potential glitch in the web check, which allowed a DHP passenger to retrieve a boarding pass online rather than being inhibited as normal procedure.

Management response: These types of issues will be addressed with IT and encourage staff to report.

Union Item 4: Union addressed concern that inexperienced Temporary employees are being assigned to work oversold flights and then half way through the blocks deployment are reassigning permanent experienced employees to work the flight instead of assisting the flight. The employees would like to be told they are working the flights at the beginning of the shift so they can prepare themselves rather than a last minute change.

Management response: The Company will address with deployment since it is clearly advantageous for all involved to have experienced agents be the work agent of challenging flights.

Union Item 5: The Union questioned the Company's position on the upgrading of non revenue passengers.

Management response: The Company advised that their expectation is that boarding priority is adhered to.

Union Item 6: The Union questioned the availability of the CRO (Complaints Resolutions Officer) which was mandated under the Department of Transportation ruling ("Part 382").

Management response: The Company advised that this information can be found on ACPEDIA

Union Item 7: The Union raised the concern of the newly added duty of the Customer Care agent to perform the flight editing function in addition to their current work load. The Customer Care agents are finding it difficult to complete all the work, due limited amount of agents staffed in Customer Care and very often only one agent. To ensure constant flow of information the Union suggested that once the flight is edited it should go into the DCS.

Management response: The Company will review the process and potentially divide the work among other areas.

Union Item 8: The Union provided an example of an employee who followed company policy and when passenger requested a manager, the manager who dealt with the situation overrode the employee and allowed customer to bypass the policy. The Union's expectation is that management should support the employees and adhere to company's policy.

Management response: The Company will investigate.

Union Item 9: The Union questioned the company as to whether or not a CAW member had the H1N1 virus.

Management response: The Company confirmed one CAW member is currently off due to the H1N1 virus.

Union Item 10: The Union made Company aware that a CAW member was injured at work with no advice to the Health and Safety Representative, Union or Health and Safety office.

Management response: Company will communicate to all managers that they must inform a Health and Safety representative when an employee is injured at work.

Union Item 11: Union raised concern of arrivals onboard announcement not being available in both English and French. Union suggested a pre-formatted announcement be made available for the flight attendants to read upon arrival. This will ensure consistency and that the passengers are served in both official languages.

Management response: The Company will advise.

Management Item 1: The Company addressed the issue of a non revenue child of senior manager being upgraded when not entitled, and not deplaned although the flight incurred DBC's because oversold. The Company advised this will not happen again and that their expectation is that boarding priority is respected and adhered to as per Company Policy.