

18.03 Minutes 07 April 2017

In attendance:

Linda Mryka – Unifor Vice Chair

Sue Harris – Unifor Vice Chair

Mike Karam – Manager General Operations, Passenger Service

Krystal Johnston – Manager, Passenger Service

Strollers in the Elevators at the Gates

Unifor – Station Attendants should accompany strollers up the elevators at gates. Have they been briefed?

Management response: Yes, they have been briefed by the Ramp Management team as of Fri, April 04. This item was also included in the daily briefings and was treated with high importance.

Customer Cell Phones:

Unifor – What happens if an agent in MLL or gates drops and damages a customer's cell phone? Who is responsible? We would like a memo put out.

Management response: If an agent accidentally damages a customer's cellphone, they are not expected to pay for the repair or replacement. We will consider issuing communication if there are frequent occurrences but will review first.

Lanyards

Unifor – Where do agents get lanyards? They have been directed to get Air Canada lanyards at the Unifor office.

Management response – The bunker will provide them in near future and a supply has been ordered for the MO office.

First Aid

Unifor – How do we know who are the first aid qualified managers?

Management response – The names are posted by the Air Canada first aid kits.

Inebriated Passengers

Unifor – Police should be escorting inebriated customers out/away from the gates.

Management response – Every situation is different and decisions about escorting inebriated customers out should be made accordingly. Agents can always call a CSM/Lead for support.

Another option is to call The GTAA Safety Patrol at 63033.

CCT Lobby

Unifor – The CCT Lobby should be left close by.

Management response – We are currently reviewing CCT in its entirety. The location of the lobby is also under consideration.

Bag Tag Activation

Unifor – No weighing bags at bag activation? Will there be training for bag activation i.e. Task Agents?

Management response – will review and get back to Unifor.

Premium Agents

Unifor: PA's are being pulled to the ground level to check in groups (Feb 23rd) – is this still happening?

Management: This occurred on Feb 23rd as the PA was interested and keen to assist with the specific group.

Unifor: If PA's have a Unifor lanyard, will they "lose points" on their Premium Uniform/ Grooming standards assessment?

Management response: They will not be penalized however an Air Canada lanyard is preferred.

Unifor: Any update on Zone for boarding and arrivals?

Management response: We will review and get back to Unifor.

Unifor: Minimum 45 min PDM kick-in for flights that board at same time?

Management response: We will inquire with Nairy (Process and Procedures) and advise.

Items to be discussed between Unifor and Management (Jodi Bessey and Patricia Iglesias) as per agenda prepared by Unifor