

18.03 Meeting for September 2, 2009.

Attendees:

Gilda Romanelli, GM YYZ Airport  
Kimberly Bertrand, A/Director, Sales and Connections  
Kirk Andrade, Manager Deployment  
Vicky Goumakos, Chairperson, CAW  
Lucy Alessio, Vice Chairperson, CAW

**Union Item 1:** Union raised issue with the introduction of streamline breaks and lunches are not being scheduled in a manner so as to provide the benefits for which they are intended. Example; first rest period starting 45 min after start of shift or rest period and lunch scheduled too close together. Also the lunch period per the collective agreement was based on a 6x3 type shift and does not necessarily work on a longer type shift length. Also breaks are being scheduled to end one minute prior to positive boarding (gate agents) which is impossible.

*Management response:* Company agreed there is still an issue and are working to try and correct. All deployment managers have been briefed to monitor the break times and to adjust to provide a proper times and reasonable walking times.

**Union Item 2:** Union inquired on update and further information regarding agent who is prohibited from entering the U.S.A area. This agent is still able to work U.S.A check in however has been reassigned daily to other areas which is not acceptable.

*Management response:* Company will set up appointment with the Port Authority Director to discuss. The company agrees that in the meantime the agent should not be reassigned from the U.S.A area and will advise all managers that the agent is still able to work at U.S.A check in/lobby/lines etc until resolved.

**Union Item 3:** Union raised concern about the PDA introduced in streamline and the potential long term effects on our members. Also, the concern was raised on the effects of carrying the PDA with a radio. Union is requesting a written document on their findings.

*Management response:* Company acknowledged that information to members regarding potential health effects to the members should have been provided to the members prior to the implementation. Company advised that Julie Lambert has contacted Health Canada/Industry Canada. Keith Dias has sent an email to

Julie for an update. Company is confident they will have a response by end of week. The company will communicate their findings through the streamline Q & A.

**Union Item 4:** Union raised concern about an incident which occurred which consisted of a passenger taking a photograph of one of our members without the agents consent. The Union wanted to know the Company's position on this item and what support would be offered to our members.

*Management response:* The Company advised that they would brief their managers to approach the passenger to inquire what the passenger would be doing with the photo and to kindly delete the photo. The Company will also check with their legal department on this issue.

**Union Item 5:** An employee's wallet and cheque book was stolen out of her locker in the female locker room. The Union raised the concern of the company having the combination codes to the employee's lockers.

*Management response:* The Company agreed that it is not necessary that they have the combination codes. Corporate security is investigating the theft.