

In Attendance:

Mike Karam – Manager-Operations, Passenger Services

Janet Williams – Unifor District Chair

Linda Mryka - Unifor

Current Agenda:

Gate blocks:

Unifor – Gate staff are not effectively being planned on flights and are being sent to opposite ends of the airport to work flights when staff are available in other areas. Specific complaint was zone 4 and zone 5.

Management response - Feedback will be provided to the deployment management team for review. Ron Catsburg went through the zone 4 plots to review assignment and all blocks were planned according to operational requirements and shift times.

Spat:

Unifor – Hammerhead Spat short staffed. Current bid is for 1F/T and 1 P/T agent.

Management Response – First week of Jan there will be a mini bid to increase staff to 3 F/T agents.

ITD CNX's:

Uniform – Concern over how the agents are assigned and will there be a mini bid.

Management – We will be having a mini bid last week of December.

Punch clocks/Biometric scanners:

Unifor – Staff have been complaining that the sign in/out machines are slow causing agents to sign in late.

Management response – We will investigate and address with IT.

Break times:

Unifor – Deployment coordinators moving breaks after they've been acknowledged.

Management response – Breaks are only moved as a last resort and coordinators are aware not to move breaks once they've been acknowledged.

END