

AIR CANADA/UNIFOR -18.03 Meeting

DATE: 16 DEC/13

TIME: 1100

AIR CANADA : KEITH DIAS

KRYSTAL JOHNSTON

NINA GUHA

UNIFOR: EVE GRAHAM

JODY JAMES

CURRENT AGENDA:

1)- Uniform - Hijab/Turtlenecks: What is the Company Uniform standards for Hijabs and Turtlenecks? Some Agents have requested clarification from Managers and have received some informal approvals to wear hijabs without the uniform scarf as well as non-company issued turtlenecks that are Company colours. Union requests documentation on the standards of hijabs and turtlenecks.

Management Response: Hijabs are permitted as long as they are navy in colour. Agents are not required to wear the Company scarf along with their hijab. Turtlenecks are not permitted as they do not meet the Company Uniform Standards. Please see attached documentation in corresponding e-mail.

2)-Lock at Ticket Leads office needs to be fixed/replaced.

Management Response: Management will have this fixed asap.

3)- Ticketing: Agents feel there is a lack of respect for ticketing enclosure on aisle B and G. People enter the ticketing counters freely and frequently throughout their shift.

Management Response: Keith advised that there will be a memo included in the HUH and will set up a Ticketing town hall.

4)-Break Assignments: In relation to the new type trial of breaks being assigned on the hour, why are SPAT and CSD agents breaks not assigned breaks as such?

Managements Response: Keith has noted that we will look into assigning these agents designated break times.

5) Podium Chairs: Eve sent Keith pictures that support the Unions request for chairs at the Podium positions.

Management Response: The Management team continues to review the idea of introducing chairs to the podium position. There are pros and cons to this decision. The benefit is that more people will want

to work at the Podium and the negative is that it takes away from a professional representation of the position. The Company is reviewing.

6) Deployment: Agents are reassigned from zone 3 to 4 or zone 2 to 1. They are not always prepared to work in regional areas, especially when it is cold outside and they require winter/rain gear.

Management Response: Keith will review with Deployment and suggest that there is more time for these Agents to change when required.

7) Task Agents: Task Agents are often pre-assigned to regional and come to work dressed for the area only to be reassigned to MLL and arrivals.

Management Response: Keith will pass along to Deployment but affirms that Task Agents must come to work prepared to work in all areas.

9) Deployment – Arrivals: Arrival should be one bid. With the current joint arrivals/gate bid, Agents are walking increased distances all over the airport and meeting flights in different zones. Can Deployment look at minimizing this?

Management Response: The Management team will pass on to Deployment.