

**AIR CANADA / CAW 18.03 MEETING**

**DATE:** JUNE 26, 2012

**TIME:** 1130

**IN ATTENDANCE:**

**AIR CANADA:** JODI BESSEY  
KEVIN BRADY

**CAW:** LUCY ALESSIO  
SHEILA FARDY  
JANET WILLIAMS

**CAW NEW AGENDA ITEMS**

**2012.06.01** TICKET COUNTER

TICKET AGENTS MUST HAVE A CORE TO LOCK THEIR FLOAT. THE TICKET AGENTS NEED A SECURE PLACE TO STORE THE MONEY COLLECTED.

THE COMPANY ADVISED THAT THE CORE LOCKS WILL COME FROM THE CASH OFFICE AND FOUR SPOTS FOR CORE LOCKS ARE AVAILABLE ON AISLE B.

**2012.06.02** EMPLOYEES HAVE BEEN ADVISED THAT THE ONLY PERSONAL FILE THEY CAN HAVE ACCESS TO IS THE ONE SUPPLIED BY HEWITT. AGENTS MUST HAVE THE ABILITY TO MEET WITH MANAGEMENT AND TO REVIEW AND PULL OUTDATED LETTERS FROM THEIR WORKING FILE IN THE BUNKER.

THE COMPANY ADVISED THEY WOULD FOLLOW UP WITH LABOUR RELATIONS. JODI WILL TAKE ISSUE UP WITH PHIL BRENNAN. (OPEN)

**2012.06.03**

THE UNION ON BEHALF OF ITS MEMBERS EXPECTS PROFESSIONALISM OF THE COMPANY'S MANAGEMENT AND ATS STAFF. THE INTERNAL CUSTOMER MUST BE TREATED IN THE SAME MANNER AS THE COMPANY EXPECTS THE EXTERNAL CUSTOMER TO BE TREATED. THE CODE OF CONDUCT IS FOR ALL EMPLOYEES AND ABUSE OF AUTHORITY WILL NOT BE TOLERATED.

THE COMPANY SUPPORTS A RESPECTFUL WORKPLACE. ANY INCIDENTS ARE TO BE REPORTED AND ISSUES WILL BE ADDRESSED.

**2012.06.04**

CAW MEMBERS HAVE THE RIGHT TO UNION REPRESENTATION. IN ORDER TO PROVIDE ACCESS TO THE UNION REP ON DUTY THE COMPANY SHALL IDENTIFY UNION REPS ON THE ROSTER WITH THE LETTER (U). THIS SHALL BE A PART OF THE DAILY BRIEFING. WHEN THE NEED ARISES TO SPEAK TO A UNION REPRESENTATIVE, EMPLOYEES MAY CALL DEPLOYMENT TO PROVIDE THEM THE UNION REPS NAME AND WORK LOCATION. DEPLOYMENT SHALL ASSIST IN LOCATING A UNION REPRESENTATIVE.

THE COMPANY WILL ISSUE A HEAD'S UP IN THE HUB ON HOW TO IDENTIFY UNION REPS ON THE ROSTER. UNION OFFICER'S NAME ON BRIEFING ROOM WHITE BOARD.

**2012.06.05**

LIMIT MANAGEMENT CALLS TO AGENTS AT THE GATE WHILE WORKING FLIGHTS. COMPLAINTS OF MANAGEMENT CALLING THE GATE TO INQUIRE ABOUT A DELAY ON A PREVIOUS FLIGHT MUST CEASE IMMEDIATELY. CALLING AND INTERRUPTING THE BOARDING PROCESS COULD DELAY THE FLIGHT. THE PROPER PROCEDURE UNDER ARTICLE 16 MUST BE ADHEARED TO FOR AN INVESTIGATION.

THE COMPANY WILL ADVISE THE CSM'S TO BE COGNIZANT OF THE TIMELINES OF FLIGHT DEPARTURES.

**2012.06.06**

THE COMPANY SHALL NOT PERMIT ANY PERSON NOT COVERED UNDER THE CURRENT COLLECTIVE AGREEMENT TO DO ANY TASKS/DUTIES COVERED UNDER THE COLLECTIVE AGREEMENT.

THE COMPANY AGREES THAT IT SHOULD NOT BE PERFORMING CAW WORK.

**2012.06.07**

STAFFING AT SPAT IS UNDERSTAFFED ON THE PM SHIFT. PASSENGERS REQUIRING WHEELCHAIR ASSISTANCE ARE WAITING FOR LONG PERIODS OF TIME AND IN SOME CASES MISS THEIR FLIGHT DUE TO LACK OF STAFF.

THE COMPANY ADVISES THAT IT WILL BE MONITORING THE SITUATION.

**AIR CANADA NEW AGENDA ITEMS**

NO COMPANY ITEMS WERE RAISED.

THE NEXT 18.03 MEETING WILL BE HELD ON JULY 24, 2012.