

1803 Minutes July 29, 2014

In Attendance:

Keith Dias – Director, Passenger Service
Mike Karam- Manager Operations, Passenger Service
Jodi Bessey- Manager, Resource Planning
Karn Parmar- Customer Service Manager
Kirk Andrade – Manager Operations, Deployment
Eve Graham – Unifor District Chair
Jody James – Unifor Vice Chair
Janet Williams – Unifor Vice Chair

Current Agenda:

Immigration Fine Emails from Headquarters

The Union wants to know how agents should proceed when they receive an email from Headquarters indicating that the agent may have been negligent in the handling of a document check on a particular flight. Some agents have received Letters of Reprimand for these immigration violations.

Management Response: Headquarters initially sends an email directly to the agent in question to request information regarding a potential immigration violation. The agent has 30 days to respond with any clarification of what happened. Within the 30 days, the agent can contact any floor CSM to discuss the email or request further documentation. They can also send an email directly to Karnjit.Parmar@aircanada.ca and they can discuss it directly with him.

Lift Agent Deployment:

Even though we have a Lift Agent bid, there are still many occasions when gate agents and arrival agents are doing the 'lift' task

Management Response:

Deployment does plan to have Lift agents on as many lift tasks as possible. There are occasions when other agents will be assigned to do the task. Deployment does give consideration to the Lift bid when assigning all lift tasks. Circumstances and volume, during periods of the day, do not always allow for the assignment of Lift bid agents to all lift tasks.

Deployment Managers calling Agents on Cell Phones:

Some Deployment managers are calling agents on their cell phones to advise them of tasks. They should be contacting them on the PDA or Radio, not on their personal cell phones.

Management Response:

Deployment does agree that agents should be contacted first on PDA or Radio or in person. Failing those options, if the agent does not respond, Deployment makes every effort to locate the agent. It is the expectation that agents are available for contact through radio, PDA or in person, while on shift. For the safety of the employee, and to maintain the integrity of the operation, Deployment will make every effort to contact and keep track of agents who do not respond via the regular channels (ie. radio, PDA, in person).

UM Handling:

How many UMs can agents be expected to monitor at one time, during an arrival?

The basic Deployment plan calls for 3 UMs per agent.

OPS Recovery Agents

Is there a better way to plan the OPS recovery agents so they know where they are going to take their lunches or finish their shifts? Sometimes Ops Recovery agents are assigned to be at one end of the terminal at the beginning of their shift, and then will be at the other end when its time for lunch, so they have to walk a fair distance to get their lunchbag. How can we better handle this situation?

Management Response: The intent of OPS recovery is for the agent to support the operation wherever required. This may result in a lot of movement throughout the terminal. Deployment does take this into account when assigning tasks. Agents can request extra time for walking, without precedent of prejudice, based on the operation. While it is not a guarantee that the request can be accommodated, Deployment will make an effort in those cases, based on the demands of the operation.

Bulletins and Emails:

Will agents be provided time during their shift to read bulletins and keep updated on current Procedural documentation (ie. Above the Wing publications)?

Management Response:

Agents will not be provided extra or special time to read bulletins and keep updated on Procedural documentation. That said, it is still our expectation that all agents have read (and acknowledged where required) and are familiar with all bulletins and procedures.

ZONE 4 Agents walking time:

Some zone 4 agents are requesting extra walking time at the beginning of their shift due to the extra wait incurred because of the recent enhanced security procedures implemented by CATSA.

Management Response: These new procedures aren't controlled by Air Canada, and as such, agents will not be provided extra walking time due the enhanced security procedures. Agents are still required to be at their assignments at the times specified by Deployment and their CSMs. For unusual issues or circumstances, agents can speak to Deployment to request extra consideration.

The End