

AIR CANADA / UNIFOR – 18.03 Meeting

Date: April 30, 2014

Time: 1100

AIR CANADA

Keith Dias
Krystal Johnston
Kirk Andrade

UNIFOR

Eve Graham
Janet Williams

Update:

David Brown has retired from Air Canada as Ticketing CSM, a new Manager will be hired.

CURRENT AGENDA :

- 1) Management attended the funeral of Maria Battiston. Air Canada was represented by Management personnel at both the visitation and the funeral service along with a floral arrangement sent to the Funeral Home. A process is now in place.
- 2) Disruptive Elite passenger travelling with a C3/Y10 who was verbally abusive to our agent in the MLL, who was explaining the Company's policy regarding lounge access. The PNR had been remarked and Manager Tim Shaw dealt with issue.
- 3) Podium chair issue: YVR and YUL have emailed pictures clearly showing an available chair at these podiums. YVR chair was provided by Air Canada. The YUL chair is provided by YUL Airport Authority. Doug Martin will look into this, which is still under review and a decision will be forthcoming in a week.
- 4) Locker Audit : Large lockers are needed for Z1 and Z4 agents that have recently bid into these areas. Manager Nina responsible for the assignment of the lockers. Male lockers are to be audited. The Company will follow up.
- 5) A bulletin needs to be released regarding procedure to follow when handling a wheelchair and passenger's carry on baggage. The Company will follow up.

FIN

