

18.03 Meeting held Friday August, 6 2010

Attendees;

Gilda Romanelli

Enzo Molino

Kirk Andrade

Dong Wong

Paul Loyne

CAW

Vicky Xekominos(District Chair)

Jody James (ViceChair)

UNION ITEM #1

The union is requesting the removal of the term "Family Care" day on the answering machine in the bunker since we NO longer use the term in reference to our sick time.

MANAGEMENT RESPONSE: Not a problem we will look at that right away...as per Dong Wong

UNION ITEM #2

Since the media has been accusing AC of negligence in reference to the young boy whose WCHR was damaged. How does the company plan to make sure this does NOT happen again and how are the employees (sales) going to be involved in the process.

MANGEMENT RESPONSE: Our suggestion is to make sure at the gate that all wheelchairs are assessed prior to boarding and if there is a discrepancy regarding size that the Ramp Lead is called immediately. At that point he/she will determine whether or not there is an issue relating to the size of the aircraft in correspondence to the size of the wheelchair- The Ramp Lead will then have the final say.

UNION ITEM #3

Breaks- It was determined a few months ago that there would be a manager to monitor the breaks, what is the update in regards to this matter?

MANAGEMENT RESPONSE: Due to management shortages on the floor we have not been able to oversee this issue. We now have two new managers and are currently looking at implementing this plan.

UNION ITEM #4

Lack of staffing to assist at the kiosks is creating backlog of passengers and longer line ups. We are hoping that in the new bid there will be kiosk Bid positions to alleviate congestion at the check in area. Cross over still continues to pose a problem at the check in areas.

MANAGEMENT RESPONSE: The company will be looking into the kiosk situation and understand that the kiosks need to be manned at all times in order to make the check in process streamlined. Crossover does not seem to be as bad as in the past.

UNION ITEM #5

The Union requests an update on partial shift trade procedures.

MANAGEMENT RESPONSE:

Management is still advising employees to adhere to the 1600 cut-off time that is in place for regular shift trades, and only for exceptional purposes to leave the partial to day of. Management will not question the reason for the exception. The company has provided the ability for staff to perform day of partial shift trades as long as the number of day of trades remains manageable. The partial shift trades have been minimal to date and hopefully this will be a manageable process.

UNION ITEM #6

The union is aware of excess upgrading of Leads on day of and also in advance. We have Lead part time agents now working full time Lead shift to cover vacation etc. Is there not a need for an additional permanent Lead position?

MANAGEMENT RESPONSE: The company is aware that we are having difficulty covering the Lead positions .They are in the process of reviewing to potentially increase the numbers . They are also waiting to see if there are any viable reciprocals for the Lead positions. This will take place next week

UNION ITEM #8

Scope Violations: The Union has put the company on notice that the management is not to interfere with our job scope when the immigration lines are extreme in the USA customs area. The Union has been notified on several occasions of Managers (2 in particular) that are calling out to the passengers and moving passengers from one area to another. This practise must cease and desist.

MANAGEMENT RESPONSE: The Company will look follow up.

MANAGEMENT ITEM #1

The Company advised that the 5 day and 1 day RO will temporarily cease due to high volumes up until the end of August.