

July 13, 2016  
1803 Meeting

### **Company**

Mike Karam

Patricia Iglesias

Heather Georges

### **Union**

Janet Williams

Linda Mryka

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Radio Room – Radio's be piled up and falling onto the floor late at night. Agent be told the radio/PDA being damaged.

- Staffing in the radio room has been uplifted during peak hours.

Shortage of Radio/PDA – no radios at 0700 in the morning and 1400 – 1530 in the PM

- Base radios have been added to all check-in areas. This will reduce the amount of radios required by check-in staff. Staff have been advised not to use radios/PDA's unless it's required especially at check-in.
- All temps have also been advised not to use radios.

Lanyards – Where can agent go to get the new lanyards?

- The MO's have a supply of lanyards.

Zone 4 – Issue with staffing and breaks.

- Zone 4 is currently undergoing a complete update which includes facility upgrades and staffing levels during peak times. The area will also see an increase in management presence for added support.

Gates Zone 2 – Breaks are being shortened in the morning.

- Issue has been brought forward to the Deployment team.

Zone 2 – CSM are at start up flights.

- Management will be at all start-up flights in zones 2,3 and 5. This is part of an initiative to add more support to the gates.

Return to work – Is there a code for agents that come back from a sick leave. Until they get all there training or coaching?

- Not at the moment but we will have the team look at adding something in the future.

AX sick – Why when calling in late for a sick day they are they marked AX.

- Company – They are marked SX. They are mark AX when they call in after their shift starts.

Yellow Passes – We are still awaiting letter from Doug Martin.

- This has been a none issue. The bulletin issued in 2015 still stands.

Partial Shift trades – Who gets the breaks on partial trades? Break are not being given right.

- Company – It's a grey area on who gets the break.

Late Breaks – Zone 4 have been giving there breaks late.

- This is being closely monitored by the Deployment team

Training – What is the company going to do about getting more training for New Hires?

- Additional coaches have been added to the gates. In addition, HQ is in the process of improving the training program.

Shift Trades – They are bouncing back to the original agent.

- Harry Grewal and Heather Georges are investigating and following up with the ESS team.

Zone 5 – Agents will call from home to work the Rome.

- This is no longer happening. Agents have been advised to follow the tasks issued by the Deployment team

Transborder CCT – Who is working relay at security point in customs?

- Lobby CCT agents have been assigned to this area.