

1803 Minutes  
Sep 30, 2014

In Attendance:

Keith Dias – Director, Passenger Service  
Mike Karam- Manager Operations, Passenger Service  
Karn Parmar- Customer Service Manager  
Eve Graham – Unifor District Chair

Current Agenda:

**Management:**

Safety Audit

Management advises that the Safety Audit will take place in the month of October. Agents are being briefed on the key items.

COB Process Trial

Management advises that agents will be stationed in the lobby and at checkin to monitor Carry On bags, and to charge as per policy. In the coming weeks, there will also be agents assigned to connection points and specific focus flights to monitor COB. The goal of this process trial is to a) generate revenue b) reduce delays associated with COB c)implement a process to better manage the existing AC policy.

Ticketing on aisle 3 trial

All ticketing agents have been moved to Aisle 3. This is a change to allow for a) better support for all ticket agents(ie. they can rely on each other for assistance) b) greater efficiency in processing ticketing customers c)more time for ticket agents to assist with regular checkin. This trial came as a result of feedback from ticketing employees.

**Unifor:**

Email access

There is still no access to AC Email on the GTAA computers, as a result of the implementation of the new AC Portal. Unifor recognizes that management continues to escalate the situation with IT, and that there are computers in the punch clock area, and some computers in the lunchrooms, but requests more access to computers so that agent can check email and use the new ESS tool. UNIFOR suggests that training room C, on departures level, be opened for access by employees when not in use.

Management Response: Management will request more computers for the lunchrooms so that there is greater availability. Management will also review the request to use Training room C.

**The End**