

### **18.03 Meeting for July 24, 2009.**

#### **Attendees:**

**Gilda Romanelli, GM YYZ Airport**  
**Kimberley Bertrand, A/Director, Sales and Connections**  
**Vicky Goumakos, Chairperson, CAW**  
**Janet Williams, Vice Chairperson, CAW**

**Union Item 1:** Union raised concern with the introduction of streamline primarily two issues being raised, battery life and break times. Eugene Cabral and Enzo Molino have been consulted.

***Management response:*** Company agreed and acknowledged that the planners can manually adjust the break times on the PDA to reflect the intent of a break within a shift.

**Union Item 2:** In streamline Air Georgian assist agents are required to be at flight 15 minutes prior to departure. This contravenes current positive boarding time of 20 minutes.

***Management response:*** Company advises that the Work and Assist Agents should arrive at the gate at the same time. This has been changed in streamline to reflect the time that the assist agent should be at the flight from 15 minutes to 20 minutes.

**Union Item 3:** The union addressed an issue involving agent who had a verbal exchange with an U.S IMM Officer and has been since prohibited from entering the U.S.A. area. Employee did not have any prior knowledge of protocol rules when assisting a passenger.

***Management response:*** Company advises that CBSA Chief Terry does not want affected employee in the area. Agent was briefed on processing late passengers and the policy by speaking with the Superintendent regarding pulling passengers from the line. The Company is to speak with the Port Director for absolution. To date, no conclusion has been reached. Company acknowledges a communication failure between CBSA protocol and agents on duty.

**Union Item 4:** The Union raised the concern of newly proposed Arrival and Passenger handling reports. Main concern is of the primary arrivals agent responsibility to noting on the PH which agent was responsible for what passenger. Proposed that each agent have their own individual tracking sheet to identify which passenger they assisted.

**Management response:** The Company will review the process and identify needed improvements in addressing service failures in SPAT area.

**Union Item 5:** The Union and the Company has agreed to some form of job shadowing for the managers for the primary reason of “walk a day in our shoes”. Gilda Romanelli is looking forward to participating. Details of this proposal will be determined after consultation with other CAW leaders.

**Management response:** The Company agrees that all Managers will participate in the job shadowing.

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**Management Item 1:** Leads Synopsis is a work in progress, freeing up Managers to coach and counsel colleagues. This has been received favorably by most managers. Next Leads Meeting is still to be scheduled.

**Union Response:** The union is in agreement and is looking forward to this new initiative which puts leads back into the operation. Eagerly awaiting date of next leads meeting.

**Management Item 2:** The Company will address specific uniform issues individually, careful neither to set protocol nor to set precedence. Will check with other Air Canada components such as In-Flight Services to see how they handle uniform discrepancies.

**Union Response:** The union questioned the dress code of other Air Canada components and queried why the dress code does not apply to them. Company agreed that all components should adhere to the dress code.