

DECEMBER 16, 2008 MEETING HIGHLIGHTS

Attendees:

Gilda Romanelli, GM YYZ AIRPORT

Kimberley Bertrand, Director, Sales and Connections YYZ

Janet Culbert, Manager General Operation, Sales

Jodi Bessey, CSM

Michael Foley, Manager Operations

Vicky Goumakos, Chairperson, CAW

Lucy Alessio, Vice-Chairperson, CAW

Union Item 1: Concern regarding only one part-time TIMATIC agent. Full-time agents are reassigned to TIMATIC which violates the job requirements.

Company maintains: Will assure that TIMATIC only filled with part-time agent.

Union Item 2: Ticket counter under-staffed.

Company maintains: Will utilize Lobby A agent to pull customers out of line who do not need to be there. Will also issue bulletin which reconfirms reasons why customers should be in the ticket counter line.

Union Item 3: Jazz agents sent to check-in. These agents are dressed for the winter operation and have reservations about proceeding to check-in or working flights in winter wear.

Company maintains: An agreement was reached that CSSA agents can perform check-in and gate duties in winter wear. If necessary, agent will be given appropriate time to change into non-winter wear uniform.

COMPANY NEWS:

- Weekly meetings with A/Director, Kim Bertrand will continue every Tuesday.
- Gilda, YYZ GM, will attend the monthly 18:03 meetings to be held every third Thursday of each month.
- New CSM's introduced: Debbie Iatrou, Mike Innis, Sandra Barios.

- 009 training scheduled in early 2009 will include module of Dealing with Difficult Customers.
- Gilda discussed the anticipated reduction of loads in January and will look at LOA's.