

January 29, 2009 MEETING HIGHLIGHTS

Attendees:

Gilda Romanelli, GM YYZ Airport

Kimberley Bertrand, Director, Sales and Connections YYZ

Janet Culbert, Manager General Operation, Sales

Jodi Bessey, Customer service Manager

Keith Dias, Manager Operations

Vicky Goumakos, Chairperson, CAW

Lucie Alessio, Vice-Chairperson, CAW

Linda Mryka, Vice-Chairperson, CAW

Union Item 1: Need clarification on cell phone and usage while in public areas.

Company maintains: There will be no usage of cell phones during work hours and specifically behind work areas such as check-in or gates.

Union Item 2: No touching of employees by managers. CSM's should ask the CSSA before entering a small confined work area.

Company maintains: CSM will ask before entering work areas and all managers will be made aware of the inappropriate touching.

Union Item 3: Managers are still doing Leads Jobs. Why does STOC call managers on radio for operational issues and then the manager calls the Lead?

Company maintains: Stoc would be calling the CSM's first and keep the leads informed at all times.

Union Item 4: Acting managers not briefed at beginning of assignment as to potential job scope violations. A CAW member acting as a CSM is not perform CAW work at any time.

Company maintains: Will inform acting managers at acceptance of assignment of protocol.

Union Item 5: Managers briefing that bags wrapped in plastic are not to be sent down baggage belt due GTAA advises they jam. Agents have been briefed to send passengers to odd size belt

however they will not accept the bags there and passengers are sent back to check in. CSM then briefed to just affix fragile tag which is against company policy.

Company maintains: A/Director Kimberley Bertrand will investigate and advise.

Union Item 6: Company delayed deducting employee's time bank when for VPP. In some instances, by the time the hours were deducted the employee did not have enough hours. The Memorandum of Settlement (MOS) states that the hours will be deducted in their entirety immediately upon being awarded the additional vacation.

Company maintains: There was a ruling made with arbitrator but will follow up with Labour Relations.

Union Item 7: CL2's asked to perform job functions which violate their restrictions.

Company maintains: CSM's will be advised on how to get information on CL2 restrictions.

Union Item 8: Concierges asked to perform boarding announcements. Advised that this violates collective agreement.

Company maintains: Will investigate and advise.

Union Item 9: Crew has been bypassing passengers in the Priority/Wheelchair line which gives customers a bad-perception.

Company maintains: Will check with flight operations why this is happening.

Union Item 10: Agents have been told to sign a sheet which advises managers they have been briefed about positive boarding.

Company maintains: Agents do not have to sign but CSM will make record of agents in attendance who were briefed about policy.

COMPANY NEWS:

- Consolidating check-in will be around mid April. (IE moving Sunwing check in out from in between the Air Canada check in aisles)
- All Leads will be in a one day training class on TIMATIC starting on the 9th of April. This training to follow with all CSSA's.