

18.03 Meeting for May 20, 2009.

Attendees:

Gilda Romanelli, GM YYZ Airport
Kimberley Bertrand, A/Director, Sales and Connections
Janet Culbert, Manager of Operations
Vicky Goumakos, Chairperson, CAW
Lucy Alessio, Vice Chairperson, CAW
Sandra Neary, Vice Chairperson, CAW

Union Item 1: What does the company do with money that is found and handed in by employees?

Management response: If the money is not claimed within six months the money is donated to Dreams Take Flight.

Union Item 2: If you are working in the customer care room in the Transborder area and are called to go assist a flight or another assignment but have people in the customer care room what do you do?

Management response: The agent should call deployment to advise they have customers in the customer care room and must deploy another agent. Passengers cannot be left alone in the customer care room.

Management Item 1: The Company advised that they are still in the process of finalizing the moving of check in aisles so that all check in will be from Aisle A to G. The satellite ticket counter agents would be moved to the main ticket counter on aisle A. Once the Company has a definite date, we will further advise.

Management Item 2: The Company advised that they will be auditing the line entrance positions where customers weigh their bags for statistics on how many passengers have overweight bags. This is data collecting only and will not be used for discipline.