

18.03 Meeting for March 19, 2009

Attendees:

Gilda Romanelli, GM YYZ Airport
Kimberley Bertrand, A/Director, Sales and Connections
Jodi Bessey, Manager, Resource Operations
Vicky Goumakos, Chairperson, CAW
Lucy Alessio, Vice Chairperson, CAW

Union Item 1: The union had a concern with the lack of staff at the oversize/odd sized baggage drop off positions on aisle C.

Management response: They are monitoring to ensure enough coverage. They are looking into increased signage to help in the direction of the customer.

Union Item 2: Union raised issue that East Beach agents are reassigned to the MLL lounge for approx the last hour of their shift. The agents at East Beach are still wearing winter gear (i.e. turtle necks, slush pants) and do not feel comfortable serving our premium customers in that attire.

Management response: They have advised that they will speak to deployment.

Union Item 3: The union raised the concern of the employee's feeling deployment staffs are abrupt with staff and not understanding the walking distance when assigning agents gate blocks.

Management response: Deployment staff will be shadowing to see the various areas, and to familiarize themselves. (I.e. walking distance)

Union Item 4: One agent has received a Letter of Expectation for Unwarranted Upgrading of Contingent Customers. Union mentioned that all personnel within the company, regardless of title, should abide by the same company expectations.

Management response: Ultimately it's the gate agent who controls the flight and no non-revenue should query availability in other parts of the cabin. All agents will be spoken to regardless of who they upgrade when not warranted.

Union Item 5 : On the Aeronet Portal the following information was listed on the HR TAB.

CAW – Online application for SLOA

March 12, 2009

CAW – Online application for SLOA

Management Response : Can't explain but calls we be made to get clarification.

*Later that same afternoon, we were advised by Jodi that the SLOA application on the portal is actually an Aeroplan initiative. The wording on the portal will change to indicate that it is only for Aeroplan employees and not be available for Call Centres or Airport Employees.

Company Item 1: The Company will be offering Article 11 and Article 7.07 voluntary leaves of absence for the time period of April 7, 2009 to June 17, 2009 inclusive.