

AIR CANADA / CAW 18.03 MEETING

DATE: September 20, 2012

TIME: 1130

IN ATTENDANCE:

AIR CANADA: JODI BESSEY
KEVIN BRADY

CAW: LUCY ALESSIO
SHEILA FARDY
JANET WILLIAMS

CAW NEW AGENDA ITEMS

2012.09.01 CLARIFICATION ON THE SOP WHEN IT COMES TO AN AIRCRAFT ARRIVING ON A BRIDGE, PASSENGERS DISEMBARK, FOLLOWED BY PILOTS & FLIGHT ATTENDANTS BUT, PASSENGERS WHO CHECKED SKY CHECK ARE STILL WAITING ON THE BRIDGE BY THE ELEVATOR. Who's responsibility is to ensure that the passengers do not go back onto the aircraft.

COMPANY: The Company is reviewing

2012.09.02 EMPLOYEE BREAKS ARE BEING PLANNED OUTSIDE THE COLLECTIVE AGREEMENT RULES. WALKING TIME AT THE END OF SHIFT. Agents are complaining that something seems to have changed, and they are now being expected to stay in their work areas until the end of their shifts. We have always been allowed walking time, especially important if coming from U.S. Regional, or International Gates. Also, flights are being plotted too tightly to allow for breaks.

COMPANY: Every effort is made to allow sufficient time at the end of a shift to complete the last assigned task including time for any unforeseeable delay in completing the task. This is to ensure all tasks are completed prior to shift end avoiding any inconvenience to employees and customers. Waking time is not a guarantee and not reflected in the collective agreement.

2012.09.03 PROBLEMS WITH DEPLOYMENT: Some agents feel a lack of respect and understanding from deployment, particularly regarding the amount of time it takes to get from one place to another in the airport. Flights are being plotted to tightly to allow for

breaks. The purpose of “meal periods” and “rest periods” is to ensure the agent eats and rests in designated areas (something that cannot occur at a gate or check in counter).

COMPANY: Deployment is planning coordinator fam trips to the floor to improve understanding of the geographically work areas and complexity of work being performed by customer service & sales agents. This will be planned and completed by the end of 2012 and is intended for all new and existing deployment staff. Deployment plans all breaks and meal periods in accordance to the collective agreement. Any deviation from this not mutually agreed upon by the employee and the company, can be brought forward to the manager on shift, preferably as soon as possible. If required corrective action will be taken to avoid any inconvenience to the employee.

2012.09.04 EMPLOYEES HAVE BEEN ADVISED THAT THE ONLY PERSONAL FILE THEY CAN HAVE ACCESS TO IS THE ONE SUPPLIED BY HEWITT. AGENTS MUST HAVE THE ABLILITY TO MEET WITH MANAGEMENT AND TO REVIEW AND PULL OUTDATED LETTERS FROM THEIR WORKING FILE IN THE BUNKER.

CPMPANY: The company advised that personal files are kept for Air Canada by IBM. Employees can request to see their file by contacting IBM by either requesting through the Aeronet by clicking on the “hrconnex” tab, and then click on “send mail to HR” or email IBM directly at hr.rh@aircanada.ca. A request cannot be made by another individual on behalf of another employee (this includes Union Representatives)

2012.09.05 WILL THE COMPANY WILL ISSUE A HEAD’S UP IN THE HUB ON HOW TO IDENTIFY UNION REPS ON THE ROSTER. UNION OFFICER’S NAME ON BRIEFING ROOM WHITE BOARD.

COMPANY: The heads up in the hub was issued September 17th & since then, the daily roster is now updated with a separate sheet to help identify.

2012.09.06 New gate agents responsibility to move the stanchions behind the gate when not in use. The stanchions are extremely heavy to move which could cause injuries.

COMPANY: The company advised that only the stanchions with wheels need to be moved. Eventually all the stanchions at the gate will have wheels.
(on order)

COMPANY NEW AGENDA ITEMS

2012.09.07

The Company is advising the Union that they have developed a New Excess Baggage Report that will provide detailed information on Excess Baggage checked in & the collection of fees associated. Employees can expect to receive emails from HQ with a copy to the Union & Local Management for follow up.

Union

2012.09.08

The Company has resumed daily Gate Audits which now include NCU (Non Compliant Upgrades). These Audits will be conducted by CSM's and employees are reminded that adherence to the on load list is mandatory.

Union

THE NEXT 18.03 MEETING WILL BE HELD ON OCTOBER 27th, 2012.