

In Attendance:

Keith Dias – Director, Passenger Service

Karn Parmar- Customer Service Manager

Eve Graham – Unifor District Chair

Patricia Iglesias – Deployment Customer Service Manager

Jody James - Unifor

Janet Williams – Unifor

Current Agenda:

COB

Management – Thirty day COB trial needs be extended until December 2, 2014. The initial 30 day trial was reviewed with employees in a focus group held by the Continuous Improvement team. A few changes were made based on feedback from the focus groups therefor the requirement to extend the trial.

Unifor response – COB position must be a mini-bid and does not agree with the 30 day extension.

Lobby

Unifor – Rotate lobby standing positions every four hours

Management – Management acknowledges and will brief management team to ensure agents working in lobby are being rotated. We will also review the plan with advance manpower to rotate agents.

Computers

Unifor - Computers at check-in/gate positions are still without access to new acaeronet since July 07, 2014. Until computers are accessible, Unifor would like training reminders left on a punch message.

Also due to the computer IT issues, Unifor requests that the training room computers become accessible as well as the two computers in the briefing room which were recently set up until IT has rectified the IT issues with the common use computers.

Management response - Issue has been escalated to IT Corporate who have advised that a fix will come the second week of November for emails, ESS. If the IT issue persists, we will open the training room on set dates. As for the computers in the briefing room, IBM is working on re-imaging them and installing QIK on both sets. Both computers will be up and running by the end of the month.

FAM trips

Management - Deployment FAM trips are designed to invite agents to see how the job is done. It will give staff insight as to how blocks are plotted and why certain decisions are made. Some agents were being coerced into participation however this is not the case and FAM trips are by invitation.

Uniform Standards

Uniform – Director Concierge Services has been approaching agents while off shifts or during break times to address uniform standards. Management should not be approaching agents outside of the workplace or while on break.

Management – Although no specific examples were provided, management will review.

END