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YYZ CUSTOMER SALES AND SERVICE
HEALTH AND SAFETY COMMITTEE MEETING
13July, 2009 at 1400-1600

DISTRIBUTION

Gilda
 Romanelli, General Manager, YYZ 2400
 Kimberley Bertrand, Director, Customer Service, YYZ 2400
 Dong Won CSM, Resource Operations, YYZ 2400
 Manager's Operations,
 YYZ 2400
 Customer Service Manager's,
 YYZ 2400
 Corporate Health & Safety
 CAW Health & Safety Bulletin Boards

MEMBERS in attendance

Janet
 Culbert (Co-Chairperson) Manager General Operations, Customer Service
 Mary
 Massi (Acting Co-Chairperson) Customer Sales & Service Agent
 Keith
 Dias Health & Safety Alternate Manager, Policy and Procedures
 Brian Rosen Caw Member Customer Sales & Service Agent

Review of Old Minutes from 18June completed

Old Business:

HS0223-02	Ramp for D8/ Beechcraft aircraft. Deferred til September 2009 minutes	Open J. Culbert M. Poirier M. Massi B. Rosen
HS0319-08	East hold Stanchion at gate 250. GTAA has checked the stanchion and report that it is functioning well. We will check with Lead in area for more information.	Open J. Culbert M. Poirier
HS0905-01	Viewing Monitor in Customer Care : Janet will speak to Natalie who is in charge of the Customer Care room in July upon her return to see if they can locate it or replace it.	Open J. Culbert M.

		Poirier M. Massi
HS0905-03	SOP for Electric wheelchairs/scooters from bridge to elevators: Janet and Keith advised that they will look into the SOP for this procedure and put out bulletin.	Open J.Culbert K.Dias M.Massi B. Rosen
HS0906-01	Keyboard Cleaning Schedule : Janet will check with Armanda from Hurleys Corp to see if it can be done weekly.	Open J.Culbert M.Massi
HS0906-02	Maps of location for Defibrillators: There will be maps (poster size) of the locations for the defibrillators at the airport. In addition, Janet will ask GTAA if it would be possible for them to include the location of the defibrillators on their airport maps. There will be posters done for the briefing rooms, H&S bulletins and TV screens.	Open J.Culbert M.Massi B.Rosen

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New Business:

HS0907-01	By-laws for smoking outside bldgs: According to GTAA and federal laws, a person can smoke 9 metres from a bldg. The airport has ashtrays that are 9Metres from the doors. If anyone has concern about someone smoking to close to the door they then they can call 3055 to report it.	Closed
HS0907-02	Portable floor scales: There are portable floor scales situated at line entrances. There is a concern about agents tripping and falling over them due to poor signage. Janet will see if they can place flag-type signage over them in order to make them more visible to passengers and agents.	Open J.Culbert K.Dias M.Massi B.Rosen
HS0907-03	Dane and Eagle Lift Training: There is a trainer named Dan Dorisio who will provide 1 hour training for agents who have not been trained on the use of the Dane mover. Arrival agents are urged to see their Spat Managers in order to get this training as soon as possible. The Danes will now have special stickers attached to them as to where they are to dropped off after use so that they are properly put away and easy to locate. Keith Dias will place a HUH bulletin regarding this procedure. Eagle Lift Training: Janet will ask the training dept for updates as to how many agents have been trained. All training should be	Open J.Culbert K.Dias M.Massi B.Rosen

	completed by the next bid in the fall. There are now 5 Eagle lifts and 1 in the trng dept.	
HS0907-04	Reviewed Internal Complaint Resolution Process for Customer Sales and Service Agent: Under Section 127.1, pg 13 of Canada Labour Code Part 2, an employee can file a complaint to their Supervisor if they feel that their workplace or employment may injure their health. The H&S committee and the Co-Chairs for Management have followed the process of investigation and have advised the agent that their workplace area is fit for them to work in safely. If the agent is not satisfied with the results or conclusion, then HRSDC will have to be involved in order to determine if there is danger present.	Closed J.Culbert K. Dias B.Rosen M.Massi
HS0907-05	First Aid Lists : There is first aid training occurring presently for any agents that feel that they would like to be first aid trained. Most leads are trained and the H&S representatives will be trained as well. Managers are to follow with the training. There will be an update ed list posted by all First aid kits by the end of August.	Open J.Culbert K.Dias M.Massi B.Rosen

Review of Accident reports completed

MEETINGS:

Next Meeting:

10August, 2009 at 1400