

Association Meeting  
IBT / CWA  
28/29 July 2009

Reservations Issues

VAH/ We have numerous issues in INT: 1<sup>st</sup> of all, the payroll issues with the Overtime pay. I was told that a detailed letter would be sent to each agent and all they were given was a letter saying you owe us x amount of dollars.

**Action: Doug Parker agreed that detailed reports should be issued, not just a statement that a certain amount is owed. He advised they are programming issues, human error.**

The Company is using the cameras in the building to “catch” our agents. If they are going to do that then we should be able to prove an agent was on time also. We should be using them to help not hurt the agents.

**Action: Ron Harbinson said he had no problem with us viewing the video if we feel it would defend an agent.**

The debit cards that the Company give when there is a payroll error is charging the agent a percentage if they do not use it all at one time. This is just plain stupid. The banks aren't open 7 days a week to deposit in full so if they went to the grocery store and initially used it and then needed to get gas, the 2<sup>nd</sup> time and there after is a charge, regardless of how much it is our money, period.

**Action: All that attended the Labor Advisory Meeting seemed shocked that this was occurring. They will look into this and advise us of a solution.**

We need an LOA to mirror the non contract groups benefit for Bereavement. That came after our contract was written and when the Company came out with it, they should have automatically added to all!

**Action: Ron was advised of our desire to have this and he was not willing to work on an LOA and said we need to add this to our next contract.**

The Company is giving zeros for DOT compliance with the carrier and baggage advisements. It is so overkill the passengers are hanging up and saying they will book with another carrier, they also say the other carriers

don't overkill with rules. I think the DOT should have a value but not a ZERO.

**Action: Robert Isom spoke on this topic, he said Kerry was working with EDS and Marketing on a Tourscape and Shares solution to show operating carrier and express banner. Because of the seriousness of the DOT fines and the amounts of the fines, the Company feels a Zero is appropriate. Robert also said they would get with the Union before any terminations happen due to DOT compliance.**

We have been told that the ATO has a procedure they need to do if the buddy pass is designated for ATO pick up. In order for it to pull from the agent's bank, we were told they just needed to be booked in the ETC. Are the counters properly ticketing these so the agents are debited correctly?

**Action: Ron will check on this as he was not aware you could buy a buddy pass at the ATO. He assumed if made on the ETC, they were purchased on the ETC. We advised of the choice on the hub and he will look into this and let us know.**