

A-6

CANADIAN TRANSPORTATION AGENCY

BETWEEN:

Christopher Johnson

and

Gabór Lukács

Complainants

and

Air Canada

Respondent

STATEMENT OF TWYLA ROBINSON

I, Twyla Robinson, of the City of Calgary, in the province of Alberta, DECLARE AS FOLLOWS:

- [1] I have been an employee with Air Canada since July 31, 1986. I have been with the Customer Relations Department since April 17, 1990. In Customer Relations, I have held the positions of Customer Relations Representative, Lead Customer Relations Representative, Training and Quality Assurance Manager and Regulatory Manager. My current position is Manager, Customer Relations and Executive Centre.
- [2] Within the course of my employment, I oversee customer responses and formulate Air Canada customer service policies and internal recommendations for Customer Relations Representatives in handling Passenger Claims;
- [3] I have personal knowledge of all the information stated in this Statement, unless indicated otherwise.
- [4] The internal recommendations document titled "Expense Policy" attached herewith as exhibit **A-1** to this Statement is a set of internal recommendations issued in April 2013 to Customer Relations Representatives ("Representatives") that guide their treatment of expense refund requests (the "Internal Recommendations") the current internal recommendations are attached herewith as exhibit **A-2** to this Statement. This is a document I developed for internal use in Customer Relations;

- [5] Unless specified otherwise, my declaration applies to both the December 2013 version of the Internal Recommendations, exhibit A-1, and the current version, exhibit A-2 which I updated from the April 2013 version in December 2015;
- [6] The Internal Recommendations do not constitute Air Canada's expense policy for expense refund requests;
- [7] The Internal Recommendations establish the maximum amount of the refund request for which Representatives do not require the authorization of Lead Customer Relations Representatives (the "Lead");
- [8] When the refund request exceeds the limit in the Internal Recommendations, the Representative consults the Lead, at which point the refund request is evaluated on a case-by-case basis.
- [9] Lead Customer Relations Representatives are not bound by separate internal recommendations and have no fixed limits to the amount they can authorize as reimbursement of expenses;
- [10] In the case of a delay which is within Air Canada's control, the recommended limit is often exceeded as per the Lead's authorization, particularly when customers allege, and it is verified, that they were unable to connect with the Air Canada agents issuing the vouchers or making the hotel arrangements;
- [11] In the case of a delay which is outside of Air Canada's control, the Internal Recommendations allow for goodwill compensation respecting the recommended limit;
- [12] Air Canada has no other internal guidelines in handling expense refund requests;
- [13] Air Canada's expense Policy under irregular operations is set forth in its Tariff at Rule 80;
- [14] I make in support of Air Canada's written representations in response to Mr. Johnson and Dr. Lukács's complaint regarding the Internal Recommendations.

SIGNED at the City of Calgary, in the Province of Alberta, this 20th of January, 2016.


Twyla Robinson