

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 formulate and implement Air Canada customer relations 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] Air Canada consistently treats its expense procedures and policies as confidential documents.

- [5] Certain documents indicate in the footer that they are intended for internal use only, and are not to be distributed as they are commercially sensitive, particularly when they involve discretionary, goodwill payment guidelines.
- [6] Furthermore, certain documents found on Air Canada's internal portal ACPedia cannot be downloaded and are accessible only through the portal, further confirming that they are intended for internal use only, as they are commercially sensitive, particularly when they involve discretionary, goodwill payment guidelines.
- [7] I make this Statement in support of Air Canada's request to have certain documents already filed and pending in the present case deemed confidential.

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



Twyla Robinson