

Appendix A
 Tenant Consultation Liaison Meeting – March 15, 2019
 Tenant Questions, Comments and Actions

EP2.12
Appendix A

	Tenant Questions / Comments	Responses / Actions
	IATSE CA Terms and Conditions	
	Presentation by Jeff Mann, Senior Production Coordinator and Mr. Justin Antheunis, President, IATSE Local 58 which outlined major changes in the IATSE Local 58 CA that may impact the business operations of the tenants. <u>ACTIONS</u> • Both Exhibition Place and IATSE Local 58 worked on the presentation and both parties believe that the summary accurately reflects the new terms of the CA and tenants can refer to it for their purposes • Hard copies of the Collective Agreement available at the meeting if any tenant wants to take one • Copies of the Presentation will be emailed to all tenants • Because this is a new contract for everyone, Exhibition Place has committed to doing at least 6 email blasts to tenants throughout 2019 focusing on different provisions of the CA and interpretation issues	
1.	My business relies heavily on IA usage and people expressing their own personal opinions and interpretations of the CA is an issue?	• Mr. Antheunis and Mr. Mann both indicated that the best solution would be to meet with a tenant in advance of an event to discuss any contract points that require clarification so that there are no issues while the event is in progress
2.	Who is main point of contact for when an event is in progress?	• Exhibition Place senior staff can always be contacted on mobile number: Jeff Mann: 416-433-3718 jmann@explace.on.ca Ron Mills: 416-712-2055 rmills@explace.ca <u>ACTIONS</u> • In addition to Jeff Mann's availability, Exhibition Place will look at - assigning a production coordinator to each tenant to assist with advancing event details and application of the collective agreement language
3.	Can we specify in a chart what the qualifying characteristics are of a Conference vs. a Meeting vs. a Gala and how the CA applies to each one?	• May be difficult to do as the CA is a legal document and both parties have a right to arbitrate contract administration, application and interpretation and also every specific event will have differences that may affect the contract's application • Mr. Mann has indicated he would meet with tenants on an event by event basis to work out the application of the CA to the specific event and Mr. Antheunis indicated he would also be part of meetings if required

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4.	Events in ECC and BFC are over at 9 or 10pm but the tenants don't operate on these hours; many of their events end at 2am and the CA requires overtime pay starting at midnight is very difficult and tenants lose business because of this. For example, hiring one union staff member from 8pm to 4am cost \$1100?	• Mr. Antheunis noted that they did consider these facts when negotiating the agreement and did adjust the agreement accordingly • Mr. Mann noted that the reduction in Double Time both on the Sunday to ST and Overnights from DT to OT change in the CA provided relief • The negotiations were intense for many months and like all negotiations, neither side achieved everything that was put on the table but there were compromises on both side to finalize the agreement • Mr. Antheunis noted his priority is to ensure that his workers are protected in an environment where work is precarious and the hours can be very long, and that they make a living wage but he is also committed to helping these grounds work in the best possible way for both client and tenants so that we all benefit
5.	When the new CA was being negotiated tenants were not asked what their challenges are and because of this their issues did not get addressed in the CA?	• Exhibition Place staff indicated that tenants were asked to identify issues in advance of the start of negotiations and meeting was held with tenants during the 4 month labour disruption period • Co-Hosts agreed that the tenants should always be included with an opportunity to meet as a group before the CA negotiations and will ensure it happens in the next round of negotiations
6.	Concerns with the wording of section 18.2(a) and the definitions of events. We have been provided with an interpretation by Exhibition Place but it does not seem to be the same as the words in the CA. An example is how this clause is being applied to in-house events such as New Years Eve or Halloween events which requires the use of union operators for each separate job rather than just one worker or even just one of our own staff. To do it with union staff requires an extra 5 people at a minimum of \$1100 each so the event is no longer viable. Many of our tenants don't know if anyone is	• Mr. Mann noted that EP has indicated to tenants that a GALA means a business, charitable, not-for-profit type of event and a New Years' Eve party that customer purchase tickets to attend would fall in the category of "party" not a GALA • Both parties at the table had legal counsel who helped with language but it is always difficult to cover off every circumstance in an agreement <u>ACTIONS</u> • Councillor Karygiannis, Co-Host suggested a separate meeting with Liberty Grand along with the union and Exhibition Place staff to discuss the interpretation of this clause of the CA to see if we can make it work better for tenants • Any information that comes out of such a meeting will be shared with all tenants by Exhibition Place

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	going to show up to their event so they can't have such high costs?	
7.	Struggling with pricing and past practices i.e. for Comedy Shows. Before ratification of the new CA, I use to be able to have one hour calls for the “in” and one hour calls for the “out” but now it is 4 hours in. The event has not changed but now the past practice cannot be used?	• Mr. Antheunis noted that its changed because of the negotiations and that the union tried to address this issue but a final proposal was not reached • Councillor Karygiannis, Co-Host noted that the union signed an agreement with EP and the tenants have leases which specify that the tenants must abide by the collective agreements <u>ACTIONS:</u> • Councillor Karygiannis, Co-Host suggested a separate meeting with Queen Elizabeth Theatre tenant along with the union and Exhibition Place staff to discuss the matter raised • Any information that comes out of such a meeting will be shared with all tenants by Exhibition Place
8.	One issue experienced is the Customer Service skills of the IATSE workers and how is this going to be improved. How is EP planning on monitoring it and how do we let you know whether it's working or not?	• Mr. Antheunis noted that feedback is always welcome and IATSE 58 in cooperation with EP are rolling out customer service training for all its members who work at EP with the first one starting in April 2019 • Ms. Dejak, Co-Host noted that when on the grounds IATSE workers are working and managed by EP and all reports related to customer service should be reported and addressed by EP staff and EP needs to develop a formal process. Also EP needs employee recognition program for good customer service and also report on the successes <u>ACTIONS:</u> • EP will establish a written and formal complaint process so that tenants can provide feedback on customer service issues experienced by tenants • With documentation, EP will look at trends and report these both to IATSE and tenants and our customer service training will be adjusted to meet repeat issues • Develop a process for recognition of good customer service and actions taken and in interim to development of such a process, tenant should call or email Mr. Mann:

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		Jeff Mann: 416-433-3718 jmann@explace.on.ca
9.	Some people are good with customer service and some are not. Why don't we just write people up when they provide bad service and they do not have future calls if behaviour is repeated?	Mr. Antheunis noted that the union is trying to be proactive so that you get a better worker, with better training, and nobody wants to be written up for providing bad service
10.	Unless the union workers know they can be written up it may be difficult to get certain workers to provide better services and think a formal process and form is needed so that there are records and patterns can be determined?	Agree and see <u>ACTIONS</u> on Item #9 above.
<u>OVERALL ACTIONS</u> Councillor Karygiannis, Co-Hosts offered to host separate meetings with any tenant that would include both the union, EP staff and City LR. Liberty Grand, Toronto Event Centre, QE Theatre and RAWF would like to be part of this direction and EP staff will establish meeting dates.		
Wayfinding and TO360 Roll-out – f/u to June 2018 Grounds Walks		
11.	TO360 roll-out has left me underwhelmed. The digital signage is good, however the event-specific and event-day wayfinding is lacking. The old concrete sign bases were ugly but effective and now that they are gone there has been nothing to replace them.	EP noted that the City's TO360 wayfinding program will be rolled out onto the west side of the grounds in 2019 so it will be across the grounds
12.	At any given time EP has numerous events on the grounds and the community has a sense of ownership of the space and rightly so; they are large contributors to the space and the events. We need portable, dynamic, effective, interchangeable signage that can deploy people to the right space in a fast and effective manner.	- Councillor Karygiannis, Co-Host asked if major events have APPS – CNE has an APP and he suggested that RAWF may want to develop one because everyone has their phone and use it for directions <u>ACTIONS:</u> - EP will work with its staff on user friendly EP website applications that could help any attendee coming to EP

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		• Councillor Karygiannis, Co-Host suggested a meeting will be organize for tenants and City Way-Finding staff to see if we can come up with some new directions
13.	Why can't we have signs on our EP buildings like every other business? WE can't expect our patrons to have an easy time navigating when we don't even have building signage	• Councillor Karygiannis, Co-Host noted that Heritage by-laws prevent signage from being installed on most of our buildings and suggests that Tenants put signs on lawns. While Beanfield Centre has a sign and it's a heritage building, that was approved by City Council pursuant to the City Sign By-law application process <u>ACTIONS</u> • Director of Parking & Security Services will canvas each tenant individually and EP will set up another meeting late May/early June to discuss what is required for each of them to ID their building. • EP will also further advance a common lawn sign structure and see if we can get some feedback from City Sign Division
<u>Conflicting Events</u>		
14.	There are difficulties / limitations running a year-round business at Exhibition Place for all tenants When the CNE is on we have to post our staff right on Lakeshore Blvd so they can direct our patrons to their events in our buildings For those tenants who are near Bandshell Park, events at the Park are very noisy and impact the tenant's business especially in outdoor areas and because of that tenants have had to cancel events. It is particularly problematic during the annual BeerFest	• Councillor Karygiannis, Co-Host suggested advance notice. EP indicated that notice is given months in advance but while tenants have advance notice of the events at Bandshell it does not solve the issue because tenants still lose business; what is needed is a way to manage events so that the volume is on an equal level, also that we give Tenants a heads-up when we are hosting an outdoor event. • Ms. Dejak, Co-Host noted that volume at Beer Festival is a problem and was also a problem when located at Fort York, which it outgrew, and is now at EP <u>ACTIONS:</u> Councillor Karygiannis, Co-Host noted that separate meetings were being set up with Liberty Grand and Toronto Event Centre on the IATSE CA and this noise issue can be discussed at those meetings

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Next Meeting – Councillor Karygiannis, Co-Host suggested another Tenant Liaison Consultation meeting in June and tenants were positive about more frequent meetings.		