

Communications with Airport Staff

Policy Type: Governance Process

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1. Statement of Principle

To ensure all Directors have access to the information necessary to properly discharge their duties, it is necessary for Directors, individually and as a group, to communicate with staff at the Airport. Effective communication between Directors and airport staff is essential and is to be encouraged.

2. Rationale for Policy

The general authority of the Board over all matters concerning the Airport requires a policy be in place with respect to procedures to be followed in communication between staff and Directors. The reason for such a policy is threefold:

- a. to ensure that such communication is carried out in a manner that does not contravene established reporting relationships within the existing staff hierarchy;
- b. to provide staff with the opportunity to respond to requests for information in a manner that ensures that accurate and complete information is supplied;
- c. to ensure that information requested from, and communication with, staff by individual Directors is for Board of Committee mandated purposes.

The policy with respect to Director communications with staff is as follows:

3. Director Communications With Staff

Directors will not communicate with staff members with respect to Airport Authority business except in the context of Committee or Board meetings at which such staff are present or have been invited to attend for the particular purpose of providing information. When staff other than the CEO are involved, the CEO will be advised.

4. Individual Requests to Staff for Information

When a Director requires information from staff with respect to a particular matter, that request will be raised in a Committee or Board meeting. If the information is not immediately available, the Chair of the Committee shall request the CEO or his designate to have staff provide the information to the Director.

5. Individual Requests to Staff for Confidential Information

No Director will request confidential information from staff concerning any matter that comes within the responsibility of the Authority, except through the Chair of a Committee or Chair of the Board. Confidential information is information that has not previously been made available to the general public, or information that has been designated or is regarded as being confidential by the Airport Authority or the CEO.

6. Procedure to Initiate Contact with Staff

When an individual Director or group of Directors are working on a Board or Committee assigned project that requires contact and interaction with staff, such contact shall be made through the CEO or his designate, who will be provided with prior notice of the purpose of the contact and nature of the information required or business to be transacted.

7. Casual Communications with Staff

Directors will at all times exercise discretion in engaging in casual or social conversation with Airport Staff members concerning topics relating to the Airport business, and will avoid discussing matters or soliciting information that ought properly be communicated in accordance with the procedures set out in this policy.

8. Reporting Relationships Respected

The Board and Committee Chairs, and their designates will respect the existing reporting relationships within the airport staff organization when putting forward requests for information, or otherwise communicating with staff members relative to Airport business.

9. No Authority for Discipline

Directors recognize that staff direction and discipline are the primary responsibility of the CEO and those other supervisors reporting to him, and that Directors individually have no role or authority in such matters. Should a Director wish to raise a matter concerning an individual staff member, that matter shall be raised at the Committee meeting, and may be referred to the CEO if action is required. The CEO or his designate shall in all cases be included in the discussion and any communication with the affected staff member shall be only through him or his designate in accordance with established procedures.

10. Reference to Chair of the Board

Any issues arising out of the foregoing policy and its application shall be referred by the affected Director(s) or the CEO, (as the case may be), to the Chair of the Board, who shall attempt to resolve the matter, and who shall also report to the Board.