



WORLD AIRLINES CLUBS ASSOCIATION EXECUTIVE COMMITTEE MEETING

**MONTREAL, CANADA
27/28 FEBRUARY 2009**

SUMMARY OF MINUTES

Attended by:

Executive Committee

President

Secretary General

Vice President, Finance and Treasurer

Vice President, Public Relations

Vice President, International Events and Special Projects

Regional Vice President, Europe

Regional Vice President, Far East and Australasia

Regional Vice President, Latin America and Caribbean

Regional Vice President, Africa, Indian Ocean Islands
and Middle East

Regional Vice President, North America

Executive Committee Ex Officio

Manager, WACA Headquarters

Maga Ramasamy (MK)

Julian Chau (CX)

Judith Guevara (AC)

Rosemarie Mamede (LH)

Elaine Miller (AC retired)

Heidi Tetri (KF)

John Aarons (AN Retired)

Jacque Lyseight (JM)

Yousef Yousef (ME retired)

Francisco (Chico) Valdez (TP retired)

Keith Miller (XB retired)

1. Opening Remarks — President

The full executive Committee was present and the President welcomed everyone to the meeting, expressing his gratitude to having a full team in attendance. He said that a major part of today's meeting will be a strategic Action Plan that he has been preparing for the next two years and that he wants to have everyone's input.

2. Review of the EC Meeting Agenda — Secretary General

2.1 Notable Additions

The Secretary General said he wanted to strengthen the wording of 1.12.3 in the Constitution. The item was added as 4.5.

There were no deletions or corrections and the agenda was adopted by all.

3. Review of the 41st Pre-AGA Minutes (Nassau) — Secretary General

There were no additions or deletions.

3.1 Corrections

The VP-PR pointed out that under Item 12.3.1 of the Minutes, quote of USD 20,000 for WACA to produce an all inclusive portal when in fact a budget should have been USD 2,000.00. The President then said in fact it should only be USD 200.00 as this was prior to the AGA when the USD 2,000.00 budget had been approved. The Minutes will be corrected accordingly.

3.2 There were no further outstanding items or matters arising. The minutes were adopted by all.

4. Review of the 41st AGA Minutes (Nassau) — Secretary General

4.1 Additions

None.

4.2 Notable Deletions:

The RVP-NA wanted to delete a statement in the minutes which appears under Item 18.1. However, the President emphasized that we must follow procedures and it was pointed out that it is late to make changes as the deadline has passed. The RVP-Europe then suggested that this type of issue could be avoided when Minutes just show the decisions made, not the discussions which preceded those decisions and this should be something for WACA to consider.

The RVP-NA pointed out that there was no formal adoption of the President's report as per Item 9.2 of the Minutes. After some discussion it was assumed that the reports were approved even if a formal vote was not taken. The President said that he and the Secretary General would look at this practice with a view to streamlining it. The RVP-NA continued, saying that it is incorrect to say the voting had been carried unanimously throughout the as it had been recorded in the Minutes that only 33 Clubs voted throughout the AGA when in fact 34 Clubs had been present. Issues could not, therefore, have been carried unanimously since one Club had not voted. This was a valid point as this non-voting Club should have been shown as an abstention. The RVP-FEA also added that parliamentary procedures were not followed correctly and would like to see improvements in that area.

4.3 Corrections (*received in accordance with 2.5.4(c) of the Bylaws*)

The RVP-NA then raised another issue on the proposal from the Executive Committee that was incorporated with the Sweden Airlines Club proposal regarding the WACA fee for international events. The USD 20.00 fee that had been adopted read “International events more than four days”. It was pointed out that there was no intent by the Sweden Airlines Club to change the wording of the existing text, only the fee. The wording in the Bylaw, therefore, was not changed when it was amended in February and is written in 2.11.3(a) as follows: USD 20.00 per participant for events four (4) nights or longer.

The Secretary General said he had received numerous objections to the Minutes from the Montreal Interline Club and had accepted only two objections, with regards to Items 4.3.1 and 4.3.2. Clubs were advised of the amendments via the All Clubs Message sent out from WACA Headquarters previously.

4.5 Clarifying the Intent of Item 1.12.3 of the Constitution and Bylaws

The Secretary General will review the current wording and send his recommendation on how it should be reworded to the EC for approval. If approved by the EC, it will be added as an Agenda item for consideration at the 42nd AGA.

4.6 There were no Outstanding Items or Matters Arising.

5. Review of the 41st Post-AGA Minutes (Nassau) — Secretary General

5.1 There were no Additions, Deletions, Corrections, Outstanding Actions Items and Matters Arising. All were in favour of the minutes.

6. Correspondence and Communication — Secretary General

6.1 Incoming

Various objections from the Montreal Interline Club to the Minutes of the 41st AGA were received which has been covered previously.

Notification from IATA was received regarding an increase in the rent which has been added as Item 8.4.

6.2 Outgoing

The Secretary General had replied to the objections from the Montreal Interline Club to the Minutes of the 41st AGA which has been covered previously.

7. WACA Affairs — President

7.1 Discussions were held for the Strategic Plan for 2009 and the President said we want to focus now on the plan for 2009/2010.

7.1.2 Status Report

Maga had asked his Assistants to review from the archives the input and conclusions from past workshops and to make a summary of the findings. He had met with his Assistants prior to the EC meeting and the discussions were summarised. As a result, they came up with a new vision for WACA which would hopefully, create a sense of belonging to the Association, with a new branding and mindset.

7.1.3 Action Items

The President presented a slide presentation of their findings and a general discussion ensued with contributions from the EC members which included:

- not all interliners have too much money to travel;
- should not emphasise retirees or be regarded as a tour organisation;
- the vision should be to unite our members;
- our members travel to events and meet people they would never meet under any other circumstance;
- follow the example of the A.C. Bahamas and bring friends to our international events;
- we must look at our membership in general and really understand what they want from the Association;
- does WACA still need five Regions and a Headquarters or shall we go for something similar to the three Areas concept utilized by IATA and the airlines?
- Can the work of the Headquarters Manager be done from an office at his/her home?

The EC came up with New Vision and Mission statements and they are as follows:

Vision

To be the best recognised social organisation for employees, family and friends in the airline and related industries.

Mission

To organise local and international social events for active and retired employees, family and friends so that they will be united in friendship, good fellowship and mutual understanding and linked with Social Responsibility projects.

8. WACA Administration and Management — Secretary General

8.1 Administrative Update

There was nothing to report.

8.2 New Member Clubs/Defunct Clubs

There are no new Member Clubs since the 41st AGA; however, there have been indications that Clubs may be formed in the Turks and Caicos Islands, Barbados, Cairns, Toronto, and Quebec City. In addition, the Nairobi I.C. will hopefully be resurrected and a Member-at-Large may create a Club in Morocco.

8.3 Parliamentary Procedures

The VP-PR raised the issue which was Item 5.5 of the 41st Pre-AGA EC Meeting Minutes regarding obtaining a quorum at the AGA and Clubs who do not participate in the AGA. The Secretary General re-iterated that, after the problems encountered in Nassau, we will only accept Delegates of Member Clubs that have submitted their credential forms by the deadline date. The HQ Manager must ensure that this is stated clearly when he sends out the credential forms which must be despatched in good time.

8.4 IATA Rent Increase

The HQ manager informed the EC that after many years during which he had managed to avoid an increase in the rent, IATA had finally confirmed that it will be increased by CAD 100 per month. This was in line with the percentage increase that IATA also had to pay the building owners. Even with the increase, however, the HQ Manager still thinks it will remain within the budget as he has managed to cut all the other costs down to a bare minimum. It was agreed the President would write to the IATA Manager responsible for the WACA portfolio with a view to reducing the increase.

9. 42nd AGA, Kuala Lumpur (2009) — Secretary General

9.1 Progress Report

The Secretary General said that there were approximately 100 registered for the AGA but, because so many large Member Clubs had still not yet registered any participants, he is hopeful that it will attract between 250–300 participants. The post-AGA tour to Borneo had sold out within two days and, therefore, a Package B had been added which is now also sold out. The pre-AGA tour to Langkawi has about 25 participants at this time.

The VP-PR brought up an issue where members of her Club were duplicating efforts as the HQ Manager asks for mailed in application forms when the forms were already faxed or emailed in. The HQ Manager said that this had been an issue as it quite clearly states in the brochure that the application form must be sent in with the applicable deposit which had not been done in this case and in other cases. This had caused lots of misunderstanding regarding the registration process but everything has now been cleared up. The VP-PR then raised the issue of interliners having to attend the AGA before they will be accepted on the pre- and post-AGA tours. She agreed that preference should be given to those attending the AGA but others should be able to be listed on a waiting list. It was pointed out that this stipulation is clearly indicated on the brochure and the registration form and it has always been a requirement to register for the AGA which is the core event before anyone can be accepted for the pre- and post-AGA tours.

9.2 Site Visit

The Secretary General went through a detailed report that he had prepared, defining the roles and responsibilities of the EC and Organising Committee and simulated a run-through of the Interline Celebration program. The VP-International Events and Special projects would like interliners to bring their country's flag with them to be included in the opening ceremony like in Nassau. The General Secretary expects the EC to arrive two days in advance to prepare for the Interline Celebration.

10. 43rd AGA, Recife or the Azores (2010) — Secretary General

10.1 Location Confirmation

The VP-PR distributed two brochures that had been produced by the Interline Club of Portugal. The first was for the AGA to be held in Recife, Brazil from 17–22 October 2010 and the second was for the AGA to be held in St. Miguel, the Azores, also from 17–22 October 2010. She highlighted the pros and cons of each location and made particular mention that the price of the Recife proposal had been reduced by approximately 10% to EUR 625.00. The President then summarised the situation regarding the decision that was made in Nassau whereby a mail vote on the location should have taken place in December. Exceptionally, however, it was decided to defer the vote until after this EC Meeting so that the EC could compare the packages and make a recommendation to the Member Clubs.

It was decided that the Secretary General would send out an e-mail message highlighting the pros and cons of the two packages on 4 March with a deadline for the Member Clubs to respond by 21 March at the latest. The vote on the recommended location can be submitted by e-mail or the Member Club's letterhead and a simple majority, i.e. 50% plus one, of the votes cast will confirm the location.

11. Bids for the 44th AGA (2011) — Secretary General

11.1 Received to Date

The Secretary General advised that up to now no bids had been received.

The RVP-NA said that the North American Region is looking at the possibility of hosting it in Las Vegas and the RVP-FEA also advised that he will return to Sydney and see if a previous prepared proposal could be resurrected.

11.2 Submission Deadline

The basic information for a package should be received by the end of April with a full presentation made at this year's AGA in October.

12. Review of the Executive Committee and Manager, WACA Headquarters Activity Reports

All Activity Reports had been submitted covering agenda items 12.1 to 12.11.

13. Financial Update — Vice President Finance and Treasurer

A message had been received from the previous V.P. Finance and Treasurer, Valerie Welling, that the 2008 accounts are not up-to-date yet due to personal reasons.

13.1 2009/2010 Budget Review

13.1.1 2010 Budget

The proposed budget was reviewed and revised and will be updated accordingly.

13.2 Actual Compared to Budget

Nothing was reported at the meeting.

13.3 Finances to Date

A report was outstanding from the previous VP-Finance for reasons outlined above.

13.4 Unpaid Membership Dues

An e-mail had been received from the previous VP-Finance.

13.5 Audit for 2008 Financial Year

The date and location of the audit will be advised.

13.6 WACA Relief Fund. The figures will be provided after the meeting.

14. Public Relations — Vice President, Public Relations

14.1 WACA World News

The VP-PR said that one issue had been produced since the AGA in Nassau. Details are in her report.

14.2 WACA Marketing Kit

There is no sponsor for the Marketing Kit so it will not be produced until a sponsor is found.

14.3 WACA Web Portal

14.3.1 Progress Report

The VP-PR highlighted certain details from her report. The Secretary General said that he does not have a clear vision on what WACA is trying to achieve. And WACA does not need something that reinvents the wheel, and we must establish what the objectives of the portal are before we proceed. The President added that the portal must take off and a presentation be made in Kuala Lumpur as we have been talking about this for the past two years. He added that the portal needs to be functioning in parallel with the WACA Web site which resides in the IATA system and eventually a comparison can be made between the two. He stressed that we have to find added value for the portal as compared to what we have now and how much that cost is because closing the WACA office is not the only solution. The Secretary General re-iterated that that eventually we have to make a decision and this has to be relayed to the Assembly.

The WACA HQ Manager informed the EC the WACA website will be changing due to a major upgrade of the IATA computer system which the IATA IT specialist, Tatiana, will be addressing later in the meeting. The Secretary General said that if anyone had any questions about the upgrade and the WACA site in general, they should address them to Tatiana. He continued by saying that he would not spend money on a Web portal if there was a chance we could get it free. However, a member of the EC said that to get the Web portal up and running it will be necessary to spend money, as it has been budgeted. The Secretary General said that was correct but we have to set up something tangible and useful for WACA and strike a balance between what is needed and what is feasible. These are the types of questions that will be asked at the AGA.

Further discussions on what the portal can do and the cost justification for it were brought up by various EC members. Items especially highlighted were the priorities for the portal, like online payments and registrations.

14.3.1 Progress Report (*continued*)

The Secretary General stated that the Web portal came about because the current IATA Web site is unable to perform the functions WACA would like it to perform. However times have changed and the revamped IATA based WACA portal might be able to perform these functions now. This is important as costs are always a paramount issue. Both the President and Secretary General understand that the VP-PR has spend a lot of effort to advance the web portal and a decision will be made upon comparison between the IATA based and the independent web portals.

14.4 Other

It was decided that the Skype contact address for individual EC Members would be included in the WACA Contact should they so wish and an invitation to others in WACA to include this information would be sent out in an All Clubs Message.

**15. Sports/International Events and Special Projects — Vice President,
International Events and Special Projects**

15.1 Sports/International Events

15.1.1 Comparative Analysis — 2009 Events versus 2008

No figures were available to make the comparison.

15.1.2 How to Assist Hosting Clubs Promote their Events

Continue the promotion via WACA World News and the All Clubs Messages.

15.1.3 Mechanism to Track Availability of Places at Events

VP-International Events and Special Projects said that these forms had been prepared and uploaded onto the Web site but they had not been successful.

15.1.4 Generate Budget Revenue of USD 5,000.00 in 2009 from International Events — Achievable or Not?

The VP thought that this was achievable.

15.2 Calendar of Events

Events are updated usually within a 48 hour period by either Rosemarie or Keith.

15.3 Grand Venture Bonanza

15.3.1 Practice of Buying Tickets for the Club — Acceptable or Not?

The EC agreed that the Member Club be allowed to buy tickets to distribute as it pleases.

15.3.2 Expected Sales Revenue in 2009

Unknown at this time.

15.3.3 List of the 2009 Prizes Donated by Member Clubs to Date

The membership have been advised about the donated prizes in several All Clubs Messages.

15.3.4 Additional Prizes in 2009 expected to be donated by Member Clubs

In addition to those prizes already identified, it was noted that the Sydney Interline Club had made a cash donation of USD 100.00 as a prize.

15.3.5 Monetary Donations from WACA in 2009 for Prizes.

WACA would donate two USD 100.00 cash prizes.

15.4 Tombola(s)

Specific figures were unknown at this time. One EC member suggested resurrecting the past practice of selling WACA souvenirs but the President cautioned against this as WACA had some bad experiences in the past where such items did not sell, despite its promising potential.

15.5 50/50 Sales

Unknown at this time.

15.6 ID Card

15.6.1 Progress Report

The RVP-International Events and Special Projects prepared and submitted a report on the subject matter. She made particular reference to the production quotations that had been received and she highlighted the costs that would be associated producing the cards based on 1,000 cards. A discussion ensued where questions on the duration of validity, control and tracking were brought up.

The EC agreed that we should invest and produce the ID cards, with the HQ Manager taking control of the issuance and management of the ID cards. A unit price of the card was discussed and the member club should receive a part of the proceeds in order to provide an incentive for them to sell the cards over and above the memberships they sell to belong to their own Club. This would be similar to the current system many Clubs already have in place with the sales of the Grand Venture tickets.

The President said we must move forward with this initiative, we have to look for sponsors and then we would be able to charge a minimum amount to the Membership. If we do find a sponsor we should hopefully be able to launch the card at this year's AGA in Kuala Lumpur. It was suggested that anyone who goes to an international event should have a card. It was also suggested that hopefully, we could get a sponsor of the 42nd Interline Celebration to foot the bill of introducing the cards.

15.7 Charity Programmes

15.7.1 Fikelela AIDS Project

The President said that he is contact with Fikelela but so far nothing has been donated since the AGA in Cape Town. A new contact will be established to pursue WACA's willingness to express our social responsibility.

15.8 WACA Interline Festival

The VP-International Events and Special Projects would like to see WACA undertake another cruise. This has been discussed in the past but nothing has happened. If we do make another cruise, however, we must have a WACA representative on board.

The President requested the VP to look into having a WACA cruise and to factor in the cost of a WACA representative.

16. WACA Headquarters Update — Manager, WACA Headquarters

16.1 WACA Web Site Enhancements (*Presentation by IATA Web Master*)

The President welcomed the IATA Web Master, Tatiana Tarassova, to the meeting and thanked her for all her efforts looking after the WACA Web site and explained that we were trying to improve the existing site and, in parallel, we are looking at creating a portal and we would like to hear Tatiana's comments and advice about this project.

Tatiana then addressed the EC saying that the timing was perfect because the IATA Web site is about to go through a major enhancement and, as the WACA site resides in the same location, enhancements can be made at the same time. She continued by saying that it is important to know exactly what WACA is looking for to help her understand the requirements as well as for WACA to understand what can or cannot be achieved. Some enhancements have already been made and waca.org will be included in the next phase of enhancements. The new system will be much easier for authors to update, Tatiana continued. She also wanted to know whether WACA wants to be part of this enhancement. She wanted to know what kind of evolution WACA was looking for by understanding our requirements and what IATA can offer or do. It was important to note that this is at no charge to WACA. A discussion then ensued on what kind of functionality we want and if IATA could incorporate the suggested enhancements, of which Tatiana replied that these are possible, such as online registration, links to external payment sites like paypal. She also assured those present that the site and its links can be secured.

The Secretary General said we should move forward with baby steps and not try to take on too much all at once and stick to the prioritized functions first, like payment of WACA fees, and then extend this functionality to member clubs. Let's just start with the basic WACA requirements that we have identified and ask what we want the portal to do for us. At the moment this is very inconclusive as to what our priority is. Once our objectives have been established, we need to create an action plan on how we are going to achieve those objectives and then look at ways of getting the best auxiliary system to implement our requirements.

Tatiana wanted to know what WACA meant by the definition of the "Portal". The Secretary General replied saying that his understanding is that it gives us the ability to exert some control over the Web site by allowing us to create a format that we like such as the overall appearance of the site, the ability to make changes to the site as well as allowing us functionality such as online payment and a secure login.

Various technical questions were then addressed to Tatiana by the Secretary General and the VP-PR about how such a portal should and could work for WACA emphasising specific requirements they would like to see implemented. Tatiana answered the questions and used a flip chart to show the various methods and options that could be set up to meet WACA's requirements.

The President thanked Tatiana for her most insightful presentation and asked her to join him and other members of the EC for lunch.

17. WACA Awards — Secretary General

17.1 Proposed Changes

17.1.1 Status Report

The Secretary General said he wanted to streamline the annual awards, specifically to eliminate Regional Clubs of the Year and only have Member Club of the Year. Each Region would still nominate a Club and from those Clubs nominated one would be selected as Member Club of the Year.

The President said that it is envisaged that the criteria would remain the same and the Regional V.P.s would complete the criteria matrix as is the current practice and then the President and Secretary General would decide on the Club of the Year. The Regional V.P.s should now go through the current criteria to ensure that it is completely up-to-date and relevant and revert to the Secretary General. The Assembly will need to be advised of the intention to streamline the awards and the necessary amendments to the Guidelines.

18. Any Other Business

No notable issues to report to the membership.

19. Closing Remarks

The EC made their closing remarks and then the President concluded by thanking everyone for attending the meeting in what proved to be two long days of work. He also thanked Aubrey Winterbotham and other members of the Montreal Interline Club for all their hard especially those that had looked after everyone so well as home hosts.

20. Adjournment

The meeting adjourned at 1600 on the second day.