

AGENDA OF THE BUSINESS OPERATIONS COMMITTEE**Attendance:**

- | | |
|--|---|
| <input type="checkbox"/> Tom Dvorak | <input type="checkbox"/> Crystal Hon |
| <input type="checkbox"/> Ross Horton | <input type="checkbox"/> Haafiz Dossa |
| <input type="checkbox"/> Nancy Toogood | <input type="checkbox"/> Joel Mertens |
| <input type="checkbox"/> Jeffrey Smith | <input type="checkbox"/> Aaron Sihota |
| <input type="checkbox"/> Mike Brown | <input type="checkbox"/> Laura Silvester |
| <input type="checkbox"/> Joyce Shen | <input type="checkbox"/> Guillaume Houle |

Guests: Adrienne Smith (Policy Advisor), Sheldon Goldfarb (Archivist, Researcher, & Privacy Officer)

Note: Underlined items indicate enclosed documents to be pre-read.

1. Welcome and call to order: Tom 11:00
 2. Past Minutes [Skip]
 3. Presentation
 4. Business Updates Jeffrey [Skip] 11:00 – 12:00
Nancy
- Cost to switch over to compostable containers so far for this year: ~\$9000
5. New Items:
 - 5.1. Mike's Marketing Presentation Mike [Discussion]

Blue Chip: should focus on areas we don't exceed in (friendliness, wait time, menu selection and variety)

- Nancy to focus in on staff speed in line → Nancy

Bernoulli's: wait time / speed of service needs help

- Switch to #'s system to get right order to right person (avoid mix-ups and ensuring that later orders don't get their meals sooner) → Nancy
- Training on urgency; ask staff what's inhibiting → Nancy

Menu Selection & Variety needs help

- Look at layout of menu → Mike

Compostables should be integrated:

- Already done!

Portion size vs. Price

- Look at comparable prices and offerings → Mike

Burger Bar: Food Quality, Presentation

- Add toothpicks for decoration → Nancy

Pendulum: Wait time / speed of service

- Discussion with Rick around how to make current “quick” items actually quick (most popular item) / heating solutions → Nancy

Price:

- Look at comparable prices → Mike

(Tom had to step out, handed duties of chair to Laura Silvester)

6. Past Items for Follow-up

6.1. Video Surveillance Policy

Tom

[Discussion] 12:05 – 13:00

Clause 4d, Adding security supervisor to list of people with access to live and recorded images because the security manager is not there all the time.

• There are other operations where the designated person is not there all the time. This issues was specifically discussed at code in preliminary rounds of discussion, and it was decided that other security staff would not have access to past images. See 4f (old e).

-this was discussed in a joint Code and BOC meeting: security supervisor

-those in section 5 cannot be limited to 24 hours

-trying to use camera surveillance to solve management issues

-quality of the footage can't be used in court (to persecute)

-specify only during shift (related to work period, not just for the people)

-staff managing the Pit would have access to live and recorded while on shift

-supervising senior management of security same thing

- a. The IT Manager and the Systems Administrator, who shall have access only for maintenance and upgrading purposes. (workshop manager)

-on-going investigation as defined by the GM – this should be more explicitly defined

-while they are working they can look back to the past 30 days (just their camera)

Timeline:

-changes to be drafted by Sheldon and circulated to BOC and to the chair of Code

-quorum for next meeting

-Nov 24

- Dec 2nd council meeting

-Nov 27th submission deadline

7. Next Meeting: **Tuesday Nov. 24, 2009, 11AM, SUB 224**
8. Adjournment: 13:00