

Attached to this letter, please find a Submission related too the Unit and Support Shops Inspection functions. It is a critical report presented in the interest of achieving a more effective Inspection program and hopefully to create an awareness of an existing low morale condition.

Copies of this Submission have also been forwarded to Messrs. J. B. Russell Chief Inspector and G. Belanger Inspection Foreman.

It is our hope to have a full discussion on the report and we hereby request a meeting with Messrs. Russell and Belanger in the near future, to review it in detail.

We also request a subsequent meeting with you, at your convenience, in order to clarify and review this Submission.

This might seem a little off base, having regard to these amendments, but this is the reason we should be taking a serious look at the funds we are allotting Air Canada. I should like to read some of the comments made by these eight employees who signed and presented this document to Air Canada. They stated that in their opinion the quality development program has not been thoroughly and adequately developed and that—

The Acting Speaker (Mr. Laniel): Order, please. I always hesitate to interrupt hon. members or prevent them from expressing their views, but at this time the House is considering the report stage of the bill before us and two specific amendments. I am sure if the hon. member for Winnipeg South Centre (Mr. McKenzie) takes the time to read the amendments he will see they both refer directly to the CNR and not Air Canada, and that the objective of the two amendments is to reduce the sums of money requested by the bill in respect of hotels and the CN Tower Limited in Toronto. I would hope that the hon. member will defer these remarks to a later debate in respect of further amendments that might be related to this particular point, or until the debate on third reading when he will have the latitude to bring forward his points and complaints about Air Canada.

Mr. McKenzie: Mr. Speaker, will I be able to speak on this point under Motion No. 3 which pertains directly to Air Canada?

The Acting Speaker (Mr. Laniel): The Chair is not inclined to give advice on a judgment that might be rendered later, but I am sure the hon. member will have more latitude than as the amendment is related more specifically to Air Canada. The two amendments now before us for consideration relate to the CNR and, particularly, to hotels that are administered by the CN.

Mr. McKenzie: Thank you, Mr. Speaker. I will wait until you make a ruling on Motion No. 3 in respect of Air Canada.

Hon. Paul Hellyer (Trinity): Mr. Speaker, this is an unexpected pleasure.

Some hon. Members: Hear, hear!

Mr. Turner (Ottawa-Carleton): For us too, Paul.

Mr. Hellyer: I listened with great interest to the speech made earlier this afternoon by the hon. member for Mississauga (Mr. Blenkarn), and I was impressed by his remarks.

An hon. Member: You are easily impressed.

Canadian National Railways and Air Canada

Mr. Hellyer: As a matter of fact, I am not easily impressed; I am a realist, but I thought the hon. member's speech was very well documented and very thoughtfully prepared. It is for that reason I listened to his remarks with considerable interest.

I notice the Minister of Finance (Mr. Turner) stroking his chin, Mr. Speaker, as well he might, as he of all people in this Chamber should be concerned with the expenditure of public funds. Had he been as careful in his attention and as impressed by the arguments put forward by the hon. member as I feel he would have been had he been paying full attention I think he too would be on his feet expressing grave reservations about the proposal of the Canadian National Railways, as did the hon. member for Mississauga.

As pointed out by that hon. member, the CNR experience in railway hotel management has been an unhappy one. One would have hoped that over the years the management would have learned that you have to keep up-to-date with the times. A matter of considerable regret to many of us, and to many members of the travelling public, has been the fact that CN hotel management has not been aware of changing conditions. The examples one can cite in this field are many.

For years now in most well run hotels one has been able to expect to have nicely coloured towels in the bathrooms, something which adds an element of warmth to the reception of an hotel, yet in so far as CNR hotels are concerned, years after everyone else has departed from the sterile white, and sometimes not quite white because of the lack of sufficient soap, chlorine or bleach in the wash, these same old bedraggled towels have appeared giving many people the impression that the CNR hotel management just does not care.

An hon. Member: They don't.

Mr. Hellyer: So, it has been with other furnishings and with the quality of soap. Long after most first-class hotels decided to improve the quality of soap, and sometimes for the ladies to have little bars with just a little French perfume added, or something of that sort, the CNR was still back in the age of hand-laundry and outside laundries, just not keeping in touch with the times. This is indicative of the failure on the part of CN management to pay attention to changing times and to details which are important to the travelling public.

An hon. Member: The old soap and towel operation.

Mr. Hellyer: The furnishings in the rooms were often not well kept, and the artifacts were not as tastefully chosen and assembled as one would find in an hotel run, say by Western International, which has developed a level of expertise that offers a standard which other hotel chains, including the CNR, might well attempt to emulate.

One finds, when travelling, a whole range of small details which seems somehow for one reason or another to have escaped the attention of CN management. I know there are many people who believe that television sets are an unnecessary luxury and that they really have some intrinsic evil property which no government organization should associate itself with, but on the one hand we have