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A MESSAGE FROM YOUR COMPONENT EXECUTIVE

ON BOARD SERVICE MANAGERS UPDATE SEPTEMBER 2017

The OBSM program continues to be one of the most common concerns brought forward to the Union. Whether through phone calls, emails, inperson visits or direct representation at OBSM performance meetings, we are witness to the stress and anguish the OBSM program is causing so many of you. While we recognize the company's right to manage, we also have a duty to represent and to support our members.

The Company introduced the role of On Board Service Manager (OBSM) in February 2017 as one of support for our Service Directors.

We now know that this is simply not true.

The reports that the OBSMs are filing cover the 15 touch points and are weighted. In a recent OBSM performance meeting it was revealed that an NI in any one of four "super" touch points will result in a failed assessment.

The comments the OBSM writes and the times they record are also used in your overall evaluation. We have reviewed and seen many comments that have nothing to do with your job performance and have more to do with your personal style and overall demeanour.

Rather than coaching to success, any SD who receives two NI assessments will be Held Out of Service as per article 14.01, brought into a performance meeting and ultimately demoted.

We must caution all members that OBSM's are managers, they can hold you out of service, they can write reports that can get you demoted and they can change your career.

We must remember that, whether in uniform or on a layover, OBSMs are managers and should be treated as such. Refrain from having personal conversations with them in regards to other crew members, on layover or on the aircraft. These casual conversations can be used for discipline against our members, your co-workers.

Some points to consider:

- You have the right to request Union representation where a performance meeting is held or where disciplinary action is contemplated.

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- Before the interview begins you are entitled to reasonable time to speak to a Union representative.
- Once the interview begins, the Company will provide a copy of any documentation.

OBSMs are conducting performance assessments. Any discussion about the assessment is therefore performance based. It is also evident that discipline is being contemplated. SDs who have NI'd twice are Held Out of Service. The Company is managing OBSM assessments under Article 14: Discipline and Discharge. Article 14 includes certain rights which are delineated in the above mentioned points.

Your Rights

- You have the right to request a copy of your assessment.
- We encourage you to exercise your right to union representation.
- Should you choose to participate in any sort of debrief, it should be conducted away from passengers and should never interfere with service or safety duties on board.
- Your crew rest starts 15 minutes after arrival. If you choose to participate in a debrief right after the flight you are entitled to post duty ground credits. Please ensure you take note of when the debrief ended and file a pay claim.
- If you would rather come in on a day off to have your meeting, you are entitled to do so and will receive three hours of meeting pay. Please advise the OBSM that your duty day has ended and that you will be available for a meeting at a mutually agreeable time once your crew rest is over. Remember to advise your Local.

A word about Scope Work

OBSMs are managers and they **cannot perform our scope work**. The company has chosen to reduce crew complement, and now we find managers coming on board to observe us. Should a manager attempt to perform any bargaining unit work, request that they cease, document the incident and advise your Local.

Managers cannot perform any service or safety related duties. Please find attached the **consent award** outlining what OBSMs can and cannot do on board.

We Need Your Help

The Union has filed a number of policy grievances and we continue to file individual grievances for affected members, but we need your help. If you have had an OBSM or CNX manager on board, please send us an email outlining your experience, what comments were made, and what items you were deemed to 'need improvement' on. The Company claims to have amassed a collection of what they describe as positive feedback from SDs related to the OBSM program and has provided the Union with a sample. Documentation is a vital part of the grievance process and your Union needs to hear from you. Any statements provided to an arbitrator must be signed.

A Final Word

Lately, we have seen OBSM's traveling as passengers and monitoring Service Directors. We recommend you review the list of OBSM's the company provides and review your passenger list for any special guests on board your flights.

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We Are All in This Together

As a membership, Service Directors and Flight Attendants, we need to come together to support each other and protect ourselves on board. We encourage you to continue to write to us and reach out to your locals for guidance, we are all in this together.

In solidarity,

Air Canada Component Executive

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