



# Health & Safety

---

May, 2021

This message serves to walk you through the Health and Safety Complaint process. It is a part of the Internal Complaint Resolution Process, which is protected by the Canada Labour Code. It is a non-punitive way to address health and safety concerns in the workplace.

Whenever a situation occurs that could affect your health and safety at work, it is your responsibility as an employee under the Canada Labour Code, to advise the company. You can do it through **Health and Safety Complaint eReport** or the paper-based **ACF32 Employee Safety & Health Concern Form**.

The eReport can be found on Acaeronet under [Safety > Submit a Safety Report/SIMS > eReports > New eReport > Work Related Injury/Illness](#). Whereas, the paper-based report is available on the CUPE Local 4092 website under [Member Resources > Contract, Forms & Documents > Occupational Health and Safety Forms](#); you can scan and e-mail or fax it to your Occupational Health and Safety Manager (E: [zachariah.dohnal@aircanada.ca](mailto:zachariah.dohnal@aircanada.ca), [soriana.nonchhom@aircanada.ca](mailto:soriana.nonchhom@aircanada.ca), F: 905-676-4543).

For the eReport:

We recommend typing out your concern in Word or in the body of an e-mail to ensure you do not lose your work if there is a glitch in the system. You can copy and paste your concern into the online complaint when you are ready.

1. Log in using your Air Canada credentials;
2. Agree to the conditions of access;
3. Log in to the AQD/SIMS using your Air Canada credentials;
4. Select the eReport tab at the top;
5. At the bottom right, under the New eReport menu, scroll down to select the Health and Safety Complaint;
6. Complete the form with as much information as possible, click through the tabs for each section;
  - a. Do not forget the boxes at the top;
  - b. Do not forget to "Set Department" to "IFS"
7. To continue your eReport later, select "Save Draft;"
8. To finish your eReport and submit it, select "Submit."

If you encounter any glitches, take a screenshot (usually CTRL + PRT SC or CRTL + FN + PRT SC) and send it to us and your Occupational Health and Safety Manager (E: [meaghan.mroczek-porato@aircanada.ca](mailto:meaghan.mroczek-porato@aircanada.ca), [pascale.marchand@aircanada.ca](mailto:pascale.marchand@aircanada.ca), [zachariah.dohnal@aircanada.ca](mailto:zachariah.dohnal@aircanada.ca), [soriana.nonchhom@aircanada.ca](mailto:soriana.nonchhom@aircanada.ca)). We will follow-up.

You should receive a response from the company within 30 days. If you do not receive a response within that time, let us know and we will follow-up. Once you receive the response, follow the link to indicate whether the response resolves your concerns. If it does not, you can escalate it to the second step, where it will be investigated by the Workplace Health and Safety Committee (WPC) of which we are a part. Indicate the reason(s) why the response does not resolve your concern. Once the investigation is complete, you will receive a response from the WPC. Again, you have the option to decide if the response resolves your concerns. If it does not, you can escalate it to Transport Canada to be investigated by a Health and Safety Officer. The same process can be found in the FAM 2.20.2 *Internal Complaint Resolution Process*.

We are here to assist you every step of the way.

In Solidarity,



**Meaghan Mroczek-Porato**  
Health & Safety Committee Chair  
E: [meaghan@local4092.ca](mailto:meaghan@local4092.ca)



**Pascale Marchand**  
Health & Safety Committee Representative  
E: [pascale@local4092.ca](mailto:pascale@local4092.ca)

**Health & Safety Committee**

T: 905-676-4352

E: [sante.health@local4092.ca](mailto:sante.health@local4092.ca)