



Worth Repeating

This bulletin was first sent out in March 2020 and we feel it is worth repeating. To date this year YYZ local used a significant amount of resources to deal with over 200 investigatory meetings, resulting in over 100 cases of discipline, demotion or termination. While some are as a result of customer complaints, the vast majority are due to internal reports from a fellow employee. We have even had crew members submit photos of other members on board and on layover. We implore you to treat other with kindness and compassion, to accept constructive feedback when offered, and use your superior customer service skills to deal with each other fairly on board.

Compassion & Care

Remember when you first started on the job and how excited you were? Flying to new destinations, creating new memories and meeting new people? We hope that feeling of wonder is still there with you no matter how long you have been flying. At CUPE, we also want you to feel supported by your union and your co-workers.

Daily CUPE F/As are challenged with extra cabin baggage, record numbers of travelling passengers, misconnections, weather and drafting and now Coronavirus and reassignment. The current environment is causing members a great amount of stress. The OBSM program, CNX managers, CAMS programs, pressure to achieve top tier status, questions about the 737 Max- all of these elements are contributing to a heightened sense of anxiety and insecurity at work.

We see this manifesting itself through an increase in crew members reporting each other to management, sometimes for relatively minor transgressions, deficiencies or imperfections. We see many of these issues escalate into discipline, which can affect a member's health, wealth and livelihood. To date, for the first 2 months of 2020, over 40 grievances have been filed at YYZ base for discipline issues. We believe that many



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issues could have been resolved between crew members, had both parties used excellent customer service skills - that we use with passengers on daily basis - with each other.

You do not have to like or hang out with all of your colleagues—sometimes you just won't click, and that's ok. But we should all be working together professionally and supporting each other to ensure a safe and successful flight. Try to resolve the issue onboard. Use CRM (Crew Resource Management) skills to constructively and professionally, communicate your concerns and develop solutions to improve the situation. Choose your words and humour carefully – not everyone sees things the way you do. Use the strategies you use with passengers to deal with your co-workers. Listen actively, seek clarification, solicit feedback, communicate clearly, and cooperate. These same strategies will help alleviate tension and foster respect onboard and will actually make it easier to deliver service 'with care and class.' Solicit help from your Service director and other colleagues. Respect goes both ways and is paramount to creating positive interactions on the line. And if you fixed the crew conflict on board, leave it on board. Don't tell a colleague that the issue is done then go home and write a report to management.

If you can't resolve an issue on board, feel free to discuss the issues in confidentiality with the union. Your local officers are not trained in conflict resolution management, however, constructive advice and feedback can be offered. We can also direct you on where to get information on policies and procedures.

Reach out to our Employee Assistance Program. It is 100 percent confidential and they can provide you with resources to deal with stress, anxiety, personal or financial issues, or anything else that maybe affecting your performance at work. They can be reached at (905) 676-2088.

Think twice before writing up a colleague. Our employer pays us for our labour, but we should all be giving compassion freely, to each other especially during these perilous time in our industry. Let us take actions to support and protect each other, not to isolate or harm. We are all weakened when one of us is made to fall. Support each other. Look out for one another. Take care of each other. That's the one crew concept.

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