

CHERYL ROBINSON
President
Présidente



WADE IRELAND
Secretary Treasurer
Secrétaire-trésorier

December 2, 2015

By email only

Benjamin Smith
President, Passenger Airlines
Benjamin.smith@aircanada.ca

Dear Mr. Smith,

I am writing to you today on behalf of the 4,500 Unifor members who provide customer service to the 38 million customers that Air Canada safely delivers to destinations all over the globe. As you are aware, Unifor and Air Canada entered into negotiations earlier this year and were successful in coming to an agreement that was then ratified by our membership. This agreement would provide Air Canada with added stability and flexibility to support profitable growth. Calin Rovinescu, President and Chief Executive Officer of Air Canada, was quoted as saying, "this is a "win-win" agreement that acknowledges the contribution of our customer service and sales agents to Air Canada's success."


Air Canada now has added stability and flexibility, which is also supported by other bargaining units within the organization, making 2015 a successful step forward in labour relations for all parties.

The members of Unifor local 2002 are frustrated and upset by recent news of inequities among labour groups relating to travel. What some at Air Canada have characterized as "gifts" for ratifying collective agreements is upsetting to Unifor 2002 members who have been exempt from this special treatment.

Our members provide frontline customer service to our loyal customers, often in very difficult circumstances. The operation can be tumultuous when an IROP occurs; however, the CSSAs in every department — be it at airports, reservations, customer journey management, or customer relations — are ready to step up to the plate and ensure our customers enjoy the best experience possible. We work 365 days a year, 24 hours a day, to ensure the success of Air Canada. Our contributions to the success of Air Canada need to be recognized in an equitable manner. Air Canada's welcome focus on the external customer experience is near and dear to the hearts of our members. Air Canada should equally consider the internal customer, Unifor 2002 members.

I would like to set up a meeting to discuss our concerns further. Please contact me by email cheryl@unifor2002.org or by phone 647-528-7583.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cheryl Robinson', with a long, wavy horizontal line extending to the right.

Cheryl Robinson
President, Unifor Local 2002

cc. Jerry Dias, President, Unifor Canada
Calin Rovinescu, CEO Air Canada