



AIR CANADA COMPONENT

Canadian Union of Public Employees,
Air Canada Component

GRIEVANCE FORM

GRIEVANCE NUMBER: CHQ-18-45 (POLICY)

SUBJECT: Secret Shoppers (Discipline, Demotions, Reports)

DEPARTMENT: Mr. Giuseppe Morello, Director, Air Canada Labour Relations - IFS

NATURE OF THE GRIEVANCE:

The Union claims that Air Canada violated the Collective Agreement. Specifically, Air Canada has (1) unreasonably applied the "held out of service" provision, (2) failed to offer positive corrective training to Service Directors as per past practice and Air Canada's own policy, (3) failed to apply progressive discipline to Service Directors and Flight Attendants, and (4) punitively demoted Service Directors and disciplined Flight Attendants without just cause. The company has also failed to provide a copy of the assessment reports to all members or failed to disclose the identity of the assessor/secret shopper and failed to provide the union with a copy of the assessment report in performance meetings.

We submit this grievance under articles/clauses 2, 3, 5.05, 14, 24, L3, L14, L30, L38, all other pertinent sections of the Collective Agreement, and any other relevant legislation, act, or statute.

SETTLEMENT REQUESTED:

1. Air Canada abide by the Collective Agreement;
2. Air Canada cease and desist the violation;
3. Air Canada reinstate all demoted Service Directors to their classification forthwith with no loss of pay, benefits, pension;
4. Air Canada set aside any discipline issued to Flight Attendants under the secret shopper program;
5. Air Canada provide a copy of secret shopper assessment reports to ALL members (Flight Attendants and Service Directors) including the identity of the assessor/secret shopper;
6. Air Canada clearly communicate to both Flight Attendants and Service Directors that they will be actively assessed by Secret Shoppers, OBSM's, CNX, or any other managers;
7. Air Canada immediately provide hardcopies to any Flight Attendant and/or Service Director who are mentioned in secret shopper and management assessment reports, including copies wherein the member(s) are mentioned in assessments of any other Flight Attendant(s) and/or Service Director(s);
8. Air Canada automatically provide secret shopper and management assessment reports to the Union in performance meetings;
9. Make the affected member(s) whole;
10. Air Canada pay damages to all affected members;
11. Air Canada pay damages to the Union;
12. Air Canada offer any other relief deemed appropriate by the Arbitrator.

We request a hearing within the contractual time limits and that the Company provide all documentation relied upon in this matter.

Signature of Employee(s) or Union Officer

Name of Union Officer Originating Grievance: Marie-Hélène Major, President, Air Canada Component of CUPE

Date: July 3, 2018