



AFA FAB and Safety Committee Communication

NOVEMBER 3, 2021 MEC FAB AND AIR SAFETY HEALTH AND SECURITY COMMITTEES

Hello Fellow Flight Attendant's,

November 4th Onboard Service Changes

On November 4th, management is planning to launch a significant reintroduction of onboard service that will continue efforts to return the passenger experience to pre-pandemic levels. In some cases, the changes will exceed the service that was provided prior to the pandemic. Management has published more information about the upcoming changes via the OYH website, FAIF's and in the service guide.

During the lead up to the upcoming changes, members of our FAB Committee and the Air, Safety, Health and Security Committee, as well as your MEC/LEC officers, have been engaged with management to assess the changes for safety and health concerns and other potential impacts to the Flight Attendant Workgroup. Your AFA Representatives have spent numerous hours in meetings with management, bringing forward numerous concerns and issues related to safety, health, and the operational procedural challenges.

Despite these extensive conversations, it has become clear that management and AFA are philosophically in disagreement on the potential risks that Flight Attendants may face as a result of the expansion of onboard service in the current environment. Whereas management believes that the introduction of additional service elements does not impose any significant risk to our work group. AFA believes differently. The health, safety and security risks posed by additional interaction with passengers and increased challenges with enforcing the mask mandate are likely to be amplified with more interaction, food and beverage items being offered in the cabin.

As a result of AFA advocacy, management did agree to postpone some of the items that were initially planned to launch on Nov 4th, however, most changes are still being implemented. Management has also agreed to conduct a time in motion study. This study is in the preliminary planning phase.

Once the onboard service changes come into effect on November 4th, it is critical to report all incidents. (Mask and other issues of noncompliance, disruptive behavior, not having the proper service items on board and any catering irregularities, etc.). Please use the REPORT IT App on the IMD for irregularity events. Remember to deem your threat levels to the flight deck so that the SOC may properly communicate out for LEO's/supervisor's assistance. If there are catering issues, report it through the catering issue function on your IMD. You may always copy these reports and forward to your local officers and the FAB and ASHS Committee.

Fly Safe!

Warm Regards,

Your MEC Air Health, Safety and Security and MEC FAB Committee.

Heather Coleman MEC FAB Committee Chair
Jennifer Levkun MEC Air Safety, Health and Security Committee Chair
Bryan Grosvold QX LEC16 Safety Chair
Kari Terrana QX LEC 16 Safety Representative