



# TRANSPORTATION DISTRICT 140 DISTRICT DES TRANSPORTS 140

International Association of Machinists and Aerospace Workers  
Association internationale des machinistes et des travailleurs et travailleuses de l'aérospatiale

## NOTICE

### IAMAW MEMBERSHIP AIR CANADA CSA CARGO AND BAGGAGE MEMBERSHIP NEGATIVE/HOSTILE INTERACTIONS WITH CUSTOMERS/PASSENGERS/GENERAL PUBLIC WHILE ON DUTY

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Dear IAMAW Membership,

In light of a recent incident, and as a general reminder, I would like to bring awareness regarding negative and/or hostile interactions with customers/passengers/ or the general public while carrying out your duties. It is imperative that we maintain our commitment to offering top-tier customer service through respect and attentiveness. However, it is equally important that we prioritize our personal well-being and safety in the face of challenging situations.

Your role as a Customer Service Agents is to provide exceptional service, ensuring a positive experience for all passengers and customers who rely on our assistance. We understand the demands and pressures of the profession, and it is expected that we consistently exhibit professionalism, patience, and courtesy in all interactions.

There have been multiple reports of incidents where our members have faced hostile behavior from customers, passengers, or the general public, while on duty. I want to emphasize that it is crucial for our members not to continue engaging if a situation becomes hostile. Your safety and well-being are of the utmost importance, and it is not worth risking your personal safety or dignity.

If you encounter a situation where a customer becomes aggressive, rude, or verbally abusive, I urge you to disengage from the interaction and remove yourself from the immediate vicinity, if possible. It is essential to remember that you are not obligated to endure abusive behavior, and your safety takes precedence.

In such instances, please report the incident immediately to management. Your reports are vital to address these concerns and take appropriate measures to ensure a safe and respectful working environment for all. Detailed documentation of the incident, including date, time, location, and any pertinent details, will aid in the efforts to address the situation effectively.

Let us remember that while we strive to provide exceptional customer service, respect and hospitality are a two-way street. Our customers are expected to treat our membership with the same respect and courtesy that we extend to them. We will continue to promote a culture of mutual respect and understanding, and we rely on your support in upholding these values.

If you have any questions or require assistance, please do not hesitate to reach out to myself or any of your union representatives.

Together, we can ensure a safe and positive work environment for all.

In solidarity,

Mahmoud Khatib  
General Chairperson  
IAMAW District Lodge 140