

Unifor Air Transportation Workers' Charter of Rights and Freedoms



The image shows a woman from behind, wearing a backpack, looking at a flight departure board. The board lists various flights, many of which are marked as 'Cancelled'. The text 'Our WORKING conditions are your TRAVEL conditions' is overlaid on the image in large, bold, yellow and white letters.

Time	Flight	To/From	Date	Status
20:10	TP 404	Nice	03	Cancelled
20:15	EZY2370	London	22 19:32	Cancelled
20:25	VL85101	Madrid	07 20:05	Cancelled
20:35	IB 3105	Madrid	17 19:45	Cancelled
21:05	VL85103	Barcelona	14 20:35	Cancelled
21:20	TP 1885	Madaira		Cancelled
21:25	WV 1048	Birmingham	14 20:45	Cancelled
21:50	TP 495		20	Cancelled
21:50	TP 48			Cancelled
21:55	TP 4			Cancelled
21:55	TP			Cancelled
21:55	WV			Cancelled
22:30	TP			Cancelled

Travel chaos has wreaked havoc on workers and passengers around the world.

The government's solutions to the chaos have included tinkering with the *Air Passenger Protection Regulations*, dubbed the "passenger bill of rights", by imposing higher fines, making airlines give refunds, and forcing airlines to provide access to food, water and hotels when required.

Fines and refunds are not a consolation prize for cancelled vacations, delayed visits with family and friends or missed business meetings.

Airport authorities can do more to ensure airports and aviation workplaces offer better and safer working conditions.

Employers in the industry do not provide workers with the tools, training, or enough staff to do the work effectively.

What's required is a revamp of how airport authorities and the industry treat workers and values all stages of service, including checking in luggage, ground handling, customer service in the terminal, and onboard services.

Industry won't do this of its own free will. The federal government must take the lead and force industry and Canada's airports to clean up their act.

Air Transportation Workers' Charter

Unifor's Air Transportation Workers' Charter of Rights and Freedoms lists worker rights that should form the cornerstone of a renewed and efficient airline sector.

Fair Wages: Employers must make the living wage the minimum start wage for all, and no matter the job classification, workers deserve fair pay.

Safe reporting: Workers are often the best placed to see problems and suggest solutions—but there should be more safe and effective reporting mechanisms for workers.

Protection from contracting out: Significant contracting out and contract flipping has entrenched low-pay and subpar working conditions that, in turn, lead to lower quality service.

Address work intensification: Passenger time spent in lines, on hold or on the tarmac are the direct result of employer decisions to under-hire and under-train while relying on over-time or unacceptable workloads.

High-quality training: Employers have largely moved to an online training model without any on-the-job training. Few new hires are trained to handle more than the most basic questions, so customers are

forced to stand in long lines or remain on hold for hours to reach an agent who has the proper training.

Harassment-free environment: Situations evoking the passenger bill of rights are generally unpleasant, which escalates incidence customer anger, which leads to harassment of airline staff- in person, on the phone and online.

Fair scheduling: Many workers employed at the airport work multiple part-time jobs with unpredictable hours. Fair and predictable scheduling with a focus on maximizing full-time work must be a priority.

Healthy and safe workplaces: Workers cannot deliver a healthy and safe travel experience without a healthy and safe working environment.

A say in technological change: Workers deserve to be notified and have input in technological change that affects their work or working conditions.

Employers' perceptions of the value of the work in air transportation have changed dramatically. Jobs in the industry used to be career-making, family supporting jobs. However, the last 30 years of deregulation, workplace fissuring, and wage suppression have eroded job quality and cheapened the career path for many workers.

This trend must be reversed. An improvement to working conditions will have a direct and positive impact on travel conditions.

This leaflet is an abbreviated version of the Unifor Air Transportation Workers' Charter. To see the full document and solutions to the industry's issues

LEARN MORE:

