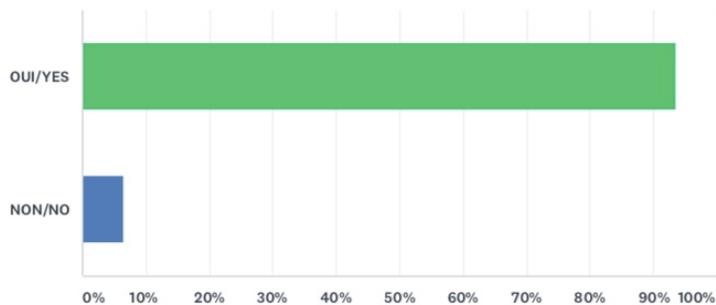


Montréal, October 2 2018

Dear colleagues,

On september 11th took place our most recent jumpseat meeting with inflight service. This meeting was asked following the results of our interline/jumpseat survey conducted in the spring.

An impressive number of flight attendants have taken the time to answer our survey and the results are clear. The great majority, **93.5% of the 1000 CA who completed the survey believe that improving jumpseat agreements can have a direct impact on their morale at work, attachment to their employer and improve their productivity.**

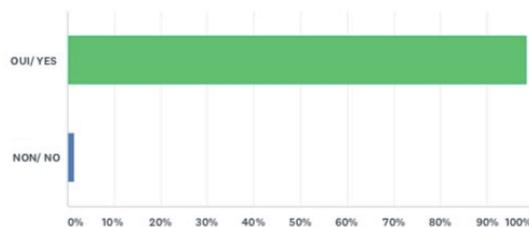


We made it clear during the meeting that **flexible and easy to use transportation privileges** that reflects **the specific needs of crew members**, whether they are **FA or Pilots** are to the benefit of the company. We expressed that positive actions from inflight service were necessary in order to support and value the importance of jumpseat agreements.

In fact more than **98.5% of cabin attendants** who responded to our survey agreed that **inflight service should take the necessary actions** in order to move forward and get closer to par with the pilots agreements.

Q8 Êtes-vous en accord avec la position du comité désirant que le SEV prennent les actions nécessaires afin d'améliorer nos avantages strapontins dans le but d'obtenir la parité avec les PNT? Do you support the committee's position that Inflight service should take the necessary actions to improve our JS travel benefits and bring them to par with our pilots?

Answered: 997 Skipped: 4



ANSWER CHOICES	RESPONSES
OUI/ YES	98.50% 982
NON/ NO	1.50% 15
TOTAL	997

Following our survey results, we are hoping that past enthusiasm can be reignited as it is necessary in order to move forward and possibly include new airlines in Canada or elsewhere.

Of course, the committee recognize that work has to be done internally within different departments, whether it is with our ground services or the technological limitations of the company's reservation system.

**Keeping that in mind, it is difficult to understand why pilots, as of today, have up to 5 times more jumpseat agreements than flight attendants including Air Canada and WestJet.**

Our jumpseat agreement with **Porter Airlines** was also discussed during the meeting. We have been informed that Porter is interested in modernizing our current agreement. Details of these discussions are now in the hands of inflight service and we hope to get more details in the next few weeks.

There is a reason why the great majority of airlines in the US have worked on a network of JS agreements on top of their respective interline agreements. The purpose was to improve flight attendants' satisfaction with concrete actions that motivated crew members. These agreements have been proven important in developing a strong company culture.

We all know that a strong company culture has a direct impact on customer service and team work. In this era when the company is working on improving its NPS score, to recognize the specific needs of flight attendants by **supporting our jumpseat agreement programs can be a creative and innovative solution.**

Will we see an expansion of our jumpseat agreements soon?

We certainly hope so and we remain confident that our last discussions will push this topic forward.

For some, the subject of JS agreements is only one more request by flight attendants. **However, for the committee, it is a clear and proven solution that would benefit our company by improving our company culture.**

To conclude, we would like to thank every single one of you who completed the survey. The numbers are strong. **More than 1000 CAs out 1800** cabin attendants have responded to our study. **This number is the highest ever for any study or survey done by a union committee.** It clearly demonstrates the strong interest you all have in improving and modernizing our interline and jumpseat agreements.



Dominic Levasseur  
For the interline committee

