

Security Starts with You!

With the recent attacks in Paris and Mali, we thought it would be prudent to remind crew members of safety and security measures that we can all take to make our workplace and layovers safer. While we can never guarantee 100% safety, there are small things we can do to reduce our risks. Air Canada has quite an exhaustive list of safety and security measures posted in Epub under Landing Information, which we recommend you review. Here are a few of our favourite tips:

- Do not advertise that you work for Air Canada. Those who need to know already know where you are employed. Remove this information from social media websites.
- Share your schedule only with those who need it. Do not post it on social media and disable location services, such as the “check-in” feature on Facebook.
- Be careful with any document that has layover hotel information, your name or employee number on it. Dispose of papers properly.
- Be discreet about discussing your layover plans. Taxi, van and bus drivers can hear and often understand English very well.
- Don't say your room number in earshot of the public. If the hotel staff say it out loud, ask for a different room. If you have a list of other crew member's room numbers, keep it safe.
- Be discreet with your key and the sleeve that your key comes in, which often has your room number on it.
- Avoid opening the drapes to your hotel room right away, as someone could be watching from outside for clues as to what rooms crew were assigned.
- If someone calls with a wrong number, do not reveal your name or room number.
- Use the safe to store your valuables.
- Know the risks of the location you are in. Is it an earthquake zone? An area subject to floods? Are there protests or other social upheavals in the area that could present danger? Ask the concierge for advice on where to go and where not to go on your layover.

- Memorize the location of your exits and alternate exits. Plan an escape route. Do not use an elevator in the case of an emergency.
- Remember you sometimes you can go *up* to find a different escape route *down*. You may even find it safest on the roof- just remember to prop the door open so you can get back down.
- Know where the nearest fire alarm is in case you need to pull it.
- Check if the window in your room opens and if it can be used as an escape route.
- Check the literature in the room - in addition to the menu, you will often find information on safety features of the hotel, emergency contact numbers and evacuation plans.
- Verify who is at the door before opening it and use all locking mechanisms.
- If someone claims to be an employee needing access to your hotel room and you haven't requested assistance, call down to the front desk to verify his/her identity.

Remember to always be aware and vigilant for potential dangers or threats. Report any concerns to the hotel immediately and to the Company upon return. Look for ways to minimize risk at all times!

If you do have an incident or need to contact Canada immediately, you can use the [Canada Direct Access](#) to gain access to a Canadian operator right away.

Find a list of Canadian embassies and consulates [here](#). They can assist with everything from evacuations to lost passports.

To contact crew scheduling call **1-888-676-2224** or from overseas collect call **1-514-828-3204**. From LHR you can contact crew scheduling toll free at **0-800-028-4089**.

If you require medical assistance call crew scheduling and report your book off to Shepell FGI who will transfer you to Allianz Global Assistance. If you incur any costs (taxi, prescriptions, emergency medical fees, etc.) ensure that you keep all your receipts.

At home, if you are in YYZ airport and have a safety or security concern, you can report it at report_it@gtaa.com or in the event of an emergency, you can call **(416) 776-3033**.

Also, remember that your fellow crew members can be your best resource. Make sure you know how to contact them while on layover and look out for each other. Remember, if it doesn't feel right, it's probably not!

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www.local4092.ca

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office@local4092.ca

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