



A Message from our Bargaining Representative

Hello Everyone,

Recently, we were made aware that liberties over our scope work were taken at the airport. In the age of automation and artificial intelligence it is imperative that we guard all work that falls within our scope. In Layman's term: Any **Reduction of our scope work will have a direct and detrimental impact on the need to have us around.**

Article 4 Scope of agreement defines our scope as:

- *All those employees who perform (...) service functions including contacts with the public, disseminating information (...)*

We are not to allow any CEM to position themselves as gatekeepers and answers customers queries.

- *... serving the public at Sales and Airport counters and gates, acting as ground Hosts and Hostesses.*

Unless it is a safety/inadmissible related issue, no third party is to escort our Customers (VIP included) to the aircraft.

Thank you for your vigilance

In solidarity and iron Focus.

Soppo

S.G