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From: [CPA Flight Attendants Union](#)

To: crew-list@cpafau.org.hk

Sent: Thursday, July 02, 2009 1:29 PM

Subject: [CPAFAU] Report Sick and RSU

(Please scroll down to read the Chinese Version)

Dear Members,

Report Sick and RSU

As of time of writing, 6 Members have been terminated on the last day of "**RSU**" which appeared on these members' roster after being interviewed by ISD. These cases were all related to reporting sick in some way or another.

Here is one scenario:-

Member called Crew Control to report sick because of flu, and the controller asked "How many days?" Member replied: "4 days"

Member went to see doctor who certified him unfit for 2 days. When condition did not improve, (or sometimes doctors would ask crew to check back again after 2 days) the Member saw doctor again and obtained 2 more days' sick leave. In any event, all 4 days sick leave were certified.

ISD posed question to Member: "How did you know you would not be fit for 4 days before you saw the doctor?"

No matter what explanation given by the Member, it would be unacceptable ...

The Member was then put on RSU and terminated on the last day of RSU without any positive intervention or warning.

On 17 Jun 2009, our General Secretary sent out to all members an email titled "**Sick Leave Policy & Termination**". Since then our office received response from many Members. After studying each case and discussion with Labour Department, we are now in a better position to do our utmost to offer assistance to Members when they seek help.

The whole RSU issue is definitely lacking in transparency. We regret to see that the management has no intention of explaining clearly to the crew community and not even to the affected victims.

In general, Members asked...

What is RSU ?

*According to what ISD told your ExCo at a meeting in May 2009, **RSU** stands for "**Reserve due to Suspension.**"*

What is Suspension ?

*According to CX Disciplinary & Grievance Policy: "**Suspension may be used as a disciplinary measure whenever the Company could otherwise have summarily dismissed a Cabin Crew member or whenever the Company is pending a decision whether or not to exercise its right to terminate the employment of the Cabin Crew member concerned.**"*

*"A Cabin Crew Line Manager may recommend the suspension of a Cabin Crew member whenever it appears that such Cabin Crew member is reasonably regarded as having engaged in misconduct amounting to a **serious breach** of the member's terms of service."*

However, FAU is questioning...

1. If ISD is questioning how the crew knew the amount of sick leave prior to seeing doctors, then why should Crew Control ask "how many days" in the first place? Could this be a trap?
2. Why couldn't ISD clearly explain "RSU" to all crew? What is the reason behind the lack of transparency? Is this actually a **Silent LAYOFF** practice?
3. **Is "Violating" the report sick procedure = Abuse sick leave?????**
4. **What constitutes a "Violation" of the report sick procedure???**
5. **Should crew NOT call Crew Control before seeing doctors???**
6. What constitutes a **serious breach of terms of service**, that warrants instant termination without prior counseling, positive intervention or warning etc?
7. Under what circumstances will crew be put on "RSU"?

For Your Information:-

In the Operations Manual for Cockpit crew, under "Sickness and Injury", it states clearly that...

cockpit crew need to consult doctors to obtain sickness certificates ONLY if they are unfit for 7 days or more.

Why are cockpit crew allowed to take "Self Certified" sick leave up to 7 days but not cabin crew?

Within CX, cabin crew is the ONLY group bound by a "SPECIAL" sick leave policy that requires consultation of doctors when reporting sick, which is not applicable to office staff and cockpit crew. **See, such a BIG DISCRIMINATION !**

ISD keeps implying that there are suspicious elements surrounding the crews' sickness reporting behaviour but **are they suspecting the crew or are they suspecting the professionalism of the HK REGISTERED Medical Practitioners?**

In a recent speech, our Chairman, Christopher Pratt said this:

"In their long history Swire's have always prized staff loyalty and recognise that it is a two-way street. We try to build trust at all levels of the organization, especially between management and staff. We try to be straight with the people who work for us and always try to tell the truth, even when it is not too palatable or welcome. Just like now.

*I really do think that this culture of truth and trust is a competitive advantage for Cathay Pacific and one of the principal reasons why the airline remains an employer of choice in Hong Kong. **The company has never laid-off staff lightly and will not do so now.***

Can we trust our Management?

There was ULV, SLS, and now... there is unfair and intimidating RSU... we fear that there may be more termination cases. Is that something to do with the economic Tsunami despite what Mr. Pratt said?

We urge Members to contact FAU ASAP if in doubt or under grievances. We will also be bringing this serious matter to ISD in our next meeting in July. Please stay tuned!

Yours in SOLIDARITY

Becky Kwan
Chairman

Report Sick and RSU

各位會員：

直至今天,已經有 6 位會員向 FAU 表示他們被公司解僱.他們都是在 RSU 的最後一天被 ISD 召見,然後即時中止聘用.他們被解僱的原因,都與請病假的程序有關.

以下是其中一個例子：

一位會員因為患了感冒,致電 Crew Control 請病假,對方反問他：要請多少天? 他答：4 天.

他去看醫生,醫生給了他 2 天病假,並囑咐他 2 天後若病情無好轉再來檢查.結果他要再看一次醫生,又獲發了另外 2 天病假.換言之,4 天病假全都有註冊西醫發出的有效病假紙.

可是,ISD 質問他：你未看醫生前,怎能知道你需要請 4 天病假?

無論他的解釋多麼合理,總之,一律不被接受…

結果,他被編入 RSU,並在毫無事前警告的情況下,在 RSU 的最後一天遭即時解僱.

在 2009 年 6 月 17 日,我們的 General Secretary 透過電郵,呼籲各位如有類似情況,請聯絡 FAU.結果,很多會員都向我們表達他們對 RSU 的不滿.我們研究了他們每一個個案,又與勞工處商議,並向那些求助的會員,提供最適切的建議.

我們認為,RSU 觸發很多會員不滿,全因公司的做法欠缺透明度.很遺憾,直到今天,管理層都無意向我們、甚至那些遭解僱的同事解釋清楚.

會員的問題…

什麼是 RSU?

在 2009 年 5 月與 ISD 的會議上,ISD 說：RSU 即 Reserve due to Suspension.

什麼是 Suspension ?

根據公司的紀律處分政策:

“Suspension may be used as a disciplinary measure whenever the Company could otherwise have summarily dismissed a Cabin Crew member or whenever the Company is pending a decision whether or not to exercise its right to terminate the employment of the Cabin Crew member concerned.”

“A Cabin Crew Line Manager may recommend the suspension of a Cabin Crew member whenever it appears that such Cabin Crew member is reasonably regarded as having engaged in misconduct amounting to a serious breach of the member’s terms of service.”

然而,FAU質問…

1. 如果 ISD 質疑會員未看醫生之前,怎能事先知道自己要請多少天病假.那為什麼 Crew Control 要問會員請多少天病假? 這是否一個陷阱?
2. 為什麼 ISD 不能公開又清楚地解釋什麼是 RSU? 這做法欠缺透明度,背後是否有其他企圖?公司是不是正在悄悄地進行裁員?

3. 難道,違反請病假的程序 = 濫用病假 ?????
4. 會員到底做錯了什麼,構成違反請病假的程序???
5. 會員未看醫生之前,是不是不應致電 Crew Control???
6. 即使請病假的程序出錯,難道就等同嚴重犯錯?足以令會員在毫無事前警告的情況下,被即時解僱?
7. 在什麼情況下,會員會被編入 RSU?

附加資訊…

在機師的 Operations Manual 裡有關 Sickness and Injury 部份,清楚表明…

cockpit crew need to consult doctors to obtain sickness certificates ONLY if they are unfit for 7 days or more.

機師請病假 7 天或以上,才需要醫生證明,為什麼機艙服務員不能這樣做?

在國泰航空內,機艙服務員是惟一一群受到很「特別」的病假政策規管的員工;機師及其他地勤員工都不必受這些政策約束. **這明顯是歧視機艙服務員!**

ISD 經常暗示,機艙服務員請病假的行為有很多疑點.但,到底他們是懷疑他們的員工,或是懷疑香港註冊醫生的專業操守?

我們的主席 Mr. Christopher Pratt 最近說過這番話…

“In their long history Swire's have always prized staff loyalty and recognise that it is a two-way street. We try to build trust at all levels of the organization, especially between management and staff. We try to be straight with the people who work for us and always try to tell the truth, even when it is not too palatable or welcome. Just like now.

*I really do think that this culture of truth and trust is a competitive advantage for Cathay Pacific and one of the principal reasons why the airline remains an employer of choice in Hong Kong. **The company has never laid-off staff lightly and will not do so now.**”*

可是,我們能相信管理層嗎?

我們先有 ULV,然後有 SLS,到今天…又出現不公平又令人不安的 RSU…我們擔心陸續有會員被解僱.公司悄悄炒人,是不是與金融海嘯有關?

我們呼籲,會員如有疑問及不滿,請即與 FAU 聯絡.我們也會在 7 月與 ISD 的會議上商討這個嚴重問題.請靜候進一步消息.

Yours in SOLIDARITY

Becky Kwan
Chairman

(Infauline issue #255, Ref: 746/07/09, Date: 02 July 2009)