



After an encounter with an irate customer that gets out of control, abusive or belligerent, please fill out a H&S concern form after speaking with your Lead/Manager and/or Peel Police. We need to change the culture of bad behaviour and the only way to do so is to have these incidents documented. This is unacceptable behaviour that needs to be addressed.

Remember Air Canada's safety policy is SAFETY FIRST.

EMPLOYEE INFO	
NAME	
EMPLOYEE#	
TELEPHONE	
EMAIL	

GENERAL INFO			
DATE		TIME	
AREA			
LEAD/MANAGER			
STOC/DEPLOYMENT			
PEEL POLICE			
WITNESS#1			
WITNESS#2			
WITNESS#3			

**Please state full name and contact info (if possible) for the people above*

PASSENGER INFO			
NAME			
FLIGHT#		DESTINATION	
PNR#			

