RE: 'Notice of Investigation' letter dated \_\_\_\_\_\_\_\_

"without prejudice"

Dear \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_,

Thank you for your invitation to this investigation meeting regarding:

- my alleged refusal to wear a mandatory face covering while at work

- allegedly allowing a passenger to board a flight without a proper face mask on \_\_\_\_\_.

I am attending this meeting and responding via this letter out of respect for all of you and because I value my employment with \_\_\_\_\_. I appreciate the opportunity to respond to the allegations made against me by \_\_\_\_\_ all while I was fulfilling my work duties as required according to (Your Region) & Canadian laws, regulations and standards.

I have carefully reviewed the letter from \_\_\_\_\_ where you have claimed my alleged refusal to wear a mandatory face covering while at work, and that I allegedly allowed a passenger to board a flight without a proper face mask on \_\_\_\_\_.

In my view the allegations regarding my actions in the two scenarios referenced above are unfortunately not accurate considering the situations relevant during the two events.

As I have already informed \_\_\_\_\_ while completing my work duties when confronted regarding the allegedly mandatory 'mask/face covering' that I am exempt from such requirements according to the Constitutions Act, 1982 as well as the (Your Region) \_\_\_\_\_\_\_\_\_\_ Human Right Act. I am protected from various forms of harassment or discrimination, in particular discrimination based on physical or mental disability. Furthermore the details of my exemption to face coverings or masks are protected under "The Personal Information Protection and Electronic Documents Act" (PIPEDA).

As per the (Your Region)\_\_\_\_\_\_\_\_\_\_ Safety Act and Workers’ Compensation Act, employers are required to accommodate injured and disabled workers. Considering the many new COVID related policies and procedures pertaining to \_\_\_\_\_ operations and including my roles and responsibilities as they relate to my role, it is reasonable and possible to accommodate my medically exempted inability to wear a mask or face covering by performing existing cleaning and sanitizing procedures as well as utilizing plexiglass or similar material to separate customers from customer services representatives such as myself as is already commonplace across Canada.

In addition to the aforementioned points relating to employees, as a federally regulated industry, it is critical for \_\_\_\_\_ customer service employees to respect the human rights of customers and also the possible customer exemptions to mask wearing or face coverings for various reasons covered in the Constitution of Canada, Nunavut Human Rights Act, etc.

It was my compliance with all applicable (Your Region)\_\_\_\_\_\_\_\_\_\_\_ & Canadian laws and regulations that I did allow a customer to board a \_\_\_\_\_ flight without a mask or face covering. I do not have the authority to question or confirm the mask/face covering exemption status of the customer as it is exactly the same Act that protects my privacy, personal and medical information resulting in that same mask/face covering exemption and thus I followed all policies, regulation and laws appropriately as part of my customer service representative responsibilities.

It should be clear to the \_\_\_\_\_ Management Team that I have upheld to the highest standards possible the policies, procedures, acts and regulations of \_\_\_\_\_ as a federally regulated airline in Nunavut and in compliance with all applicable Canadian laws.

I am proud to continue to be an exemplary employee of \_\_\_\_\_, upholding the highest safety standards and look forward to developing my career further.

I would appreciate it if any further questions or comments regarding this investigation be made in writing to ensure transparency and clarity regarding this sensitive matter.

I am eager to work towards an amicable resolution for all of us colleagues part of the \_\_\_\_\_ family.

Thank you for you understanding.

Sincerely,

\_\_\_\_\_\_\_\_

I am happy to provide supplemental information if required.