



Where to from here for Call Centre staff

The ASU has met with Emirates about cuts following the Company's announcement it would close the doors to their Melbourne Call Centre will close its doors.

In response to the announcement on 3 September 2019, the ASU sought an urgent meeting to understand what Emirates would do to prevent any redundancies and mitigate the impact of those redundancies on their long-serving staff.

Next steps

At the meeting the ASU highlighted a number of key issues reported to us including understanding how your termination payments are calculated, options to take new employment earlier, job swaps with Airport Services and matters arising from some benefits of your employment with Emirates to date.

Emirates also provided minor detail about redeployment overseas, employment with other Emirates Group businesses and potentially with other Companies.

Emirates refuses to calculate provisional termination payments

The ASU requested a copy of the FAQ document provided to staff last Monday, as well as a copy of the policy relevant to travel cards. This would assist us with keeping a consistent message and resolving your concerns as quickly as possible. We also requested that provisional Eligible Termination Payments (ETPs) be calculated on request.

We regret to inform you that Emirates will decline all requests from staff for a provisional calculation of their ETP. This decision was made on the basis that a complaint was raised on a previous occasion that has caused HR some anxiety. Emirates also refused to provide the FAQ document.

Whilst we are unsurprised, it seems needlessly cruel for Emirates to put in place hurdles for staff who seek information that would help them manage their affairs better. After all, it's not your fault that the business has been restructured.

Staff are directed by Emirates to contact Aelred Rodrigues, Human Resources Manager – Australia & New Zealand with any query, day or night.

We are here to help

We understand that at times like this, you may not be of clear mind when meeting with management and need more time to consider all your issues and concerns. You may also have legitimate reasons you want to raise matters in an alternative manner. If you are an ASU member and want advice on the process or you need representation when meeting with Emirates, make sure you talk to your ASU or organiser.

ASU Organisers:

Branch	Official	Contact
VIC PS	Imogen Sturni	0433 339 656
QLD Together	Billy Colless	0419 736 886
NSW US	Thomas Russell	0419 761 320
SA&NT	Scott McFarlane	0426 291 572
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