Groundstaff Aviation Technics
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Swiss International Air Lines Ltd.
Mr. Claus Bauer, Vice President
Technical Fleet Management
P.O. Box ZRHS/PL/YMIR
8058 Zurich-Airport

Bern, 17 July 2025
PH

Letter of Protest Regarding the Development of Shift Models at Technics: Disregard of proper negotiation practices as defined in the CLA and unwillingness to find a mutually acceptable solution

Dear Mr. Bauer,

Due to serious procedural misconduct on the part of the Head of Maintenance at Swiss and the resulting loss of trust among social partners and employees, we are addressing this protest letter to you.

1. Background

The current SECO exemptions for night shifts at Swiss Technics are set to expire at the end of 2025 and is not renewable. As a result, there is an undeniable need for action.

Following our intervention, Swiss granted the unions their rightful involvement in negotiating a solution, coordinated by Swiss HR. External mandates were issued, and we established direct representation of the affected employees.

In dialogue with SECO and a representative group of employees, SEV-GATA explored the parameters that could allow for an approved application for a modified exemption—while taking stakeholder interests into account. We shared these findings with Swiss, thus providing full transparency.

2. Current Situation

Swiss's most recent proposals disregard the physical and social challenges that night shifts entail for employees. Undisputed by SECO and the industry, numerous studies demonstrate the mandatory health and safety requirements that must

be met when dealing with working conditions that place a heavy burden on the body, psyche, and social life.

The readiness and clear demand from employees to continue working under a 5:5 shift model—allowing them to maintain social and family ties in their current home countries—appear not to be sufficiently acknowledged by those responsible at Swiss.

In light of this, we perceive the proposed models that would result in **pay cuts** as a blunt **provocation**, especially since workshop findings suggest that by implementing a revised time supplement and minor process adjustments, it should be possible to obtain a new exemption permit without losing productivity.

3. Breach of Trust

Despite the social partners' constructive collaboration and the involvement of affected staff, the allegedly responsible Head of Maintenance at Swiss Technics, [redacted] took it upon herself to bypass the established processes by:

- exerting pressure on employees,
- questioning their union representation, and
- informing affected staff in meetings that she would prefer to find a solution without the involvement of their union representatives.

Moreover, employees reported a perceived threat suggesting that the new system might be enforced even if it leads to layoffs.

4. Our Demands

With this letter of protest, we express that:

- this approach by the Head of Maintenance is clearly unacceptable,
- we expect Swiss to change the leadership in the taskforce,
- we are fully committed to collaborating and finding an acceptable solution together—provided that Swiss demonstrates the same willingness through their actions.

We are convinced that it is in the short- and long-term interest of both employees and the company to find a sustainable solution—one that offers employees working conditions with appropriate health protection, respect, and appreciation, while enabling the company to retain talent and motivate high performance as a modern employer.

We hope this intervention will help avoid further escalation and reputational risk for the company while improving the quality of our social partnership.

For bilateral talks, the undersigned is available at any time.

Kind regards,

SEV-GATA - Groundstaff Aviation Technics and Administration

Philipp Hadorn
President SEV-GATA

Copie for information to:

- Ms. Barbara Scheidegger-Brenzikofer, Head of HR
- Mr. Thomas Baumann, Co-Head of Labour Relations & HR Steering
- [redacted] Head of Maintenance
- Ms. Regula Pauli, SEV Union Secretary