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April 21' 2020

Alexander Dennis Inc.

Karen Ritchie

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Dear Karen,

I am writing this letter in response to your action letter on April 02, 2020.

I would like to report to you the incident that happened on April 21, 2020. As Jay and I brought the parts to Bruce's location, there is one big pallet that I stacked a lot of boxes on it, so it is very full. I decided to put a small pallet next to each other. Metrolink's parts and E200 parts separate each other, nice and clean. high enough to not fall off for a safety reason. there is enough space for it not to contact anything. Andrew and Carl were there, they witnessed the time we work Andrew also offers to help because he knew it heavy.

When we were just done, Bruce comes back, he said he did not like the way it works. Jay and I just walk away we do not want to say anything just to avoid conflict, I walked back to the material location to let Andrea know so she can deal with that, but she was busy talking with Russell, I think it no big deal, when she has done with Russell I will let her know, at the time for break everyone went for a break. After break Andrea call me to Bruce's location raising her voice why I am not doing as he said, why am I not organizing his parts the way he wanted. As I do remember Bruce said to me, he does not want me to touch his parts moving around his location, especially E200 parts. Andrea always said to me do not let anyone tell you to you run the product line you are the one to run it. Therefore, I did exactly what they ask. why complained? Raising the voice and scored? Every time we received parts, I check the parts number, verify and brought to his location take 3 times to organize, also I do not drive the forklift, Bruce has a forklift licensed, as well Andrea, if he wanted to move parts around, organizing do whatever with his parts it up to him. Like Rod and Chrishan they organized their parts and their space.

After so much of **circumstances** in Bruce's location, I did ask both of my managers the parts they witnessed Jay and I brought to Bruce's location anything wrong with that? they said nothing wrong. Here is the situation to brought the parts to Bruce's location each of the time he gives a hard time to material handle people, he usually doesn't want anyone to come to his location and give

attitude so many times to me, but I tried very hard every time to let it not to bother, as we said silent is golden.

I write this letter to let you know how it happens and happened very often, it was a very small thing not as a big deal, but Andrea has too much criticism and faultfinding with anger and raised voices, scolder, and bullying then set up me that I do not organize and refuse to work then threatening said bring it to Karen.

Same the situation here Andrea asked me to organize the hope spare D5 location take out everything, two weeks later she asked me to put back the same location, hope spare so heavy thousand pounds, Darcy helped to put in small pallet, I did ask Andrew the hope spare overflow what he decided to do about it? He said just put in pallet and leave it out, Andrea said to me, I said so just put back the same shelves hire behind the bin, so I did it before why asked me to take it out and put it back?

A situation like this come many times. Metrolink, TransLink, and Ottawa Transit hope spare parts and location has been already set up in the system, whatever parts system that is not excepted, Liat asked me to organize time to time we have an excel spreadsheet location we just add up or change the location for new parts only. I showed her how the process works.

However, we need to organize the E200 parts hopespare, but we do nothing, E200 production line so struggle to find parts. I am so confused, also very nervous to take an order, we used the Metrolink location to put E200 and Buy America parts, so right now we build the Metrolink work order when we have parts for Metrolink in production no space to put in because we used up all space. For E200 parts Nappanee sent a red bin with identifying the location for E200 parts so some of them Andrea did not allow me to put parts in the red bin, instead, she asked created another location it's unorganized, not productive, and nonsensible.

I would like to let you know I do not refuse to work, as it happened, I am the one who looking for more work. I did support my co-worker, and it costly I end up having big trouble with Pradip my lead hand, he said I am only working as electrical not allow helping mechanical why support the white men to do their job? In my response I talk to him I get paid 8 hours, so I did 8-hour work, besides we are in the same company, I also let Andy know this but what happened to end up to me? Andy did not let me work in there, he said New Year New Resolution, therefore, Pradip and his people together nonstop bullying me, even after Andy put me in the material line, they even block the aisle so I couldn't have the access to bring parts the shelves you also witnessed what happened.

In truth, I did more than what you expected, support the production line, and organized two work orders with is TransLink, Ottawa Transit smoothly. I am not only hardworking but also work smart for the person who not hired for the material job, and I did without complaint. A lot of times I did ask Andrew to switch me back to the production line he just said help to the line setup because

they have no one help so I did stay there for over a year. Now he has hired 3 material control I asked to move back the response in the letter he moves me in the material handle year ago.

In conclusion, I refuse to be a victim of workplace bullying, harassment, I refused coworker, and manager used his power, set up, intimidate offend, and degrade, I refused to be treated unfairly repeated, unreasonable or inappropriate by my manager he also knows it but he supports it. The toxic environment caused me to feel anxious, nervous at work, I do not feel safe, and a high amount of mental stress and feel physically sick.

I am writing this letter to let you know about the truth it has happened to me over and over many times, I tried to let it go so many times, but this time I am sincerely asking for your help I do not want to go through it again and again. Besides, I am not applying for a material handler position, I have been helping the line for the over a year, I do know the process how it works I did apply for material control with I do not qualify for the position, would you please let me work I as what I am applying for Electrical/Mechanical position that what did before. Thank you for your consideration.

Kindly regards,
Anne Vu