

CAE Brussels

CAE Brussels Training Management  
Building 201, 1820 Tervuursesteenweg  
Belgium

Dear administration,

We, cadets of promotion [REDACTED], have been in training since [REDACTED] 2019. It's now time to be transferred in our flight training location. However, it's been a few months that we are experiencing huge frustration from CAE. So, this is a long pending letter aiming to clarify the situation by developing many points that are not acceptable for a top company like CAE. As a private company, we are also sure that you will appreciate the feedback about our customer experience given along this letter, which will be, we hope, extremely valuable for your quality managing system. Our concerns consist in the following points:

- The global lack of communication has been a huge source of stress and uncertainties for all of us. It has first started when delays with Phoenix transfers have been experienced by CAE. As an example, we had been waiting for months a communication about the different possibilities of alternative training location. We know from an instructor that the Montpellier alternative was known for at least weeks if not months before it was unveiled to us whereas your answer for all this time was "we don't know". We also asked for a meeting held by Tony De Wolf at the beginning of the year but we were refused it for invalid reasons.
- After many talks, we got the promise that the new location in Montpellier was upgraded to CAE standards. However, communication with previous promotions informed us that it was not the case especially concerning the accommodation. The problems encountered were: Decrepit room, drugs consumers, prostitution, thefts, hidden fees (for parking lot), shuttle to the airport not practicable. You have confirmed our fear with the *prom update* of the 5<sup>th</sup> of august 2020 saying that the accommodation was indeed not at CAE standards. This point induces the following:
- You are proposing some of us to choose either to go or not to go in Montpellier for their flight training with really short delays asserting that the previous problems listed were linked to the summer period. However, none of the problem listed above seems to be linked to summer. You are not proposing any alternatives for the accommodation whereas the previous promotions will be moved away from their initial place in a few days. So why this problem is not solved and why do we still have to choose for an option not at CAE standards?
- We all choose CAE in order to avoid simplicity. We understand that the training is more demanding than in other flight school. However, your communication made of "yellow slip" threats appears to be too frequent. We understand the need for discipline and the usefulness of this tool in case of deviance but it creates a lot of negativity when used too frequently as a threat. We hope that you can understand our point of view

on this subject as we also thought when joining CAE that it would be a benevolent place to learn.

As a conclusion, we choose CAE on purpose, in order to achieve our passion, our vocation, our dream. It was supposed to be an incredible period of learning, of solidarity and accomplishment in one of the most renowned flight school in the world. Due to the different points developed above we are feeling that we are not receiving a training at the CAE standards and that our sacrifice seems not to worth the price anymore. We would like to recall that all these problems are not linked to the COVID-19 situation as huge delays were pre-existing the crisis. By this letter we would like you to understand that we are dissatisfied by the global management of our training in CAE and that we would like to ask a meeting held by a senior official in charge of cadet training as soon as possible in order to help us answer these questions.

Sincerely,