

**CANADIAN RAILWAY OFFICE OF ARBITRATION
SUPPLEMENTARY AWARD TO
CASE NO. 3425**

concerning

VIA RAIL CANADA INC.

and

**NATIONAL AUTOMOBILE, AEROSPACE, TRANSPORTATION AND GENERAL
WORKERS UNION OF CANADA (CAW-CANADA)**

SUPPLEMENTARY AWARD OF THE ARBITRATOR

By reason of a technical error, the award herein dated May 17, 2004, shall be amended to read, in part:

... In all of the circumstances I am satisfied that the assessment of fifteen demerits, which would bring her demerit total to fifty, would have been a more appropriate manner of dealing with the incident in question, and would have been sufficient to bring home to Ms. Lee the importance of being fully helpful to customers and providing her name, if only her first name, when requested to do so.

In the result, the total of demerits on the grievor's record following her reinstatement shall stand at fifty.

June 11, 2004

(signed) MICHEL G. PICHER
ARBITRATOR