



December 17 marks the 100th anniversary of manned flight.

On that date in 1903, the Wright Brothers made history at Kitty Hawk, North Carolina.

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Thank You

Year-end messages in large corporations are very much a tradition. So, the employee communications team set the wheels in motion by asking me to come up with some closing thoughts for 2003. And, when I asked for some guidelines, they reminded me that year-end musings are usually either witty, profound or memorable or even all three.

Well, witty this won't be, because (much to my chagrin) I am not a funny person. I love a good laugh, but I'm too much of a worrier to be funny! Profound sounds like a lot of hard work, and memorable – well, let's just say I'd rather forget the past year and leave it at that.

One of the year-end traditions from my past is thank-you letters. Very soon after Christmas, my mother turned into a Write-Your-Thank-You-Notes Drill Sergeant. My sister and I would be shackled to the kitchen table to write letters for every gift received. And if my mother didn't like what we wrote, we had to re-write from scratch.

So in the spirit of my family tradition, here are my year-end thanks:

- T**o our people on the ground and in the air who keep our operations safe – thanks for making sure that we continue to shine;
- T**o those wonderful customers who take the time to write in and commend our service – those letters give all of us a real boost;
- T**o those employees who caused those customers to write, for putting the customers first and making them feel special;
- T**o the folks at SOC, IT and the operations who worked tirelessly at getting us and our customers through and out of the power outage this summer;
- T**o some of our longstanding suppliers who continued to provide valuable services without flinching even when they didn't get paid;
- T**o everyone who got dressed up at Halloween and helped us all have some fun;
- T**o the People Services team for showing respect and dignity towards more than three thousand employees whom they dealt with as they left Air Canada this year;
- T**o everyone who has written something nice about Air Canada people in letters to editors or in their own newspaper or magazine columns – those positive comments have really helped;
- T**o the Finance Branch folk for dealing endlessly and without complaint with the fallout of our bankruptcy protection;
- T**o the ladies who send me great jokes by e-mail almost every day and keep me and many others laughing;
- T**o my mother for making sure that I knew how to say thank you;

And finally, to everyone in the Air Canada family (and that includes retirees) for pulling together shoulder to shoulder, and proving yet again, despite all odds, that this great airline will continue to fly and represent the best of what Canada has to offer the world.

Happy New Year.
Sue Welscheid
Vice-President, People

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