

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 28, 2019 3:31 PM  
**To:** s. 22  
**Subject:** RE: Media Request s. 22

I can offer the following statement from Corrine Storey, Vice President and Chief Operating Officer:

We can confirm there was an incident on the Coastal Celebration on October 22. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Deborah Marshall  
Executive Director, Public Affairs  
Marketing & Customer Experience  
**British Columbia Ferry Services Inc.**  
T: 250-978-1267 ss. 15, 19, 22  
[deborah.marshall@bcferries.com](mailto:deborah.marshall@bcferries.com)

**From:** s. 22  
**Sent:** October 28, 2019 3:18 PM  
**To:** Marshall, Deborah  
**Subject:** Media Request s. 22

Hi Deborah,

Would BC Ferries be able to confirm that a crew member was sexually assaulted while onboard the Coastal Celebration on Tuesday and an arrest was made?

Has BC Ferries opened an investigation into this and is there an official statement regarding the incident?

Deadline for this story is ASAP today. Thanks in advance for your help.

Warm regards,

s. 22

s. 22, email address and phone numbers

[Empty rectangular box for content]

## Marshall, Deborah

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**From:** Marshall, Deborah  
**Sent:** October 28, 2019 3:16 PM  
**To:** Storey, Corrine  
**Subject:** Revised Draft News Release - Travel Ban  
**Attachments:** Draft NR - BC Ferries Bans Aggressive Customer from Travel v5.docx

Hi Corrine,

As per our meeting with Mark last week, I've revised the attached release. For your review again.

Mark wanted either you or someone from the Operations team to be the spokesperson on it. Who would you like?

Thanks,

Deborah Marshall  
Executive Director, Public Affairs  
Marketing & Customer Experience  
**British Columbia Ferry Services Inc.**  
500-1321 Blanshard Street, Victoria, B.C. V8W 0B7  
T: 250-978-1267 ss. 15, 19, 22  
[deborah.marshall@bcferries.com](mailto:deborah.marshall@bcferries.com)  
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For Immediate Release  
19-0XX

October ~~XX~~ 2019

## **BC FERRIES BANS AGGRESSIVE CUSTOMER FROM TRAVEL FOR ONE YEAR** **BC Ferries is committed to providing employees and customers with a safe and respectful environment**

VICTORIA – BC Ferries enforced its zero tolerance policy for abuse of its employees by issuing a one-year travel ban to a customer who aggressively drove his motor vehicle towards an employee at the Langdale terminal on the morning of Oct. 15. The company reports a recent rash of abusive behaviour from passengers towards its employees and issued one-year travel bans to three customers in the past two weeks alone.

On Oct. 15, a customer left their assigned lane and aggressively drove towards a staff member at the Langdale terminal, forcing the employee to jump out of the way. On Oct. 17 a passenger threatened the use of a fire arm to an employee at the Horseshoe Bay terminal. On Oct. 22, a passenger assaulted an employee on the Coastal Celebration.

“We are committed to providing our employees and our customers a safe and respectful environment,” said Corinne Storey, BC Ferries’ Vice President & Chief Operating Officer. “The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated. In certain cases, these behaviours resulted in a denial of service and travel ban.”

BC Ferries’ employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage. BC Ferries has security on board its vessels and at terminals when needed, and contacts police whenever their assistance is required.

- 30 -

Media Contact:  
BC Ferries, Media Relations  
Victoria: (250) 978-1267

Customer Contact:  
Victoria: (250) 386-3431  
Toll-free: 1-888-BCFERRY (1-888-223-3779)

### **APPROVALS**

<b>Drafted by Deborah Marshall</b>	<b>October 18</b>
1) PSM/Janet Carson approved Oct 22	4) Jason Barabash

2) Corrine Storey	5) Mark Collins
3) John D'Agnolo	

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 28, 2019 9:51 AM  
**To:** Chan, Sarah  
**Subject:** Draft News Release - Travel Ban  
**Attachments:** Draft NR - BC Ferries Bans Aggressive Customer from Travel v4.docx

Can you please print this one for Janet also?  
We revised it since she last saw it.

Thanks,

Deborah Marshall  
Executive Director, Public Affairs  
Marketing & Customer Experience  
**British Columbia Ferry Services Inc.**  
500-1321 Blanshard Street, Victoria, B.C. V8W 0B7  
T: 250-978-1267 ss. 15, 19, 22  
[deborah.marshall@bcferries.com](mailto:deborah.marshall@bcferries.com)  
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For Immediate Release  
19-0XX

October XX, 2019

## **BC FERRIES BANS AGGRESSIVE AND ABUSIVE CUSTOMERS FROM TRAVEL FOR ONE YEAR**

**BC Ferries is committed to providing employees and customers with a safe and respectful environment**

VICTORIA – BC Ferries reports a recent rash of abusive behaviour from passengers towards its employees and says this conduct will not be tolerated. The company enforced its zero tolerance policy for abuse of its staff by issuing one-year travel bans to three customers in the past two weeks alone.

On Oct. 15, a customer aggressively drove their vehicle towards an employee at the Langdale terminal, forcing the employee to jump out of the way. On Oct. 17 a passenger threatened the use of a fire arm to an employee at the Horseshoe Bay terminal. On Oct. 22, a passenger assaulted an employee on the Coastal Celebration.

“We are committed to providing our employees and our customers a safe and respectful environment,” said Corrine Storey, BC Ferries’ Vice President & Chief Operating Officer. “The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated. In certain cases, these behaviours resulted in a denial of service and travel ban.”

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- 30 -

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Victoria: (250) 978-1267

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Victoria: (250) 386-3431  
Toll-free: 1-888-BCFERRY (1-888-223-3779)

### **APPROVALS**

<b>Drafted by Deborah Marshall</b>	<b>October 18</b>
1) PSM/Janet Carson approved Oct 22	4) Jason Barabash

British Columbia Ferry Services Inc., 500-1321 Blanshard Street, Victoria, BC V8W 0B7  
Tel (250) 978-1267 Fax (250) 978-1119 [bcferries.com/bcfnews/](http://bcferries.com/bcfnews/)

Note to newsrooms: For urgent media inquiries off-hours, call our emergency pager at (250) 516-7211.

2) Corrine Storey	5) Mark Collins
3) John D'Agnolo	



**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 26, 2019 11:23 AM  
**To:** s. 22  
**Subject:**

Statement from Corrine Storey, BC Ferries' Vice President and Chief Operating Officer

We can confirm there was an incident on the Coastal Celebration on October 22. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Sent from my iPhone

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 26, 2019 8:11 AM  
**To:** s. 22  
**Subject:** Statement from BC Ferries

Statement from Corrine Storey, BC Ferries' Vice President and Chief Operating Officer

We can confirm there was an incident on the Coastal Celebration on October 22. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Sent from my iPhone

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 25, 2019 6:30 PM  
**To:** s. 22  
**Subject:** Statement from BC Ferries

Statement from Corrine Storey, BC Ferries' Vice President and Chief Operating Officer

We can confirm there was an incident on the Coastal Celebration on October 22. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Sent from my iPhone

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 25, 2019 5:36 PM  
**To:** s. 22  
**Subject:**

Sent from my iPhone

Begin forwarded message:

**From:** <[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
**Date:** October 25, 2019 at 5:35:07 PM PDT  
**To:** s. 22  
**Subject:** s. 22

Statement from Corrine Storey, BC Ferries' Vice President and Chief Operating Officer

We can confirm there was an incident on the Coastal Celebration on October 22. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Sent from my iPhone

**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 25, 2019 1:51 PM  
**To:** Braunschmidt, Astrid  
**Subject:** Re: Statement to media

Pls send to s. 22 now. Thx

Sent from my iPhone

On Oct 25, 2019, at 1:47 PM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Hi Deb,

Corrine has approved this message and agreed to be the spokesperson. With your approval, I will to send it to s. 22

Thanks,

**Astrid Braunschmidt**  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
**T: 250-978-1746** ss. 15, 19, 22  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
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**From:** Storey, Corrine <[Corrine.Storey@bcferries.com](mailto:Corrine.Storey@bcferries.com)>  
**Sent:** October 25, 2019 1:41 PM  
**To:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>  
**Cc:** Carson, Janet <[Janet.Carson@bcferries.com](mailto:Janet.Carson@bcferries.com)>; Marshall, Deborah <[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
**Subject:** Re: Statement to media

Yes and yes.

Corrine

Sent from my iPhone

On Oct 25, 2019, at 11:49 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Hi Corrine,

Please see edits in red. Can I attribute the statement to you?

Thanks,

Astrid

We can confirm there have been some incidents lately. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban!

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We do have security on board our vessels as needed, and we contact police whenever we require their assistance.

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
T: 250-978-1746 ss. 15, 19, 22  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
[bcferries.com](http://bcferries.com) | [Facebook](#) | [Twitter](#)

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**From:** Storey, Corrine <[Corrine.Storey@bcferries.com](mailto:Corrine.Storey@bcferries.com)>  
**Sent:** October 25, 2019 11:16 AM  
**To:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>  
**Cc:** Carson, Janet <[Janet.Carson@bcferries.com](mailto:Janet.Carson@bcferries.com)>; Marshall, Deborah <[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
**Subject:** Re: Statement to media

We should include wording used in the banned communication previously drafted. I am looking to strengthening the banned message.

Thx

Sent from my iPhone

On Oct 25, 2019, at 11:03 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Hi Corrine and Janet,

We have received a media question about an incident on board Coastal Celebration Tuesday night. They have also asked about recent incidents. I have drafted a statement. Please review, and let me know to whom it should be attributed.

Thanks,

Astrid.

We can confirm there have been some incidents lately. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board as needed, and we contact police whenever we require their assistance.

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
500-1321 Blanshard Street, Victoria, B.C. V8W 0B7  
T: 250-978-1746<sup>ss. 15, 19, 22</sup>  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
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**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 25, 2019 11:43 AM  
**To:** Braunschmidt, Astrid  
**Subject:** Re: Statement to media

I'm fine with edits. s. 22

Sent from my iPhone

On Oct 25, 2019, at 11:25 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Hi Deb,

See edits in red. Let me know if you want to add anything else – I know you're working on the release, so if you have anything else that may strengthen this, I'll add it, then resend to Corrine and Janet.

Thx.

We can confirm there have been some incidents lately. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a denial of service.

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**From:** Storey, Corrine <[Corrine.Storey@bcferries.com](mailto:Corrine.Storey@bcferries.com)>  
**Sent:** October 25, 2019 11:16 AM  
**To:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>



Cc: Carson, Janet <[Janet.Carson@bcferries.com](mailto:Janet.Carson@bcferries.com)>; Marshall, Deborah  
<[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
Subject: Re: Statement to media

We should include wording used in the banned communication previously drafted. I am looking to strengthening the banned message.

Thx

Sent from my iPhone

On Oct 25, 2019, at 11:03 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Hi Corrine and Janet,

We have received a media question about an incident on board Coastal Celebration Tuesday night. They have also asked about recent incidents. I have drafted a statement. Please review, and let me know to whom it should be attributed.

Thanks,

Astrid.

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**Marshall, Deborah**

---

**From:** Marshall, Deborah  
**Sent:** October 25, 2019 11:06 AM  
**To:** Braunschmidt, Astrid  
**Subject:** Re: Statement -- for review

I told him we were going to recommend a statement. We can send him the final. He was on his way to a meeting

Sent from my iPhone

On Oct 25, 2019, at 10:54 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

NP. Thanks. I'll email Corrine and Janet now. Should I send it to David Fagan, too, or was your conversation with him sufficient?

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
T: 250-978-1746 ss. 15, 19, 22  
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**From:** Marshall, Deborah <[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
**Sent:** October 25, 2019 10:51 AM  
**To:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>  
**Subject:** Re: Statement -- for review

Draft looks great. I spoke with David Fagen about it also. I just called Corrine on cell. She's in a meeting but said she's happy to review the draft statement. Can you pls email it to her? Janet should be in loop also. Thanks.

Sent from my iPhone

On Oct 25, 2019, at 10:33 AM, Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)> wrote:

Checked w. Kathy. MC may be in later today – either after noon or around/after 3pm. He's not on text or email right now. Not sure Corrine's schedule yet... however, please review draft statement. Thx.

We can confirm there have been some incidents lately. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers

treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated.

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We do have security on board as needed, and we contact police whenever we require their assistance.

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**Manager, Corporate Communications & Business Support**  
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**Marshall, Deborah**

---

**From:** Braunschmidt, Astrid  
**Sent:** October 25, 2019 10:21 AM  
**To:** s. 22; Marshall, Deborah  
**Subject:** RE: Coastal Celebration Tuesday incident

Hi s. 22

Thanks for your emails. I'll look into this and get back to you.

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
T: 250-978-1746 ss. 15, 19, 22  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
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**From:** s. 22  
**Sent:** October 25, 2019 10:03 AM  
**To:** Marshall, Deborah <[Deborah.Marshall@bcferries.com](mailto:Deborah.Marshall@bcferries.com)>  
**Cc:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>  
**Subject:** Re: Coastal Celebration Tuesday incident

Sorry and just as a follow up. We understand this is the third violent incident or threat against employees in just 10 days. Has BC Ferries ever considered have a police presence or private security on board for all sailings?

s. 22, email address and phone numbers

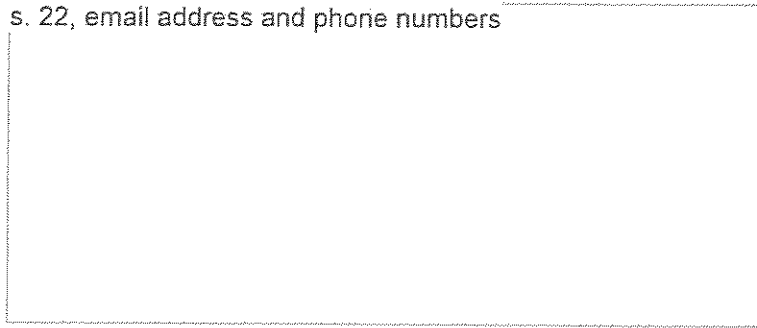
[Redacted area]

On Fri, Oct 25, 2019 at 9:59 AM, s. 22 wrote:  
Good morning,

We've received information that one of your staff members was sexually assaulted on the Coastal Celebration Tuesday on the 8pm sailing and that another employee was then physically assaulted when trying to intervene. Can you confirm any of this and tell me how BC Ferries is handling it?

Thank you.

s. 22, email address and phone numbers



## Braunschmidt, Astrid

---

**From:** Braunschmidt, Astrid  
**Sent:** October 25, 2019 5:12 PM  
**To:** s. 22  
**Subject:** Re: Statement

Yes I can confirm.

Sorry for delay. Was driving.

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
ss. 15, 19, 22  
Sent from my iPhone

On Oct 25, 2019, at 4:16 PM, s. 22 wrote:

Can you just confirm if Delta police attended?

**From:** Braunschmidt, Astrid [mailto:Astrid.Braunschmidt@bcferries.com]  
**Sent:** October-25-19 4:14 PM  
**To:** s. 22  
**Subject:** [EXT]RE: Statement

Hi s. 22

Yes, it was a passenger and we did call police.

That's all I can add at this time, as it is a personnel matter.

Thanks,

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
T: 250-978-1746 ss. 15, 19, 22  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
[bcferries.com](http://bcferries.com) | [Facebook](#) | [Twitter](#)

Wapcap

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**From:** s. 22  
**Sent:** October 25, 2019 4:12 PM  
**To:** Braunschmidt, Astrid <[Astrid.Braunschmidt@bcferries.com](mailto:Astrid.Braunschmidt@bcferries.com)>  
**Subject:** RE: Statement

Thanks Astrid,

Can you clarify what steps were taken when the incident was reported? Did police attend? Was the assailant a passenger?

Thank you,

s. 22

**From:** Braunschmidt, Astrid [mailto:Astrid.Braunschmidt@bcferries.com]  
**Sent:** October-25-19 4:09 PM  
**To:** s. 22  
**Subject:** [EXT]Statement

Hi s. 22

As requested, here is a statement from BC Ferries' Vice President & Chief Operating Officer, Corrine Storey:

"We can confirm the incident Tuesday night. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance."

Again, please attribute this statement to Corrine Storey.

Thanks,

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
500-1321 Blanshard Street, Victoria, B.C. V8W 0B7  
T: 250-978-1746 ss. 15, 19, 22  
[astrid.braunschmidt@bcferries.com](mailto:astrid.braunschmidt@bcferries.com)  
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*External Email: Please use caution when opening links and attachments / Courriel externe: Soyez prudent avec les liens et documents joints*



Deborah >

Fri, Oct 25, 4:32 PM

s. 22 wants to know specifically if delta police attended. Can we confirm?

Yes you can confirm.  
s. 22 talked to delta p  
d already

Sun, Oct 27, 12:58 PM



iMessage



**Braunschmidt, Astrid**

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**From:** Braunschmidt, Astrid  
**Sent:** October 25, 2019 1:56 PM  
**To:** s. 22  
**Subject:** RE: Coastal Celebration Tuesday incident

Hi s. 22

In response to your questions, here is a statement from BC Ferries' Vice President & Chief Operating Officer, Corrine Storey:

"We can confirm there have been some incidents lately. We take every report seriously. BC Ferries has a zero tolerance policy for abuse of its employees.

We are committed to providing our employees and our customers a safe and respectful environment. The vast majority of our customers treat our employees courteously. Abusive conduct or comments, or behaviours that put our employees or the public at risk, are not tolerated and can result in a travel ban.

BC Ferries' employees have the right to a work environment that is respectful and free from harassment or harm. The company is committed to prevention of violence in the workplace. To protect the health, safety, security and comfort of its passengers and crew, BC Ferries reserves the right to refuse passage.

We do have security on board our vessels as needed, and we contact police whenever we require their assistance."

Again, please attribute this statement to Corrine Storey.

Thanks,

Astrid Braunschmidt  
Manager, Corporate Communications & Business Support  
**British Columbia Ferry Services Inc.**  
T: 250-978-1746ss. 15, 19, 22  
astrid.braunschmidt@bcferries.com  
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**From:** s. 22  
**Sent:** October 25, 2019 10:03 AM  
**To:** Marshall, Deborah <Deborah.Marshall@bcferries.com>  
**Cc:** Braunschmidt, Astrid <Astrid.Braunschmidt@bcferries.com>  
**Subject:** Re: Coastal Celebration Tuesday incident

Sorry and just as a follow up. We understand this is the third violent incident or threat against employees in just 10 days. Has BC Ferries ever considered have a police presence or private security on board for all sailings?

s. 22

s. 22, email address and phone numbers

On Fri, Oct 25, 2019 at 9:59 AM s. 22

wrote:

Good morning,

We've received information that one of your staff members was sexually assaulted on the Coastal Celebration Tuesday on the 8pm sailing and that another employee was then physically assaulted when trying to intervene. Can you confirm any of this and tell me how BC Ferries is handling it?

Thank you.

s. 22, email address and phone numbers