

DRC JOINT COMMUNICATION

It has been over eight months since the new Dispute Resolution and Attendance and Performance Management processes were put in place on August 11, 2008. The transition process for implementation of these provisions has been successful, and we thank you for your dedication and effort in successfully transitioning to the principles and processes outlined in the Letter of Agreement.

With the implementation of any new procedures and or policies, bumps in the road are not unusual. The members of the Dispute Resolution Committee (DRC) have met regularly since August 11 of last year to identify those issues or concerns that needed to be addressed and resolved. Often, we have communicated directly to the parties involved or updated general information such as the FAQ site available to Flight Attendants.

You might be interested to know that 54 NOD/s have been submitted to date. 75% have been resolved. Two (2) cases were submitted to the DRC and resolved. Many issues are managed locally without ever becoming a NOD as evidenced by the fact that several domiciles have not had a NOD submitted.

As part of our continuing implementation work, the following addresses some of the most recent items brought to our attention. We encourage you to continue to direct additional questions or concerns to us for clarification and communication.

- Q.** Is an Absence Certificate acceptable documentation for a point reduction if the absence is six (6) days or less?
- A.** Yes, as long as the information on the document meets the criteria of the Agreement. Remember that the document must be submitted to the supervisor, not the Medical Department. If the Absence Certificate contains medically confidential information, that should be blacked out.
- Q.** Will a Reserve receive a point-reduction if s/he is assigned a trip after receiving a DNF?
- A.** No. Reserves are not eligible to receive a point reduction for DNFs even if subsequently given another assignment in time-accrued order.
- Q.** Can Customer Service Reps, Coordinators and others assign points for late check-in, late boarding, etc.?
- A.** No. Management must comply with Section 25.K. of the Agreement which requires notification and review of any adverse notations before placement in the file (work history). This means that the Flight Attendant should discuss (review) the reason for the missed trip, late check-in, etc. in order to assure the incident is assigned the appropriate number of points, including a point reduction if appropriate. This is also the opportunity

for the Flight Attendant to correct any errors related to such occurrences. If points are appropriate, only Onboard management may assign them to a Flight Attendant's record.

ATTENDANCE

- Q.** Will the Flight Attendant be assigned points when an aircraft departure is delayed due to mechanical, late turn, or other reasons out of her/his control?
- A.** No. Only when the Flight Attendant *causes* the delay will s/he be assigned points after reviewing the incident with management.
- Q.** Will a Purser be assigned points for failure to report the absence of a Flight Attendant from briefing?
- A.** No. It is the Purser's responsibility *to notify* scheduling when someone is missing from briefing or the aircraft. Any accountability for that responsibility is not part of the attendance track. The supervisor will review any adverse notation with the Flight Attendant that was missing before entering the item and the associated points into the FA's work history.
- Q.** Is an occupational injury/illness absence eligible for a point reduction?
- A.** Yes, if it is 6 days or less in duration and if the appropriate documentation has been submitted to the company.
- Q.** If a Flight Attendant exhausts their FML authorization during a single absence, will that absence generate points?
- A.** No, if FML was authorized for that absence, it will remain as a 0-point generating item until the end of that occurrence.

NOD REVIEW

The purpose of the NOD is to resolve a local, non-disciplinary issue. The parties are strongly encouraged to discuss issues with the parties involved at the earliest opportunity, in an effort to resolve matters before submitting a NOD. The AFA Reps are responsible to evaluate all worksheets for merit before filing a NOD.

Once filed, the NOD must be processed promptly and within the time limits. Submission of the NOD must include all relevant paperwork. The parties have 30 days to resolve the matter. The goal is for the supervisor and AFA Rep to resolve the NOD at the local level. If resolution cannot be reached, the parties are required to submit a joint statement to the DRC at the end of the thirty day period. In some cases, active resolution may take more than 30 days. However, it

is not acceptable to allow the process to exceed this time limit because of disagreement or inattention.

INTEREST BASED DISPUTE RESOLUTION

- Q.** When is an IBDR conference appropriate?
- A.** The interest-based discussion is appropriate whenever the parties would like to discuss an issue using interest-based dispute resolution techniques. When an agreement is reached, it should be written up and signed by the parties.
- Q.** Should we have the IBDR conference *after* a LOW appeal or discharge “hearing”?
- A.** As stated above, discussions utilizing interest based dispute resolution principles may occur at any time you are trying to resolve an issue. The “hearing” is now called a conference. IBDR principles should be part of the overall conduct of the conference, i.e. information should be shared candidly and questions asked to insure complete understanding of the issues. There are different ways the issue may be resolved: The appeal or Letter of Charge could be settled, rescinded or the hearing officer/manager may render a decision. For any of these outcomes, the conference leader has fifteen days to reach a conclusion/decision. As you recall from training, IBDR does not always mean a settlement, though that is one of the possible outcomes of dispute resolution.

5/15/09
DRC