

INTERNATIONAL PRESIDENT REPORT



# 46th Annual AFA-CWA Board of Directors Meeting

April 8-11, 2018  
Atlantic City, NJ





Speaking to Congressional Progressive Caucus on important role unions played in disaster relief response.



Celebrating AFA Hero Chairman Frank LoBiondo.



New Jersey Governor Phil Murphy meets AFA.



Krystle Berry (C 39) talks FightFor10 with Senator Heitkamp.



So thankful for our flying partners!  
Thanksgiving 2017

# Unions Are the Answer - #StrongerTogetherBetterTogether

As the Flight Attendant union, we focus on the issues that matter to aviation's first responders. We need to press forward for more contractual improvements. We're fighting for a huge range of issues including increased rest and staffing, eradication of sexual harassment and sexual assault in the air, safe uniforms, cabin temperature standards and a realistic look at the impact of safety in the ever-compressed cabin configurations.

In 2014, we launched our "Stronger Together, Better Together" slogan that unites all Flight Attendants to further promote our role as aviation's first responders, increase our bargaining power, promote Bridge the Gap of pay and recognition for all Flight Attendants, strengthen our voice on Capitol Hill and effectively take on global threats to our jobs. This year we drive forward efforts to unite all Flight Attendants by focusing on finding leaders among our ranks who represent unique qualities and experiences of our total membership. As those with money and power seek to destroy unions through union-busting, anti-worker legislation, or cases like Janus vs. AFSCME Local 31 that seek to weaken unions, we must fight back by engaging every single member in our union. There is a seat at the table for everyone and every voice matters. There are leaders among our ranks we need to find and encourage to take an active role in our union. Strengthening our membership also strengthens our ability to organize new members and grow.



Labor unions were formed to take on big issues and that starts with a contract that protects our members. But it's much more than that. We're about building and protecting the vanishing middle class. Organizing our union family is an integral part of forming the bonds that hold together society. We prove every day that a mutual care and concern can create stronger individuals and a stronger whole. We are a group whose common goals and vision supersedes racial, gender, sexual orientation, or socioeconomic differences. Our union has a unique opportunity to be a shining light in what may otherwise seem like dark times.

Unions make it possible to beat discrimination, empower those who alone stand little chance, confirm equal pay for equal work in a union contract, and revive democracy. People are looking for leadership. They have had enough of the constant squeeze on working people. Throughout history, change for the better often springs from people rising up together in the worst of times. Together in our unions we can put a check on the rich and powerful who only keep their wealth or amass more of it by making millions of people poor.

Flight Attendant negotiations at American begin later this year. We must link arms with our American flying partners to push our careers forward. Flight Attendants have a lot of power if we choose to exercise it together. The time is now to work together. If we want to fight for our fair share; if we want to achieve equality; if we want to have proper staffing and rest to do our jobs; if we want to know what real power can do; then we must join together. This is the first objective of our union for good reason. The time is now to achieve the goals set by the visionaries of our Flight Attendant union. AFA's structure is a mobilization model; it touches and empowers every single member. Every one of us is an organizer and this year our charge is to organize like never before. Stronger Together, Better Together.

## Negotiations Summary

### Alaska/VX

Flight Attendants at Alaska Airlines will complete a ratification vote on a Joint Collective Bargaining Agreement on April 3. Despite the company's position that no improvements be negotiated into the joint agreement, the negotiating committee achieved an agreement with



pay increases for all Flight Attendants, work rule improvements, a two year extension of the Alaska Agreement, and extensive language governing the integration of VX Flight Attendants into the Joint Collective Bargaining Agreement.

## Air Wisconsin Airlines

The Wisconsin Airlines Negotiations is engaged in a tough round of bargaining with Air Wisconsin. Although Air Wisconsin has secured new flying and Flight Attendants have made sacrifices in the past, Air Wisconsin management has taken a hard stance at the bargaining table. In support of negotiations, Air Wisconsin Flight Attendants are wearing wristbands with the slogan "Higher Pay, No More Delay." The negotiations team will present an economic proposal to the company in May.

## ATI

ATI Flight Attendants ratified their first collective bargaining agreement on November 14, 2017. The negotiations team was able to reach a first agreement in less than a year. The MEC is currently working on implementation of the agreement.

A black rectangular box with white text that reads: "Hey Qatar Airways are you going to scab for British Air?"

## Compass Airlines

Compass Flight Attendants are bargaining for their second agreement. The negotiations are proceeding at a steady pace with the committee entering discussions of scheduling and reserve.

A blue banner with white text that reads: "AFA-CWA supports British Airways Mixed Fleet Cabin Crew in fighting poverty pay."



## Cathay Pacific U.S.

Cathay Pacific Flight Attendants continue negotiations for a first agreement. Negotiations began in May 2017. The negotiations are addressing the unique issues of U.S.-based Flight Attendants working for an international airline.

## Endeavor Air

The Endeavor bargaining team began Section 6 negotiations at the end of January 2018. The team is engaged in a targeted approach to negotiations seeking improvements in key areas of the agreement. After several months of negotiations, the committee is already preparing to discuss the key scheduling/reserve and related sections.



## Frontier Airlines

Frontier Flight Attendants are engaged in a tough round of negotiating since November 2015 for a successor to the contract which was amendable in March 2016. The committee has begun a campaign to pressure the company to reach an agreement, including systemwide leafletting in February, and

other escalating tactics.

## GoJet Airlines

GoJet Flight Attendants continue to face a company intent on delaying bargaining for a first agreement. The company has repeatedly delayed bargaining and threatened to discipline union officers. With strong intervention from the AFA International office, we have pushed to get the company to back off their threats. Due to the intentional delays on the part of management, AFA took the unusual step of filing for mediation early in the bargaining. Despite the challenges, the bargaining committee is pushing forward and is preparing to discuss scheduling and reserve.



## Hawaiian Airlines

Hawaiian Flight Attendants are engaged in Section 6 negotiations with progress being made at the bargaining table. The company has announced a letter of intent to purchase Boeing 787 aircraft which will trigger new equipment negotiations commencing in April of 2018.

## Mesa Air Group

After a membership mobilization and strike vote, Mesa Flight Attendants overwhelmingly ratified a collective bargaining agreement with substantial improvements in September 2017. The Flight Attendants approved the contract with 97% of the vote. Flight Attendants from across AFA joined together to support Mesa Flight Attendants.



## Miami Air International

Miami Air Flight Attendants continue their fight to obtain a new contract, pushing back against concessionary demands. Following a October 2017 strike vote, the negotiating team has returned to Federal mediation. Although the issues have been narrowed, the parties are still apart on certain issues including the final economics of the deal.



AFA Norwegian Committee trained on EASA rules.

## Norwegian

Norwegian Flight Attendants continue to push forward to reach a first contract. With management refusing to bargain, the union took the unusual step of filing for mediation at the commencement of bargaining. The carrier has engaged in regressive bargaining and discipline of committee members. AFA has filed a lawsuit to defend the rights of the Flight Attendants and union leaders. Despite the obstacles the committee has been able to get a number of tentative agreements and push the negotiations forward. The committee will be discussing scheduling at the next bargaining

session.

## Omni Air International

Omni Air Flight Attendants went back to the bargaining table last summer to reach a new Tentative Agreement which addressed concerns of Omni Flight Attendants. After several months of mediation with the National Mediation Board, the negotiations team reached a Tentative Agreement which was ratified by a 78% margin. The Agreement became effective in December. The AFA Omni MEC is working on implementation and setting up systems for the first contract.

## Piedmont Airlines

Piedmont Flight Attendants have filed notice with the Company to open Section 6 negotiations. The negotiating committee has surveyed the members and has begun preparing the opener.

## PSA Airlines

The PSA Negotiating Committee is exchanging comprehensive settlement proposals with the Company. The committee has told the company PSA Flight Attendants expect substantial improvements and are looking for a regional leading agreement.

## Silver Airways

On December 20, 2017, Silver Flight Attendants voted 100% in favor of their first Tentative Agreement. The leadership of the Silver AFA MEC is currently working on implementation of the agreement.



## United Airlines

United Flight Attendants continue to work on the implementation of the Joint Collective Bargaining Agreement. The Flight Attendant operational integration is set for October 2018.

## AFA Regional Negotiations Summit

On June 20 and 21, Negotiating Committees/MEC Officers from each regional airline will meet to discuss strategic bargaining as part of the Bridge the Gap campaign.

# AFA Legal

## System Board Activity

At Cathay Pacific, AFA Legal intervened with Company management to prevent discipline for AFA Officers as a result of a complaint from an anti-AFA activist during the election period in which AFA was certified. Since CX is negotiating a first contract and has no System Board, AFA's intervention successfully resolved the dispute without having to bring a federal lawsuit.

At Mesa, AFA avoided an arbitration hearing and negotiated a "High Times" settlement of hundreds of grievances from 2014-2017 that resulted in a monetary payout of \$37,310. In addition, six (6) consolidated grievances on Displacement/Downgrades were settled and the grievant were all paid the requested remedy amount.

At Hawaiian, AFA reached settlement on dozens of grievances involving contract disputes over Utilization, Trips Published-Not Flown, Recall/Bypass, Trip Requests and Call Me Last. These grievances were all settled after the arbitrator and arbitration dates were selected.



## Litigation

California Proposition 65 is a law passed by California voters that requires manufacturers who sell goods in the State to post warning labels if their product contains chemicals deemed to be carcinogenic by the State. AFA members at Envoy, PSA and Piedmont are currently wearing uniforms made by Twinhill. Since the Flight Attendant uniforms issued by Twinhill contain dangerous levels of formaldehyde, AFA has filed a notice of its intent to file suit under Prop 65 if the Company does not fix the situation within 60 days. If successful, the court can award monetary damages and injunctive relief until Twinhill complies with the law.

At Norwegian Air, AFA brought suit to restore one of AFA's Officers to her positions as Flight Attendant Senior, Supervisor and Trainer after the Company took those positions away after she posted comments on Facebook that urged Flight Attendants to fight for a contract. Those comments were clearly protected Union activity that cannot be the basis for disciplinary action. Soon after filing suit the Company agreed to restore the AFA Officer to her former positions at the airline.

After Cathay Pacific announced that it would no longer deduct Social Security from Flight Attendant paychecks, nor contribute the employer's SSA share, AFA strongly objected. AFA has now filed an administrative complaint to the Internal Revenue Service to determine whether Cathay Pacific can legally refuse to contribute to its employees SSA accounts.

Washington State enacted the "Paid Sick Leave Act" which became effective on January 1, 2018. The statute compels employers to provide one hour of paid sick leave to its employees for every 40 hours they work. Airlines4 America ("A4A"), the legacy carrier trade group, has filed suit to overturn the law. AFA is currently preparing to file a motion to dismiss the A4A suit in federal court.



## Benefits Update

The AFA-sponsored voluntary supplemental insurance program overseen by our Senior Benefits Attorney continues to increase participation and marked a new milestone with over 32,000 policies in force and more than \$27,000,000 in tax-free benefits paid to AFA members.



# Safety, Health & Security



AFA leads the discussion on cabin safety, health and security because AFA members and leaders have for decades demanded that we put a priority on this work. AFA members take part in the efforts of our union every day as they perform their work as aviation's first responders. It is an honor to work with our professionals on staff, who are recognized for their passionate work for Flight Attendants and their collective expertise in the areas of safety, health, and security for cabin crew and passengers alike. This report highlights the previous year's substantial work and anticipates the areas of focus in the coming year.

## Aviation Safety Action Program (ASAP)

The Federal Aviation Administration (FAA) has proposed the draft Advisory Circular (AC) 120-66C to provide guidance for establishing an Aviation Safety Action Program (ASAP) to encourage air carrier employees to voluntarily report safety information that may be critical to preventing accidents. The objective of ASAP is to resolve safety issues through corrective actions rather than discipline, as discipline will only serve to suppress employee reporting. Prior to the April, 2018 comment submission deadline, AFA ASHSD is working with MEC safety committees and other interested transportation union partners to review the draft and submit comments that will help to ensure that ASAP continues to serve the best interests of aviation safety.

## Master Minimum Equipment List (M MEL) Industry Group (IG)

The MMEL IG promotes safety by facilitating continuing discussion between industry (including unions) and regulatory agencies regarding the complex rules that allow specific equipment items to be inoperative on any given flight. AFA is a long-standing member of the MMEL IG and takes proactive measures to ensure that Flight Attendant perspectives on allowed inoperative equipment, seat and exit placards, repair schedules, and other similar issues that affect flight operations are taken into account.

In 2016, the FAA proposed revisions to Order 8900.1, which functions as a requirements roadmap for approval and oversight of minimum equipment lists by FAA Flight Standards aviation safety inspectors. In general, the non-labor members of the MMEL IG disagreed with the FAA proposals and recently submitted specific comments to that effect; however, AFA strongly supported the proposal and in February 2018 submitted comments to voice encouragement and suggest a few minor improvements.

Another issue that the MMEL IG appears set to consider is a petition from an aircraft manufacturer to allow U.S. carriers to use a complex set of instructions from the European Aviation Safety Agency (EASA) for placarding of emergency exits on twin-aisle airplanes. While the current FAA instructions are far simpler, they are also more conservative as they require more seats to be taken out of service as compared to the EASA method. Recognizing the potential impact this decision would have on safety margins, AFA ASHSD will reach out to our safety committees and work within the MMEL IG to ensure that Flight Attendant perspectives are an integral part of this discussion.

## Air Quality - Exposure to Toxic Oil Fumes

AFA members continue to report numerous problems with cabin air quality, ranging from deicing fluid fumes to bird strikes. The issue of oil-contaminated bleed air pumped into the cabin continues to serve as the greatest threat because of the potential for crews to be impaired/incapacitated inflight, and because of the potential for long-term and disabling health effects.

The design and operation of the aircraft air supply system means that engine oil fumes that contain carbon monoxide, organophosphate additives and other toxins sometimes enter the air supply

system to be inhaled by the occupants. Flight Attendants are more likely to experience symptoms than passengers because we spend more time in the cabin (so are more likely to have an exposure history) and we have a higher respiratory rate given that we are physically working during flight. Breathing oil-contaminated ventilation air onboard can cause the following acute symptoms:

- dizziness/disorientation,
- fatigue,
- flu-like symptoms, and
- headache.

Crews who breathe these fumes can also develop chronic neurological problems that start during the days and weeks that follow an exposure, such as impaired speech and memory and chronic headaches. AFA has uncovered industry documents that recognize the problem dating back to the 1950s, but airlines publicly deny the problem and deny related workers' compensation claims as a matter of routine. Affected Flight Attendants and pilots can be left disabled and without any income, both causing significant hardship.

AFA works to address this hazard by: influencing and educating standard-setting organizations, legislators, and regulators; networking with other crew unions around the globe; keeping up with relevant and topical research findings and projects; educating our members; and coordinating support and advocacy work through our MECs, LECs and safety committee structure. Both science and regulatory advancements offer real opportunities for achieving results in the near term after decades of work to define the problem and achieve an industry fix. The introduction of the Boeing 787 with the separate air compressor offers the industry a solution through aircraft design. Also, a bleed air filtration option will be tested this year on an AFA carrier .



In June 2017, AFA co-hosted and presented at the Solutions for Cabin Air Quality Conference in June 2017 with Spirit Airlines and the ALPA-Spirit Environmental Standards Committee. This was the first such conference that included airline management, which was an important development because management clearly acknowledged that the industry needs to address this exposure issue and attendee airlines from across the US, plus Canada and the EU, heard that message. As an example of the type of progress at Spirit, the airline developed a pilot checklist to isolate the potential source of the contaminated bleed air to reduce potential health effects on Spirit crewmembers. Also, AFA has worked with Spirit and ALPA-Spirit to assist PALL Aerospace in further development of future bleed air filtration and sensor technology; onboard testing is scheduled to start in spring 2018.

What follows is a short description of our key efforts to address these cabin health issues this past year:

1. **Problem:** Flight Attendants and pilots do not receive any training or education to enable them to recognize and respond to the presence of oil fumes sourced to the aircraft air supply system. This can result in aircraft with contaminated systems being dispatched, our members being exposed to toxic fumes, changes in flight plans, and unsafe working conditions.

**Action/Opportunity:** From 2013-15, AFA initiated and actively participated on the ICAO Ad Hoc Group on Air Supply System Fumes committee. The Ad Hoc Group developed written guidelines for training and education for Flight Attendants, pilots, and mechanics to enable them to recognize and respond to the presence of the toxic oil fumes in the cabin and flight deck. Prompt recognition and response is important because aircraft with contaminated systems are less likely to be dispatched, pilots should be more responsive to Flight Attendant reports of air supply system-sourced fumes in the cabin, and the flight safety hazards posed when crews are impaired as a result of breathing oil fumes are becoming better recognized. ICAO published the final circular in November 2015. AFA

promptly circulated the document to our Safety, Health and Security chairs and presented a summary of the document and how it can be used at our annual safety roundtable in February 2016. Working with our MECs, two of our member airlines—Spirit and Alaska—have developed fume event components for Flight Attendant initial and recurrent training that are loosely based on the recommendations in the ICAO circular. AFA continues to push for improvements to these programs to ensure that they offer a clear and engaging framework that enables our members to quickly distinguish between odors onboard that are unpleasant but not toxic, and those that necessitate action because of the associated safety and health consequences. Company-mandated and AFA-approved education is key to enable our members to promptly recognize and respond to the presence of air supply system-sourced fumes. We look forward to reporting on additional AFA member airlines that have taken this step!

- Problem:** Flight Attendants who breathe oil-contaminated ventilation air in the passenger cabin have no blood test to enable them to prove exposure to the fumes, which hinders the approval of associated workers' compensation claims. Worse still, most airlines require affected crews to seek medical care from industry-paid doctors who are influenced by oil company-funded research that is designed to claim that breathing oil fumes will not make people sick, even though this is patently untrue.

**Action/Opportunity:** AFA continues to support the work of the research team at the University of Washington to finish developing a blood test and to address the real questions regarding how certain oil-based toxins damage the brain, and why not everyone is affected by the oil fumes in the same way. The blood test and biochemical explanations are critically important; without them, airlines are not motivated to prevent exposures and crews will not win workers' compensation claims, despite their disabling conditions.

AFA launched a crowd-funded video in 2016 that has also served as an education tool. It includes a video with two of our seriously affected members and two pilots who lost their flying licenses after an oil fume event. Tragically, one of the pilots in that video died in late 2016. His widow very kindly asked for donations to our crowd-funding site, in lieu of flowers, in order to raise sufficient funds to ensure the continuation of the oil fumes medical research project. The response was heartwarming – Flight Attendants and pilots contributed about \$20,000 in honor of Captain Hill. AFA continues to communicate with the research team and the Principal Investigator

- Problem:** Three years in a row, an influential industrial hygiene association (ACGIH) proposed new chemical exposure limits for some very toxic chemicals that Flight Attendants risk breathing when engine oil fumes accidentally contaminate the aircraft air supply system. The proposed limits are too high to be protective because they are based largely on studies of animals drinking the chemicals and on accidental ingestion exposure by workers in other industries.

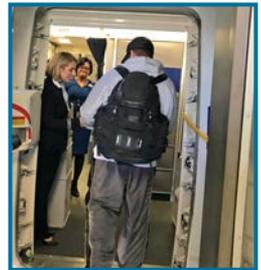
**Action/Opportunity:** Four years in a row now, AFA has submitted detailed technical comments to the ACGIH on its proposal. Our comments continue to delay a decision on the proposed standards, and because the ACGIH has still not issued a decision, we are now preparing a fifth round of comments. This association's actions will strongly influence the debate regarding the toxicity of engine oil fumes. The industry wants official, loose exposure limits for these toxins that are present in engine oil fumes to support the industry claim that the concentrations of the toxins that crews breathe onboard does not explain their ill health. For this reason, it is essential that the committee understand the documented health impact of exposure to these toxins, as reported by AFA members and crewmembers around the world.

- Problem:** For more than 10 years, multi-national industry representatives quietly tried to influence a European standard-setting organization (CEN) to adopt two aircraft air quality

standards that had been drafted by industry consultants. The industry wanted CEN to legitimize the standards so that it could then seek approval by regulatory bodies, enabling the industry to accomplish its goal of writing its own regulations.

**Action/Opportunity:** AASHSD actively worked to block that process, working with other crew union groups in the EU. Starting in November 2015, the EU standard-setting group created a new committee to develop a cabin air standard, and the process includes crew union and passenger representatives. ASHSD remains an active member on that committee, which is necessary because what happens in the EU will ultimately affect our members, too. Once developed, such a standard could eventually be adopted by the European Aviation Safety Agency (EASA) and then “harmonized” with the FAA. This year, we continue to be actively involved in a debate regarding which airborne chemicals should be monitored onboard and we also continue to promote measures to prevent exposure to oil fumes in the cabin and flight deck.

5. **Problem:** Many airline manufacturers, suppliers, and airlines actively work to define cabin safety and health standards by creating and dominating committees fronted by legitimate and respected engineering associations and quasi-governmental bodies. The standards and reports that these committees generate serve to justify current conditions and influence Congress and the FAA. The strong influence of these committees matters because their work products are grounded in industry efforts to save money rather than improve health and safety protections for Flight Attendants, other crew members, and the public.



**Action/Opportunity:** AFA is an active and loud voice on these committees to ensure that the Flight Attendant perspective is well-represented, and to prevent the industry from regulating itself. Technical committees relevant to cabin air quality include ASHRAE SPC161P, SAE E31B, SAE AC9, and SAE AC9M (see the list of government/industry technical committees, below.) Because we insist that the Flight Attendant perspective is heard and addressed, active participation by AFA staff on these committees has a very real and tangible effect on the health, safety and security of our members. AFA has the technical expertise and political insight that are necessary to work on these committees; we are the only Flight Attendant voice at the table.

We will continue our work to improve aircraft air quality at the global, national, local, and individual levels, all intended to build momentum for changes to the standards and regulations that define our workplace, to educate our members, and to both validate and raise awareness in research and medical circles.

## Uniforms

In September 2016, new TwinHill uniforms were rolled out to Flight Attendants at Envoy, PSA, and Piedmont. Since then, AFA has received uniform reaction reports from 581 of our 3000 members at those three airlines, very similar to what our Alaska Flight Attendant members reported from 2011-14. The majority of the uniform reaction reports cite skin symptoms (e.g., rash, hives, itchiness, irritation,) and the next most common symptoms are impaired respiration, irritated eyes, and headache. Typically, symptoms develop/worsen when wearing the uniform, and either improve or resolve when away from work. Some symptoms (e.g., hair loss, abnormal thyroid function) are being reported after wearing the uniform for some months.

In March 2017, AFA sent 14 uniform garments for independent testing. The results showed various irritants, sensitizers, and known carcinogens in the fabrics. In December 2017, AFA sent more fabric samples to be tested for metals and formaldehyde. Together, these data confirm that the uniforms can cause serious health issues.

1. **Problem:** Flight Attendants at Envoy, PSA, and Piedmont continue to report symptoms that develop/worsen while wearing their new uniforms and improve when away from work.

**Action/Opportunity:** In coordination with our affected MECs, ASHSD developed, launched and monitors an online uniform reaction reporting form in order to collect standardized reports about our members' uniform reactions. ASHSD also created a uniforms webpage dedicated to these members in order to provide them with practical information such as how to report reactions, what chemicals are in the clothes, what uniform alternatives are available, and what to bring to their doctors. ASHSD has coordinated with our affected MECs and members to solicit garments for chemical testing, understand what is happening on the line, and provide information and support. In addition, we have: researched and requested suitable chemical testing on relevant garments, shared information with two university chemical testing labs to solicit additional interest and technical support, published informational bulletins for our members, and written letters to formally request access to company-paid garment testing data. AFA's position is that nobody should be wearing these garments because they contain irritants, sensitizers, carcinogens, and chemicals that can interfere with hormones. We are supporting and promoting selected alternative uniform options, and ASHSD continues to support our affected MECs and members.

In June 2017, American Airlines Group (AAG) announced that it would not renew its contract with TwinHill. Then, in Jan. 2018, management announced that it would switch to Lands' End uniforms. This is good news but it will take years to officially switch over. AFA recognizes that, in the meantime, the problematic uniforms (including some of the alternative option garments) need to be recalled in order to protect the significant number of our members who get sick when they wear or work around the garments. In the meantime, AFA has supported garment testing and obtained expert opinion that have confirmed unhealthy levels of formaldehyde gas in a selection of garments, in violation of a California law intended to protect people from exposure to carcinogenic substances. On March 23, 2018, AFA and one of our affected members officially notified AAG and TwinHill of this finding and told them that they must remedy this problem within 60 days or face a lawsuit. AFA-CWA ASHSD and the legal department will continue to monitor, support, and report back on developments.

Published on Jan. 3, 2018, a study by researchers at the Harvard School of Public Health documents "a relationship between health complaints and the introduction of new uniforms" among Flight Attendants at Alaska Airlines from 2011-14. The full Harvard study is available at [afacwa.org](http://afacwa.org). AFA professional staff and the Alaska MEC structured a process to define the chemicals in the Twin Hill uniforms and the reactions reported by AFA members. This gained the interest of Harvard scientists and researchers to conduct an independent review, which resulted in a credible, scientific voice that illustrates the urgent need for airlines and uniform vendors to stop distribution of toxic uniforms.

While AFA continues work to encourage removal of toxic uniforms from the cabin, in a relatively short period of time we have shown airlines that working with us from the beginning is the best route. Since identifying the toxic uniforms distributed by a vendor that has been at the center of recent toxic uniform issues, Alaska Airlines has worked hand-in-hand with AFA on its vendor selection and rollout of new uniforms. Alaska is making sure Flight Attendant health comes first. United Airlines made a deliberate decision to work with AFA from the start and utilize our experience to ensure Flight Attendant health is protected.



United selected a vendor that is recognized for making high-quality garments and has demonstrated its

commitment to quality control in fabric sourcing, garment assembly, and shipping practices. Throughout the process, the airline has welcomed AFA recommendations and input on design aspects, chemical contents of fabrics and garment features specific for working crews. United is also meeting our recommendations to airlines by conducting a thorough wear test program representing large cross-sections of the population.

We encourage all airlines to work with AFA from the beginning of plans for new uniforms. Aviation's first responders keep millions of passengers safe every day. In this case, uniforms are as important as the air we breathe. Style, wear-ability, security, health and safety: all of these uniform factors are necessary to properly do our job. Detailed information is available at [afacwa.org/uniforms](http://afacwa.org/uniforms).

## The Zika Virus Outbreak

The worldwide outbreak of Zika virus that flared up during 2015 and 2016 is another example of the continuing threat from diseases that lack effective treatments, vaccines, or reasonable methods of prevention, and can spread globally through international travel. Zika virus is now firmly established in over 60 tropical and sub-tropical countries and territories in Africa, the Caribbean, Central America, South America, and the South Pacific, as well as parts of Florida and Texas in the continental United States. Zika is carried from human to human primarily by *Aedes* species mosquitoes, which are native to many parts of the southern and western United States as well as several island territories, and can also be transmitted sexually through semen. Zika is difficult to detect, as it causes symptomatic infection (characterized by fever, rash, joint pain, red eyes, muscle pain and headache) in only about 20% of infected persons. The greatest concerns are during pregnancy, when the virus can cause a birth defect called microcephaly. As a result, since early 2016 the Centers for Disease Control and Prevention (CDC) issued numerous travel alerts, and the World Health Organization (WHO) declared a Public Health Emergency of International Concern between February and November, 2016.

**Defining the Problem:** Zika remains a concern for Flight Attendants, especially those required to travel into and out of affected outbreak regions. Given the potential for birth defects, Flight Attendants who are pregnant or considering pregnancy should be able to opt out of travel into affected regions without penalty or effect on dependability. All Flight Attendants traveling to affected areas also need information and employer-supplied means to protect themselves from mosquito bites, appropriate medical care during periods of infection, and continuing, comprehensive support in the event of long-term adverse effects.

**Results:** AFA advises that airline policies allow opt-outs from trips into affected countries or areas for Flight Attendants at risk from Zika infection. Following interventions by AFA Safety Committee Chairs, United and Alaska created policies that allowed affected members access to at least limited opt-outs during and after February 2016. These policies also included portions of CDC guidance that recommend consultation with medical practitioners before travel and advice for preventing mosquito bites and steps to take in the event of a suspected infection.

Beginning in early February 2016, AFA staff participated in regular conference calls organized by the International Civil Aviation Organization (ICAO). Discussion topics included WHO situation reports, aircraft disinsection, CDC guidance, and surveys of airport vector control efforts. This ICAO group eventually evolved into an Aviation Medical Forum, which brings together ICAO staff, AFA (representing the International Transport Workers' Federation, or ITF,) and other industry stakeholders to discuss various health-related issues such as the recent shortage of yellow fever vaccine and aircraft disinsection.

## Mobile Broadband Technology - Cell Phones and Wi-Fi

AFA led the charge to keep voice calls out of the cabin and to ensure high speed mobile broadband technologies do not pose a security threat to our aircraft. For almost 15 years, AFA has been pushing for comprehensive and ongoing consideration of the risks to safety and security that arise from the introduction of in-flight communications technology on commercial flights. These risks are both operational and technical in nature, and continue to evolve as technologies are

developed and our nation's adversaries dream up new ways to attack us. Ensuring that these risks will not lead to disaster requires government- and industry-wide commitment and focus. A full, comprehensive risk assessment requires support from all levels of government, must include input from affected industries, employee groups, and the public, and must consider risks to safety and security from both the operational (e.g., in-flight and counter-terrorist) and technical (e.g., original equipment makers, programmers, and maintenance providers) perspectives. AFA has participated in several tabletop exercises since 2016, organized by the National Aviation Intelligence Integration Office (NAI2O), to represent the Flight Attendant perspective on potential threats to aviation security and provide input on aviation vulnerabilities and risks faced by crewmembers.



AFA has been recognized for this work and commended for saving lives. We will continue our relentless efforts on these issues to ensure our members' security.

## Airport Employee Access Controls

**Defining the Problem:** Due to the insider threat vulnerability at U.S. airports, as a member of the TSA Aviation Security Advisory Committee (ASAC), AFA participated in a 90 day comprehensive review in 2015 requested by Secretary of Homeland Security Jeh Johnson. Since then, there has been increased concern and attention focused on airport security because of the October 31, 2015 explosion of Russian Metrojet flight 9268 shortly after departure from Sharm el-Sheikh International Airport, Egypt, allegedly due to an insider threat.

**Action/Opportunity:** In April 2015, the Aviation Security Advisory Committee (ASAC) provided TSA with a report on Airport Employee Screening and Access Control that included 28 recommendations to mitigate the security threat posed by airport insiders – aviation workers with privileged access to restricted areas of our Nation's airports, and thereby to commercial aircraft. As a member of the ASAC, AFA has been able to review actions taken by TSA to implement recommendations of the Working Group on Airport Access Control, in order to represent the Flight Attendant perspective and keep the Known Crewmember screening program in place.

The following are some of the major outcomes that resulted from the ASAC's recommendations:

1. A significant reduction in the number of employee direct access points to security restricted areas
2. A significant increase in the random screening of aviation workers
3. Updated vulnerability assessments and responsive security plans at airports nationwide
4. TSA's accelerated implementation of the Rap Back Program (recurrent vetting for criminal history) for aviation workers nationwide
5. The development and deployment of the Advanced Threat Local Allocation Strategy (ATLAS) model and program, which also responds to a statutory requirement (FAA Act of 2016)
6. Awareness campaigns that expand employee engagement to mitigate the Insider Threat

TSA concurred with the report and has closed 24 of the 28 recommendations. The four recommendations that remain open are longer term initiatives requiring IT system changes or rulemakings. Four recommendations remain open:

1. Airport Employee Screening Risk Model (ES-15-02)
  - The ATLAS Program is near full deployment and implements this recommendation, along with parts of two others (ES-15-04, ES-15-18)
  - ASAC Risk Model WG typically meets every 2-4 weeks for program updates and discussion
2. Airport Worker Badge Database (ES-15-10)
  - Estimated completion date of March 31, 2019
  - Implementation dependent on systems development

3. Airport Employee Vetting Portal (ES-15-11)
  - Estimated completion date of September 30, 2018
  - Working with U.S. Customs and Border Protection (CBP) on Advance Passenger Information System (APIS) technical modifications to facilitate air carrier submission of employee information for watchlist vetting
4. Security Threat Assessment Enhancement (ES-15-12)
  - Estimated completion date of September 30, 2020
  - Implementation dependent on systems development

The ASAC WG consensus is that eight recommendations may require additional work:

1. Airport Employee Screening Risk Model (ES-15-02) & Risk-Based Random Airport Employee Screening Activities (ES-15-03)
  - Additional efforts are needed, despite progress seen in the ATLAS Program. The group remains committed to the proposition that airport workers need to have the expectation of screening/inspection throughout the workplace and not just at entry access points. The WG supports establishing a baseline understanding of the effect of the ATLAS Program on employees through direct employee surveys and development of new metrics for assessment of ATLAS activities. The WG believes that work on a new recommendation is required and that these two separate recommendations should be combined.
  - *ATLAS will be deployed nationwide by April 30, 2018. The program continues to be evaluated and enhancements considered, as appropriate.*
2. RapBack Program (ES-15-06)
  - Significant progress is being made in the implementation and widespread use of the RapBack service by airports. However, some members of the WG expressed concern that a solution has not yet been identified for air carriers. The WG would like to further understand the implementation approach of the RapBack service, and possibly develop recommendations based on any “unintentional consequences” that have been identified from the activities of the last 2 years.
  - *RapBack is available across aviation and other eligible regulated populations. Airports are responsible for agreements with FBI and local system integration.*
3. Review of Disqualifying Criminal Offenses (ES 15-07)
  - The WG consensus is that this remains an important initiative and that it should be the focus of additional effort by TSA to become a rulemaking. The WG believes that this process has become stalled, and was further expecting that TSA would take steps outside of the rulemaking process to leverage the work done on this recommendation. TSA reps expressed the agency's willingness to receive additional inputs on this topic. Some members of the WG feel that based on additional experience, knowledge, and events of the past two years that a new recommendation should be developed.
  - *TSA considers this recommendation closed since it is part of an active rulemaking. TSA and the WG jointly reviewed criminal offenses and developed a report on potential changes that will be used as input into the rulemaking required by FAA Extension, Safety, and Security Act of 2016 (Pub. L. 114-190, title III, section 3045).*
4. Airport Worker Badge Revocation Database (ES-15-10)
  - The WG consensus is that this item remains high priority work for the ASAC in large part because untrustworthy people who do not have criminal records are working at airports. The group is requesting regular updates from the TSA and that the Agency “reinvigorates” its work on this item. In addition, the WG is requesting a meeting with OIA/Program Management Division to better understand the next steps.
  - *Implementation is dependent on development with 3rd party vendor systems. The estimated completion date is March 31, 2019.*

5. Security Threat Assessment (STA) Enhancement (ES-15-12)
  - Request TSA provide a general discussion on the extent to which Interpol Lost and Stolen Passport information is used in the STA vetting process.
  - *TSA partially concurred with this recommendation due to statutory limitations on collection of certain information, i.e. Social Security Numbers. Technical capabilities to support STA enhancements are part of the ongoing Technology Infrastructure Modernization effort. Based on the current schedule, full deployment of functional capabilities is planned for the FY20-21 timeframe.*
6. ES-15-15 Authorized Signatories (ES-15-15)
  - Request TSA provide briefing on the nature and extent to which actions have been taken by TSA against signatories.
  - *TSA considers this recommendation closed. Airports are currently required to ensure that Trusted Agents and Signatory Authorities maintain control of ID media. TSA has authority under 49CFR1540 to address violations. National Investigations and Enforcement Manual and Code of Federal Regulations provide sufficient flexibility for enforcement actions.*
7. ES-15-18 Employee Group Risk Matrix (ES-15-18)
  - There is WG consensus that this item should become part of the discussion with the TSA Insider Threat Action Group (ITAG).
  - *ES-15-18 is being implemented as part of the ATLAS Program.*
8. Insider Threat Predictive Modeling (ES-15-23)
  - There is WG consensus that this item should become part of the discussion with the TSA ITAG.
  - *The Predictive Risk Tool was submitted as capability gap for action by DHS Research & Development.*

Former TSA Administrator Peter Neffenger, who was appointed after the ASAC Report was issued, said “I am deeply grateful to the Aviation Security Advisory Committee for their work developing these recommendations...They are instrumental in mitigating the potential insider threat vulnerability at our airports.”

## Known Crewmember Compliance

March 21, 2018 marked the six years since AFA testified before the Senate on the need to include Flight Attendants in Known Crewmember. AFA successfully gained Known Crewmember for Flight Attendants in 2012. We are thrilled that OMNI recently joined the program.



TSA officials have asked us to remind all Flight Attendants that compliance by crewmembers is essential to continued participation in the KCM program.

KCM is a privilege and not a right – non-compliance can result in civil penalties, fines or suspension of an individual's ability to continue to participate in KCM. The TSA is working on a standardized formula for compliance to take the subjectivity out of any KCM suspensions. Although TSA may set the minimums for suspension from the program, it is important to note that air carriers may choose to increase the suspension time of a crewmember from the program.

On February 21, 2018, I testified against a call to privatize security screeners in Orlando. Some want a return to the old system where security checkpoints were contracted out to the lowest bidder. To return to a bottom-line driven system that puts security second to profits borders on reckless and is an unjustified regression from TSA's successful mission to protect the skies.

As aviation's first responders, our lives depend on the integrity of each layer of security in the airport and on the aircraft. We will go to the mat every single time to ensure TSA has the funding for TSO staffing, support and training needed to do their jobs to help keep our skies safe and secure.

## Transport Airplane Crashworthiness and Ditching Work Group

At the end of 2015, the FAA created a working group to provide recommendations for incorporating airframe-level crashworthiness and ditching standards into Title 14, Code of Federal Regulations (14 CFR) part 25 and associated advisory material. AFA participated in the group as a resource for issues related to passenger preparedness and cabin and safety equipment design for crash and ditching event survivability. Throughout 2016 and 2017, AFA participated in four working group team activities:

- Team 1 – Reviewed ~150 past accidents and ditching events to help evaluate how design standards have worked in the past.
- Team 2 – Considered the need for new regulations and guidance on crashworthiness design to accommodate the ongoing shift from metal to composite materials for airplane structures.
- Team 3 – Ditching design – Considered the need for new regulations and guidance for design of airplane structures related to the flotation ability of the aircraft.
- Team 4 – Equipment (AFA chaired this team) – Reviewed the types of equipment and protocols that may be used in either a crash or ditching by occupants for evacuation and survivability (e.g. flotation devices, restraint systems, and signage.)

The working group drafted its report and submitted it to the FAA in December 2017. The group failed to achieve full agreement on the content of new and revised crashworthiness and ditching rules and guidance. On the general need for incorporating new crashworthiness requirements, the working group generally split between the manufacturers, opposed, and AFA, the regulatory authorities and research communities, in favor. In contrast, the team achieved full agreement on a set of recommendations affecting rules and guidance for equipment and protocols related to emergency evacuation for crash and ditching events. These proposals included specific recommendations on certain equipment items, appropriate stowage locations, and harmonization of FAA and EASA rules for outside viewing, deployment times for assist means, and the use of symbolic symbols as alternatives to red exit signs.



## Comprehensive Training Standards

AFA advocates on multiple fronts for better, more realistic training for Flight Attendants as an important key to passenger survival in accidents and effective response for other emergencies. Every day, Flight Attendants are called upon to handle evacuations, decompressions, inflight fires, on-board medical emergencies, security events or other emergencies. In order to perform these critical safety functions, it is imperative that Flight Attendants have the best possible training to act in their roles as onboard First Responders.

## Crew Resource Management (CRM) Training

As part of an FAA initiative, the Air Carrier Training Aviation Rulemaking Committee (ACT ARC), AFA chaired a working group tasked with recommending updates and/or improvements to current the CRM/dispatch resource management (DRM) guidance in FAA Advisory Circular (AC) 120-51E, Crew Resource Management Training (dated 1/22/04), including suggestions on joint training. When the AC was first published, it addressed the issue of Joint Training between Flight Attendants and pilots as an evolving concept of CRM. Over the years AFA has seen some carriers embrace the concept of joint training, and others that felt it too difficult to implement and therefore not worth the exercise.

Recognizing that enhancing safety requires a proactive approach, the CRM group was formed to recommend updates and/or improvements to the current CRM training guidance. The group's

recommendations built upon the concept of joint training as one method of emphasizing the interactions and communications between the different workgroups both inside and outside the aircraft cabin. It should be noted that some of the airlines had an aversion to using the word “joint” training because it implied to them that people had to be in the same room together. The group therefore came up with a new proposed term “cross-functional” CRM Training, to allow for potentially training others outside the aircraft.

One recommendation from the group noted that these trainings should be conducted by a facilitator trained specifically to deliver cross-functional training. Other recommendations put guidelines in place for different training methodologies for delivering knowledge, cognitive or performance skills. An effective cross-functional CRM training should address all three of these concepts. AFA pushed hard on these issues to ensure that a paper handout would not be given the same training value as (for example) a cabin-prep drill in a cabin mock-up.

## **High Energy Fire Training Enhancement (HEFTE)**

AFA is a member of the HEFTE working group (WG), another initiative tasked by the FAA ACT ARC. The HEFTE WG is developing recommendations for the FAA, airlines, manufacturers, and suppliers to update/improve current training and guidance around response to high-energy fires (HEF) that can occur in the occupied areas of the aircraft. Currently, devices containing one or more lithium batteries, given their high energy content and susceptibility to involvement in smoke and fire incidents on airplanes and in airports, are the sole focus of this activity. Specifically, the WG is developing:

- a. Recommendations for best practices on fire-fighting training and procedures related to HEFs,
- b. Recommendations for fire training, if/when an air carrier equips the aircraft with a HEF containment product and procedures;
- c. Recommendations to include the handling of toxic and flammable fumes emitted by HEF;
- d. Recommendations for applying effective communications related to HEFs;
- e. Recommendations for updating FAA guidance (Training, products, combine/consolidate documents, development of testing procedures);
- f. Recommendations on providing information on identifying items most likely to be involved in HEFs and potential hazard scenarios based on item attributes such as chemical content, size, and form factor; and
- g. Recommendations for standardizing terms and definitions in FAA guidance material and air carrier manuals.

These recommendations will be contained in a report to be submitted to the ACT ARC by August 2018.

## **Effectiveness of Training Media Team**

AFA is also nominated to be part of a new ACT ARC initiative, the Effectiveness of Training Media Team. This team, which has been meeting during the first quarter of 2018 and will become “official” by mid-2018, will examine the effectiveness of different training delivery methods and recommend guidance on distance learning as it affects air carrier employees. Distance learning is a significant training tool with unfortunately few guidelines or standards for its development, use, and evaluation. This initiative will be important for ensuring that distance learning methods are used appropriately and effectively, and ultimately enhance the safety of commercial aviation.

## Infectious Disease Training

The Air Safety, Health and Security Department is working collaboratively with the CWA Occupational Safety and Health Department and the United Steelworkers (USW) to develop and deliver occupational safety and health training and education related to management of infectious disease incidents. The CWA and USW were awarded a grant through the National Institute for Environmental Health Sciences (NIEHS) and the Occupational Safety and Health Administration (OSHA) to conduct infectious disease training for local and regional union activists. Through our relationship with CWA, we will also be able to provide this training to AFA Flight Attendant members.

In 2016, the AFA designated trainers Hope Cervantes from United and John Grace from Envoy attended training sessions covering workplace injuries and illnesses and infectious diseases. In early 2017, they attended a session to prepare them for delivering the Infectious Disease training, and in October 2017, Hope Cervantes assisted ASHSD staff during a three day Intermediate Training program for about 20 safety committee members and chairs.

## Security Training

Despite passage of a law requiring comprehensive security training after 9/11, current security training does not effectively prepare Flight Attendants for violence in the cabin. With continued terrorist atrocities worldwide, their communications sophistication, the ability to draw disaffected individuals to their cause, and the ways to again commit such acts against aviation, there is a need to prepare crewmembers to defend against acts of violence or intent to destroy aircraft by any person(s) onboard.

Goals: To be effective, a basic course for security training must allow for the repetition and drill necessary to gain the appropriate intellectual, physical, and emotional responses needed to protect oneself, fellow crewmembers, passengers and the aircraft from acts of terrorism such as hijack or sabotage. Our union continues to advocate that counterterrorism training and self-defense training be mandatory for all Flight Attendants to give us the tools necessary to most effectively contribute to the common strategy for combating terrorism. AFA continues to find opportunities to gain allies among those who share our concern about threats to aviation security among crewmembers unions, law enforcement associations and the FAMS.



## ICAO Cabin Safety Group

AFA continues to support International efforts to improve cabin safety and harmonize global safety regulations. As part of that effort, we participate in meetings on behalf of our affiliate organization, the International Transport Workers' Federation (ITF). One of the main areas of focus is to participate in meetings of the International Civil Aviation Organization (ICAO), a United Nations Specialized Agency.

The ICAO Cabin Safety Group (ICSG) is tasked with looking at multiple subjects for review and possible modifications to address areas of interest and concern both in the US and Internationally. In 2017, the ICSG completed its work on Doc 10086, Manual on Information and Instructions for Passenger Safety. An article was published on the ICAO social media page regarding the work of the ICSG with regards to this manual, including brace positions. The same article will appear in the ICAO Journal later this year. Visit the following link for more information; <http://www.unitingaviation.com/strategic-objective/safety/accident-survival-what-passengers-should-know/>

In addition, the ICSG worked in conjunction with the Office of the United Nations High Commissioner for Human Rights (OHCHR) to produce Circular 352, Guidelines for Training Cabin Crew on Identification and Response to Trafficking in Persons. This work will be introduced to the public at the joint ICAO-OHCHR Forum on Combating Trafficking in Persons in Aviation, to be held

at the UN offices in Geneva, Switzerland on May 28, 2018. I have been invited to speak at this United Nations forum about AFA's leading efforts to combat trafficking of persons in aviation.

The following topics, in no specific order, are part of the next work program:

Improve effective safety oversight through competent and qualified State cabin safety inspectors	Work on the inspector competencies and qualifications will begin in 2018
Enhance safety through competent cabin crew members.	Development and implementation of E-learning tools for cabin crew safety Training
	Rework previous 10002 to include new ICAO definition of competency-based training
	Manual of criteria for the qualification of cabin simulation training devices
Enhance passenger safety through international harmonization.	Guidance material for the mutual recognition of child restraint systems (CRS) approvals between states
	Manual on Passenger Safety Information and Instructions. Doc 10086 has been completed and published
Improve cabin safety and efficiency through harmonization of operational issues	Guidance and approval and use of Electronic Flight Bags by Cabin Crew
	Complete list of cabin safety & emergency equipment needed for operation of aircraft In process
Protect passengers through competent and vigilant cabin crew.	Guidelines for Cabin Crew Training on Human Trafficking Recognition and Response circular has been completed.

## Continued Steps

Conference calls are held monthly to review documents on the schedule. The group completes three reviews of the documents before finalizing the reports. ICAO is not a regulatory body so the guidance documents can be used by other countries to create regulations. Face-to-face meetings are held twice a year, typically April and September. United Flight Attendant Melissa Madden serves as the ITF Representative to the ICAO ICSG.

## AFA Participation on Government/Industry Technical Committees

Organization	Committee name	Description
American Conference of Governmental Industrial Hygienists (ACGIH)	Threshold Limit Values for Chemical Substances Committee	AFA has submitted detailed comments on this committee's proposed exposure limits for some highly toxic chemical compounds found in aviation engine oil fumes. AFA is preparing a fourth round of comments as the debate and discussion continues. It is essential that the committee understand the documented health impact of exposure to these toxins, as reported by our members and crews around the world.
American Society of Heating, Refrigerating, and Air Conditioning Engineers (ASHRAE)	SPC161P: Aircraft Air Quality	This engineering committee has drafted - and continues to revise - the first aircraft air quality standard and an accompany guideline document. AFA is a founding member and an active voice on the committee to ensure that the Flight Attendant perspective is reflected in any changes to the standard and guideline documents.
Comité Européen de Normalisation (CEN) (European Committee for Standards)	TC 436: Project Committee - Cabin Air Quality on Commercial Aircraft: Chemical Agents	This committee is yet another effort by the multi-national players in aviation to have the industry write its own air quality standards under the guise of an official and respected standard-setting organization, and then promote the industry-friendly standard to aviation regulators globally. On behalf of the ITF, AFA actively participates in this process, and coordinates with other crew union safety/health activists.
Federal Aviation Administration (FAA)	Air Carrier Training ARC (ACT ARC)	The ACT ARC is a forum for the US aviation community to discuss, prioritize, and provide recommendations to the FAA concerning Part 121, 135 and 142 operations. Specifically around maintaining the quality of air carrier training. AFA is an active participant on the full ARC and is a member of the High Energy Fire Training Enhancement Workgroup (HEFTE WG).
Society of Automotive Engineers International - Aerospace (SAE)	AC9: Aircraft Environmental Systems Committee	This committee publishes Aerospace Recommended Practice (ARP) and Aerospace Information Report (AIR) documents that influence the industry and the FAA. AFA is a voting member and actively participates in revising relevant cabin air quality documents to ensure that the Flight Attendant perspective is reflected.
SAE	AC9M: Cabin Air Monitoring Committee	This committee first met in April 2017 and will meet twice a year for at least two years. It has been tasked with drafting an Aerospace Standard document on portable air sampling equipment intended to measure bleed air contaminants (e.g., oil fumes) largely to enable maintenance to identify the nature and location of the fumes.
SAE	E31B: Bleed Air Committee	This committee defines measurement techniques for assessing the quality of the bleed air during the process of engine certification. Currently, the FAA allows a very low standard of cabin air quality at engine certification, so AFA's goal is to improve that standard by influencing the work products of this committee.




  
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[AFACWA.ORG/DRF](http://AFACWA.ORG/DRF)



# Communications



## Newsletter Sending System (NSS) and AFA Interactive

We currently have 50,980 subscribers to the Local Council Newsletters and 44,467 subscribers to AFA Interactive.

- In the past year alone, 2,524 Council newsletters were delivered to subscribers. This represents approximately 4,212,885 emails processed by NSS for the LEC sending activity alone. For AFA Interactive, this represents 2,267,817 emails for a total of 6,480,702 emails processed via the NSS.

- Our delivery reputation/reliability factor with NSS is currently between 95%-99%. Meaning, that our ratio of 'non-deliverable' email is low. With Salsa (our former system) it was around 40%.

## Email Challenges/Opportunities ahead

- Email continues to be a field where we need to always stay one step ahead of spammers and ISPs. Delivery issues are always changing.
- AOL, AT&T, and Comcast email addresses are the most problematic. Sometimes those providers will temporarily block us (this is not specific to AFA – other sender experience the same issues), generating a false positive. We continue to look into solutions and add newer technologies, such as additional IP addresses, DKIM signing, and a host of other always-changing industry practices.
- Upgrades and new features are programmed on a regular basis. High priority this year is automated integration with Congressional district addresses to help target messages to offices where support on specific issues is needed. Currently this is achieved manually, which is the most accurate but also requires scheduling staff time. Automation depends on accurate address information.
- We plan on adding additional mobile design templates, more responsive design email, and better ability to broadcast email communication content across LEC websites.
- Additional training and best design/content practices for newsletters. NSS training is important for new leaders. All newly elected leaders, as well as current NSS administrators, are encouraged to attend this training.



## AFA International Website

- Now that NSS has been very well integrated across the AFA-represented carriers, attention has shifted to focus on the second stage of construction of the new AFA International Website (afacwa.org).
- During the past year, the technology has already been put into place, the database designed, and the process of selecting a content management system complete.
- The new site will be designed to be mobile-first, with an emphasis on both simplicity in navigation and a strong focus on showcasing AFA's issues/positions/airlines, as well as above all else, promoting the union's message of Stronger Together, Better Together.





## Press

AFA continues to serve as the voice for Flight Attendants in the media. We have elevated our role considerably in the last year to ensure the Flight Attendant perspective and our union's voice is heard in aviation news coverage.

We earn media around contract negotiations and Flight Attendant issues including fighting fatigue, fume events, cabin temperatures, emotional support animals, Flight Attendant staffing, sexual harassment, conditions in the cabin, passenger conflict and more. We amplify our legislative, political and legal efforts through news coverage, such as: testifying on Capitol Hill about #MeToo in the air, notifying American Airlines Group and Twin Hill of our intent to sue over toxic uniforms, or

pushing back on the industry's attempt to weaken paid sick leave laws.

Most importantly, our work to establish AFA as the voice on everything that happens inside the cabin has led to considerable coverage during critical incidents and stories leading the news cycle. For example, AFA called out Qatar Airways CEO Al Baker on his sexist comments — forcing him to issue a public apology. We have used the #MeToo movement, to lift the veil on sexual harassment and assault on our planes and sustained coverage on the issue for over five months and counting.

In the last year, AFA has been covered by ABC, CBS, NBC, FOX, New York Times, Washington Post, USA Today, Huffington Post, BBC, Associated Press, Reuters, Bloomberg, Seattle Times, Fortune, Chicago Tribune, CNBC, NPR, BBC, CNN, HLN, Atlanta Journal-Constitution, The Dallas Morning News, San Francisco Telegraph, Politico, Roll Call, The Hill, Business Insider, Forbes, Miami Herald, The Daily Beast, Salon, and more.

## Digital

Since April of 2017, AFA gained roughly 1,000 new followers on Twitter. Online campaigns like the August's "Fight for 10" campaign led to scores of AFA members signing up for Twitter and tweeting at their members of Congress to urge support for legislation to increase Flight Attendant rest time from 8 hours to 10 hours as well as a Fatigue Risk Management Plan (FRMP). In just 24 hours, AFA members generated 2,480 tweets to their Representatives and 3,092 tweets to their Senators.



We're also getting more engagement and interaction on Facebook, AFA members' favorite social media network. In one year's time, the AFA International Facebook page has grown by 2,200 "likes." Help increase our ability to reach members with AFA information by encouraging them to "like" our facebook.org/afacwa page.



## Flight Attendants Disgusted, but Not Surprised by Qatar Airways' Attack on Women



*AFA Calls on Leaders of Aviation to 'Stand with US'*

Washington, DC (July 10, 2017) — Remarks by Qatar Airways' CEO Akbar Al Baker, posted online, exposed the airline's discriminatory practices and war on women as he called American carriers "crap," U.S. Flight Attendants "grandmothers," and boasted "his" Qatar cabin crew were an average age of 26. The Association of Flight Attendants-CWA (AFA) President Sara Nelson stated the following on behalf of the union's 50,000 Flight Attendant members at 20 airlines:

"Straight from Akbar Al Baker lips, he confirms what AFA has said all along: Qatar Airways thrives on misogyny and discrimination. Qatar is not only seeking to choke out U.S. Aviation, but also the 300,000 good jobs built through opportunity created on the principle of equality. There is no room for a separation of humanity in air travel or in an emergency. Flight Attendants are onboard to save lives and every life counts. If you prop up Qatar Airways you are supporting sexism, racism, and ageism. Period.

"When there's an emergency onboard, a Flight Attendant's gender, age, weight, height, race, or sexuality simply do not matter. What matters is effective safety and security training, along with experience on the job. The women of US Airways Flight 1549 who served as aviation's first responders with decades of seniority successfully contributed their part to every life saved on the Hudson. An experienced United Airlines crew of women and men delivered a baby over the Atlantic earlier this year. Flight Attendants serving as aviation's last line of defense battled and restrained aggressors on both American Airlines and Delta Air Lines in recent weeks to ensure the safety of every passenger in their care. There are hundreds of stories like these, and millions of examples every day where the heart of a Flight Attendant is what matters - not how she or he is judged by cheaters who think everyone is for sale.

"Aviation connects all of humanity, our customs, every creed and each of our communities. We condemn the comments of Akbar Al Baker that tear apart the industry we built. We call on all of aviation, every American business and anyone who believes in equality to stand with us."

###



Office of the Group Chief Executive

مكتب الرئيس التنفيذي للمجموعة

July 12, 2017

Ms. Sara Nelson  
President  
ASSOCIATION OF FLIGHT ATTENDANTS

Email: [snelson@afacwa.org](mailto:snelson@afacwa.org)

Dear Ms. Nelson,

I want to apologize for my recent remarks, which referred carelessly to the cabin crew serving aboard U.S. air carriers. These remarks do not reflect my true sentiments about cabin crew, or about any employees, all of whom deserve and have my greatest respect.

Competition among air carriers is robust. This is healthy, especially for our passengers, but our competition must remain respectful. We compete with other carriers to provide our passengers with the best air travel experience, always mindful that safety is our first commitment. For the cabin crew serving aboard all air carriers, professionalism, skill and dedication are the qualities that matter. I was wrong to imply that other factors, like age, are relevant, and I realize that this is particularly offensive to those crew members who have dedicated their careers to our industry. With their experience and commitment, they are among my most valued colleagues.

Please accept my sincere apology, which I hope you will share with your members.

Sincerely,  
  
Akbar Al Baker  
Group Chief Executive



Qatar Airways Group CEO, Akbar Al Baker, Qatar Airways



ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO  
301 Third Street, NW, Washington, DC 20001-2797  
[afacwa.org](http://afacwa.org) | PHONE: 202 • 434 • 1300

July 12, 2017

Akbar Al Baker  
Group Chief Executive  
Qatar Airways

Dear Mr. Al Baker:

I received your apology for your private event comments that were heard loud and clear by airline workers around the world. As a leader in the aviation industry, you know that your words carry weight and should be taken at face value. I accept your apology.

What I cannot accept is continued refusal to follow the rules of fair competition. You say that competition among air carriers is robust, and must remain healthy. However, your airline's insistence on violating its Open Skies agreements by receiving billions in subsidies from the Qatar government undermines any hope for healthy competition. In fact, these subsidies threaten my job and the jobs of my colleagues. It threatens our ability to provide for our families, to play our mortgage and send our children to college.

You have openly bragged about the benefits your airline enjoys as a result of these subsidies and the effect it has on the global aviation industry, to say nothing of the jobs you put at risk. If you were genuine about your desire for healthy and robust competition, you would end this massive subsidization and compete for customers' business the same as every other airline.

Your offensive comments and the subsidies your airline receives perhaps indicate a belief that you can operate outside of rules and norms. The integrity of Open Skies rests on your participation in fair competition, and the people on the frontlines of aviation expect that basic level of respect for our contributions to the industry. I hope your apology marks the beginning of a revolution by you and your airline to adhere to the same rules that the rest of the aviation industry has been following for years.

Sincerely,  
  
Sara Nelson  
International President

AVIATION'S FIRST RESPONDERS



## Congressional Testimony on Sexual Harassment

*I was asked to testify before the United States House of Representatives Congressional Caucus for Women's Issues on the issue of battling sexual harassment in the service sectors. My written testimony is included here. Within weeks of the testimony, Spirit Airlines contacted AFA to work with us on this issue much like Alaska and United are already doing. Members of Congress are also following up with a letter to all airlines not responding to this issue and calling on them to follow the lead of Alaska, United, and now Spirit too. We will continue to press forward with our airlines, regulators and lawmakers to make as much change as possible in order to eradicate this repulsive behavior from our workplace and push forward on equality. Battling sexism and misogyny is defined as part of our union's first objective. It is about increasing our power for economic advancements as we claim our full right to an equal place for women at the negotiations, public policy, and leadership tables.*



**As Co-Chairs of the Congressional Caucus for Women's Issues, the Honorable Susan Brooks (R-IN) and Lois Frankel (D-FL) called to order a Congressional hearing broadcast on CSPAN, "Beyond the Headlines: Combatting Service Sector Sexual Harassment in the Age of #MeToo"**

Association of Flight Attendants-CWA, AFL-CIO Written Testimony - March 19, 2018

The national discussion on sexual assault and sexual harassment has lifted the veil on a silent epidemic in our society. We are so grateful to Congresswomen Frankel and Brooks along with the entire Congressional Caucus for Women's Issues for holding these hearings.

Sexual harassment is not about sex; it is about power. This "#MeToo" moment is our opportunity to make real change and these hearings give voice to frontline solutions that will make everyone safer. It will also make all of us better as both women and men can contribute equally at work and in our democracy. Thank you for the opportunity to be a part of this important discussion.

My name is Sara Nelson. I am the International President of the Association of Flight Attendants-CWA, AFL-CIO, and I am a qualified twenty-two year Flight Attendant. Our union represents 50,000 Flight Attendants at twenty airlines.

Flight Attendants, about 80 percent women, are ongoing victims of sexual harassment and sexual assault. Not that long ago, the industry marketed the objectification of "stewardesses," a job only available to young, single, perfectly polished women who until 1993 were required to step on a weight scale. Just last year, Qatar CEO Al Baker referred to U.S. Flight Attendants as grandmothers and bragged about his younger crews that passenger want to look at. Our union was formed to give women a voice and to beat back discrimination and misogyny faced on the job.



We defined our careers at the bargaining table, in the courts and on Capitol Hill. We taught the country to leave the word "stewardess" in the history books. I want to recognize the founders of our union and all of the women and men who have fought for respect on the job, through contracts, laws and regulations that back us up. But the industry never disavowed the marketing schemes featuring short skirts, hot pants and ads that had young women saying things like "I'm Cheryl, fly me."

Even today, we are called pet names, patted on the rear when a passenger wants our attention, cornered in the back galley and asked about our "hottest" layover, and subjected to incidents not fit for print. Like the rest of our society, Flight Attendants have never had reason to believe that reports of the sexual harassment we experience on the job would be taken seriously, rather than dismissed or retaliated against. A survey of our members just last year showed the majority of

Flight Attendants have no knowledge of written guidance or training on this issue available through their airline.

We have often been the target of sexual harassment; we are charged with the safety of everyone on board; we must de-escalate conflict; we have never before had assurance the issue of sexual harassment or sexual assault would be taken seriously; and we are managing more passengers than ever with fewer of us to respond.

In December of 2017, after the launch of the #MeToo movement, I publicly called on airline chief executives to speak up on this issue. I said, "It would be powerful to hear these men clearly and forcefully denounce the past objectification of Flight Attendants, reinforce our safety role as aviation's first responders and pledge zero tolerance of sexual harassment and sexual assault at the airlines."

Credibility from the industry on this issue isn't only about keeping only Flight Attendants safe. It is absurd to think that a group of people frequently harassed for decades can effectively become enforcers during emergencies without this level of clarity about the respect we deserve. Knowing that CEOs back us up will also make it easier for Flight Attendants to intervene when passengers are sexually harassed or assaulted on planes. Flight Attendants need to know the airlines will take this as seriously as any other safety duty we perform.

We applaud two CEOs who immediately responded to our request.

Alaska CEO Brad Tilden took the opportunity to learn from a recent event on an Alaska plane. Instead of being critical of the victim or the Flight Attendants, he and his management team recognized this as a moment for reflection.

They took swift corrective action to support the victim and supported the Flight Attendants. Alaska management is now working with AFA leaders at Alaska to address this issue in a meaningful way with policies, training and resources to address this repulsive behavior and change our collective experience. We invite other airlines to follow their lead.

At United Airlines, CEO Oscar Munoz also immediately responded to our call for attention to this issue. In a public letter to all of United's employees Oscar said, "the success of our society will only progress as far and fast as our sisters and daughters enjoy the same rights, respect and opportunities as our brothers and sons... When you join the United team, or when you board a United flight, you can be sure that by doing so you are expressing your support of a company that backs up our words with our actions. There is no place for sexual harassment at United and I am asking that you all join with me in making a commitment of zero tolerance to all of our colleagues and customers."



Munoz's letter also clearly recognizes the role we play in the safety of aviation. He did exactly what we asked and the airline is continuing to work with us on spreading this message through clear policy and inclusion of this issue in our annual training.

#### **Oral Testimony Included Preliminary Sexual Harassment Survey Results**

Our union is currently conducting a survey of Flight Attendants to quantify the frequency of verbal and physical sexual harassment in the air in the last 12 months. The survey is open now and we expect to have results by the first week of April. Already thousands of Flight Attendants from 32 airlines have responded and preliminary results show that:

- approximately 3 in 4 flight attendants have experienced sexual harassment, while
- only 7% of those flight attendants have reported it to their employer.
- 68% of respondents have not noticed any employer efforts to address sexual harassment at work over the past 12 months.

Flight Attendants are optimistic this is the moment where we can put “coffee, tea, or me” behind us and lift our careers.

## Solutions

Our Flight Attendant union calls on airports, airlines, and government agencies to immediately enlist everyone traveling in an effort to stop sexual harassment and sexual assault. The greater the discussion around denouncing these acts, the safer all passengers, crew and airport workers will be.

We call on the industry to take this issue seriously with increased Flight Attendant staffing, clear policies, reporting of the unique crime of sexual assault, and include training on the issue as part of our safety training.

We strongly support forming a stakeholder task force of government agencies, air carriers, Flight Attendant and pilot unions, passenger rights/consumer protection groups and organizations that specialize in responding to sexual assault and harassment. The purpose of the task force would be to identify guidelines and best practices for responding to sexual assault and harassment aboard commercial aircraft. Based on the findings, the task force would develop minimum standards for training for employees and guidance for incident reporting.

Thank you again for the opportunity to take part in this discussion. We look forward to your questions.



## Government Affairs

“What we legislate, we don’t have to negotiate.” In addition any improvements through law or regulation lifts standards across the board and advances our Bridge the Gap efforts. Our presence in Washington DC is well known and we have been extremely effective in building our relationships and our visibility. Still, our greatest strength is membership knowledge and action on our issues. The area that needs the most improvement is the number of members contributing to FlightPAC. This is a great engagement tool and it is necessary to further our reach and access to promote our issues.

## Fight for 10

We’ve pushed our fight for fatigue further than ever and we are on the verge of achieving legislation with meaningful advancements for combating fatigue: 10 hours minimum rest and a



Fatigue Risk Management Plan. The FAA bill is on track for adopting a 4 year bill by October 2018. If we remain active and redouble our efforts to press our #1 safety issue of 10 hours rest and an FRMP, we will achieve this language in law. A Day of Action has been scheduled for May 15, 2018 – and there will be many other actions around our Fight for 10 and the FAA bill.

## What is “Right To Work” and Janus v. AFSCME Local 31?

The confusing term ‘Right to Work’ is a policy that requires unions to represent workers even if they don’t pay their fair share. Unions are thus required to represent “free riders.” It is usually coupled with removal of paycheck dues deduction and annual renewal of membership/dues payments. There are 28 states with Right to Work laws. Who are RTW backers? Would it be a surprise to know that billionaire right wing organizations such as the National Right to Work Foundation, ALEC, the Bradley Foundation, the Freedom Foundation, and other corporate sponsors like the Koch brothers have spent billions because they care so much about working people and their free speech rights? The pretense that these corporate billionaires want to protect workers’ rights is beyond cynical. In their own words they aim to “defund and defang unions.” Right to Work is purely a power grab to weaken and destabilize unions, to profit even more on the backs of workers, to silence the collective voice at work.



In February the Supreme Court heard the case of Janus v. AFSCME, which would determine a public sector union’s ability to collect fair share fees - the portion of fees to collectively bargain and enforce contracts. With the recent Supreme Court appointment of Neil Gorsuch, who has a record of siding with corporate interests against workers, the bench is weighted more conservatively, and AFSCME and other public sector unions are bracing for an unfavorable outcome. This would be a standard of national “Right to Work” (for less) and put all unions in jeopardy of the same ruling.

Our everyday heroes — teachers, firefighters, police officers, nurses, home care providers, government workers, park rangers, fish and game agents, service workers—find themselves in the cross hairs of wealthy corporate interests and anti-labor politicians who would like to turn their professions into low wage, no benefit, no representation jobs, or outsource or eliminate those jobs altogether.

Unions have always faced challenges, the attacks on workers and their rights are not new. The AFL-CIO and affiliates have implemented plans for such challenges and believe that not only will unions survive, but will grow stronger. While crucial decisions are being played out in the Courts, in Congress, and our State legislatures, unions are building upon their power in numbers and their ability to coalesce with community allies. Take heart with the teachers of West Virginia that solidarity works. But it doesn’t happen without our leadership and engagement of our members in our union.

## Cabin Air Safety Act of 2017 (S.1626)-Sen. Blumenthal (D-CT)

The Cabin Air Safety Act addresses the need to improve the safety of the air supply on commercial aircraft by providing training to airline crews and maintenance technicians on how to respond to incidents onboard involving smoke or fumes, mandating reporting on these incidents as well as the installation of bleed air monitoring equipment.

This bill was included as an amendment to the FAA bill, however AFA prefers that we go much more in depth with this issue as far as the need for real accurate data around the bleed air issue. Often the symptoms of bleed air contact are confused with jet lag. This bill currently has two cosponsors and is not moving. AFA encourages all to rally around this critical issue and help to build the support needed to enable it to move.

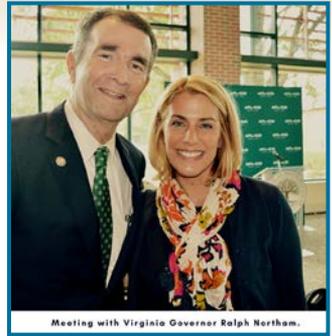




initiative provides a voluntary mechanism to identify potential human trafficking victims and to notify the proper authorities for front line airline employees. This bill has no cosponsors.

### **SEAT Act of 2017 S. 596 – Sen. Blumenthal (D-CT)**

This particular bill directs the FAA to establish minimum standards for seat side, width and pitch, the amount of legroom and width of the aisles. It also mandates that air carriers prominently display these statistics on their websites. It is AFA's position, that it would be constructive if the FAA could actually demonstrate what is safe rather than set arbitrary guidelines. This bill has four cosponsors and its companion legislation, H.R. 1467 introduced by Rep. Steve Cohen (D-TN), currently has eight cosponsors.



### **Free to Fly Act H.R. 5000 – Rep. Brat (R-VA)**

In a nutshell, this piece of legislation is atrocious. It calls for the complete elimination of all foreign ownership regulations for airlines. It currently has no cosponsors. Worth noting is the fact that Congressman Brat, who introduced this bill is facing a challenge by Dan Ward, a United pilot and ALPA representative in the 2018 Midterm elections.

### **Additional Responsibilities of Government Affairs Director Stephen Schembs**

- Member of Pride at Work Board of Directors, the LGBTQ constituency of the AFL-CIO.
- Liaison to the Department of Labor's Labor Advisory Committee. Sara Nelson is a member of the LAC.
- Attends numerous political events in Washington, D.C. and around the country.
- Coordinates Monthly Political/Legislative Committee calls and regular activity.
- Represents AFA at Aviation Industry Conferences such as ICAO, AAAE, Chamber of Commerce, and the ATAG Global Sustainable Aviation Summit.
- Offered GA101 Training in Los Angeles.
- Served as a delegate to the AFL-CIO Convention.
- Is a member of the Washington and the International Aviation Club.





ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

501 Third Street, NW, Washington, DC 20001-2797

afacwa.org | PHONE 202 • 434 • 1300

March 4, 2018

Christine Campbell, President  
AFT-West Virginia  
1615 Washington St E # 300  
Charleston, WV 25311

Dale Lee, President  
WV Education Association  
1558 Quarrier Street  
Charleston, WV 25311

Linda Thompson, President  
WV School Service Personnel Association  
1610 Washington St. E.  
Charleston, WV 25311

Dear Sisters and Brother:

The 50,000 members of the Association of Flight Attendants – CWA, AFL-CIO, stand in solidarity with you as you fight for a fair contract. Your strike is our strike! In response to a communication to our members on your struggle, one Flight Attendant said, "they are bravely supporting the pay and working conditions of workers across America!"

The awesome solidarity of West Virginia educators – with schools shut down in all 55 counties – has inspired the entire Labor Movement. After you reached a hard-won agreement with the Governor only to see Republican leaders in the state senate torpedo the deal, it became clear for all to see what the stakes are in West Virginia. In Washington, in West Virginia and across the nation, paid-for politicians seek to destroy public education in order to justify privatizing it for the benefit of profiteers. It's an insidious part of their larger plan to cripple government in order to dismantle it. We stand shoulder to shoulder with you to make sure that does not happen.

I grew up in public schools and my teachers had a huge and positive influence on me. Like me, most Americans have a story about their own favorite teachers, people who made an important difference in their life. We have seen how the erosion of pay, pensions, and working conditions is creating teacher shortages and driving good teachers from the profession or away from the states and counties with the worst conditions. If we care about our children, it's time we start paying teachers in recognition of just how important their role is for all those whose lives they touch.

We are communicating with Flight Attendants about your struggle, urging them to take a public stand with the united movement of West Virginia educators, and to speak out for a fair contract. We stand in solidarity with you. Please let us know if there is anything our union can do to help.

In Solidarity,

Sara Nelson  
International President

cc: Randi Weingarten  
Lily Eskelsen Garcia

AVIATION'S FIRST RESPONDERS





ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

501 Third Street, NW, Washington, DC 20001-2797

afacwa.org | PHONE 202 • 434 • 1300

March 13, 2018

Dear JetBlue Flying Partners:

Flight Attendants across the industry count you as family. We are inspired that you have gained the right to join us as Union Flight Attendants by voting for the Transport Workers Union. You worked hard for this opportunity and we encourage you to make the most out of it. We urge you to cast your vote for TWU when you receive your ballot from the National Mediation Board in the coming week.

Unions exist to address big issues, issues that individual workers cannot begin to address on their own. Through our unions we turned a job steeped in sexism, ageism and many other isms into a career through one contract negotiations after another, legislative advancements and wins in our courts. None of this would be possible without gaining the rights that come with union membership.

Vote to gain the right to negotiate for a contract with protections in black and white. Executives wouldn't agree to do their jobs without a negotiated contract that confirms their pay and benefits; we shouldn't either. Management makes promises about taking care of employees and doing "the right thing" for them. Even if you take management at their word, we know executives come and go in this industry along with their word. That's why eighty percent of airline workers have chosen the protection of a union contract. A legally binding contract provides certainty and enables us to own our work.

We don't need to tell you what a difference Flight Attendants make for our airlines. We are owed the respect of a union contract for our valuable contributions. We are not motivated by golden parachutes that pay whether we perform our jobs well or not; we are moved by the pride we take in a job well done, the means to provide for our families, and the joy we feel when taking care of others. Unions allow us to take care of each other. We use our collective power to negotiate fair wages, humane schedules, health and safety on the job, and all the benefits of a union contract.

There is so much that may seem out of our control today, but there is a lot that can change for the better if we recognize the power of standing together. Think about the power we have together as Flight Attendants. We have more public contact than any other job. That's a lot of power if we choose to use it.

Join us. Choose to gain the power of joining together for a strong future at JetBlue. The 50,000 members of the Association of Flight Attendants-CWA stand with you. Look for your ballot at home next week and cast your vote for TWU right away. Voting closes on April 17, 2018 at 2:00 p.m. Eastern Time.

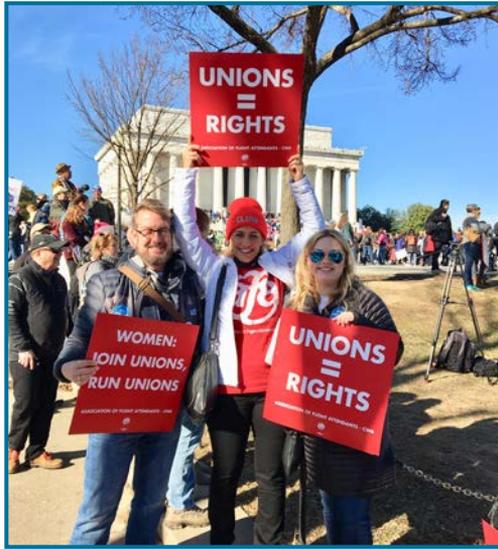
Always remember, we are Stronger and Better Together.

In Solidarity,

Sara Nelson  
International President

AVIATION'S FIRST RESPONDERS





ON OCTOBER 4, 2017 OVER 300 UNION MEMBERS BOARDED A UNITED AIRLINES 777 WITH UNION PILOTS AND FLIGHT ATTENDANTS TO BEGIN A HISTORIC RELIEF MISSION FOR THE PEOPLE OF PUERTO RICO. THEY SAVED LIVES, BUT CAME HOME AFTER TWO WEEKS COMMITTED TO GETTING LASTING, NEEDED RELIEF FOR PUERTO RICO.





## AFA EAP and Professional Standards

### Member Helping Members

The Association of Flight Attendants Employee Assistance Program (AFA EAP) is one of the largest and most senior peer assistance programs in the EAP industry today. Started in 1980 as a union sponsored and funded program for Flight Attendants represented by AFA, today AFA EAP provides services to Flight Attendants and their family members at 20-member airlines. Through a network of trained Flight Attendants, AFA EAP provides three distinct but

interrelated services including:

1. *Assessment, Support and Referral Services:* AFA EAP Peers assist their flying partners in identifying and developing an action plan to address personal and work-related concerns. AFA EAP provides support during the problem resolution process. When professional services or resources are required, AFA EAP identifies appropriate referrals and facilitates the successful linkage to them.
2. *Professional Standards:* AFA EAP offers a range of conflict resolution strategies, skills, and support to help Flight Attendants resolve disputes with flying partners without the need for management involvement.
3. *Critical Incident Response Services:* AFA EAP offers a range of critical incident stress management services to promote and accelerate Flight Attendant recovery in the aftermath of traumatic incidents on and off the aircraft.

### Snapshot of AFA EAP Outreach and Assistance

A final year end summary will be made available to the AFA EAP committee and BOD in May 2018.

AFA EAP Members Touched by AFA EAP in 2017

- 1 out of every 6 members

Top 5 EAP Related Concerns (1=Highest Rate)

1. Emotional /Psychological
2. Substance Abuse/Dependency
3. Medical/Health
4. Family/Relationships
5. Job Stress

Top 3 Professional Standards Issues (1=Highest Rate)

1. Work Style
2. Communication Style
3. Bullying

Top 5 Critical Incidents (1=Highest Rate)

1. Emergency Ill
2. Passenger Medical
3. Passenger Restraint/Removal
4. Terrorism
5. Flight Attendant Sick on Line

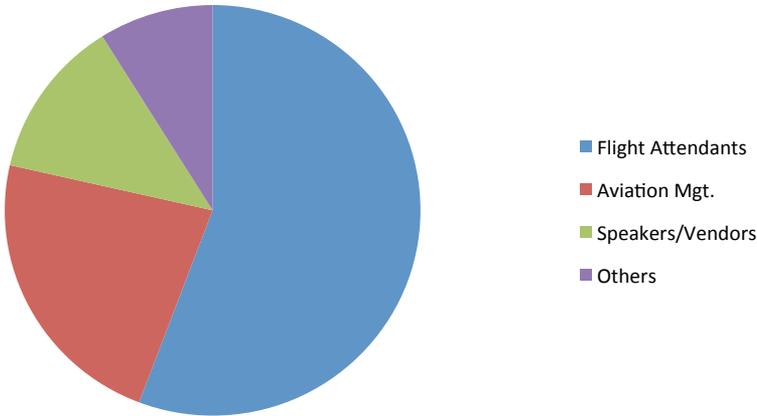


### AFA Secured FAA Funding for FADAP Through 2020

AFA EAP spearheaded a safety campaign to gain FAA funding for prevention, early intervention and support services for Flight Attendants struggling with substance use disorders. For nearly 30 years, such services had been made available to pilots. In

September 2010, AFA was successful in its efforts to secure Congressional authorization and funding for the Flight Attendant Drug and Alcohol Program (FADAP). In September 2017, the International AFA EAP Department along with the International Government Affairs Department successfully secured FADAP funding for the next three years, September 9, 2017 – September 8, 2020. Today, Flight Attendants in commercial and business aviation, whether afflicted with or affected by substance use disorders, have a place to turn for confidential and customized services for their own or a family member’s problem with substance use. Additionally, an array of in-person, on-line and telephonic educational services are available to aviation stakeholders who would like to gain knowledge and skills around addressing this health and safety issue.

## 2017 FADAP Conference Attendees



### Training AFA Leaders and Inflight Managers

The EAP Department develops and delivers specialized trainings not only for its own EAP committee members but also welcomes the opportunity to advance the knowledge of Flight Attendant leaders and even their inflight managers-supervisors on EAP related topics. This past year, the EAP department conducted a number of such trainings including:

- 1 day Training for AFA Leaders and Inflight Managers/ Supervisors at Horizon Airlines on “The Value of Collaborations Throughout the AFA EAP Service Delivery Process”.
- 2.5 hour joint training for AFA Leaders and Inflight Managers/ Supervisors at Hawaiian Airlines on “Coping with Difficult Behaviors”.
- 1.0 hour segment on Compassion Fatigue Company-Wide labor leaders and managers at Alaska Airlines on “Compassion Fatigue”.
- 1.5 hr. training to Advance Leadership Training Attendees on “High Conflict People”



### Delivering Relief to Members in the Wake of Disasters

Since its inception, the AFA EAP Department has overseen the member application and qualification review process for the AFA Disaster Relief Fund. Over this past year, the AFA EAP Department along with the International Secretary Treasurer’s Office and Volunteers from the Executive Board implemented expedited processes for fund distribution. During 2017, approximately \$96,000 was distributed to members seeking relief from natural disasters including Hurricane Harvey, Hurricane Irma, Hurricane Maria and the California Wild Fires.



## Preventing Opioid Overdose Deaths in The Air

This past year, the International AFA EAP and the Government Affairs Department spearheaded a campaign to require the availability of Naloxone on all commercial flights. Naloxone is a low cost and easily administered lifesaving medicine that can instantly reverse an opioid overdose. First responders on the ground have ready access to a nasal spray version of this medication as a standard drug in their medicine kits. AFA partnered with over a dozen well known and respected private sector interest groups in drafting

our comments and recommendations.

## Flight Attendant Essential Job Description Wallet Cards Available for Distribution

In our on-going efforts to resource members as they become acclimated to DOT testing for “pain Killers” (in effect since January 1, 2018), the AFA EAP Department has printed wallet size cards that list Flight Attendant’s essential job duties. This card may be provided to prescribers when discussing the use of medications and safe flying. Please contact the International AFA EAP Department for a supply of these cards for your members.

## EAP Trainings for the Balance of 2018

Contact Linda Foster for information and registration for any of the trainings.  
Linda Foster: 202-434-0560 or lfoster@afanet.org

Basic AFA EAP Training, Baltimore, Md.  
Maritime Conference Center, May 21-23, 2018

The 7th annual FADAP Conference-  
September 11-13  
Maritime Conference Center, Baltimore, MD.  
(Draft Agenda Now Available)

Basic AFA EAP Training, October 2018.  
Details to be finalized following authorization of  
2018-2019 budgets.



# Representing AFA Members in Government and the Labor Movement

## Vice President, AFL-CIO Executive Council

The AFL-CIO Executive Council is made up of the three executive officers of the AFL-CIO, along with 55 vice presidents. The AFL-CIO Executive Council governs the AFL-CIO between conventions. The Council has a number of Committees dedicated to key issues and subjects of broad concern to the labor movement. I serve on the following committees:

- Organizing
- Civil and Human Rights
- International Affairs
- Political



**Vice President, CWA Executive Board** – CWA's Executive Board governs the union between conventions. It includes the President and Secretary-Treasurer, and vice presidents for seven geographic districts, seven industry sectors, four at-large members and the Canadian director.

## TTD Executive Board and Finance Committee Chairperson

– The Transportation Trades Department (TTD) is a division of the AFL-CIO, dedicated to representing union members in the air, rail, maritime and surface transportation industries. Representing 32 unions, TTD brings focus and expertise to legislative and political issues facing our members. The combined clout of several million transportation workers amplifies our voice on Capitol Hill, where we coordinate our advocacy efforts on behalf of AFA members and all transportation workers. I also serve as the chair of the TTD Finance Committee.

**Delegate to ITF Congress** – The International Transport Workers Federation (ITF) is the global labor federation of unions representing transportation workers. Around 700 unions, representing more than 4.5 million transport workers from 150 countries, are members of the ITF.

In 2014, the ITF held its quadrennial Congress (convention) in Sofia, Bulgaria. Representing AFA at the ITF Congress, I spoke out on cabin air quality, successfully putting air quality on the ITF agenda for the next four years, and making it a top priority. I also serve on the following ITF committees:

- ITF Civil Aviation Steering Committee
- ITF Cabin Crew Committee Vice Chair
- ITF Cabin Air Quality Committee Chair



## Labor Advisory Committee for Trade Negotiations and Trade Policy (DOL & USTR)

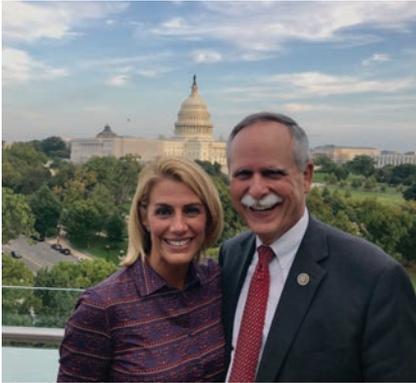
– The role of the Labor Advisory Committee is to advise, consult with and make recommendations to the Department of Labor and the U.S. Trade Representative on issues and general policy matters concerning labor and trade negotiations, and the operation of any trade agreement once entered into. Membership on this key committee gives AFA members a voice

in international trade negotiations that have an enormous impact on our industry and our jobs.



## Bi-Annual Roundtable with Senate Democratic Steering and Outreach Committee

– Select labor leaders meet with Senate Democrats to discuss creation of jobs, build a skilled workforce and grow wages.



Rep. David McKinley (R-WV) has been key vote on AFA issues and labor rights more broadly.



Honorary AFA Member Peter DeFazio (D-OR), Ranking Member T&I Committee, is a steadfast advocate on our issues.

Sara Nelson  
@FlyingWithSara

U.S. Aviation - 5%+ of GDP, \$1.6 trillion economic activity & supports 11 M jobs.  
[#NationalAviationDay](#) [#saveusaviationjobs](#)  
[#fairflights](#)



Celebrating National Aviation Day

8/19/17, 9:47 AM



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