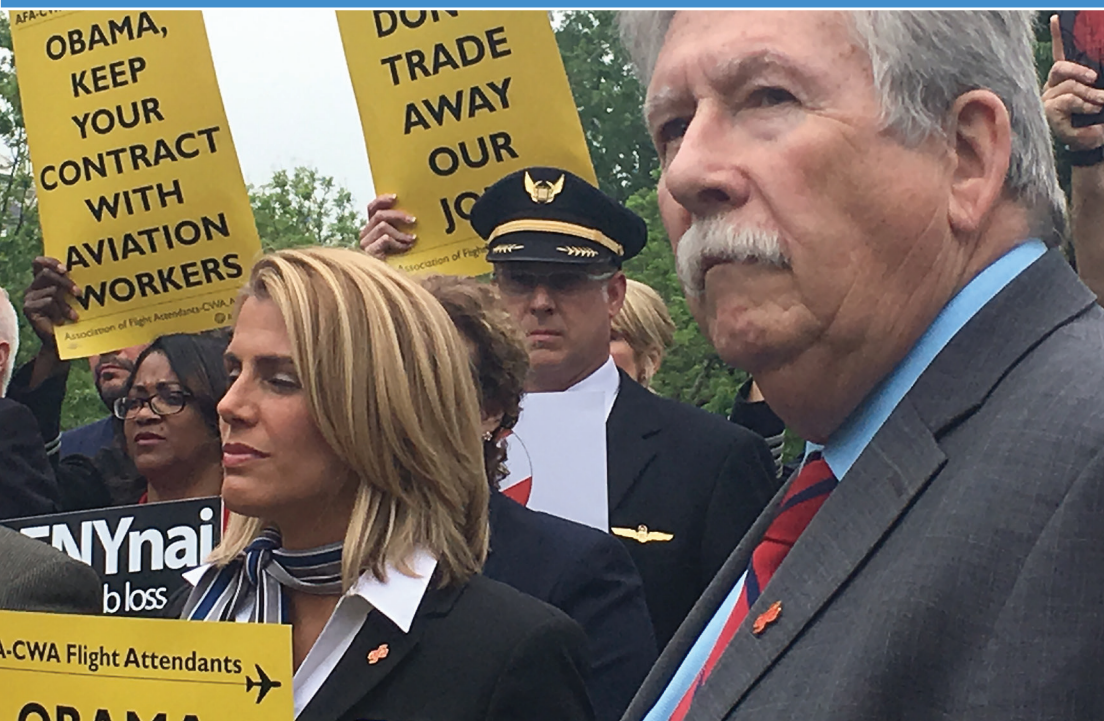


INTERNATIONAL PRESIDENT REPORT



44th Annual AFA-CWA Board of Directors Meeting



May 23-24, 2016
Atlanta, GA

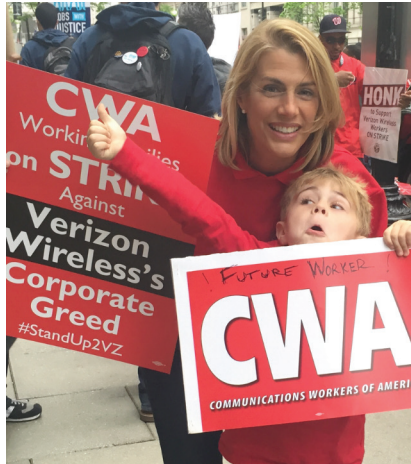


thejetset The Jet Set with Sara Nelson. ▼
Yesterday at 8:16 AM · 🌐

Find out what flight attendants are doing to make the skies safer for everyone. We sit down with the International President of the Association of Flight Attendants-CWA, Sara Nelson on this weeks episode of The Jet Set <http://thejetset.tv>



With Senator Blumenthal for Fight for 10 press conference.



Legislative Work

The FAA Reauthorization bill provided the platform for our legislative focus this year. We successfully achieved confirmation that legislators charged with the writing the bill would not include any labor provisions that would undermine collective bargaining rights. This was work on defense, but necessary and we were effective.

In terms of legislative priorities for the bill, we succeeded in achieving inclusion of all of our issues. Most issues, in some form, are in both the Senate bill and the House committee report which provides a strong foundation for keeping them in the final bill:

- FAA Minimum Rest of 10 Hours and a Fatigue Risk Management Plan
- Human Trafficking Awareness Training
- Mechanical (non-chemical) Disinsection on Commercial Flights
- Ban on Voice Communications in Flight
- No Knives on Planes
- FAA Review of Evacuation Certification Standards
- Secondary Barriers
- Improved Notification of Insecticide Use
- Smoking Ban for E-Cigarettes



The Senate bill was adopted 95-3. The House bill has been approved by the Transportation & Infrastructure Committee, but has not yet made it to the House floor for vote. At this point the bill could move forward with the Senate bill as foundation and the House committee report as the basis for conference between the two chambers, or the House bill could be presented for a full vote prior to conference between the two chambers. There is pressure to get this done since funding for the FAA ends this summer. However, it is possible Congress could simply adopt an extension and work would begin again in the new Congress next year. While that is not the preferred course, we should note that our work this year to advance our issues will provide a likely path to achieve inclusion of the same issues if we must continue the work into next year. Our advocacy now is to move forward with the bill this year and we took

part in a press conference at DCA on May 16th with Senators Klobuchar and Warner to encourage lawmakers to do just that. We will keep up the pressure.

AFA Government Affairs Director Steve Schembs must be commended for doing a phenomenal job in leading our legislative work.

Fight for 10

AFA has been calling for an overhaul of rest and duty time regulations since 1984 in an effort to put an end to Flight Attendant fatigue. The fatigue studies commissioned by Congress were a part of our effort to build our case for regulations that help avoid fatigue on the job. Just before the release of the new pilot FARs on rest minimums and duty time limits, we continued to call for a rulemaking committee to address Flight Attendant rest and duty FARs as well. But a lot has changed in the past three years and we can achieve immediate relief now. After thorough review with our Safety, Health and Security Committees, listening to each MEC and discussing the issue with the FAA Administrator we determined the best path forward. We focused on our efforts to achieve relief through a prescriptive legislative fix that would not have to wait on a regulatory process. We narrowed our goal to two specific items:

1. Equalize minimum rest with pilots (10 hours block-to-block minimum, increased from the current 8 hour minimum)
2. A Fatigue Risk Management Plan that will admit Flight Attendant fatigue exists and help identify situations that lead to Flight Attendant Fatigue in order to fix them.



Still, the initial response from Congress was that this would be very difficult to achieve. We made it clear this was our top priority and ran a very focused and strategic campaign with grassroots mobilization, built strong partners with ALPA, NATCA and IAM, and consistently worked our relationships on the Hill. Through this work we have positioned ourselves very well to achieve this in the final bill – even in the face of strong opposition from the airlines, chief among them Southwest, American and Delta.

We Now Have Science to Back Us

In 2012 the FAA's Civil Aerospace Medical Institute (CAMI) published the final of seven studies of Flight Attendant fatigue. The results were not surprising; that fatigue is an issue of significant concern in Flight Attendant operations and providing increased opportunities for rest is the best way to combat this issue. Clinging to the legislative call for a rulemaking committee with an unspecified course of action, which also is now supported by management because it will lead to a big black hole for improving Flight Attendant rest, is simply holding up relief that's within our reach now.



The new science based regulations for pilots require airlines to provide them at least 10 hours of rest between shifts. Flight Attendants should have no less rest than our counterparts in the flight deck in order to do our physical work as aviation's first responders.

As airlines cut corners to improve efficiency, even at a time of record profits, Flight Attendants are subjected to management's continued pursuit to increase productivity. One by-product of this has been to take advantage of today's minimum rest standards of only 8 hours. At many carriers, Flight Attendants are being forced to work to the point of exhaustion because of poorly constructed work schedules, minimum staffing, delays and inexperienced schedulers who are also expected to do more with less.

Flight Attendants are entrusted with the safety, health and security of our passengers on a daily basis. Continuing to schedule reduced rest puts additional burdens on Flight Attendants as aviation's first responders.

100,000 Flight Attendants Stand to Benefit from Increased Rest

Flight Attendants from all carriers whether it be, mainline, regional, niche, charter, Low Cost Carrier or Ultra Low Cost carriers are unified in seeking immediate improvements to our rest regulations. This is something that affects all Flight Attendants and all of us will do better when the minimum standard is raised – even those few thousand Flight Attendants working under the contracts that currently provide for rest greater than 10 hours. Nearly 90,000 Flight Attendants currently have less rest required in their contracts or the company work rules imposed without a union.

Flight Attendants will also benefit from the creation of a Fatigue Risk Management Plan (FRMP). A FRMP is a methodology based on scientific principles that would allow airlines to identify fatigue-related risks. Rather than a prescriptive one size fits all regulations, FRMP provides a viable alternative for union and company representatives to mitigate fatigue and factors that contribute to fatigue with the support and oversight of the FAA.

Airline managements and their allies prefer to drag out and delay efforts to increase rest requirements and create a FRMP. Convening another industry work group to examine Flight Attendant fatigue and make recommendation on ways to improve rest is simply one more tactic to postpone immediate improvements. Management knows that requiring further studies will delay – perhaps permanently – our chance to increase the minimum rest provisions.

We will keep up the Fight for 10 until it is done. This is also a component of Bridge the Gap since it raises standards across the board.

Hidden in Plane Sight – 100,000 Eyes in the Skies



After the activities and discussion at the 2015 AFA-CWA Board of Director's meeting in Las Vegas we launched a focused campaign to achieve human trafficking awareness training for Flight Attendants and other aviation workers on the frontlines. We focused on the two year anniversary of the Blue Lightning initiative and promoted our "100,000 Eyes in the Skies" campaign with the launch of www.hiddeninplanesight.org along with videos, events and a social media push. Representative Dina Titus joined us with the speech on the House floor and a video directly to AFA members and the public. We promoted a petition among members and the public and added Coalition partners to our cause. Since that time we have achieved bi-partisan support with legislation in both chambers and inclusion of the legislation in the FAA Reauthorization bill.

We will keep pushing until this becomes law, but within nine months of launching our campaign we achieved introduction of the Human Trafficking awareness training legislation in both houses of Congress:

- The Stop Trafficking On Planes (STOP) Act to fight human trafficking with proper training for aviation workers, led by U.S. Senators Mark Warner (D-VA) and Amy Klobuchar (D-MN).
- Similar bipartisan legislation, Secure Our Skies Act, was introduced in the House by U.S. Representatives Dina Titus (D-NV-01) and Barbara Comstock (R-VA-10).

DenyNAI



All aviation unions and the AFL-CIO are united in opposition of the Norwegian Air International application for a foreign air carrier permit under a flag of convenience model. The following is a reprint of an Op-Ed published in The Hill. This has immediately become the top priority of the union to defeat since it threatens our jobs, our industry, our ability to promote safety, health and security or bargain contracts and maintain a discriminatory-free workplace. We continue to encourage AFA members to take action based on the latest news posted at www.afacwa.org/denynai

In 2014, we successfully beat back the DOT exemption for NAI that would have allowed the subsidiary to fly during the review of the air carrier permit application. Since the DOT issued its "show cause" order with tentative approval of the air carrier permit on April 15, 2015 we have worked in coordination with the affiliated unions of the Transportation Trades Department to quickly and vehemently oppose this ruling.

1. Achieved a 10 day extension for opposition comments
2. Generated tens of thousands of comments to DOT prior to May 16, 2016 deadline
3. Produced over 200 comments from Members of Congress to DOT in opposition to the ruling.
4. Achieved introduction of HR 5090 to enforce the labor provision of the U.S./E.U. open skies agreement – co-sponsored by Aviation Subcommittee Chairman Frank LoBiondo (R-NJ), Ranking Aviation Subcommittee member Rick Larsen (D-WA) and full Transportation and Infrastructure Committee Ranking member Peter DeFazio (D-OR)
5. Working with Senator Amy Klobuchar (D-MN) and Senator Brian Schatz (D-HI) as leaders on legislation in Senate and to achieve a Republican counterpart
6. Led Rally at White House on May 12th and with all other aviation unions turned out 1000 at rally to #DenyNAI

The DOT reply period ends May 23, 2016 and then there is no deadline for the final ruling. We need to keep up the pressure so that DOT either reverses its position or does not issue a final rule that will set in motion flag of convenience in aviation and ultimately destroy our jobs with it. This must be the top priority since everything else flows from it, including our ability to move our careers forward at the bargaining table.



DOT to U.S. workers: Everything matters except you

April 27, 2016, 09:01 am – *The Hill*

<http://thehill.com/blogs/congress-blog/labor/277572-dot-to-us-workers-everything-matters-except-you>

Aviation is about people: We move lives. In the midst of a national discussion about trade benefiting multinational corporations rather than the people who move America with good jobs, the Obama administration issued a shocking ruling that could put every U.S. aviation employee at risk.

On April 15, 2016, the U.S. Department of Transportation (DOT) tentatively approved a foreign air carrier permit for an Irish-flag subsidiary of Norwegian Air International (NAI). NAI is seeking to establish a “flag of convenience” carrier certified in Ireland in order to hire flight crew from Asia and avoid Norway’s labor laws – a flagrant violation of Article 17 *bis* of the U.S.-EU Open Skies agreement.

Article 17 *bis* conveys the intent of the agreement to foster healthy competition while respecting the labor laws of each carrier’s home country by acknowledging the benefits that occur when “open markets are accompanied by high labor standards.”

The U.S.-EU Open Skies agreement was heralded for its labor protections of Article 17 *bis*—it’s the only open skies agreement with such provisions. It specifically states that “opportunities created by the Agreement are not intended to undermine labor standards or the labor-related rights and principles contained in the Parties’ respective laws.”

The labor provisions in the agreement are meant to protect worker’s established statutory rights against the threat of carriers shopping around for cheap labor. This illegal activity undermines fair competition and poses a serious threat to the airline industry and aviation jobs in the U.S. It establishes a dangerous precedent allowing foreign carriers to circumvent strong labor laws in favor of cheap labor from countries with few worker protections. The DOT chose to ignore the clear language of Article 17 *bis* and put the interests of corporations ahead of workers.

When the DOT denied NAI’s application for an exception to allow the carrier to operate while the decision was pending, the department explained the additional time was warranted due to the serious legal implications raised by Article 17 *bis*. Yet in the tentative decision, the DOT found that the labor provisions are not a legitimate basis for denying a permit if the carrier meets the DOT’s “normal standards.” In other words, the DOT spent almost two years of taxpayer time and money out of concern over the labor provisions in the agreement only to conclude that the labor provisions do not actually matter as long as everything else is in order. The message from the administration to American aviation workers is clear: everything matters except you.

American workers are at a disadvantage due to the DOT’s rigid appeals process, which effectively tasks the agency with deciding whether to contradict itself – a highly unlikely outcome, to say the least. This is another example of a failure to enforce the trade agreements sold to the American people and our representatives in Congress.

American workers deserve strong job protections in foreign trade agreements. And, they deserve an administration working on their behalf, rather than rhetorically masking profiteering by multinational corporations like NAI that seek to violate their own country’s labor rights by shopping for the lowest labor standards.



Congress must affirm that the labor protections negotiated in the U.S.-EU Agreement are meaningful and not just a facade. Failure to do so will have catastrophic consequences for aviation workers across the country who work tirelessly every day ensuring that the flying public enjoys the safest aviation system in the world. Aviation moves America. Let's lift the lives of the American people by enforcing our agreements that promote good jobs.



Nelson is the international president of the Association of Flight Attendants-CWA, representing over 50,000 flight attendants at 18 airlines.

Trade Fight



Massive trade agreements currently before Congress and those in late stages of negotiations threaten to lift the limits of foreign ownership of U.S. airlines and open the U.S. domestic market to foreign carriers. TPP and TTIP gained Fast Track Authority in June 2015 in the face of a unified and massive opposition from a coalition of labor, human rights groups, religious community and other advocacy groups. However, the Administration has not been able to shepherd TPP through Congress due to coordinated work of labor and our coalition partners. When the text of TPP was released we also discovered that not only will it affect the communities where we fly, but also directly mentions a standardization of aviation agreements – which would drive to the lowest common denominators. This threatens our jobs and puts Aviation safety, security and health regulations at risk of escaping our voice and the oversight of the U.S. Government. We continue to keep the pressure on to ensure any trade agreements protect good American jobs and U.S. aviation.

Without our constant vigilance and unified action - Equality, dignity and respect for aviation's first responders will be lost and our careers will be destroyed.

Flight Attendants interact with all of humanity. We have different perspectives because we open our hearts and our minds to different people. We care for others the same as we care for ourselves. We are unique and yet, we are One. We must continue to unite to focus and multiply our efforts on the universal issues that affect our jobs.

Gulf Carriers Threaten our Jobs and Equality

The fight for equality and fundamental workplace rights are the guiding principles that have driven our union since it was founded as our industry first took flight. Today, in the United States, thanks to the determination of union Flight Attendants, we beat back the scourge of discrimination and those with the heart of a Flight Attendant have the ability to claim our chosen career as aviation's first responders. Management, no matter how enlightened, will never fill this role for us. We have overcome so much, organized through our Flight Attendant union speaking with the credibility that comes from an independent voice made up of the people of our profession.



But there are those who threaten to take us back to the discriminatory, hurtful era of this Eastern Airlines Ad. Predatory Gulf carriers are attempting to choke out the US aviation industry with over \$42 billion dollars of illegal subsidies from their governments in violation of Open Skies Agreements with the U.S. The Gulf States outlaw unions and their carriers sign short-term individual employment contracts with young Flight Attendants. AFA has provided forceful advocacy that the State Department enforce Open Skies Agreements with Gulf States.

ITF Qatar Airways “Free From Fear” Campaign

Qatar Airways Group is owned by the nation of Qatar, where:

- Being LGBT is illegal, punishable by up to five years in prison. Other illicit sexual relations are punished by flogging, the penalty for adultery being 100 lashes.
- Labor Unions are also illegal in Qatar, where immigrants make up 90% of the workforce. Upon entering the country, their passports are seized and the migrant workers are often forced into slavery. Those who protest or try to leave are thrown in prison.
- Qatar is one of the worst countries in the world for human trafficking and slavery.
- Qatar’s Chief Executive Officer, His Excellency Mr. Akbar Al Baker maintains, “With every new destination we serve, we seek to become a part of that community.” That is the last thing we need in our communities!



The International Transport Workers Federation (ITF), representing millions of aviation workers around the globe, including AFA-CWA, has launched an international campaign supporting Flight Attendants at Qatar Airways who have no voice and no recourse in the face of discrimination.

- Qatar Airways Group is the fastest growing employer in aviation. It currently employs more than 40,000 people. Women are 80% of the workforce – and women’s rights are obliterated under the airline’s policy and practice.
- There are serious limits on the freedom of speech / expression- workers must sign lifetime confidentiality agreement.
- If workers resign or get terminated they are banned from returning to Qatar even as a tourist.
- Staying overnight outside of company-assigned accommodation is not allowed. Key cards track crew movement. Permission is required from the company to leave the country on days off.
- Crew members have reported that “cameras and security guards watch everything you do.” The company searches crew rooms while crew members are on flights.
- Permission is required to marry and this can be denied. Pregnancy leads to termination.

AFA-CWA Council 20 Vice President Harris Poulis represented AFA at an ITF training and summit in Tunis in November 2015. We met with the Arab World unions and coordinated on this campaign.

The airline has a history of A star celebs opening for them and getting in the way of this could hurt them publicly as they are purportedly 5 Star. The ITF campaign imagery with the masks and No Voice boldly enforces what the problem is and ITF would like these pictures duplicated in as many places as possible. It would be great if AFA leaders/members can help stage more of these pictures. ITF will send materials (masks, hats etc!) Also, assign #NoVoice to any tweets/Facebook activity to help build the message in social media.

Collective Bargaining

Agreements Completed:

Spirit: Spirit AFA Members stuck together, demonstrated a real strike threat and achieved a contract that raises the bar for our efforts across the industry – Substantial raises and signing bonus, increased flexibility for Flight Attendants and one of best healthcare plans in the industry. 85% voter turnout and 79% in favor! Implementation going smoothly.

Horizon: Ratified new agreement amendable July 18, 2019 (one year later than previous amendable date). Mid-term negotiations resulted from management’s stated need for contract changes to obtain ERJ-175 flying. Although management demanded concessions, the new contract

actually contains many improvements and pay increases, as well as PBS and a change to Flight Attendant FARs (but maintaining 10 hour minimum rest with 8 in hotel and strict duty limitations).

Envoy: Mid-term negotiations provided for additional wage and per diem increases during the life of the CBA along with credited time for airport reserve assignments.

Endeavor: Successful returned of major concessions due to Me Too clause negotiated in bankruptcy. Additionally, a LOA provided improved trading process via a near real time Open Time Manager along with a revised reserve assignment process with total transparency.

Compass: A revised Schedule Completion Process that now allows affected Flight Attendants to bid trips, instead of management assigning, to complete a mixed line of flying.

On-Going or Up-Coming Negotiations

United: Three years after closing section 6 negotiations following the merger, the Joint Negotiating Committee is pressing for a final joint agreement. Updates at www.ourcontract.org

Silver: Back to the bargaining table after a leadership and NC change. Majority of sections TA'd. Focusing on Scheduling and Compensation now.

Hawaiian: The parties engaged in contractually-required bargaining over the establishment of a new domicile. Ultimately the parties agreed the topic would be better discussed as part of Section 6 negotiations which will begin later this year. Working on sending out the survey and meeting to formulate the opening proposals and work on bargaining communications and mobilization strategies.

Air Wisconsin: The opener is completed and it was approved by the MEC. Negotiations are scheduled to begin on July 20th.

Frontier: Negotiations for our first non-bankruptcy contract are ongoing. Management claims they want a quick agreement.

Miami Air: Second week of mediation was recently concluded. The number of open issues are quickly dwindling and are almost all economic in nature.

Omni: While some progress has been made at the table, the number and nature of items that remain in a deadlock status indicate the company will not reach an agreement consensually. We are taking steps to increase pressure on the company and anticipate taking a strike vote in the near future.

Mesa: Flight Attendants overwhelmingly turned down a TA in February, providing a clear message to the company. The TA contained minimal pay increases and work-rule improvements, but had a significant signing bonus. The MEC appointed new Negotiating Committee members; the Committee conducted a survey, and began work on the new opener on May 19.

Alaska-Virgin America Merger: Our Contract, Our Representation

We are closely monitoring the proposed acquisition/merger with Virgin America while management navigates the various approval processes. There is a special meeting scheduled for May 25, 2016 pursuant to Section X [Merger Policy and Related Employee Protective Provisions] of our AFA-CWA Constitution & Bylaws. The purpose of this meeting is to review the merger, our constitutional protections and procedures, contract bargaining, representation and seniority integration. While

preparations are already underway on these items, nothing can officially proceed until the financial transaction is final months from now.

I met with the TWU International President Harry Lombardo shortly after the merger announcement and confirmed that AFA will be the surviving union representing the unified group if the merger is finalized. In the meantime, TWU is continuing its regular representation activities as they work to secure a first contract for Virgin America "Inflight Team Members (ITMs)" Flight Attendants. We support their efforts to achieve a first contract.



In a merger, there is no statutory oversight of contract bargaining. Section 6 negotiations under the Railway Labor Act (RLA), the process we are familiar with under regular contract negotiations, does not apply in a merger. Management will need to negotiate with us to address the merger of the work force and this can be an opportunity for Flight Attendants to achieve improvements. We all support Alaska and Virgin America Flight Attendants in this process.

AFA-CWA has experience with dozens of mergers. We will leverage this opportunity to achieve the best possible conditions and improvements for all Flight Attendants.

AFA Legal Department

System Board Activity

AFA's Legal Department continued its enforcement of the Union's CBAs and defended dozens of Flight Attendants from company-imposed discipline at all its carriers' System Boards. Several System Board cases produced significant outcomes.

At United, AFA filed a grievance on behalf of thirteen (13) Hong Kong based Flight Attendants who identified security concerns prior to a trans-Pacific flight from SFO. Flight Attendants advocated for confirmation of security of flight, passengers and crew after identifying threatening graffiti on the tail of the plane prior to departure. Instead of addressing the concerns, United management cancelled the flight and subsequently terminated all of the Flight Attendants - disregarding their safety concerns as unwarranted. Prior to arbitration the case was settled and all thirteen returned to work with no discipline on their record and their full seniority. Full settlement details are confidential, but were reviewed by AFA Legal. The settlement was a significant step forward in upholding the rights of Flight Attendants as first responder safety professionals. We recognize the strong stand for safety and security these Flight Attendants took in the face of incredible threats. We are very proud of their actions and their persistence to utilize the whistle blower protections we fought hard to secure, especially following the tragic events of ValuJet flight 592 twenty years ago.

At Hawaiian Airlines, AFA prevailed in an important arbitration requiring the Company to provide a Flight Attendant with private review of all documentary evidence in the Company's possession during an investigatory meeting that may lead to discipline. The grievance centered on the Company's argument that unspecified EEO regulations prevented it from complying with the explicit contractual language during a sexual harassment investigation. However, Arbitrator LaRocco sided with the Union concluding that to do otherwise would infringe on the plain language of the contract and industrial due process rights and that the Company would be held harmless under the qualified privilege doctrine. On the brief were Jay Trumble and John Morse.

General Note: When any grievance case potentially involves legal rights afforded Flight Attendants throughout the industry it is critical that the AFA General Counsel is involved from the beginning of the case for strategic review and legal options analysis.

Litigation

In a significant legal victory strengthening the role of the Arbitrator in issuing “final and binding” awards at System Board, the U.S. Court of Appeals for the Sixth Circuit upheld the right of the Arbitrator to find that her award in favor of the Spirit Flight Attendants was a final one even though the Union member of the System Board had retired after the hearing but before the award was issued. The Company argued that it was not a final award and must be re-heard since the Union member, as a retired employee, could not sign the decision on AFA’s behalf. The Court ruled that it was within the Arbitrator’s authority to determine that the System Board has properly heard the dispute and the retired AFA Board member could sign the award – thus making it final and binding on the parties. Peter Swanson assisted outside counsel in briefing the case.

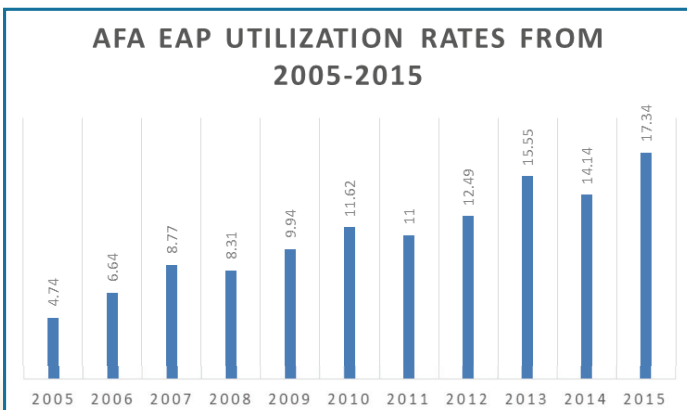
AFA obtained dismissal in several duty of fair representation lawsuits brought by members falsely alleging that the Union did not fairly represent them before the System Board of Adjustment. In the past 30 years AFA has never been found by a court to have violated its duty of fair representation to a member. That remarkable track record is a testament to the diligence and competence of AFA MEC Grievance Chairs and advocates who are extremely conscientious in carrying out their representation of the AFA membership in coordination with AFA Legal.

2015 EAP Department Activity and Upcoming Trainings

Our AFA Employee Assistance Program (EAP) is a unique and successful resource for AFA Members with an international network of over 200 professionally-trained, peer support volunteer Flight Attendants overseen by our AFA EAP-Professional Standards Director Heather Healy. AFA EAP assists members in accessing appropriate medical help around mental health issues involving family crisis, work-related trauma and chemical imbalance, as well as conflict resolution services and response to critical incidents. Since 1980, AFA EAP has received numerous awards for our confidential support services to Flight Attendants, their families and partners, including the President’s Volunteer Action Award Citation for recognition of outstanding work, awarded by former U.S. President Bill Clinton. Today, AFA EAP is one of the largest union-sponsored member assistance programs in the industry. Other unions and associations often seek to model their programs on what AFA has so successfully implemented.

This report contains statistics on how this program benefited our members in 2015:

1. Provided consultation to and oversight of nearly 6,000 EAP Cases opened from Jan 1, 2015-Dec 31, 2015. AFA EAP serviced 1 out of every 6 AFA members in 2015.
2. The EAP utilization trend line over the last 10 years shows remarkable membership confidence in seeking assistance through this union provided service.



3. Heather Healy, Director of our AFA EAP along with researchers at the University of Maryland, published an outcome study on the Flight Attendant Drug and Alcohol Program, which AFA EAP manages under contract with the FAA. The purpose of the study was to explore Flight Attendants experiences with the Flight Attendant Drug and Alcohol Program (FADAP) with a focus on workplace outcomes. Results suggest that participation in FADAP plays an important role in helping Flight Attendants enter and sustain recovery from alcohol and other drugs. Results also suggest that Flight Attendants who used FADAP overwhelmingly reported improvements in attendance and dependability, work performance and safety, physical and mental health, coworker and customer relations, and engagement after completing treatment. Flight Attendants reported high levels of satisfaction with FADAP services and valued FADAP as a critical part of their benefits.
4. Secured \$1,608,000 in reduced care costs for AFA members struggling with mental health and substance abuse disorders. Secured \$200,000 in reduced care costs for AFA family members struggling with these same issues.
5. Served as the labor representative on the Facing Addiction Action Committee which is responsible for setting the national policy agenda of a broad and diverse set of stakeholders at the local, state, and national level around addiction prevention, treatment, recovery, research, harm reduction, and reform.
6. Shared AFA EAP's critical incident response program with the IAM EAP program. Five IAM EAP representatives attended the AFA EAP CIRP training.
7. Helped TWU Local 556 (Flight Attendants at Southwest) create a policy and procedure manual for their peer program.
8. Continued to work collaboratively with non-AFA carriers to implement/enhance peer services at their airlines including SkyWest, Republic, Delta, Southwest, Ryan Air, Air Canada, and British Airways.

Upcoming EAP Trainings:

- Basic EAP Training, July 12-14, 2016 Houston, Texas.
- FADAP Annual Conference, Sept. 13-15, 2016, Maritime Conference Center, Baltimore

AFA Air Safety, Health and Security Department

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.

Health

Non-Chemical Means to Keep Bugs off Board

AFA has long been recognized as a leader when it comes to educating members about exposure to chemicals onboard aircraft and advocating for non-toxic alternatives. Since 2003, AFA has been advocating for a non-chemical method to keep bugs out of the cabin as an alternative to spraying pesticide products in the cabin, the only method of disinsection currently approved by the World Health Organization (WHO). The alternative to spraying pesticides is to simply keep bugs off

the airplane in the first place; to do this, engineers have developed air blower systems that are installed at the boarding door and specialized curtains over the service doors. This combination, which has been shown under controlled test conditions to be effective at preventing flying insects from entering an aircraft-like structure, is a non-toxic option that makes much more sense than spraying everyone on board with pesticides. And using the non-toxic option is especially important for our members who routinely fly to countries with spraying rules.

AFA's "non-chemical disinsection" proposal picked up momentum and got the attention of the Department of Transportation (DOT) and US Department of Agriculture (USDA). In response to the US government's request, the WHO soon changed its definition of "aircraft disinsection" to include non-chemical means that could be proven effective. AFA was then invited to represent crewmembers globally on an International Civil Aviation Organization (ICAO) task group intended to further investigate and promote non-chemical options. However, countries are not permitted to mandate non-chemical disinsection on arriving flights until the method is approved by the WHO. And the WHO will not approve the method until it is demonstrated on an aircraft with an air blower and net curtain specifically designed for this application. The aircraft-specialized net curtains are ready to go, but an air blower has not yet been designed, so the non-chemical project was at a roadblock.

However, with the global outbreak of the Zika virus starting in 2015 (see below), countries are again focusing on the need to prevent the transport of bugs that can transmit disease. Exposure to the Zika virus obviously creates an additional occupational health hazard and concern for our members. However, it is important that we promote policies that protect our members from the Zika virus and from excessive pesticide exposures. The Zika outbreak has meant that global regulators, including the DOT and USDA, have refocused their efforts to promote an option for non-chemical means to keep bugs off aircraft. As AFA is still a recognized leader on this subject, in April 2016 we were invited by a WHO disinsection panel to present information on non-chemical methods. This allowed us to voice our strong support for non-toxic, highly effective disinsection options; a win-win for our members and public health.

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 in flight, 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 in particular, since we have an increased respiratory rate as we are physically working during flight, are at higher risk. This can cause the following acute reactions that are often mistakenly attributed to causes other than exposures to toxic fumes:

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

Crews who breathe these fumes can also develop chronic neurological problems that start during the 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 standard-setting organizations, government-type bodies, and regulators; by networking with other crew unions around the globe; by keeping up with relevant and topical research findings, developments, and projects; and through education for members and coordinated reporting 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. Further, the introduction of the Boeing 787 with the separate air compressor offers the industry a solution through aircraft design.

What follows is a short description of our key efforts 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: AFA initiated and actively participated on the ICAO Ad Hoc Group on Air Supply System Fumes committee which 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 Nov. 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 Feb. 2016.



- 2. 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 (UW) 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-funding video this year 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. In order to raise more funds, we urge members of the AFA BOD to assist with communicating on the funding needed for this ground-breaking research project that is the most likely to protect our members and encourage resolution from the industry.

- 3. Problem:** Two 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: AFA has twice submitted detailed comments to the industrial hygiene association (ACGIH) on its proposal. This has at least delayed a decision, but we are now preparing a third 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 AFA members and crewmembers around the world.

- 4. 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: ASHSD actively worked to block that process, working with other crew union groups in the EU. Starting in Nov. 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 is now 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.

- 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 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 SPC161 P, SAE E31, and SAE AC9 (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.



OSHA Protections: The Ebola Case Study

The Ebola epidemic in West Africa highlighted the importance of the OSHA Bloodborne Pathogens standard (29 CFR 1910.1030) in protecting the health of Flight Attendants while working in airplane cabins.

Defining the Problem: In March, 2014, enforcement of the OSHA Bloodborne Pathogens, Hazard Communications, and Noise and Hearing Conservation standards began. Around the same time, the Ebola epidemic in West Africa began to take off. By mid-October of 2014, the epidemic had taken thousands of lives and begun to infect health care workers and others who sought to leave West Africa via international flights. Despite screening procedures in place at the time, one infected individual treated in a Texas hospital passed the disease to a nurse, who then flew to Cleveland and back on Frontier Airlines flights.



Results: In the aftermath of the Frontier flights, AFA staff and elected and appointed leaders expended extraordinary efforts to represent the interests of our members with airlines, White House staff, and public health and regulatory authorities.

To help ensure the health and safety of all Flight Attendants through measures targeted to illness prevention, aircraft cleaning, and post-incident response, AFA continues to promote our Ebola and Other Communicable Disease Incident Response Checklists, which were developed and refined in the weeks following the Frontier flights. These checklists were sent to the White House and all health-related or aviation-related government agencies within an hour of the appointment of Ron Klain as the White House Ebola Response Coordinator, and helped initiate a coordinated government evaluation and response to AFA as the leading voice calling for all relevant agencies to address and mitigate the threat of communicable disease spread through aviation.

AFA, with leadership from our President's office, brought significant weight to the issue and made clear our priority for strong, effective government and industry measures in response to Ebola and any future communicable disease outbreaks. These efforts created significant changes in the way government and the airline industry dealt with Ebola, and also pointed to improvements in how pandemic response can be managed in the future. Most meaningful was an early and welcome decision by OSHA to treat all existing and future CDC Ebola guidelines for aircraft operations and cleaning as part of the Bloodborne Pathogens standard, a decision that also gave regulatory teeth to the CDC guidance that airlines provide commonsense protections on all flights, such as the provisioning of Universal Precautions kits and stocking of adequate supplies of gloves and masks.

The Latest Outbreak: Zika Virus

The ongoing outbreak of Zika virus is one more 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, now firmly established in over 40 tropical and sub-tropical countries and territories in Africa, the Caribbean, Central America, South America, and the South Pacific, is carried from human to human primarily by *Aedes* species mosquitoes. These insects, which also carry dengue and chikungunya viruses, are native to many parts of the southern and western United States as well as several island territories. In addition, recent data show that Zika can 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 an *in utero* birth defect called microcephaly. As a result, the Centers for Disease Control and Prevention (CDC) has issued numerous travel alerts, and the World Health Organization (WHO) declared a Public Health Emergency of International Concern at the beginning of February.

In June 2015, CDC initiated a Level 1 (Practice Usual Precautions) alert for Zika in Brazil, notifying travelers that they should protect themselves from mosquito bites. Air Safety, Health and Security Department staff received this notice and immediately shared it with MEC Safety Chairs. In November 2015, CDC issued Level 1 alerts for Colombia and Suriname; Paraguay, Venezuela, Mexico, a few countries in Central America, and Puerto Rico were added to the list in December. By mid-January, 2016, CDC upped the alert to Level 2 (Practice Enhanced Precautions) for all of the previously-listed countries.

Defining the Problem: Zika is a significant and growing 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. While the WHO has been more cautious about formally acknowledging links between Zika and birth defects, CDC was out front with its Level 2 alert that pregnant women, as well as those considering pregnancy, should exercise due caution before and during travel into Zika-affected countries and regions.

Results: The CDC position provided significant support for AFA's contention during the first two months of 2016 that airline policies must allow opt-outs for Flight Attendants at risk. 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 the CDC guidance, which recommended consultation with medical practitioners before travel and advice for preventing mosquito bites and steps to take in the event of a suspected infection.

Since early February 2016, AFA has participated (two to three conference calls per month) with an ICAO Zika working group based in Montreal. Discussion topics have included WHO situation reports and disinsection updates, CDC guidance, and surveys of airport vector control efforts. AFA Air Safety, Health and Security Department staff have also coordinated conference calls on February 11 and April 6, which connected CDC experts with MEC Safety Committee chairs and National Committee members to discuss the latest Zika research and executive branch guidance. In addition, AFA has created a Zika page on the main website to provide the latest, updated information for members, and encourage the adoption by airlines and regulators of the communicable disease checklists first established during the Ebola outbreak.

Security

Mobile Broadband Technology - Cell Phones and Wi-Fi

AFA is leading 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 over ten years, AFA has been pushing for comprehensive and ongoing consideration of the risks to safety and security that arise from the introduction of new, in-flight communications technology on commercial flights. These risks are both operational and technical in nature. They continue to evolve as new technologies are developed and as our nation's adversaries dream up new ways to attack us. Ensuring that these risks will not compromise our nation's commercial aviation system requires government- and industry-wide commitment and focus. A full, comprehensive risk assessment requires support from all levels of government and must include input from affected industries, employee groups, and the public. Furthermore, the assessment 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 gotten the attention of the Federal government through both an expert argument and by coordinating a broad range of aviation stakeholders speaking as one. Our Safety and Security in the Air Coalition (SSAC) includes AFA, IAM, TWU, United ALPA, the Federal Law Enforcement Officers Association (FLEOA) and the Global Business Travel Association. The Coalition has worked to stop FCC from lifting bans on airborne use of cell phones, and encouraged interagency reviews of potential security vulnerabilities and threats, while making clear that we do not oppose technology; we simply seek to ensure that technology enhances rather than diminishes security. Prior to SSAC intervention, the FCC had been considering these issues almost exclusively from technical perspectives, without fully exploring possible operational security risks.



In late 2014, the FCC established a working group comprised of staff from several federal agencies to address potential security issues related to installation of mobile broadband in-flight communications equipment. In March 2015, AFA and others met with this group and proposed a study to evaluate in a meaningful way the myriad, detailed operational and technical risks to flight safety and security that arise from proposed mobile broadband installations, existing risks (e.g., current wi-fi installations), and evolving technologies. At the end of January 2016, AFA again

met with this group, at which time the FCC announced a charter for the group through a formal memorandum of understanding (MOU) by the FAA and FCC, which “establishes plans for the two agencies to collaborate on issues that intersect their respective domains, to include the safe and secure use of consumer communications onboard domestic commercial aviation and other topics of mutual interest.” AFA will work with this group in the coming months to ensure that current and future installations of high speed communications technology for use by passengers on commercial flights are properly secured so that potential operational and technical attacks by terrorists are prevented.

AFA also participates as an observer on the Aircraft Systems Information Security Protection (ASISP) Working Group (WG) of the FAA Aviation Rulemaking Advisory Committee (ARAC). This group is chartered through August 2016 to recommend rules and guidance to ensure cybersecurity is an integral part of design and continued airworthiness of critical systems. In addition, a section of the Senate version of the FAA reauthorization bill, if signed into law, would make the ASISP a permanent working group to “periodically review rulemaking, policy, and guidance for certification of avionics software and hardware (including any system on board an aircraft) and continued airworthiness in order to reduce cybersecurity risks to aircraft systems.”

AFA will continue our relentless efforts on this issue 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 that time there has been increased concern and attention focused on this 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: As a member of the ASAC, AFA has been able to review action taken by TSA so far 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 ASAC continues to oversee the progress TSA is making to effectively implement the working group recommendations. AFA serves as a member of the working groups engaged in this task.

Four of the recommendations are closed:

- TSA has shifted resources to increase random screening of aviation workers.
- TSA, in collaboration with industry, has identified biometric standards for access control.
- TSA has identified its enforcement authority for instances of non-compliance with airport badge accountability requirements.
- TSA has initiated a security awareness campaign (“This is My Airport”) that offers an anonymous 24/7 tip line for employees at airports nationwide.



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.”

Safety – Improved Standards and Policies

Transport Airplane Crashworthiness and Ditching Work Group

Last year the FAA created a new 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 was approved as a member of the group as a resource for issues related to passenger preparedness and cabin and safety equipment design for survivability during a crash and ditching event. The working group will be meeting for the next two years to review the regulations and develop recommendations to the FAA to improve survivability in crashes and ditchings.

Child Restraint Systems (CRS)

AFA has for many years advocated elimination of the rule allowing children under the age of two years of age to be the only passengers onboard an aircraft to be left unrestrained during takeoff, landing, movement on the surface, and during flight when the seat belt sign is illuminated.

Two airplane accidents in which children were lost focused our organization on this issue. In July 1989, on United 232 the #2 tail engine of the DC-10 exploded severing all hydraulic lines and leaving the cockpit crew only the two wing engines to maneuver the aircraft. The aircraft crashed near Sioux City, Iowa. Two of the four lap-held infants

onboard were projected through the cabin during the impact sequence. One infant was found by a passenger and the other died. A third infant became airborne but was subsequently caught by his mother. Five years later, another child died in 1994 on US Airways flight 1016. A nine-month old infant sustained fatal injuries during impact because her mother was unable to hold her; the child was found five rows ahead of her seat, which remained intact.

Investigative reports filed for both of these accidents described the difficulties faced by the parents and their tragic inability to hold onto their children. In addition, of no less concern to AFA are injuries sustained due to inflight turbulence.

Action/Opportunity: On behalf of ITF, AFA participated on an ICAO working group that developed guidance for states to develop regulations and approval processes enabling the use of Child Restraint Systems (CRS). *The Manual on the Approval and Use of Child Restraint Systems* (Doc 10049), published at the end of 2015, included recommendations to regulatory authorities and air carriers related to training and suggested policies and procedures.

Proposed Changes to DOT’s Disability Regulation

Through member reporting to AFA International, we were made aware of all the challenges that Flight Attendants are facing when it comes to the issue of service and emotional support animals on commercial flights. To address these concerns, AFA requested to participate on a committee tasked with evaluating concerns of air travelers with disabilities.

AFA was chosen to represent Flight Attendants on the DOT’s Advisory Committee on Accessible Air Transportation (ACCESS Advisory Committee). The ACCESS Advisory Committee was established to negotiate and develop a proposed rule concerning three issues:



Continental Flight Attendants Al Felipe, Pam Howard and Regina Ressler evacuated all 110 passengers from flight 1404 as it was burning in a ravine near the runway at DEN on December 20, 2008.

- Whether to require accessible inflight entertainment (IFE) and strengthen accessibility requirements for other in-flight communications;
- Whether to require an accessible lavatory on new single-aisle aircraft over a certain size; and
- Whether to amend the definition of “service animals” that may accompany passengers with a disability on a flight.

The ACCESS Advisory Committee is on an expedited schedule and plans to meet once a month in Washington, DC for the next six months. The final meeting is scheduled for October 13-14, 2016.

Comprehensive Training Standards

AFA has been advocating on multiple fronts for many years 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. So we continue to advocate on your behalf to ensure you have the tools necessary for your role as the onboard First Responder.

Crew Resource Management (CRM) Training



Investigations into the causes of air carrier accidents have shown that human error is a contributing factor in the majority of air carrier incidents and accidents. While the errors can be technical in nature, many of them have resulted from poor group decision making, ineffective communication, inadequate leadership, and poor task or resource management. Each of us is now required to participate in CRM training due to these past accidents. The CRM concept is now embedded in most of the required training.

One aspect of CRM training that needs enhancement is the area of joint flightdeck and Flight Attendant training. Joint training can help improve and emphasize the subjects requiring inter-crew coordination and response as a team, rather than as a collection of technically competent individuals. As part of an FAA initiative, AFA chairs a group that is 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.

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 vows 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 Groups

AFA continues to support the International efforts at improving cabin safety and harmonizing regulations around the globe and around safety. 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 has been in participating in meetings of the International Civil Aviation Organization (ICAO), which is a United Nations Specialized Agency.



The first project that was completed through the work of this group was re-writing the ICAO Cabin Crew Safety Training Manual. That project was completed at the end of 2013. The manual is a competency-based approach to training now available to international carriers to utilize as they develop their training modules.

ICAO Cabin Safety Group (ICSG) Work Program, 2014-2016

Our work in ICAO has continued since completing the manual to address other areas of interest and concern both in the US and Internationally. The ICAO Cabin Safety Group (ICSG) was tasked with looking at multiple subjects for review and possible modifications. The following topics, in no specific order, are part of the program:

Development of Workshop information to the implementation of the cabin crew competency-based training to roll out the ICAO Doc 10002	Workshops being conducted
Expanded use of Portable Electronic Devices (PEDs)	Completed: ICAO Cir 340
Accident and Incident guidance for investigations	In process
Safety of infants/children onboard aircraft (Child restraint systems & lap belt discussion)	Completed: ICAO Document 10049 Manual on the Approval and Use of Child Restraint Systems
Manual of Passenger Safety Information and Instructions (announcements, safety cards)	In process
Minimum Cabin Crew Requirements	In process – Work is mainly being done at the face-to-face meetings due to the controversial nature of the topic

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 documents although considered guidance can be used by other countries to create mandatory regulations. Face-to-face meetings are held twice a year, typically April and September. AFA-United Flight Attendant Melissa Madden and AFA Air Safety, Health and Security Coordinator, Candace Kolander, serve as the ITF Representatives to the ICAO ICSG.

The ICAO Assembly, comprised of all Member States of ICAO, is scheduled to convene on September 27 in Montreal. The Assembly has numerous powers and duties, among them to: elect the Member States to be represented on the Council; examine and take appropriate action on the reports of the Council and decide any matter reported to it by the Council; and approve the budgets of the Organization. It is expected that the Assembly will review and approve the next work program (2017-2019) for the ICAO Cabin Safety Group. AFA, on behalf of ITF, will continue to participate on the group.



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 second 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.
Comite de European Normalisation (CEN)	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 chair of the Crew Resource Management Workgroup (CRM WG).
Global Cabin Air Quality Executive (GCAQE)	GCAQE	GCAQE is a global coalition of crew unions who are concerned about - and actively involved in - addressing the health and safety impacts of exposure to oil fumes on aircraft. AFA is an active member.
International Civil Aviation Organization (ICAO)	Ad Hoc Group on Air Supply System Fumes (AHGF)	This global committee is tasked with developing recommended training and education programs for Flight Attendants, pilots, and mechanics to enable them to recognize and respond to the presence of toxic oil fumes that can contaminate the aircraft air supply system.

AFA-CWA Brings DOT and FCC Together to Assess Security of Commercial Communication Onboard the Aircraft



AFA has worked diligently for two years to bring direct stakeholders, from intelligence to military to private, together to assess potential vulnerabilities of expanded technology onboard the airplane. In the spring of 2016, our work paid off — the DOT and FCC announced a formal Working Group to ensure safe and secure communications onboard commercial aircraft.

We are in support of advanced technology and continued innovation in aviation. However, due diligence is required in order to avoid the failures of pre 9/11. Assessing vulnerabilities and mitigation factors is a small investment for the protection of millions of lives traveling in our skies every day. All of us are responsible for the duty of care for all passengers and crewmembers.

Our “Never Forget” legislative and regulatory campaign, launched in 2014, stresses coordinated agency and stakeholder communication as a key component of aviation security.

The Department of Transportation’s Federal Aviation Administration and the Federal Communications Commission will co-chair the Working Group, with participation from law enforcement, intelligence, defense, national and homeland security agencies. AFA-CWA plans to assist the Working Group on these critical aviation security issues.

This important work for Flight Attendants and aviation security is only possible because AFA members have demanded throughout the years that we maintain the resources in our union to ensure we have experts on staff and a consistent voice on Flight Attendant issues in Washington, DC and around the world. We are relentless and respected for our work to ensure safe, secure skies. This is an example of the benefits of working together for our profession across multiple airlines. Stronger Together, Better Together.



Loyalty Foundation of Unity and Ability to Exercise Our Power In Numbers

This year we have experienced attacks on our collective bargaining rights backed by known union-busters. This undermines our negotiations and puts our members' futures at risk, the very people each of us is bound to protect. Silence in the face of these attacks confuses our members and creates an atmosphere that fosters division and workplace strife when our goal is to unify.

Unity is our foundation; it shapes our purpose and allows us to execute through our strength in numbers. From diverse backgrounds we unite in a common purpose around our negotiations. And without loyalty there can be no unity.

Loyalty to the union is a fundamental principle in the labor movement. All unions thrive on it because it is essential to harnessing the power and energy of the collective. We don't mean loyalty to an individual, or loyalty to a particular airline: it's about loyalty to each other – all of us together – in this cause. Loyalty is such a fundamental principle of our union and all unions that it is codified in our AFA and CWA Constitutions. Why? Because disloyalty undermines the very people we are bound to protect and short changes them at the bargaining table.

Loyalty is about standing for someone else's fight/issue as much as standing for your own. Loyalty is not about being quiet; it's about questioning our path within the ranks of our union and defending our right to do so by fiercely defending our certification which requires management to respond to the needs of Flight Attendants. It's about working within the union to voice our concerns and priorities, never fighting publicly where management can see how to divide us for their own purposes.



As elected Officers for the Association of Flight Attendants-CWA we have a duty under AFA's Constitution & Bylaws to represent the interests of AFA members and to carry out the objectives and policies of the Union as established by our Executive Board and the Board of Directors. As a democratic Union, AFA-CWA embraces the free exchange of ideas and encourages vigorous debate among our membership over issues of mutual concern. AFA-CWA's strength rests on the diversity of our voices and the commitment of our elected leaders to zealously represent the interests of our Flight Attendant profession.

The interests of AFA-CWA members are threatened, however, when elected Officers fail in their duty to the membership and instead provide space for a campaign to replace AFA-CWA as the Flight Attendant's bargaining representative. Such conduct goes beyond a mere difference of opinion on how AFA-CWA should operate and represents disloyalty to the membership of AFA-CWA and the Union. Disloyalty undermines our ability to effectively negotiate and enforce our contracts or advocate on behalf of Flight Attendants on all issues we face at work.



Both the AFA-CWA Constitution and Bylaws (C&B) and the CWA Constitution protect members from any attempts to undermine our union from within the ranks of leadership. The AFA-CWA C&B Article X.A.1 prohibits “acting in any manner to circumvent, defeat, or interfere with collective bargaining... doing any act not in the best interest of the Union or its members... (and) acting in any manner disloyal to the Union.” The CWA Constitution Article XIX, Section 2 also prohibits “willfully supporting or assisting any person, group of persons, or organization in any act or activities for the purpose of seeking or obtaining the replacement of the Union as collective bargaining representative.”

Cheers to the leaders of our union for continued support of AFA-CWA members and our great Union. Rarely has there ever been a time when aviation workers are better positioned to achieve real gains and we must stand together to make the most of the opportunities before us. Now is the time. We stand together to advance the interests of the members we are elected to protect, engage, support and inspire to unite for change, and advance change for good.

United Airlines Union Coalition Demonstrates Solidarity & Support for AFA

Full Union Support Letters posted at: <http://afaproud.org/solidarity-power-in-numbers/>

International Association of Machinists and Aerospace Workers (IAM)

“The International Association of Machinists and Aerospace Workers (IAM) and the Association of Flight Attendants (AFA) collaborate on numerous projects to support and improve the careers and quality of life of Flight Attendants... The partnership we have benefits both unions. That is why I was extremely dismayed to hear that a few misguided individuals are trying to fracture your union. If they succeed, it will dismantle our successful partnership and all Flight Attendants will lose. Your solidarity and bargaining strength is being undermined by an attempt to lure you away from AFA with promises from a union that does not even exist. This upstart has no finances, no structure, no resources and no experience. A website and a constitution written by a union-busting lawyer does not make a union... They would be no match for United Airlines... Every time workers are duped into believing they could do better by isolating themselves, they suffer... It is no coincidence that the same attorney advising the group that is trying to weaken the AFA also represents airline management against union members. The Machinists Union strongly supports the AFA and looks forward to continuing and strengthening our partnership.”

Air Line Pilots Association (ALPA):

“Today, AFA is the most effective Flight Attendant union in the industry, looked to first for guidance on federal legislation, workplace safety, and other matters affecting Flight Attendants... ALPA and AFA have supported each other on many fronts... We have often worked together on many other critical issues affecting both of our professions, including: numerous air safety issues, such as secondary cockpit barriers, the threat posed by subsidized middle-eastern carriers, Norwegian International’s labor-protection evasive schemes, lithium batteries, bankruptcy reform, and many others... A unified and strong AFA is the best way for United Flight Attendants to achieve their legitimate contract goals, advance your profession and our industry. ALPA stands 100% behind AFA as the most experienced and effective union with the resources to represent the best interests of United Flight Attendants.”



The International Brotherhood of Teamsters (IBT)

"The International Brotherhood of Teamsters has a long history of working with your union, the Association of Flight Attendants and the Communications Workers of America. Our unions seek to organize airline workers to build power to lift the standards of the middle class... At United Airlines, the last thing union members need is to fight their battles alone or trust anti-union cronies to do it on their behalf. The airlines have consolidated. Executives are trying to control workers and extract more work for less pay and fewer jobs. This is no time to reject the resources and commitment of AFA-CWA, an experienced union with connections throughout the labor movement and around Washington, D.C. More than ever, union members need to band together and fight for what is rightfully ours... You deserve better representation than someone who has argued against the interests of workers. You have a democratic, well-respected union with AFA-CWA."

Professional Airline Flight Control Association (PAFCA)

"The Professional Airline Flight Control Association (PAFCA) and the Association of Flight Attendants (AFA) have enjoyed a collaborative and mutually supportive relationship since we started representing United's Flight Dispatchers in 2000... Our groups have benefitted from AFA's steadfast union solidarity and support and this is why we were disheartened to hear that there is an attempt to fracture the AFA... In our experience, there is no greater advocate for the Flight Attendants than the AFA. The support and continued solidarity of the AFA is your greatest strength. Stand firm behind your Union and give your negotiating committee the support they need to see this contract through. We look forward to a continued and strong partnership with the AFA."

We all want positive change. Flight Attendants have driven incredible change through collective action in the Association of Flight Attendants-CWA, AFL-CIO since United Airlines Flight Attendants first organized 70 years ago. The persistent push for change through our union has resulted in historic accomplishments and built a reservoir of experience we can apply as we push for new change.

Why CWA Wears Red

It has been a custom since 1989 for the members of CWA to show solidarity by wearing red on Thursdays. Red represents the color of blood that was lost in the strife to gain fair and equal rights for workers throughout the years. The day of red is also in remembrance of Gerry Horgan, CWA's chief steward for Westchester County who died as a result of being struck by a car driven by the daughter of a second line manager as he worked a picket line in August 1989.



The red shirt brings together all CWA members on one day a week. It gives a visual statement to management of worker solidarity. The red shirt gives everyone a sense of unity and fellowship. The red shirt is also a visual reminder that checks and balances in the work place have to be maintained daily. So next Thursday and every Thursday thereafter, if you want to keep good jobs in the U.S., negotiate and enforce good contracts and fight for safety and health on the job, WEAR RED.

IF IT'S THURSDAY, WEAR RED!

Representing AFA Members in Government and Broader 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. Vice Presidents are elected by the Council from among the member unions of the Federation. 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. Along with my election to the Council I was appointed to serve on the following committees:

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

TTD Executive Board – The Transportation Trades Department (TTD) is a division of the AFL-CIO, dedicated to serve 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.

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

Member, Labor Advisory Committee for Trade Negotiations and Trade Policy (DOL and 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.



Tweets Media Likes

 Sara Nelson @FlyingWithSara 52s
 .@JLo Flight Attendants around the world and other women need you to tell Qatar Airways, "I ain't your Mama!" Stay true to us. @afa_cwa

 Sara Nelson @FlyingWithSara 8m
 .@JLo - "we have a big problem!" Qatar takes women back centuries. Do not undermine your voice, or our's! m.youtube.com/watch?v=BHsHne...



GoJet Flight Attendants vote to join AFA!!!



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