



Association of Professional Flight Attendants

Office of the President

June 3, 2009

Ms. Lauri Curtis
Vice President
Onboard Services
American Airlines
P.O. Box 619616, MD 4290
Dallas/Fort Worth, Texas 75261-9616

Mr. Mark Burdette
Vice President
Employee Policy and Relations
American Airlines
P.O. Box 619616, MD 5235
Dallas/Fort Worth, Texas 75261-9616

RE: HI6 message dated May 29, 2009

Dear Lauri and Mark:

This letter is in direct response to management issuing an HI6 notifying the Flight Attendants that it would be implementing two "new retail initiatives" and determining the compensation for the work associated with these programs. APFA has repeatedly advised the Company that the form and amount of a Flight Attendant's pay is subject to collective bargaining and governed by the Section 6 requirements of the Railway Labor Act. As you also know, two months ago, APFA's Board of Directors unanimously passed a resolution unequivocally opposing the Company unilaterally instituting onboard sales initiatives.

Rather than engage in the bargaining the law requires, management apparently considers compensation derived from onboard sales as a matter solely within its province; as if APFA had no right to negotiate over pay, clearly the most basic element of a labor agreement. In fact, it now appears that the Company has chosen not to treat APFA as the Flight Attendants' exclusive bargaining agent but to negotiate with a third party to establish certain terms and conditions of their employment. SkyMall is not the certified representative of Flight Attendants and has no standing to bargain with American to set their compensation. Conditioning the Flight Attendants' entitlement to compensation on enrolling or contracting with a third party raises

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serious questions concerning SkyMall's legal relationship to the Flight Attendants as well as American. We assume the Company will apprise SkyMall of our concerns.

As much as the law prohibits the Company from implementing these sales initiatives, the practical realities also dictate that management withdraw these programs until they are made part of a new collective bargaining agreement. Flight Attendants are desperate to see substantial increases to their wages which, in real dollars, languish far behind their 2003 pay rates. Offering them only commissions is not a substitute and will be seen by many as an insult. Resentment and resistance will pervade the Flight Attendant ranks if management does not await the ratification of a new labor agreement.

We recognize that these programs could have value to both the Company and Flight Attendants. Not until they endorse a new contract, however, will Flight Attendants support a new sales program.

We can litigate over this matter, but that will not alter the Flight Attendants' reaction to management unilaterally implementing these initiatives. I again urge the Company to allow collective bargaining to set the rates of pay for Flight Attendants. The two consecutive weeks of negotiations scheduled by the National Mediation Board in July is the time to settle this and all other outstanding bargaining issues.

Sincerely,

A handwritten signature in cursive script that reads "Laura R. Glading". The signature is written in black ink and is positioned above the typed name.

Laura Glading
APFA President