



*Association of Professional Flight Attendants*

*Office of the President*

February 11, 2010

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

Dear Mark and Lauri:

It has come to my attention, through a number of sources including the news media, that the Company has announced its intention to begin the sales of blankets and pillows onboard aircraft. Unfortunately, despite a plethora of correspondence between us on the subject of onboard retail initiatives, the Company apparently intends to sell these items inflight without engaging in any bargaining over the amount of pay Flight Attendants will receive. In addition, it has not directly notified APFA of the plan or disclosed pertinent details.

As you both are aware, APFA has vehemently opposed the Company's unilateral implementation of onboard retail initiatives because these types of programs must be negotiated. The Railway Labor Act mandates that the parties bargain over pay and all other form of compensation. This statutory obligation covers the remuneration Flight Attendants will receive for selling blankets and pillows.

The Company has added a new twist in this affair by failing to communicate its intentions, along with the scope of the blanket and pillow sale scheme, formally to the APFA leadership. We had previously expressed similar concerns on the issue of formal notice to APFA in a letter dated September 9, 2008, to Mark Burdette.

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Under the Interest Arbitration Award of 1995, the Company was granted discretion for onboard staffing and service levels in Article 9 of the Collective Bargaining Agreement, subject to APFA's right to grieve any unreasonable workload created. Implicit in the award's design is the key component of notice of proposed level of service changes by the Company. As identified expressly in the language of Article 9, the very creation of an unreasonable workload may occur by addition of service components, not merely the subtraction of a crewmember. Here, by failing to communicate details of its proposed changes to service levels, the Company has upset the balance of a delicate contractual framework, and violated an important tenant of the staffing decision. Failing to communicate the scope and details of proposed service level changes denies APFA the ability to gauge the impact of the change on the current staffing level and whether or not the act creates an unreasonable workload.

The Company should immediately cease the implementation of the blanket and pillow sale initiative until this issue is resolved in negotiations and a tentative agreement has been ratified by the Flight Attendants. Also, implementation must be forestalled until the Company explains to APFA the full details and full impact of this change. This would include, but not be limited to, pertinent details to evaluate the effect of the change on the current onboard service levels. As outlined above, formal notice and detail for matters of this sort are not a prerogative or courtesy of the Company, but information to which APFA has a contractual right. The Company, therefore, must adhere to this requirement now and in the future.

Sincerely,

A handwritten signature in cursive script, appearing to read "Laura R. Glading".

Laura R. Glading  
President, APFA