

## ARTICLE 34 - PURSER

### A. PURSER POSITIONS

The Company will establish in its Domestic Operation a Purser position as provided herein:

1. **Assignment.** A Purser shall be assigned to:

- a. All domestic multi-aisle widebody aircraft.
- b. All international trip sequences.

Such positions shall be compensated in accordance with Article 3.M. of this Agreement.

2. **Duties and Responsibilities.** In general, in addition to regular Flight Attendant duties, a Flight Attendant holding the position of Purser shall be responsible to Flight Service Management to ensure compliance among her/his crew for relevant Company policies and procedures during all phases of flight including:

- a. Leading and directing in-flight crews in the proper delivery of all scheduled in-flight services;
- b. Communicating and coordinating with appropriate support service departments and Flight Attendants, e.g., act as a liaison between Special Services and customers;
- c. Attempting to ensure prompt and correct compliance with management's instructions;
- d. Conducting pre-flight briefings for all Flight Attendants in the crew at the beginning of each trip sequence and as necessary thereafter;
- e. Coordinating and directing pre-flight and in-flight duties of all Flight Attendants assigned to the flight, including the reassignment of a crew member's working position as needed to accomplish a required service;
- f. Completing forms, reports and other paperwork as required;
- g. Communicating safe work habits to the Flight Attendants assigned to the flight;
- h. Immediately reporting hazardous conditions, unsafe practices, and improperly functioning tools and equipment to the captain and/or management as appropriate;
- i. Ensuring customer needs, concerns and requests are met; and
- j. Actively participating in the resolution of in-flight problems or concerns reported by customers and/or Flight Attendants.

3. A Purser, as a member of the bargaining unit, may discuss performance issues with management; however, s/he shall have no authority to discipline and/or recommend discipline for another Flight Attendant.

4. In addition, a Purser may be requested, on a voluntary basis, to participate in the development and evaluation of training methods and techniques for Flight Attendants.

## **B. SELECTION: CRITERIA FOR PROFFER/TRIGGER TRAINING**

**1. Minimum Seniority.** A minimum of eighteen (18) months occupational seniority is required to trigger Purser training and/or be awarded a Purser proffer, except if an insufficient number of Flight Attendants bid to fill a proffer. In such case, those Flight Attendants with less than eighteen (18) months occupational seniority bidding to fill the proffer shall be awarded such proffer. If there is still an insufficient number of Flight Attendants bidding to fill the proffer, Flight Attendants shall be drafted in reverse order of seniority.

**2. Objective Examination.** The selection process shall be through an objective examination developed by the Company and reviewed by the APFA, and may include other objective components, e.g., leadership assessment testing. The APFA Contract Coordinator or their designee and the Company will meet periodically to review the objective examination.

**3. Minimum Performance/Attendance Standard.** A Flight Attendant desiring entry to the Purser program will satisfy an overall standard of no active corrective action (i.e., no written performance or attendance warnings), in her/his personnel file at the time s/he proffers.

### **4. Proffer of Purser Training**

a. There shall be a Purser Standing Proffer List at each base on which a Flight Attendant may place her/his name.

b. The Company may issue a proffer, specifying a number needed for Purser training at a base at any time during the year without regard to Purser Trigger Training classes, as provided in paragraph c. below. The notice period for such proffers shall be a minimum of fourteen (14) days, except Reserve Purser Proffers, as provided in paragraph D. below, may be a minimum of seven (7) days.

c. Purser Proffers shall be awarded up to the number specified in the proffer in order of seniority to those Flight Attendants whose names appear on the Purser Standing Proffer List at a base.

### **5. Systemwide Purser Trigger Training**

a. In addition to the Purser Standing Proffer List, as provided in paragraph 4.a. above, there shall be a systemwide Purser Trigger Training List on which a Flight Attendant may place her/his name. A Flight Attendant who places her/his name on the systemwide Purser Trigger Training List shall also have her/his name automatically placed on the Purser Standing Proffer List at her/his base.

b. In order to successfully trigger, a Flight Attendant must meet the selection criteria of B.1., B.2., and B.3. above.

(1) The Purser Trigger Training List will be purged annually. Flight Attendants will be notified after each purge of the list, in order that they may place their name on the new list if so desired.

(2) The Company may utilize to the extent possible, open slots in Purser classes resulting from Reserve and/or Base Proffers to meet the annual obligation of number of trigger trained Flight Attendants.

(3) Vacant training slots in a Purser class, whether scheduled to accommodate a Reserve/Base Proffer or a systemwide trigger, will be filled by triggering Flight Attendants who have met the requirements of B.1., B.2., and B.3. above.

c. The Company shall conduct a semi-annual review of the systemwide Purser Trigger Training List for the purpose of determining its obligation to conduct such training class(es) in accordance with this paragraph 5. Such review shall be accomplished no later than each January 31 and July 31.

d. At the time of such review, a Flight Attendant whose name is on the systemwide Purser Trigger Training List and whose seniority is such that s/he, on a one-to-one basis, could have been awarded a Purser position at her/his current base for three (3) of the last six (6) months prior to the review of the systemwide Purser Trigger Training List, shall be considered to have successfully triggered Purser training, and is eligible for the next Trigger Training Class.

A single specific Purser selection will be paired with a single triggering Flight Attendant, in seniority order.

e. A Flight Attendant who has successfully triggered to obtain the Purser qualification will be offered training so that the Flight Attendant can be accommodated in system seniority order, base staffing permitting, in the earliest vacant training slot which may exist or become available in Purser training classes created by a Reserve and/or base Proffer. Additionally, if required in order to accommodate Flight Attendants who successfully trigger Purser training trigger classes will be held and completed no later than December 31 of each year.

f. The Company is not obligated to train more than eighty (80) Flight Attendants triggering Purser per year, whether in proffer or trigger classes.

g. The Company is not obligated to hold more than two (2) separate classes per year expressly for the purpose of training Flight Attendants triggering the Purser qualification.

h. In the event that fewer than the minimum number of Flight Attendants successfully trigger such training by having sufficient seniority to hold the Purser position and meeting the selection criteria of B.1., B.2., and B.3. above, the Company is under no obligation to conduct such class(es).

i. If the minimum number of Flight Attendants systemwide successfully trigger such training as provided above, a Purser Trigger Training Class(es) shall be held and completed no later than December 31 of each year. Training slots in such class(es) shall be filled in the following manner:

(1) Each base requiring the Purser qualification shall be guaranteed one (1) slot for the most senior Flight Attendant triggering who has successfully met the selection criteria in B.1., B.2., and B.3. above.

(2) After the provisions of i.(1) above have been fulfilled, and/or if no Flight Attendant from a given base has triggered Purser training, the vacant training slot shall be awarded by system seniority; and

(3) Remaining class slots shall be filled in system seniority order to the maximum class size and/or the yearly trigger maximum.

(4) Twenty (20) Flight Attendants who bid to trigger Purser training systemwide and pass the objective exam shall constitute the "minimum number" required for the conducting of the Purser Trigger Training class. In the event that this minimum number should increase the Company will meet and confer with the APFA regarding such increase.<sup>1</sup>

j. A Flight Attendant who cannot be accommodated in a class because of personal reasons, unavailability of open slots or, in the case of trigger classes only, a shortage of eligible Flight Attendants to meet the minimum class size, will be retained on the Purser Trigger Training List until:

(1) S/he can be accommodated in a vacant slot in a future Purser training class, or

(2) The next annual purge of the Purser Trigger List, whichever occurs earlier.

k. Flight Attendants not accommodated in training before the annual purge who still desire to trigger Purser training must re-trigger in accordance with 5.c. and 5.d. above.

**6. Training/Qualification.** Prior to attending Purser training, a Flight Attendant who successfully proffers or triggers Purser training shall be required to meet the criteria of B.1., B.2., and B.3. above.

**a. Initial Training**

(1) A Flight Attendant who has fulfilled the requirements outlined in paragraphs B.1., B.2., and B.3., above must successfully complete an initial Purser Training Program.

(2) A Flight Attendant who proffers/triggers initial Purser training may have her/his vacation assignment(s) varied for the purpose of attending a Purser Training Class.

**b. Initial Qualification/Bidding Obligation**

(1) A Flight Attendant who successfully completes the initial Purser Training Program in accordance with paragraph 6.a.1. above shall be presumed qualified in the position.

(2) A Flight Attendant who successfully completes the initial Purser Training Program may have her/his vacation assignment(s) varied due to Purser coverage requirements for a period of no more than six (6) months within a fiscal vacation year, from the beginning of the first month in which her/his initial Purser Training is held. This paragraph shall not apply when a separate Purser reserve list, as provided in this Article, has been activated at her/his base.

(3) A newly qualified Purser will begin accumulating hours toward the annual program participation goal of 6.d. below on the next May 2nd (beginning of vacation bidding fiscal year) following her/his qualification as a Purser. Purser hours required will be prorated starting with the month following completion of Purser training.

**c. Maintaining Qualification - Refresher Training.**

(1) To maintain her/his Purser qualification, a Flight Attendant will successfully complete annual refresher training when such training is offered by the Company.

(2) A Purser who wishes to attend a Purser Conference at a Base station other than their own may do so after contacting her/his Service Manager to advise them of her/his planned attendance at a different base. The Company may discontinue the

practice at any time. Prior to discontinuing the practice, the Company will meet and discuss the reasons with APFA and will provide 60 days notice.

**d. Maintaining Qualification-Annual Program Participation (Flying/Bidding)**

The parties agree to meet prior to the implementation of PBS to discuss minimum Purser hour/bidding requirements. The parties further agree that the requirements in PBS will be no less favorable than this provision. [#]

(1) Beginning with the first vacation fiscal year (currently May through April), following her/his initial Purser qualification, a Purser is expected to accumulate a minimum number of paid Purser hours, exclusive of her/his vacation, during each vacation fiscal year as follows:

(a) A minimum of one hundred (100) hours for domestic Flight Attendants and

(b) A minimum of two hundred (200) for international Flight Attendants,

(2) A Purser will maintain Purser qualification unless the Purser fails to accumulate the minimums of (a) or (b) above in one (1) of the two (2) consecutive years.

(3) For each month of the fiscal year during which a Purser is on a full month bid leave, the number of qualifying hours in (1) above will be reduced by 1/12th. There will be no hour reduction for partial month leaves.

(4) For the purpose of complying with d.(1) above, a Purser on a reserve month will be credited with the greater of:

(a) her/his applicable monthly reserve guarantee less any reduction due to, for example, partial month leave of absence, Optional Exchange, unpaid sick, partial month pay docking, etc.; or

(b) actual paid reserve hours for the month.

(5) A Purser on a bid leave during her/his entire reserve month will not be credited with her/his reserve guarantee for the month.

(6) For the purposes of complying with (1) above, a regularly scheduled Purser who bids at least fifty percent (50%) of the available Purser selections (exclusive of relief selections and rounded down for odd number of lines when the number of Purser lines at a base is ten or less) for which s/he is qualified for a contractual month but who fails to hold a Purser selection, will be credited with her/his applicable guarantee for the month (fractions of selections are rounded up to the next whole number of selections).

(a) To qualify for the bid credit of d.(6) above, a Purser must bid the minimum number of Purser selections for which s/he is qualified at her/his base, exclusive of relief selections, before bidding non-Purser selections.

(b) The number of Purser selections for each equipment type shall be printed on the monthly trip selections for each base. Bidsheets will reflect the number of Purser trip selections for each equipment type which are known at the time the Bidsheets are produced.

(7) A Purser who has an involuntary loss of Purser hours due to a trip cancellation will be credited toward her/his Purser program participation requirement with

the greater of such lost hours or the actual Purser hours flown on an alternate trip assignment/award as part of her/his subsequent cancellation obligation.

(8) FMLA, emergency leaves, Article 9.E. situations, and/or IOD will not jeopardize a Purser's ability to meet her/his Purser program annual participation requirement. Other circumstances will be reviewed on a case-by-case basis by Flight Service to determine any participation hours to be credited.

**(9) Reapplication Process.** A Purser who does not achieve the participation level of d.(1) above will lose her/his Purser qualification effective the first day of the contractual month of June following the second vacation fiscal year (currently June).

(a) Such Purser will be eligible to reapply to the Purser program effective one (1) year following the date of loss of qualification.

(b) A Purser reapplying in accordance with (7) (a) above must meet the program entry requirements of B.1 and B.3. above. Additionally, any Flight Attendant who has completed initial Purser Training in 1994 or later and who voluntarily resigned their qualification will be permitted to requalify as a Purser by attending a two (2) day refresher class. The two (2) day class will be held either at the Flight Attendant's base or at FlagShip University (FSU). The assessment process will be waived for those Flight Attendants that qualify for the two (2) day training program.<sup>2</sup>

**7. Vacation Variance.** A Flight Attendant whose vacation assignment(s) is varied as provided in paragraph 6.b.2. above shall be notified of any such variance no less than thirty (30) days prior to the date s/he is scheduled to commence Purser Training or thirty (30) days prior to the beginning of her/his scheduled vacation, whichever is earlier.

## **C. RESERVE PURSERS**

**1. Purser Selections.** Qualified Pursers who are on reserve may be required to bid specific Purser reserve selections. The Company shall determine the number of specific Purser reserve selections which shall be relative to the operational requirements at the base. In such event the following shall apply to Purser reserve selections:

a. Such Purser reserve selections shall not be different in kind from the reserve selections offered to non-Purser qualified reserve Flight Attendants, i.e., percentages with holidays off, first and last day of the month off, etc.

b. Should an insufficient number of qualified Pursers reserves bid the Purser reserve days off selections at a base, such uncovered selections shall be filled in reverse order of seniority among those qualified Purser reserves.

c. Pursers required to fill the specific Purser reserve selections may be denied the ability to bid off reserve. Pursers who are not required to fill the specific Purser reserve selections shall not be denied the ability to bid off reserve.

### **2. Reserve Assignments**

a. The Purser position shall be considered a special qualification and shall be treated in the same manner as other special qualifications, e.g., language, for purposes of assignment.

b. Purser reserve assignments shall be made in accordance with the provisions of Article 10 of this Agreement.

**3. Separate Purser Reserve List.** There shall be no permanent separate Purser reserve list for Purser qualified Flight Attendants.

a. In the event that the procedures outlined in Article 9.U. of this Agreement result in problems at a base(s), i.e., the need to resort to the assigning of unqualified Flight Attendants to open Purser positions on trip sequences and/or adverse impact on language qualified Flight Attendant requirements, such procedures may be supplemented with a separate Purser reserve list at such base(s), either on a continuous or intermittent basis, for a period of up to but no more than eight (8) months.

b. The Company shall not activate such separate Purser reserve list at a base without notice to APFA as soon as practicable. The Company shall endeavor to provide no less than two (2) weeks notice of such activation.

c. During the period of activation, the Company may utilize a separate Purser reserve list at such base(s) in each of the successive eight (8) months following activation or a lesser combination of months based on operational needs, as determined by the Company. During the period of activation, the Company will meet with APFA to discuss the problems which caused the activation as well as potential solutions. The Company will use its best efforts to correct the problems which necessitated the activation of the separate Purser reserve list.

d. Any activation or reactivation under this provision shall not exceed eight (8) months. Once activated at a base(s), the Company may subsequently determine that a separate Purser reserve list is no longer needed as a supplement to the provisions of Article 9.U. of this Agreement and should be deactivated. Should problems subsequently develop following any deactivation, either prior to or following the expiration of the eight (8) month period provided for in this paragraph, the Company may reactivate a separate Purser reserve list in accordance with the terms of this paragraph. The Company shall notify APFA as soon as practicable of any such reactivation. The Company shall endeavor to provide no less than two (2) weeks notice of any such reactivation.

#### **D. RESERVE PURSER PROFFERS**

1. The Company may supplement the number of qualified Purser reserves through Reserve Purser Proffers at a base among those Flight Attendants who are on reserve. Usual reserve proffer selection procedures and criteria shall apply, including the ability to draft if insufficient numbers of eligible Flight Attendants bid to fill the Reserve Purser Proffer. Usual Purser selection procedures and criteria, as provided herein, shall apply.

2. The number of Flight Attendants required for a Reserve Purser Proffer/Draft shall be relative to the number of Purser positions offered for bid at the base, as determined by the Company.

#### **E. BID DENIAL/RESERVE DRAFTING PAY PROTECTION [#]**

1. In the event a Flight Attendant is drafted onto a Trip Selection or onto reserve because of her/his Purser qualification, such Flight Attendant shall be compensated in accordance with the provisions of Article 3.O. of this Agreement.

2. The Company may allow some unbid, non-AFS/non-IPE Trip Selections at a base(s) to drop into open time during the bid process depending on the Purser requirements at a base.<sup>3</sup>

3. When a Flight Attendant is denied during their vacation month, s/he will be paid for the greater value of the sequence(s) they held or were denied in accordance with the provision of Article 3.O.6.

4. With respect to items one (1) through three (3) above, the parties agree to meet prior to the implementation of PBS to discuss what changes may be required.

#### **F. RESIGNATION FROM PURSER QUALIFICATION**

1. A Purser may resign from her/his Purser qualification on three (3) months written notice provided the Purser has fulfilled the bidding obligation requirement specified in paragraph B.7. above. Such request may run concurrent with the bidding obligation.

2. Such resignation shall become effective if not rescinded by the Purser during the first thirty (30) days following the date of the written notice.

3. Once the resignation is effective, a Flight Attendant shall not be considered qualified in the Purser position unless and until s/he subsequently successfully triggers training or is awarded a Purser proffer and successfully completes the Purser initial training program for the qualification. A Purser reapplying to the Purser Program must meet the program entry requirements of B.1., B.2., and B.3. above.

#### **G. PURSER EQUIPMENT PROFFERS**

If necessary for Purser base coverage, the Company may proffer equipment training with the regular and/or reserve Purser population at a base.

#### **H. PURSER FLEXIBILITIES <sup>4</sup>**

**1. Voluntary Coverage for Open Purser Positions.** The Company shall establish a method by which a qualified Purser who is awarded/assigned to a position other than Purser on a trip sequence may indicate her/his desire to be awarded the Purser position on such sequence should it become open during the month. This indication may be made prior to or during the course of the month and on a sequence-by-sequence basis. Flight Attendants desiring to be awarded the Purser position on a sequence must indicate their desire no later than 0800 local base time the day before such sequence originates. Crew Schedule will consider such requests before awarding make-up flying.

**2. Hawaii or Non-IPE Trip Sequences.** A Purser will not be re-assigned to a Hawaii or a non-IPE trip to cover an open Purser position, however Crew Schedule may move up a volunteer or non-volunteer Purser within the crew on a particular trip in order to cover the open position.

**3. Trip Trade with Open Time (TTOT).** When trading for a Purser sequence, if a TTOT is denied due to red light issues, Crew Schedule is granted the authority to override the lights to permit TTOT's that otherwise meet all other contractual guidelines and legalities and does not negatively impact daily manning.

**4. PVDs.** PVDs may be granted when there is another Purser on the same trip who has the "V" indicator turned on.

**5. Purser Pick Up Option.** Pursers will have the option of picking up next day Purser positions during the course of open time coverage before the 1200 make-up under the following guidelines:

- a. On a strictly voluntary basis
- b. Bids submitted via an automated bid system
- c. Awarded in seniority order
- d. No limit on the number of hours