

Stephen Howell
Managing Director
Flight Service Standards and Training



June 10, 2015

Marcus Gluth
National Vice President
Association of Professional Flight Attendants
1004 W Euless Blvd
Euless, TX 76040

Dear Marcus:

In April, 2015 we announced that we would reduce staffing on the 767 aircraft in IPD markets. While we believe those changes are appropriate and reserve the right to implement them at a future date, based on the feedback we received about the unique challenges associated with the inflight entertainment (IFE) in Business Class on this aircraft, we will temporarily adjust staffing as follows:

Beginning June 13, 2015, the following staffing formula is in effect:

The Company will bid 767 IPD (IFS) flights with eight (8) flight attendants and add the F/A #9 position at a Main Cabin load factor of 140.

The augmented staffing formula will remain in place until new passenger entertainment units are introduced in the fall of this year. It is understood that the provisions of the AA/APFA collective bargaining agreement, except as specifically modified or excepted by this letter shall apply in all respects.

Sincerely,

A handwritten signature in black ink that reads "Stephen Howell".

cc: Hector Adler Keith McCarty
 Laura Glading
 JC Gulbranson
 Laurie Lofgren
 Cathy Scheu
 Cindi Simone
 Sherri Wadley
 Doug Price

