



**U·S AIRWAYS**

**Flight Attendant  
Dependability Program  
Flight Service**

**Effective: May 1, 2013**

**(Revised April 20, 2015)**

## **Dependability Program**

US Airways relies upon the regular dependability of its employees to maintain a reliable flight schedule for the traveling public. Our expectation for attendance is simple. All employees should strive for perfect attendance. Each employee is expected to report to work every scheduled workday unless the absence is truly unavoidable. The Flight Service Dependability Program applies to all US Airways flight attendants. The Company reserves the right to modify or revoke the program at its discretion.

### **Employee Responsibility**

Every employee has attendance and reliability responsibilities to the Company including:

- Attending to personal obligations and affairs outside of working hours
- Correcting problems that prevent him/her from reporting to work
- Avoiding abuse of the sick leave benefit
- Reporting to work on time
- Personally notifying the Company immediately of an unscheduled absence
- Adhering to and following Company procedures for absences that fall under the Family Medical Leave Act (FMLA).

### **Absence**

Absenteeism is defined as any unscheduled absence from work (except those expressly identified under "Authorized Leaves") including but not limited to:

- **Sick occurrences** - Sick occurrences greater than four (4) occurrences in an active twelve month period is considered excessive. One sick occurrence is a sick day or a series of sick days incurred prior to returning to flying status, Company business or APFA business. A Medical Leave of Absence (including Short Term Disability) which is not an approved FMLA leave (paid or unpaid), regardless of its duration, is considered one occurrence.

NOTE: A flight attendant who is unable to report to work for twenty-one (21) calendar days following the origination of a sick call will be required to notify his/her supervisor of such. Sick occurrences lasting twenty-one (21) or more calendar days will require medical documentation to support the flight attendant's need for a leave of absence. Failure to comply with this requirement may result in the time being designated as an unauthorized leave and may result in discipline up to and including termination.

- **Personal Day (PER)** - Personal Days are to be used only in the event of an unexpected emergency. Flight attendants may make a request for a Personal Day by contacting Crew Scheduling with a follow-up call to his/her supervisor. Crew Scheduling's decision to award Personal Days will be based on coverage. The first two (2) Personal Days awarded in a calendar year will not be considered dependability events. Thereafter, excessive Personal Days, even when authorized, may result in the flight attendant's record of dependability being charged with an absence/occurrence. Personal Days in excess of two (2) per calendar year may result in progression within the Dependability Program
- **Late Sick Calls** – A flight attendant is required to report a sick call to Crew Scheduling two (2) hours prior to check-in time.
- **Sick on Contact (SOC)** - A reserve flight attendant who is unavailable due to legitimate illness/injury is required to report his/her sick status prior to becoming available to Crew Scheduling.
- **No Sign-In (NSI)** – Acknowledgment of assignments. Lineholders: Section 10-F in the Red Book. Reserves: Section 12-N in the Red Book.
- **Late Check-In (LCI)** – A flight attendant who checks in ten (10) minutes or more after scheduled check-in (or after scheduled OPR duty begins) will receive a LCI. The first LCI in an active twelve-month period is considered a non-chargeable event. If the flight attendant does not fly the trip, the Late Check-In is then considered a No Show.
- **No Contact/Unable to Contact (NCT)** –A reserve flight attendant who does not respond within 15 minutes after Crew Scheduling initiates contact with him/her will receive a NCT.
- **Reserve Not Positioned/Available for Duty (ROB)** – A reserve flight attendant is required to be positioned to report for duty as soon as possible but no later than two hours (2:00) of assignment while on reserve duty. Accepting credit for reserve duty for which a flight attendant is not positioned/available as required will be addressed both as a dependability and work performance infraction.
- **Unable to Commute (SCM)** – A flight attendant who is unsuccessful in commuting by air for a scheduled trip will receive an SCM. A flight attendant whose first three (3) SCM events meet the requirements of the Commuter Policy as defined in the Agreement, Section 37.I, will not be charged with a dependability event. Thereafter, a flight attendant who fails to report for duty as a result of commuting difficulties will be charged with a dependability infraction. The Commuter Policy applies to flight attendants commuting by air only from their designated “commuter city.”
- **Failure to Attend Training (FAT)** - Failure to attend any scheduled training class or complete required CBT training.
- **No Show (NOS)** –A flight attendant who is signed in for a trip, or assigned a trip if on reserve duty and either (1) fails to check in for the trip or (2) has been replaced on the trip after checking in late and does not fly the trip, will receive a NOS

## **Sick Leave Benefit/Abuse**

Sick leave is to be used in the event of illness or injury only. Utilization of the sick leave benefit for any other purpose may constitute abuse and/or falsification of sick leave and subject the employee to disciplinary action up to and including termination. The following non-inclusive examples are circumstances which may warrant review and, if sick time was used for purposes other than illness or injury (i.e. that sick was falsely reported), this misconduct will be addressed as a performance infraction, not a dependability infraction:

- **Sick in conjunction with commuting:** A sick call that occurs concurrent with a flight attendant's attempt to commute.
- **Sick in conjunction with non-revenue travel:** Traveling on a sick day is only permitted for purposes of commuting to or from domicile and home. Personal travel on any part of any day on which the employee has called off sick is prohibited and may subject the employee to disciplinary action up to and including termination. If travel on a sick day is necessary, a flight attendant must obtain approval from a supervisor in advance of the travel.
- **Pattern of sick calls:** A pattern of sick calls that has been identified as suggesting misuse of sick time (i.e., sick in conjunction with holiday periods, vacation periods, sick after assignment, late sick, weekends and days off).
- **Failure to provide a physician's statement:** A flight attendant failing to provide a required physician's statement after previously being given a directive to do so.

Specifically, incidents involving a false report or abuse of sick, an intention not to fulfill the flight attendant's obligation (e.g., being physically unavailable to report as required), a failure to notify the Company of an inability to report as required (i.e. accepting credit for reserve duty when the flight attendant was physically unavailable to report as required), or an act of dishonesty, will be investigated and addressed as separate work performance infractions. As a result of this investigation, the flight attendant may be disciplined for the work performance infraction, up to and including discharge, in addition to the infraction being addressed under this dependability program.

## **Doctor's Statements**

(See Section 9-E in the JCBA December 2014)

## **Authorized Leaves**

When proper authorization from the Company has been received, Authorized Leaves of Absence are not counted as occurrences and are not subject to corrective action. When such proper authorization has been received, Authorized Leaves include:

Family Medical Leave  
Union Leave

Personal Leave  
Educational Leave

Military Leave  
Jury Duty

Bereavement Leave

## **Correcting the Dependability Problem**

### **Coaching and Individual Consideration**

There may be certain occasions where the Company elects to document coaching in lieu of issuing progressive discipline. This would occur in rare circumstances involving significant and verifiable extenuating circumstances. Employees with concerns regarding dependability are encouraged to discuss those concerns with their supervisors, before a problem arises. Also, the Company maintains an EAP program, which employees are encouraged to use on a confidential basis.

Each level of the disciplinary process will be documented in writing and will remain active for 12 active months from the date the disciplinary action is issued to the flight attendant. A copy of the discipline will be sent to the Association of Flight Attendants.

- **First Reminder** –The first disciplinary phase of the Program is the First Reminder. A flight attendant will be issued a First Reminder after incurring a reporting violation and/or after incurring a sick occurrence that is greater than four (4) occurrences in an active twelve month period.
- **Second Reminder** - A flight attendant with an active First Reminder on his/her record who incurs a subsequent reporting violation and/or who incurs a sick occurrence that is greater than four (4) occurrences in an active twelve month period will be progressed to a Second Reminder in the Dependability Program.
- **Final Warning** – A flight attendant with an active Second Reminder on his/her record who incurs a subsequent reporting violation and/or who incurs a sick occurrence that is greater than four (4) occurrences in an active twelve month period will be progressed to a Final Warning in the Dependability Program.
- **Termination** – A flight attendant with an active Final Warning on his/her record who incurs a subsequent reporting violation and/or who incurs a sick occurrence that is greater than four (4) occurrences in an active twelve month period will be terminated from the Company.

### **Employee Assistance Program**

Employee assistance programs are available to all US Airways employees by contacting OptumHealth at 1-800-363-7190. Additionally, employee assistance is also available through AA Internal EAP at 1-800-555-8810 and APFA EAP at 1-817-540-0108 ext. 8701.