

## **K. MECHANICAL FERRY FLIGHTS**

Should a mechanical ferry flight be approved by the Maintenance Control Duty Manager and the Captain for the Flight Attendants to fly, the Flight Attendants will receive pay and credit as if the flight was a revenue flight. An individual Flight Attendant may elect not to take a mechanical ferry flight and, if so, it will be considered an operational mechanical ferry split and the pay will stop where the Flight Attendant gets off the trip. The Flight Attendant is entitled to positive space travel and meal expense back to base, and hotel accommodations, if applicable. If a Flight Attendant is not authorized to go on the ferry flight, the portion not authorized will be paid. In addition, a crew substitution claim may be applicable.

## **L. CHANGES IN FLIGHT SERVICE**

The Company shall meet and confer with the APFA National President or her/his designee prior to the final resolution regarding changes to Flight Service procedures which would affect the Flight Attendants, initiation of a new class of service or implementing a seat configuration change. The Company will consider the Union's recommendations prior to making the changes

## **M. FIRST LATE CHECK-IN**

The first late check-in within a rolling active twelve (12) month period will not count for disciplinary purposes.

## **N. APFA LOCK-BOX**

The Company will provide at base stations, a suitable lock-box for APFA mail. The size and type shall be dependent upon the location at each base station.

## **O. ACCESS TO POLICIES AND PROCEDURES**

A copy of American Airlines Policies and Procedures will be located on Company intranet. Any changes specific to Flight Attendants will be communicated via the Flight Service website.

## **P. MEDICAL CLEARANCE**

The Company will post and keep current at each Flight Attendant base a bulletin specifying the method and availability of medical clearance.

## **Q. COMPANY PERSONNEL RECORDS**

### **1. Maintenance of Documents Regarding Job Performance**

Except as provided herein, documents regarding the job performance of a Flight Attendant shall be maintained in a single department file located at the Flight Attendant's base. FAA and Company training data may be alternately maintained in separate files by the Flight Service Training Department.

### **2. Handling of Documents Containing Positive Comments**

Flight Service Management will place documents containing positive comments regarding a Flight Attendant's job performance in her/his department file and provide a copy to the Flight Attendant.

### **3. Handling of Documents Containing Derogatory Comments**

- a. No document containing derogatory comments (including passenger complaints) which might serve, as a basis for disciplinary action will be placed in the Flight Attendant's department file unless a copy is provided to the Flight Attendant within ten (10) calendar days from receipt by Flight Service. Flight Service will date-stamp documents containing derogatory comments with the date they are received by Flight Service.
- b. In the event a document identifies a passenger, another Flight Attendant, or contains derogatory comments about an employee other than the Flight Attendant, that information will be redacted before the document is provided to the Flight Attendant. The Flight Attendant shall not contact the complainant. If applicable, the class of service where the incident occurred will be provided. If a grievance is filed which involves the redacted document, the redacted information will be provided to the grievant and APFA during the document exchange pursuant to System Board of Adjustment, Section 31.P.
- c. No documents regarding a passenger complaint shall be placed in the Flight Attendant's file unless:
  - i. The alleged misconduct or disservice was something over which the Flight Attendant had control; and,
  - ii. The Flight Attendant is named or adequately described in the document.
- d. The Flight Attendant may provide a written response to any document or notation containing derogatory comments. These responses will be placed in the department file by Flight Service Management. If the Company determines that the Flight Attendant's challenge to the document is justified, the document or notation will be removed and destroyed. In no event will an anonymous document be placed in the department file.

#### 4. Removal of Discipline or Derogatory Letters

- a. Upon a Flight Attendant's request, any derogatory letters that did not result in discipline shall be removed from a Flight Attendant's file after twelve (12) active months from the date the derogatory letter was placed in her/his file.
- b. Disciplinary letters will remain in a Flight Attendant's file up to two (2) years from the date of issuance. Any expired disciplinary letter will be removed upon request. However, a disciplinary letter will not be removed if the Flight Attendant has been issued a disciplinary letter for the same or similar conduct before the expiration of the disciplinary letter. Once a document has been removed or the applicable time period above has elapsed without a recurrence of the same or similar conduct, the document may not serve as a basis for any employment action, including any disciplinary action, taken with respect to the Flight Attendant.

#### 5. Access to Department File

A Flight Attendant may make an appointment with Flight Service Management to review her/his file, in management's presence, during regular office hours. A Union representative may also make an appointment, with a Flight Attendant's written authorization or verbal authorization to the Company, to review that Flight Attendant's department file, including electronic records used to track job performance or attendance. Documents in the Flight Attendant's department file, including electronic records used to track job performance or attendance, may be duplicated upon request.