

**The American Airlines Cabin Aviation Safety Action Program (Cabin ASAP) is designed for Flight Attendants to report and the Company to identify and correct specific problems related to safety at American Airlines (AA).**

**\*NOTE:** the use of the term “corrective action” in the safety world, and in the Cabin ASAP Program, is not synonymous with “corrective action” as typically understood in a flight attendant’s experience with AA Flight Service; “corrective actions” in the safety world are “steps that are taken to prevent recurrence <sup>[1]</sup><sub>[SEP]</sub> by eliminating the cause or causes of an existing nonconformity. <sup>[1]</sup><sub>[SEP]</sub> The corrective action process tries to make sure that existing <sup>[1]</sup><sub>[SEP]</sub> nonconformities don’t happen again.”

The objective of the Cabin ASAP Program is to promote safety. The means by which we accomplish this objective are by identifying cabin safety concerns and achieving corrective action\*.

The program provides a voluntary, cooperative, remedial and non-punitive environment for the open self-reporting of cabin safety concerns. Through such reporting, all parties will have access to valuable information that may not otherwise be obtainable. This information will be analyzed in order to develop corrective action\* to help solve safety issues and hopefully eliminate violations of 14 CFR.

Cabin ASAP promotes safety through the following essential steps:

- Identifying hazards (most critical)
- Analyzing risks
- Accomplishing corrective actions\*—(most important)
- Validating and verifying effectiveness
- Educating and increasing employee awareness
- Measuring overall system performance
- Ensuring a continuing system of accountability

The key ingredient to risk identification and corrective action is to provide incentive for individuals and air carriers to report those events that pose cabin safety concerns. In order to ensure the benefit of self-reporting, the FAA offers certain non-punitive enforcement-related incentives to encourage individuals to report incidents of inadvertent non-compliance with the FARs.

Similarly, APFA and American Airlines have a signed Letter of Agreement that states:

***“American Airlines will not initiate any disciplinary proceedings against a Flight Attendant who discloses an event, sole-source or otherwise, to the Cabin ASAP Program provided that the event meets the acceptance criteria as outlined in the Cabin ASAP Memorandum of Understanding, and does not involve “reckless behavior” as determined by the Cabin ASAP ERC using the Just Culture Algorithm”.***

Cabin ASAP offers an alternative to traditional FAA legal enforcement and Company disciplinary action. In cases where an individual meets the criteria for participation and complies with the corrective actions\* that may be recommended by the Cabin ASAP Event Review Committee (ERC), the event is closed with administrative action, informal action, or an ERC response.

One of the goals of Cabin ASAP is to provide quality information and corrective action\* that would provide assistance to the FAA in fulfilling its statutory authority “in a way that best tends to reduce or eliminate the possibility or recurrence of accidents in air transportation.”

The FAA, American Airlines, and APFA recognize the concept of sole-source reporting. A Cabin ASAP report is considered sole source when all evidence available to the FAA outside of ASAP is discovered by, or otherwise predicated on, the report. Cabin ASAP is dedicated to a non-disciplinary approach to corrective action\* whenever data and information that would not have been known otherwise is received from an individual employee through a voluntary airline safety program.

**Acceptance Criteria:** Each individual employee participating in Cabin ASAP must report separately and satisfy all applicable acceptance criteria as established by the MOU and determined by the unanimous consensus of the ERC. The following are some of the criteria that apply for an individual employee who reports a possible safety violation or concern.

- Participation is limited to AA flight attendants who are on duty, either working or DHD crew.
- Based on all information available to the ERC, the alleged violation was inadvertent and does not involve an apparent intentional disregard for safety.
- Based on all information available to the ERC, the event or act must not involve reckless behavior as defined in the program Memorandum Of Understanding (MOU) and the Just Culture Algorithm.
- The report must not involve apparent criminal activity, substance abuse, controlled substances, alcohol or intentional falsification.

Proficiency-related events involving qualification issues may be addressed under Cabin ASAP provided all other acceptance criteria are met. In all cases, an employee must successfully comply with all ERC recommendations to participate in the program.

Similarly, in instances where an employee is considered by the ERC to lack required job performance proficiency, the employee must successfully complete all training-to-proficiency (skill enhancement) recommended by the ERC before returning to duty. Otherwise, the event is excluded from Cabin ASAP.

**In summary, the continuance of the American Airlines Cabin Safety Action Program will enhance the safety of American Airlines. The FAA will continue to gain data and information about the occurrence and causes of events that otherwise would have gone unrecognized. American Airlines will identify and correct a broad range of safety-related issues that were previously undisclosed prior to Cabin ASAP. Flight attendants will effectively resolve safety concerns they encounter and be afforded an opportunity to participate in a process with the FAA that recognizes the open and honest disclosure of safety concerns. Through the investigations and corrective actions\* taken to resolve these issues, the traveling public will continue to gain a safer National Airspace System.**