

phasize that your feedback can make a difference!!! Please share your experiences, both positive and negative, with the committee, as well as API and leadership, by utilizing the Hotel Feedback App on your iPad. It is very quick and easy. Along with the feedback option, this app also includes information on each city's layover and leisure bookings.

Presently our MOU (memo of understanding) allows an Inflight Crewmember to be present and tour properties. We forward our feedback and recommendations to leadership and API after each visit. Moving forward, we are communicating with our NT to have more specifics in our finalized TA.

Fly safe!!

GRIEVANCE COMMITTEE

The Grievance Committee grew in the second half of 2019 as additional InFlight Crewmembers completed training and joined our group. We now have a greater capacity to assist co-workers who are facing disciplinary action or have other problems with management.

We continued last year to build a solid rapport with the membership, knowing that trust is paramount, and this will remain a primary focus for us going into the new year. Grievance matters are confidential. We can't divulge information about a Crewmember's situation. We know that maintaining strict compliance with that principle is key to our continued success.

Our role at the moment is largely advisory because we are not yet operating under a Collective Bargaining Agreement (CBA) with the company. We strive to ensure that each crewmember gets the most solid, sound and honest advice possible.

Until a binding process is in place, we will continue to use the company's appeal process to contest terminations and other forms of discipline. It's also important that members take advantage of the Peer Observer Program, which launched last year. It allows you to take a trained co-worker into any meeting with management that could lead to discipline. A peer observer is your silent partner, your moral support and to ensure proper notes are taken to document all aspects of the meeting.

In 2020 it is our vision that we will be much closer to having a binding agreement we can use to officially grieve injustices.

Professional Standards Committee

The first person considered a flight attendant was Heinrich Kubis. He took care of passengers aboard the German zeppelins and helped passengers jump to safety from the Hindenburg blimp before it crashed to the ground. The first female flight attendant was Ellen Church, a registered nurse United Airlines hired in 1930.

Since those early days of aviation, flight attendants first and foremost have been safety professionals charged with the comfort and health of our passengers. That remains true today – but over time our roles have become more complicated with ever increasing duties and responsibilities



The Professional Standards Committee is here to help. Be it understanding F.A.R.s, navigating changing company policies, or dealing with the many everyday realities of our chosen profession, including being away from home for long periods of time, the committee is here for you.

We can answer questions about our duties, help resolve disputes between co-workers and guide you to resources that will enable you to grow professionally and responsibly. We can act as mediators facilitating professional and respectful conversations.

If you find yourself dealing with substance abuse issues, we can offer resources to get you back on the sure path to your future. If you have a question of concern about your own role or are concerned about another flight attendant, come talk to us. We are here to help guide you in the right direction.

The committees want to hear from you. You can contact them via the website b6.twu.org Look for the Committees in the drop-down menu.

