



*Association of Professional
Flight Attendants*

Representing the Flight Attendants of American Airlines

January 11, 2017

Daryl Stilley
Senior Vice President and Managing Director
Twin Hill
6380 Rogerdale Road
Houston, TX 77072

Dear Mr. Stilley:

As I am sure you know, since American Airlines rolled out its new uniforms late last year, the Association of Professional Flight Attendants (APFA) has received complaints from over 2,200 individual Flight Attendants—almost 10% of our work group—each of whom reports personally suffering adverse health reactions that they suspect are caused by exposure to the new uniforms. Some of those suspected reactions are quite severe, and there are some Flight Attendants who have been unable to work. I was angry and disheartened to receive the letter you sent to me—and, it seems, sent to at least one news outlet before you delivered it to APFA. While Twin Hill apparently considers reports from 2,200 different Flight Attendants only a drop in the bucket, APFA does not. They came from real people about whose health and safety APFA, at least, cares. Instead of trying to point the finger at APFA by distorting the facts, your efforts should be focused on providing the information needed to scientifically get to the bottom of the health issues Flight Attendants are reporting. And keep in mind that it is American Airlines – not Twin Hill – who is responsible for fixing the problem. APFA had not even been talking to the public about Twin Hill. Instead, it was Twin Hill that placed itself in the public eye by going to the press.

Twin Hill's accusation in its letter and to the press that APFA "unilaterally cancelled" three separate visits to Twin Hill's Houston distribution center is a gross distortion. As APFA has told American, any visit to Twin Hill's facility is entirely premature until American provides the information APFA has requested about Twin Hill's manufacturing and distribution processes. For example, it makes no sense to go to Houston, and select uniform pieces for testing if those garments were manufactured at a different time and in a different country than those pieces Flight Attendants suspect have caused adverse reactions. In addition, without the information APFA has requested, APFA cannot help design the sort of rigorous protocol needed to obtain meaningful results.

Also, although Twin Hill has shown its willingness to share information with the public, it has not seen fit to even let APFA know of its existence. Among other information, APFA has requested the results of any screening protocols Twin Hill may have applied to its uniforms, as well as any testing Twin Hill may have conducted on the uniforms prior to their distribution to the American workforce so that APFA can evaluate that testing and use it to inform the joint-

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testing protocol. It was not until your letter that APFA learned that Twin Hill hired TUV Rheinland to conduct such analysis, the results of which Twin Hill has not shared with APFA. I ask that Twin Hill provide those results immediately.

Additional scientific analysis clearly is required. The testing methods employed by American Airlines' chosen laboratory have produced results that cannot be measured against the limits established by the OEKO-TEX® Standard 100. Unless Twin Hill discloses the testing methods Twin Hill used, we cannot assess the validity of the testing you did. By way of further example only, APFA-conducted testing revealed a quantity of substance in excess of the limit tolerated by that standard in one of the relatively small number of uniform pieces APFA has tested to date.

Separately, you falsely allege that APFA's public statements have been "inaccurate and damaging to Twin Hill's reputation." None of APFA's communications to the public concerning suspected reactions to American's new uniforms have accused Twin Hill of anything. Those communications have focused on trying to analyze the possible causes of the health reactions reported by Flight Attendants and to identify a productive solution. If Twin Hill chooses to move itself into the public eye, it has done so of its own accord.

Finally, APFA will not be bullied. APFA has done nothing improper and will continue to fight to protect the health of our Flight Attendants. We sincerely hope that Twin Hill will not again choose to impede that process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bob Ross', with a stylized flourish at the end.

Bob Ross
APFA National President