

<p>APFA HOTLINE 800-399-2732 APFA WEB SITE WWW.APFA.ORG</p>	<p>ASSOCIATION OF PROFESSIONAL FLIGHT ATTENDANTS 1004 W. EULESS BLVD. EULESS, TX 76040 800-395-2732 OR 817-540-0108 FAX 817-540-2077</p>	<p>ERIC HODGSON, CHAIRPERSON APFA VOICEMAIL EXTENSION 8440 ALAN MONTANA, VICE CHAIRPERSON APFA VOICEMAIL EXTENSION 8460 LGA PROFESSIONAL STANDARDS EXTENSION 8612</p>
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**RULE 32**

The actual language regarding Rule 32 of the company’s Rules of Conduct reads:

*“Behavior that violates the Company’s Work Environment Policy, even if intended as a joke, is absolutely prohibited and will be grounds for severe corrective action, up to and including termination of employment. This includes, but is not limited to, threatening, intimidating, interfering with, abusive, demeaning, or violent behavior toward another employee, contractor, customer, or vendor, while either on or off duty. Behavior that is also hate-related will result in immediate termination of employment, regardless of length of service and prior employment record.”*

Recently we have seen an increase in Flight Attendants accusing other Flight Attendants of a Rule 32 violation. These are serious charges to bring against another Flight Attendant or employee. Professional Standards Representatives are available to address issues you may have with a fellow employee.

Before bringing a Rule 32 charge against another Flight Attendant or employee ask yourself the following questions: “Have I exhausted all avenues outside of involving the company?” “Is the incident truly a Rule 32 infraction?” “If not, then do I really have the right to place another person’s job in jeopardy?”

**Professional Standards**

**(Call Professional Standards for issues with a co-worker)**

Derrick Cole 615-294-9096

Jodi Howard 813-505-0569

**SAFETY & HEALTH**

When on a layover always be aware of your surroundings. Even though we may feel an area is safe, stay alert at all times.

**TURBULENCE RELATED INJURIES**

If you receive an injury due to rough air/turbulence, follow the steps below:

1. Notify the Captain immediately.
2. File an Accident/IOD report with your FSM or MOD.
3. File an AMR Event Report with 24 hours of the incident.
4. Call 1-800-348-9598 for a PPN doctor referral (this is different than a UHC PPN doctor).
5. Contact the Base/Vice Chair or the IOD rep at APFA Headquarters with any additional questions.

## DEPLANING AND MINIMUM CREW

Many **working** Flight Attendants have been leaving the aircraft prior to **ALL** customers having exited the aircraft. Per our Safety Manual, Landing/Arrival page 1.1:

“Company policy requires **ALL** working F/A’s to remain on board until all customers have deplaned. The deplaning process is complete once all customers including wheelchair and all special assist customers have deplaned.”

There also has been an increase in the number of minimum crew violations. FAR 121.393 outlines that minimum crew must be on board during boarding and until the last passenger has deplaned. You will find the FAA minimum crew chart on page 1.3 in the Sign-In/Pre-Flight section of our manual.

**Either one of the above situations can result in disciplinary action.**

If either of the above situations occurs, the company may conduct an investigation. Part of the investigation includes obtaining statements from other crewmembers. Having to write a statement places the other Flight Attendants in an awkward position. While you may not care about what happens to you, **PLEASE** think about your fellow Flight Attendants, and don’t put them in that position. Even if the captain says its o.k. to leave, **stay on-board the aircraft until the last passenger has deplaned.** The cockpit crew is not in any way part of minimum cabin crew. They will not be the ones answering to Flight Service. This responsibility would fall directly on the Flight Attendant. The only exception to the above is on thru flights, at stopovers where thru customers remain on-board the aircraft, the cabin crew may be reduced to half the FAA required number, rounded down. See Sign-In/Pre-Flight page 1.3 of our manual.

## SIGN-IN

Sign-in for all working Flight Attendants is one hour prior to departure. Report time to the aircraft is 40 minutes for a 737/S80, and 50 minutes for a 757/767.

Late S/I’s and reporting late to the A/C make it tough for the Flight Attendant sitting stand-by. They have to rush to the gate, board the flight for **YOU**, and when you finally arrive, they head back to operations. **PLEASE** put yourself in the shoes of the stand-by Flight Attendant. No one likes sitting stand-by and no one likes running to board a flight due to someone being irresponsible.

## UNACCOMPANIED MINORS

With the summer season upon us once again, please be aware of your responsibilities when unaccompanied minors are on-board. There is a fee of \$100 that AA charges the customer for this service. See Boarding page 3.14 and Landing/Arrival/Post-Flight page 1.4 of our safety manual. Also, each UM is entitled to a complimentary headset and may receive a complimentary Food for Sale item, see In-flight/Pre-Landing page 1.12 of our manual.

Franklin Delano Roosevelt once said ***“When you get to the end of your rope, tie a knot and hang on.”*** The road ahead of us is not going to be easy, if we stick together and stay unified, we will get through this and be stronger for it.