



**Association of Professional
Flight Attendants**

Representing the Flight Attendants of American Airlines

January 26, 2017

Mr. Paul Jones
Senior Vice-President & General Counsel
American Airlines, Inc.
P.O. Box 619616, MD HDQ Legal
DFW Airport, TX 75261-9616

**Re: SS-113-2016-APFA-1 Critical Health and Safety Breach – New Uniforms CORRECTED
Association of Professional Flight Attendants (APFA) vs. American Airlines, Inc.**

Dear Mr. Jones:

In accordance with the agreement between American Airlines, Inc. and the Flight Attendants in the service of American Airlines, Inc., as represented by the Association of Professional Flight Attendants, APFA hereby submits the grievance of APFA v. American Airlines, Inc. to the System Board of Adjustment.

1. Question at Issue

Did the Company violate Sections 7.R.2, 34.A. and 34.B. of the Joint Collective Bargaining Agreement (“JCBA”), and any related sections of the JCBA by failing to resolve ongoing health and safety concerns and issues related to the new uniforms issued to Flight Attendants, which are causing health and safety issues for thousands of Flight Attendants?

2. Statement of Facts

This grievance was filed on December 21, 2016 (Submission Exhibit No. 1). An initial investigation was conducted by Ms. Cindi Simone, Managing Director of Labor Relations, who rendered an initial decision under date of January 10, 2017. (Submission Exhibit No. 2). This decision being unsatisfactory, this case is respectfully submitted to the System Board of Adjustment for adjudication.

3. Position of the APFA

It is the position of the APFA that the Company has violated Sections 7.R.2, 34.A. and 34.B., and any related sections, of the JCBA, and continues to do so. It is therefore respectfully requested that the Board render a decision finding the Company’s actions improper; requiring the Company to cease and desist from using and issuing these uniforms, or the alternative, ordering that the Company permanently offer Flight Attendants the option of self-choice between the old uniforms and the new uniforms; requiring the Company to grant, expedite and fully reimburse all healthcare requests to obtain related medical service and attention related to the Company-issued uniforms; requiring the Company to grant and expedite all related IOD claims and requests for paid sick or other leave; requiring the Company to immediately establish a \$2 million joint AA/APFA uniform study fund; granting full reimbursement to all affected Flight Attendants for all related temporary uniform costs; and otherwise making all affected Flight Attendants whole. It is further requested that the Board provide such other and/or additional relief as in its opinion is necessary and proper.

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Mr. Paul Jones
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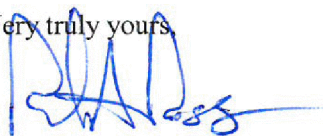
In addition, APFA incorporates by reference the following Base Grievances: **SS-100-2016-BOS-23** *Amy Milenkovic, et al* (Submission Exhibit No. 3); **SS-104-2016-CLT-58** *Cathy Bossi, et al* (Submission Exhibit No. 4); **2016-LGA-43** *Ellen Eherts, et al* (Submission Exhibit No. 5); **SS-109-2016-CLT-57** *Gary Sharpe* (Submission Exhibit No. 6); **SS-106-2016-CLT-60** *Kimberly Johnson* (Submission Exhibit No. 7); **SS-105-2016-CLT-59** *Wendy D'Olivo* (Submission Exhibit No. 8), **2016-PHL-58** *Kimberly Kaswinkel, et al* (Submission Exhibit No. 9) which protest the Company's conduct and the ongoing hazard to thousands of Flight Attendants throughout the country described above.

4. Position of the Company

Presumably the position of the Company is contained in the decision of Ms. Cindi Simone, Managing Director of Labor Relations (Submission Exhibit No. 2). If such is not the position of the Company, or if the Company desires to amend or supplement its position, it is required to do so no later than thirty (30) days from the Commissioner's receipt of this Submission.

With reference to setting a date for the hearing of the case before the Board, your attention is directed to Sections 31.K.3 and M of the current working Agreement.

Very truly yours,



Bob Ross
APFA National President

Cc: Deputy Commissioner of the Board (4)
APFA BOD
APFA SBA



*Association of Professional
Flight Attendants*

Representing the Flight Attendants of American Airlines

December 21, 2016

BASE CASE # 2016 -APFA-1

Mr. Paul Jones
Senior Vice-President & General Counsel
American Airlines, Inc.
P.O. Box 619616, MD HDQ Legal
DFW Airport, TX 75261-9616

RE: *Critical Health and Safety Breach - New Uniforms*

Dear Mr. Jones:

As you may know, for the past several months, thousands of flight attendants have reported serious health and safety concerns as a result of wearing the new Company-issued uniforms. Flight Attendants wearing these uniforms have experienced serious and adverse reactions including, but not limited to, endocrine issues, eye swelling, rashes, skin blistering, throat and eye irritation, wheezing, coughing, headaches, vertigo and fatigue. These uniforms continue to put our members at risk, forcing them to use sick leave and affecting their overall health, plus potentially the health of their colleagues with whom they come in contact at work. The Company's actions thus far have been appreciated but remain insufficient to address this ongoing hazard. No successful final conclusion has been reached.

Therefore, in accordance with the provisions of Section 30.B.2 of the Joint Collective Bargaining Agreement ("JCBA") between American Airlines, Inc. and the Association of Professional Flight Attendants, I hereby protest the Company's actions with respect to the newly issued uniforms issued to flight attendants, as well as the Company's violation of Section 7.R.2, Section 34.A. and B., and any related articles of the JCBA as it pertains to the Company's continuing use of these problematic uniforms.

Pursuant to Section 7.R.2. of the JCBA, "The Company will work with the Union Uniform Committee to **expeditiously** resolve concerns over uniform designs/manufacturing defects." Likewise, Sections 34.A. and B. recognize that the "Company and Union will continue to work together in a cooperative manner regarding safety issues," and that the Company and SSD have an obligation to meet "to study and evaluate matters relating to the safety, health, and security of Flight Attendants." Despite these contractual guarantees, and the Company's knowledge that the new uniforms are adversely affecting the health and safety of many of our flight attendants in mass numbers daily, the Company has continued to issue the new uniforms.

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The Company has not taken the necessary steps to remedy this, including, but not limited to: establishing a mutually acceptable long term plan of action; fully honoring Flight Attendant related IOD requests; fully honoring Flight Attendant related FMLA requests; fully honoring Flight Attendant related requests for sick leave or personal leave on a non-chargeable basis; completely studying possible causation factors utilizing the full range and scope of scientifically acceptable testing measures; making our affected members whole; fully reimbursing Flight Attendants for all related costs and expenses; and permanently recalling the uniforms for all bargaining unit employees so requesting, or for the entire Flight Attendant workforce if the limited recall proves impractical.

I hereby demand as relief that the Company cease and desist from using and issuing these uniforms, or the alternative, that the Company permanently offer flight attendants the option of self-choice between the old uniforms and the new uniforms; grant, expedite and fully reimburse all healthcare requests to obtain related medical service and attention; grant and expedite all related IOD claims; grant and expedite all related FMLA requests; grant all related requests for sick or personal leave on a non-chargeable basis; restore all related sick hours, vacation days (PVD) and FMLA hours; immediately establish a \$2 million joint AA/APFA uniform study fund; fully reimburse all Flight Attendants for all related temporary uniform costs; make all affected flight attendants whole; and grant any additional relief deemed appropriate.

Personal health is so integral and critical to our Flight Attendant workforce, who must be able to work in a healthy manner and environment. To do so, our members need proper and safe uniforms. We demand that the Company address this serious situation in an expedited manner so as to avoid any and all additional risk to our members.

Sincerely,

A handwritten signature in blue ink, appearing to read 'R. A. Ross', is written over a faint, larger blue signature watermark.

Robert A. Ross
APFA National President

Cc: Deputy Commissioner of the Board (4)
APFA BOD
APFA SBA

Cindi Simone
Managing Director
Labor Relations

American Airlines



January 10, 2017

Bob Ross
President
Association of Professional Flight Attendants
1004 West Eules Blvd.
Eules, TX 76040

RECEIVED
APFA

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System Board of Adjustment
By *[Signature]*

Re: APFA Presidential Grievance – New Uniforms

Dear Mr. Ross:

I write to respond to your December 21, 2016 letter in which APFA asserts that the Company has violated Sections 7.R.2, 34.A. and 34.B. of the JCBA by allegedly failing to appropriately address safety concerns relating to the new uniform. From the outset of the new uniform project, the Company took careful and deliberate measures, including two batteries of comprehensive testing consistent with leading practices, to ensure that the uniform we ultimately would ask our employees to wear is safe. When concerns were raised, we reacted swiftly to address those by offering alternatives to flight attendants and conducting additional testing – which again confirmed that the uniform is safe. To further address any concerns, we offered in early November to partner with APFA in joint, comprehensive testing of the uniforms. To this point, we remain anxious to proceed, and encourage APFA to join us in expediting this joint testing.

As described in more detail below, the safety of our new uniforms has been our priority since day one. Our ultimate goal is to ensure that all team members feel safe and comfortable in their new uniforms. And, as you know, we have involved our team members and the unions that represent them, including APFA, at each step in the process. We knew how important it would be to get the uniforms right – this would be the first time our entire team from the two pre-merger airlines would come together as one post-merger combined team. We aimed for a new look that would be functional and stylish, and most importantly, safe. At the beginning of the new uniform project, in 2013, the Company created a Uniform Committee to help guide aesthetic direction and fabric selection. APFA, as you know, was included in this effort. Through these early efforts, we selected fabrics which were OEKO-TEX® 100 certified by the fabric manufacturers. OEKO-TEX® 100 is the textile industry benchmark for garment safety standards. Then, from January to March 2015, we conducted wear tests with over 500 team members, over 100 of whom were flight attendants. The wear test was conducted to assess not only the overall appearance and comfort of the uniform, but importantly the safety of the uniform as well. The overall results of the wear test were favorable, with no health related complaints from the wear testers.

We did not stop, however, with the wear test. In April 2015, we hired Intertek, an independent lab and industry leader in fabric testing, Intertek conducted two rounds of testing, specifically Gas Chromatography and Mass-Spectrometry analysis, on the fabrics. Our uniform also was tested against garments purchased from a major leading retailer. Test results showed that our uniforms performed better than these samples from the leading retailer. And, importantly, any chemicals found measured at low levels of concentration and were consistent with amounts typically present in everyday clothing. In other words, no health concerns were identified by Intertek's testing. Following these steps to ensure safety, the new uniforms were launched in September. The response from the 63,000 employees who wear the new uniform has been overwhelmingly positive.

When we heard from flight attendants who reported reactions to the new uniforms or had questions, we immediately took several steps to help. We opened a call center on October 6 and operated it daily from 7 a.m. to 6 p.m. CT, so that we could hear directly from flight attendants and address their concerns. Through the call center, which remains open, we have been able to work with our team members on an individualized basis to provide several options, such as offering alternative non-wool uniform pieces, authorizing the reimbursable purchase of replacement garments at retail stores, and authorizing the ability to wear the old uniform.

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Cindi Simone
Managing Director
Labor Relations



Also following reports of reactions, we initiated a comprehensive third test with Intertek, again using Gas Chromatography and Mass-Spectrometry analysis. Intertek also conducted High Performance Liquid Chromatography and Coupled Plasma Optical Emission Spectroscopy to test for elements such as formaldehyde and specific metals. The results from this third round of testing again identified no health hazard and confirmed that our uniforms are safe. In total, three rounds of independent tests have now been completed that cover our entire line of garments (more than 100 from our new collection), as well as retail garments for comparison and boxes, and packaging materials used to ship our new collection. Again, nothing in this exhaustive testing has indicated any health risk related from the uniform.

Throughout this process, we have communicated constantly with our flight attendants and, specifically, with you and your colleagues at APFA. We understand the importance of this issue to our flight attendants and published four letters from September through November to communicate information about our call center, testing and test results. We continue to encourage anyone with questions or concerns to contact our call center or their manager.

We also have engaged with APFA at every step of the way, including meeting with union representatives multiple times in October and November to address concerns and discuss possible solutions. Also, as you know, we asked in October that APFA join us to conduct another round of comprehensive testing of the garments and suggested that APFA join us at the manufacturer's warehouse to select garments which would be used in the joint round of testing. APFA initially agreed and we scheduled that joint trip for November 9. But, as you know, APFA subsequently cancelled. Nonetheless, we continued our discussions with APFA throughout November and, based on the union's agreement to joint testing, communicated to our flight attendants that the Company and the union would be jointly conducting a fourth round of testing in early December. Subsequently, APFA cancelled again, and APFA has not agreed on a date to select garments for joint testing. We continue to work with APFA to agree upon the details of the joint testing process, which we are anxious to complete because those results would be helpful to our flight attendants.

The safety and comfort of our team members is more important than anything we do, and we know it is at the forefront of the APFA's mission too. We have responded, and continue to respond, to concerns with vigor. We will continue to make this matter a priority. For the reasons outlined herein, however, the grievance is denied.

Sincerely,

A handwritten signature in black ink, appearing to read "Cindi Simone".

Cindi Simone
Managing Director Labor Relations
American Airlines, Inc.

cc: Hector Adler
Nena Martin
Mark Moscicki
AA Legal

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