



Update on the “Fear of Flying” policy (Dec 1, 2009)

The Company continues to honor the “fear of flying” (FF) policy that was created after the events of Sept. 11, 2001. Please read the information below carefully.

Background:

- It was created to apply to unusual, typically international events that involve elements of violence, terrorism or serious threat to health and/or security, like 9/11, SARS, and BOM '08.
- It is a subset of the regular Family Emergency (FE) absence policy, and as such, is an **excused**, but **unpaid** absence.
- The goal of the policy is to give the FA the time and resource referral to address the fears they are experiencing, so they can process it appropriately and return to work.

How it works:

- FAs call their Flight Attendant Manager (FAM) to advise them they are experiencing FF issues.
- The FAM will discuss the reasons for the FA's concern, providing appropriate assurances about the safety and security of NWA's operation.
- If the FA indicates they remain afraid to fly, the FAM will then remove them from their trip as FF, and explain the EAP component, i.e. the requirement that the FA must contact an EAP resource. They may contact AFA EAP at 1-800-424-2406, Optum Health at 800-533-6939 or their own private resource.
- Once removed as FF, the FA is not eligible to pass-travel for personal purposes.
- The FA is asked to verbally confirm with the FAM their follow-up with an EAP resource.

- Ideally, the FA returns to work with the fear issues resolved. If any larger or complicating EAP issue comes to light during their contact with EAP, the FF would be converted to a sick or medical leave, with conventional documentation required.

updated 8/29/10

dg/rm