

NWA AFA MEC Grievance Committee Summary

March 2010

As the integration of Northwest and Delta continues to pick up the pace, we have also seen a rise in the number of critical issues. Having eliminated so many PMNW management jobs, Delta management is now attempting to interpret the terms of our contract without the benefit of input from those who knew it best. They have also used third party vendors to analyze specific contract sections, despite the overall lack of knowledge regarding past practice and how it affects the application or interpretation of particular contract sections.

Countless problems have ensued, including difficulties with some of the most basic benefits we have long received without complication. Frustrated members continue to report the need for multiple phone calls and tracking numbers without resolution, as well as different representatives with every call, each providing a solution-free “non-answer.” When combined with the inability of the curiously named Delta Employee Service Center to resolve their problems, we have the makings of a frustrating start to our experience at the “new” Delta.

When unable to resolve issues via member and leader advocacy, your local AFA representatives and MEC Grievance Committee actively challenge many of these issues via the grievance process. Earlier today, we filed a **Scope Grievance** in order to protect the work currently performed by the pre-merger Northwest flight attendants. The Company’s plans to integrate cockpit crews means that we will no longer be flying exclusively with pre-merger NW pilots, as provided in our [Section 1 Recognition, Scope and Job Security](#) language. This section of our contract provides for arbitration within 60 days of any Scope dispute. Be assured that we'll use all means necessary and available to defend our Scope. You can find some of the recent messages addressing scope here: [Scope Q&A](#), [Election & Scope](#), and [SOC & Scope](#).

Although we firmly believe a grievance is not necessary to resolve every problem, the lack of an adequate Delta response to many issues leaves us with no choice but to pursue resolution through the grievance process. In addition to local grievances that have been filed on our members’ behalf, following is a list of some of the recent MEC level grievances (system wide issues) that have been filed:

1. #88-77-02-091-09 - **Management Flying**. The company has begun using Inflight Service Managers as a part of minimum working crews, in violation of past practice, as well as prior grievance settlements and contract language. This grievance will be arbitrated soon.
2. #88-77-02-093-09 - **OPR Lounges**. The company was not providing separate quiet lounges for OPR flight attendants. This issue was mediated successfully with the exception of NYC, and in particular, LGA. Further meetings with the arbitrator are scheduled shortly.

3. #88-77-02-110-09 - **Reserve Increase Adjustment.** The company reduces a Reserve's Guarantee by the amount of the value of a Reserve Increase Adjustment if it is dropped, even though that trip is picked up and awarded independent of any on-call days. The Company has indicated several times it will settle, but has never followed through. The grievance is slated for arbitration.
4. #88-77-02-144-09 - **Reserve Sick and Vacation Proration.** The company begins to prorate a Reserve's Sick and Vacation accruals beginning at 80 hours, vs. 70 hours as the contract dictates. This is slated for arbitration.
5. #88-77-02145-09 - **Retiree Health Insurance Premium.** During Benefits Open Enrollment, the Company created a new premium for retirees whose spouses are over age 65 and no longer eligible for retiree coverage. The new premium calculation substantially exceeded the 7% increase limitation for the NWA PPO Option B Plan. The Company indicated this has been fixed, but has offered zero proof of that claim. This is slated for arbitration.
6. #88-77-02151-09 - **90 Day Prescriptions.** After Benefits Open Enrollment, the Company sent a letter to anyone receiving a "specialty" medication that they would no longer be eligible to receive a 90 day supply as allowed under our Sec. 29 language and past practice. Although the Company admits an error, and has supplied a form letter, it has provided no proof that the letter was ever sent, nor has it provided a list of members who received refunds.
7. #88-77-02-152-09 - **Purser Month of Choice.** For "Simply Purser" training, the company chose to ignore years of past practice by not offering Purses a way to exercise seniority by having a month of choice award prior to monthly date award. No settlement is in sight.
8. #88-77-02-156-09 - **Crew Coordinator Tapes.** As a part of several scheduling grievances recently filed, the Union requested tapes of conversations between the affected flight attendant and the crew coordinator they spoke with. The Company has been unwilling or unable to locate/reproduce those conversations, saying that crew coordinators are not considered "crew scheduling personnel." Again, no resolution is in sight. This is in violation of contract language and substantial past practice.
9. #88-77-02-016-10 - **Union mailboxes.** The company has taken the position that it is entitled to replace our existing mailboxes at our domiciles with a system of "hanging folders," claiming that mailbox does not mean mailbox as we have come to know it. In fact, the company has already moved to "hanging folders" in NYC and LAX. No settlement is in sight.
10. #88-77-02-023-10 - **Union Pass Travel.** The company has decided to issue union pass travel authority only to the President, Vice President, and Secretary Treasurer. Further, this can only be accomplished by first writing in detail the

reason for the travel, as well as the itinerary. This is in violation of existing Union pass travel agreements in place with Northwest Airlines for many years, and does not provide any Union Pass Travel to any other elected Union official, in plain violation of our contract language. The company's intent here is very transparent.

11. #88-77-02-029-10 - **Hotel Inspections.** Reller et al - This grievance addresses the manner in which the company has systematically diminished the participation of the AFA Hotel Committee in selecting our layover hotels. Changes to the long established past practice of site inspections, reduced Hotel Committee input on matters of safety, security and amenities, and disparate treatment (as compared to pilot union inspection access) are a few examples of the contractual violations.
12. #88-77-00-033-10 - **Inflight Incident Notification.** This grievance addresses the lack or late reporting of inflight incidents to the Union. The Union's position supporting the requirement for prompt notification of all incidents is based upon protocols established by the Aircraft and Crew Incident Duty Manager Notification Guide, Section 22.D., and significant past practice.
13. #88-77-02-036-10 - **Scope.** This grievance was filed with the Company on Friday March 5, 2010, in order to protect the work currently performed by the pre-merger Northwest flight attendants. The Company's plans to integrate cockpit crews means that we will no longer be flying exclusively with pre-merger NW pilots, as our Section 1 language calls for.

Additionally, seven open grievances remain concerning our uniform, ranging from poor vest quality to lack of a designated summer uniform blouse/shirt. We have arbitrated the grievance over the company requirement to wear a vest, jacket, or dress while working in BE class. The Union's position is that under Northwest, we have been able to wear a serving garment (whether a vest or apron) during first class service, and the company provided that garment free of charge. They must continue with that practice. Closing briefs have been submitted and we are now awaiting Arbitrator Stratek's award.

Many of these issues were brought to our attention by you, the member. As always, we sincerely appreciate your efforts to keep us informed of the issues that affect you. We will keep you updated on the movement and outcome of these grievances as they progress.