



OCCUPATIONAL BENEFITS INFORMATION PACKET

Dear AFA Flight Attendant,

The Association of Flight Attendants--CWA Local 94 has been informed that you have filed a Workers' Compensation claim. Workers' Compensation Benefits include both legal and contractual benefits that can become very complicated. Northwest has designated your Flight Attendant Manager as your first point of contact for on-the-job injuries and they should know how to help you obtain your benefits. They should be the first person you turn to when you have problems with the process. Nevertheless, AFA-CWA feels you should have as much information as possible. Therefore, enclosed is a packet of information that will answer some of the questions that might arise during your Workers' Compensation claim. Please read it thoroughly.

Know Your Occupational Benefits explains your legal & contractual Workers' Compensation benefits. It is important that you keep copies of all reports and forms for your records. Liberty Mutual Insurance Company has been hired by Northwest to manage Workers' Compensation claims for DTW (and most other domiciles.) Included is a copy of an ***Authorization for Medical Records*** release form. If Liberty Mutual asks you to sign a medical records release form, submit this form instead. Always bring your ***NWA Flight Attendant Job Description*** with you for all medical examinations.

Although your AFA Local 94 Officers and Occupational Benefits Committee volunteers are available to answer questions, these are primarily legal benefits. Therefore you may need to contact an attorney, if you want to challenge decisions made by Liberty Mutual. AFA hopes the enclosed information is helpful. However, don't hesitate to call your Local 94 AFA Occupational Benefits Committee or your Local 94 office if you have questions.

Sincerely,

Local Executive Council 94

OCCUPATIONAL BENEFITS INFORMATION PACKET

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OCCUPATIONAL BENEFITS in Michigan CHECKLIST

Notify NWA Management **ASAP** of a work related injury/illness, even if you will not miss work. NOTE: Include exact time of injury, if known. This may affect jurisdiction, in the event there is a dispute regarding your claim. Notifying the company within 24 hours entitles you to contractual company paid insurance premiums for 3 months.

Assist Flight Attendant Manager in filing claim.

If an Occupational Injury/Illness Worksheet was generated, get a copy. Get copies of the Medical Treatment/Authorization Form to take to your treating physician for each visit.

Get medical treatment as soon as possible (in MI you may choose your own doctor for treatment after 10 days.) Take the NWA Flight Attendant Job Description with you to each doctor appointment. Have your doctor complete the Medical Treatment/Authorization Form & return it to your base in person or by fax after each visit.

Read the ***Occupational Benefits Committee Information Packet***. You can download the packet from AFA Local 94 website: www.afa94.org.

When your claim is accepted, you will receive wage loss benefits directly from Liberty Mutual. There is a 7 day waiting period for wage loss benefits in MI. If you are eligible for wage loss benefits, contractually NWA must pay you for the waiting period. You may use your sick leave accruals for an OJI, as outlined in Section 16 of the contract, but you must return the Workers' Compensation check to NWA. If you do not use sick leave, you will be off payroll and will receive wage loss benefits directly from Liberty Mutual.

Determine your average weekly wage (AWW) for 12 months prior to injury. Call Liberty Mutual to determine what they are using as your AWW. If incorrect, send correct information to NWA Workers' Comp Specialist and Liberty Mutual Claim Representative. Include claim number.

If you are asked to do Limited/Light Duty at the airport, you are required by MI law to accept, if you are physically able. If you do not, you may lose your Workers' Compensation benefits. If NWA calls you, respond as soon as possible, preferably in writing. Keep all fax transmittal receipts.

If you miss time from work, consider using FMLA in conjunction with Occupational Sick Leave if you are in discipline for attendance. NWA regularly counts an OJI as an "Accountable Absence."

Start a log of all phone calls & retain all documents, medical bills, & correspondence concerning your injury.

Liberty Mutual will investigate the claim. You must cooperate, but you do not have to allow taped conversations. Sign only the AFA Authorization for Medical Records release form.

Call Liberty Mutual for the final decision on your claim & get your claim number.

If there is a delay, ask Liberty Mutual what they need to process your claim. Send any documentation requested by FAX & U.S. Mail, RETURN RECEIPT REQUESTED.

If you do not hear from Liberty Mutual within 30 days, consider consulting an attorney about the next step. If your benefits are denied or delayed, you should file a claim with the state.

Check your pay stub from the month prior to your date of injury, for your sick leave balance. Print pay stub from RADAR for your records.

You may defer your vacation if you are on occupational injury status, then bid for another from open time. If you cannot replace it, it will be paid out at the end of the year. Don't forget to bid for vacation for the next year, if you are on occupational status during the bid.

Arrange for someone to send you the contents of your FA mailbox and make sure that NWA and AFA have the correct address and phone number for you.

If contacted for vocational rehabilitation, cooperate if physically able. Speak w/ AFA and/or a workers' comp attorney.

Contractual Long Term Disability Insurance is available and you qualify after 90 days of disability. Be familiar with deadlines and apply early. Benefit information can be found on RADAR.

If you are contacted by Liberty Mutual for a settlement, you should speak with a workers' comp attorney.

If you have problems or your claim is denied, call the local AFA Office or Local Occupational Benefits Committee. You may also want to consult a workers' comp attorney.

KNOW YOUR OCCUPATIONAL BENEFITS

NWA Flight Attendants - DTW

BENEFITS & REQUIREMENTS OF THE MICHIGAN WORKERS' COMPENSATION ACT

A. Notifying Northwest Management of Injury/Illness

Northwest (NWA) would like the Flight Attendant to report the injury/illness within 24 hours. Michigan allows 90 days from the day it is known it is work related. However, the longer the delay in reporting, the longer it will take to process the claim & begin benefits and there are certain contractual benefits to informing NWA within 24 hours. If you are counseled for filing a claim, call your local AFA-CWA office immediately.

B. Completing Paperwork to Begin Your Claim with Liberty Mutual

Assist the Flight Attendant Manager in filing your claim by filling out the Occupational Injury/Illness Worksheet. You are entitled to benefits if you have medical bills or miss work. The Manager may not deny your ability to file the claim. Remember to get a copy of all documents and reports from the Manager. If there is a delay in accepting your claim, call Liberty Mutual to find out if there is anything you can do to speed it along. Filing a claim with Liberty Mutual will not file a claim with the state. The Michigan Workers' Compensation Agency (or state of jurisdiction) may be contacted when there is a dispute between the two parties. Before filing a claim with the state, you may want to consult a workers' comp attorney.

C. Filing for Benefits in Michigan or Other Locations with Jurisdiction

Every flight attendant has the right to file for an occupational injury claim if s/he believes s/he has suffered an injury or illness on the job. State law shall govern whether an individual claim is compensable. Historically, at NWA this meant your domicile/base state and still does for in-state injuries. In 2007 MI law changed regarding out-of-state injuries. Currently in MI the employee must live in the State of Michigan and have a contract of employment in the State of Michigan, to be eligible for MI Workers Comp for an out-of-state injury. You may always file in your base state initially, but there may be other states that have jurisdiction depending upon the circumstances of the injury/illness. If injured while in another state/airspace, you may be able to file a claim in that state. Note the time of injury if in airspace, to help pinpoint location/jurisdiction. Workers' Compensation law and benefits vary from state to state. Filing a claim with Liberty Mutual will not file a claim with the state. If you need an attorney, s/he will need to be from the state in which you filed your claim. You may also appeal a denial in Michigan, while pursuing benefits in another state. You may only collect benefits once; however you may collect the highest benefits available to you. If you are entitled to Workers Comp and are on an International flight, please examine the Longshore and Harbor Workers Compensation Act Provisions in the contract.

D. Medical Treatment

Your first priority is to get treatment. If necessary, get medical treatment before completing any reports. If filed in Michigan, you may choose your own doctor after 10 days from the beginning of that medical care, as long as the name of the primary doctor

is on file with NWA. Take the NWA Medical Treatment/Authorization Form with you each time you see your treating doctor. Have the doctor complete the form and you/physician must fax the form to the NWA Local Manager and/or Liberty Mutual. The Michigan Workers' Compensation Act also provides for reimbursement for mileage and other travel expenses incurred. Please keep good records of your expenses. NWA has the right to have a doctor of their choice examine you from time to time during your disability. If you refuse, your compensation can be suspended. All costs and expenses of the Company examiner shall be borne by the Company. Bring the enclosed **NWA Flight Attendant Job Description** with you to this exam. If you see a new doctor or specialist, remember to fill out and fax a new Medical Treatment Authorization Form, and notify Liberty Mutual for pre-approval, before using a different doctor.

E. Investigating the Claim

Liberty Mutual will investigate claims to ensure the injury/illness is work-related. When completing your report, include how your work specifically caused the injury, if applicable. For example, "while reaching for a tray in the cart, I felt a sharp pull in my back" not merely "during the flight I felt a pull in my back." Layover injuries are covered as long as you are doing something that someone would reasonably do while out of town for business (i.e. slipping in the bathtub, tripping while walking to a restaurant, etc.) If in doubt, file a claim. Cooperate with the investigation, including sending requested documents as long as they relate to your injury. You are not required to submit to a tape recording of questions & answers or statements. Tell Liberty Mutual to send the questions in writing instead. Benefits cannot be denied or delayed because you refuse to allow a taped statement. If you request copies of examination reports held by Liberty Mutual or NWA, those reports are to be furnished within 15 days. Also, if you have an examination other than those arranged by NWA, you are required to furnish to NWA or Liberty Mutual the report within 15 days. If you/NWA do not comply, Michigan law states that you will be barred from taking the medical testimony of the physician who did the examination. Reports and Requests should be sent by certified mail, with return receipt requested, to Liberty Mutual.

F. Medical Records Release Form

You must allow the release of medical records, but only of those records associated with the body part(s) that are affected by the injury/illness. Liberty Mutual will send a medical records release form for you to sign. AFA has written an amended **Authorization for Medical Records** release form that you should use in its place, included in this packet. If you have already signed the Liberty Mutual release form, sign the AFA form & send it to Liberty Mutual. Inform any care provider who has treated you that you have signed another form that should be honored.

G. Medical Bills

You should not receive any medical bills that result from treatment of your occupational injury/illness once your claim has been accepted. If you are sent a bill, immediately send it to Liberty Mutual & call your Liberty Mutual Claim Representative to inform her/him the bill is being sent. If your Workers' Comp claim has been denied, but you are appealing it, you should submit your bills to your medical insurance provider, marking the box that asks if it is work-related, & send a copy of the denial letter along with the medical bill.

H. Wage Loss Benefits Paid directly to you by Liberty Mutual

In Michigan, your workers' compensation disability pay, called wage loss benefits, is based on 80% of the after tax value of your "Average Weekly Wage" for the highest paid 39 weeks of the 52 weeks prior to your injury. Your AWW is calculated by dividing all the money you earned in those 39 highest paid weeks by 39 weeks. A Weekly Benefit Table is available that gives your benefit rate. Every penny you're paid is included in this calculation. If you earned \$45,000 in these 39 highest paid weeks prior to the injury, it would be divided by 39 weeks to get your AWW. Then, you can refer to the Weekly Benefit Table, select your tax filing status and number of dependents, in order to see the 80% after tax value (your weekly benefit rate.) Flight attendants won't have the same wage loss benefits, since no two FAs make exactly the same amount of money in each month. Wage loss benefits are generally not taxable. It is very important that it is calculated correctly initially. Call Liberty Mutual to determine what they have calculated as your "average weekly wage" and "wage loss benefits." Your wage loss benefit payment, the majority of your total disability pay, will come directly from Liberty Mutual. Because of this, it is very important that you monitor Liberty Mutual to make sure they are paying you correctly & in a timely fashion.

I. Medical Examinations

NWA does have the right to have you examined by a doctor of their choice at their expense. You may be required to travel to Michigan for the exam if physically able, but NWA must pay all expenses associated with this. If there is a need to have a hearing before the Michigan Workers' Compensation Commission (WCA), it is easier to admit the opinions of a Michigan doctor before the WCA. This does not mean your treating doctor's opinions will not be accepted. In some cases, the Medical Exam may state that you can return to work (RTW,) while your doctor will not release you to RTW. NWA will place you on personal sick leave because Liberty Mutual will terminate your Workers' Comp benefits based on the exam. You will probably need an attorney to reinstate your benefits. Liberty Mutual might ask for an exam if there is dispute in your claim or for other reasons. At this point, the exam will be used to determine your percentage of disability, if any. If the date is inconvenient, call Liberty Mutual & the examining doctor to reschedule the appointment. Do not ignore the request. NWA should make arrangements for a hotel room if you need one & travel arrangements, usually a positive space pass if you must travel by air. If you commute, request the ticket be written from your home. Keep all receipts & submit an expense form to prove how much was spent for reimbursement. You must attend these appointments or your benefits could be discontinued, until you are examined. Take the ***NWA Flight Attendant Job Description*** with you when you go & take good notes during the exam. If you are physically unable to attend, you may reschedule the appointment with a doctor's note or request a local doctor; although there is no guarantee you'll be allowed to go to a local doctor.

CONTRACTUAL OCCUPATIONAL BENEFITS

J. Occupational Sick Leave

When you use your sick leave for an OJI, you may choose to receive sick leave pay to the extent of your accruals. Any payment received from Workers Compensation benefits covering the same period of absence (to an equal dollar amount) will be deducted from your pay and the sick leave accrual will be restored by the number of hours equivalent to the deduction. The workers' compensation benefits to which you are entitled will be paid directly to you from Liberty Mutual. If you are collecting sick leave pay in lieu of Workers' Compensation benefits only, you must turn the Liberty Mutual check back over to NWA or it will be deducted from a later paycheck. You may also opt to receive only Workers'

Comp benefits from Liberty Mutual, but this will remove you from payroll and “active” status. Normally going off payroll results in loss of health benefits, among other things, but contractually if you report the injury within 24 hours of occurrence and have exhausted all sick leave and FMLA, NWA will provide up to 3 months of company paid insurance benefits.

K. Family & Medical Leave Act (FMLA)

The Family & Medical Leave Act (FMLA) was developed to allow employees time off for their own medical needs or those of their family without worrying about losing their jobs. Although FAs do not currently qualify under the Federal statute, NWA has agreed in our contract to extend the policy to us. NWA’s policy does sometimes require you to use FML concurrently with your OJI sick leave. You should not use FML in place of filing an occupational claim. Absences covered by FML cannot be used in discipline, so if you use FMLA along with your occupational sick leave, it will not be counted as an absence for disciplinary reasons. You might also consider using FML in increments (intermittent) if your injury is chronic & causes you to miss work periodically. Call your local AFA Office or your FA Manager for more information on the use of FML.

L. Tax Refund

Wage Loss Benefits are not taxable for Federal, State or FICA taxes. Since you will receive the benefits directly, there will be no tax refund for them except under very limited circumstances.

M. Vacation During Occupational Leave

If your vacation falls within your occupational leave, contact your FA manager if would like to defer your vacation until later in the year. However, please be aware that if you cannot bid for a replacement vacation, you will be paid out at the end of the calendar year for the remaining unused vacation time. If you are on occupational sick leave or workers’ compensation during the annual vacation bidding period, you must bid for a vacation for the following year or you will be assigned one.

N. Using Personal Sick Leave or Medical Leave of Absence

You may stay on a medical LOA for 5 years. If you cannot return to work after 5 years off, your employment will either be terminated or you may retire, if you qualify for retirement. You are in “active” status while using sick leave and you may opt to be paid from 50 to 100 hours each month until your sick time is exhausted. Sick and vacation accruals will be prorated, if you are below 70 hours. Also, please note that you cannot go from unpaid medical leave to paid sick leave status, without being medically cleared to fly and “active.” When you come back to work, you must have a doctor’s note sent to NWA before the bid deadline that states that your doctor is “reasonably certain the Flight Attendant will be returning to flight status by the first day of the next bid month” in order to bid. Otherwise, you will be Time Available for the minimum line value for that month when cleared to fly.

O. Buying Back Sick leave with Wage Loss Benefits

If you choose to use sick leave for the OJI, the wage loss benefits that are sent directly to you by Liberty Mutual will need to be returned to NWA. Then, the sick leave will be credited back to you in equal dollar amount to the workers’ comp benefit received.

P. Specific Loss Benefits and Total and Permanent Disability Benefits

When you reach maximum medical improvement if you have suffered some permanent injury, you will probably be entitled to additional benefits. This could be one instance where you might be requested to go for an exam. This doctor will determine how much of a disability you have. This is called a disability rating & is measured as a percentage of the use of that body part. For example, if you injured your elbow & do not have as much flexibility as you did prior to the injury, you could be given a disability rating of 15%. This does not mean your whole body is 15% disabled, only your elbow. Therefore, a 15% disability rating of your elbow will be less than a 15% disability rating of your back. You might want to contact an attorney at this point. There is no requirement that you resign or retire in order to receive benefits for your disability. If your lawyer and NWA cannot agree, you may have a hearing before the Michigan Workers Comp Agency/applicable state to determine your benefits. There are accommodation specialists at NWA and you may qualify for placement in another position at NWA.

Q. Vocational Rehabilitation

Depending on the amount of time you are out of work & the nature of your injury/illness you might be offered vocational rehabilitation. This usually happens when a doctor (probably after a medical exam) states you are "permanently disabled from doing your job." Under the Michigan statute you have an obligation to cooperate with reasonable vocational rehab. Participating in vocational rehab will not jeopardize any of your contractual benefits such as the 5 year medical LOA or your ability to return to work as a F/A. Even if you are retrained & take a position elsewhere (or within NWA,) you are allowed to remain on the 5 year medical LOA. You must cooperate with the vocational rehabilitation specialist or your benefits may be cut off. If you are not physically capable of participating in training, you should tell the voc rehab specialist that it should be postponed until you are medically able. Accommodation Specialists at NWA may offer placement in another area of the company. A FA who transfers to a position outside of Inflight Services due to physical incapacity shall retain and accrue seniority for a period of 5 years continuous years of service, after which s/he shall lose all seniority.

R. Long Term Disability Insurance

You may be eligible for contractual Long Term Disability (LTD) insurance after 90 days, but you should apply well in advance of eligibility, to start the process. You must also apply for Social Security benefits & send in the denial letter, or there will be a presumption that you qualify & it will be deducted from your LTD benefit amount. You will receive 70% of your base pay (70 hours) from LTD. Workers' Comp wage loss benefits will off-set the LTD benefit. Carefully examine the LTD information and deadlines for filing a claim. Cigna LTD requires all sick leave to be exhausted before you are eligible for benefits.

S. Return to Work/Medical Exam Review Process

You may be required to undergo a medical examination in order to return to work. If you are sent for an examination, the Company doctor may write in her/his report to Liberty Mutual that you may return to flying status. It is very important that you determine your status with NWA. Do not assume since you have not heard from NWA or Liberty Mutual about your status, that you may remain on sick leave or medical LOA. You may be charged with job abandonment (Absent Without Leave/AWOL.) If there is a dispute between, you may want to consult an attorney. Depending upon your situation,

contractual (Section 17 Medical Examinations) provisions may apply and a dispute process is outlined.

T. Contacting a Workers' Compensation Attorney

Before retaining an attorney, try every other avenue. You may consult with an attorney for advice, but once an attorney files a claim with the state for you, Liberty Mutual will not be able to speak to you directly and everything must go through your attorney. If you have problems, your first recourse is to speak with the Liberty Mutual Claims Representative and the NWA Claims Specialist who is handling occupational benefits at your base/domicile. If you are having problems with your Claim Representative at Liberty Mutual, contact your NWA Claims Specialist and your FA Manager. You may also contact your Liberty Mutual Claim Representative's supervisor. Attorney fees are normally only paid if wage loss benefits are won and the fees are normally set by the state.

U. Contacting AFA for Assistance

If you have any questions about any of these procedures, feel free to contact your local AFA Office or your Occupational Benefits Committee. Although most of these benefits are legal benefits and not contractual, we will do our best to guide you through the maze - even if it is to tell you that it is time to contact an attorney.

V. The Beacon Foundation & Pegasus

If you find yourself in a financial bind because of problems with your occupational claim, there are programs that can assist you. The *Beacon Foundation* was established by Northwest Flight Attendants, for Northwest Flight Attendants, to help if there are financial problems. Call the Beacon Foundation at (651) 245-2441 or the AFA Local 94 office for information on this very helpful organization. *Pegasus* is also a program established to assist all AFA Flight Attendants in times of financial crisis. Contact the AFA Employee Assistance Program (800) 424-2406 for more information regarding this program.

OCCUPATIONAL INJURY RESOURCES FOR NORTHWEST AIRLINES FLIGHT ATTENDANTS

NWA RESOURCES AND CONTACTS

NWA EMPLOYEE RADAR WEBSITE

<http://nwapeople.com/>

Click on "Work Tools"

Then click on "Workers Comp"

DTW INFLIGHT SERVICES OFFICE

(734) 942-4949 – General and for FA Manager On Duty

(734) 247-2527 – CRC Desk

NWA WORKERS' COMPENSATION CLAIMS SPECIALIST FOR MICHIGAN

Doug Haran

Sr. Specialist Claims

douglas.haran@nwa.com

(612) 727-7670

NWA MANAGER OF WORKERS' COMPENSATION DEPARTMENT

Brad Baker

brad.baker@nwa.com

(612) 726-6790

NWA BENEFITS DEPARTMENT

(612) 726-3774

(800) NWA-BENS

bennies@nwa.com

NWA PAYROLL DEPARTMENT

Flight Crew Employees

(612) 727-4129

flight.payroll@nwa.com

NWA FAMILY MEDICAL LEAVE DEPARTMENT (FMLA)

FML Department

Northwest Airlines, Inc.

5101 Northwest Drive, A1481

St. Paul, MN 55111

Fax: (612) 727-9065

*Forms are on ATLAS or available through FA Manager

NORTHWEST EMPLOYEE ASSISTANCE PROGRAM (NEAS)

(877) 464-4009
www.neas.com (password: 1NWA)

OTHER RESOURCES

NWA WORKERS' COMPENSATION INSURER - DTW

Liberty Mutual Insurance Company
Indianapolis Office
P.O. Box 7170
Indianapolis, IN 46207
(800) 752-5832 phone
(603) 334-0202 fax

MICHIGAN WORKERS' COMPENSATION AGENCY

(888) 396-5041
Email: wcinfo@michigan.gov
Website: <http://www.michigan.gov/wca>

CONTRACTUAL LONG TERM DISABILITY INSURANCE

CIGNA
(800) 238-2125
Website: <http://www.cigna.com/>
*Information also on RADAR under "Benefits" tab

U.S. SOCIAL SECURITY ADMINISTRATION

(800) 772-1213
Website: <http://www.ssa.gov/>

THE BEACON FOUNDATION

Nonprofit Corporation; By Flight Attendants, for Flight Attendants
Website: www.nwabeaconfoundation.org
Email: dtw@nwabeaconfoundation.org
Phone: (651) 245-2441
P.O. Box 211756
Eagan, MN 55121

AFA-CWA RESOURCES

AFA-CWA LOCAL 94 - DTW

(734) 532-8404
lec94@nwaafa.org
Can provide the names of MI WC Attorneys

AFA-CWA OCCUPATIONAL BENEFITS COMMITTEE

mecoji@nwaafa.org

AFA-CWA EMPLOYEE ASSISTANCE PROGRAM (EAP)

Counseling, legal matters, chemical dependency, etc.

(800) 424-2406

<http://www.afanet.org/eap/>

AFA-CWA FA CONTRACT LANGUAGE

Online at www.nwaafa.org, www.afa94.org and on ATLAS

Section 15 – Sick Leave

Section 16 – Occupational Injury

Section 17 – Medical Examinations

Section 18 – Leaves of Absence

AFL-CIO UNION PLUS PROGRAM FOR LEGAL RESOURCES

<http://www.unionplus.org/benefits/legal/>

(888) 993-8886

BENEFITS INCLUDE:

- A free initial consultation with a lawyer of up to 30 minutes (in person or over the phone)
- A free simple document review and explanation
- A free follow-up letter or phone call, if likely to resolve a legal matter
- Most additional services are discounted by 30% (including attorney's hourly rates and flat fees for most common legal cases.)

***NORTHWEST AIRLINES
FLIGHT ATTENDANT
JOB DESCRIPTION***



NORTHWEST AIRLINES

**7200 34th Avenue South
Department F5840
Minneapolis MN 55450**

March 29, 2007

To Whom It May Concern:

The following is a description of flight attendant duties. This information may be used to assist medical professionals in their decision to release a medically disabled flight attendant to flight duties. Northwest Airlines supports employee rehabilitation to safe and timely return to full duties. To insure public and employee safety, flight attendants must be released without restrictions that would prevent full participation in all job responsibilities. Northwest Airlines does have a comprehensive limited duty program available for employees recovering from a work-related injury/illness in the interim.

A flight attendant performs or assists with the performance of all in-flight safety, passenger service and cabin preparation duties as an individual contributor and member of a team including, but not limited to:

- ✓ Ensuring compliance with Federal Aviation Administration (FAA) Regulations;
- ✓ Providing high quality in-flight (beverage, meal and other customer needs) service to ensure a positive customer experience;
- ✓ Acting as a source of information for passengers & taking immediate steps to initiate service recovery when needed;
- ✓ Performing extraordinary duties in emergency situations including medical emergencies and aircraft evacuations.

Training – Flight attendants must complete an annual training course to maintain their flight qualification. If a flight attendant misses this annual course (while disabled for any reason) the flight attendant must attend this course prior to returning to active flight status. The course includes a computer-based training, written exam, videos, lectures, and hands-on work with various aircraft equipment. At times, the completion of a workbook has been part of the course requirements.

During the annual training a flight attendant is required to physically open aircraft exits to simulate emergency procedures. Flight attendants do not operate aircraft

doors during the normal course of their work on the aircraft, except in the event of an emergency. However, during training we must certify that every active flight attendant is capable of opening aircraft doors and exits should an emergency arise.

Additional equipment operated during the annual training course includes fire extinguishers, first aid equipment, medical oxygen bottles, rafts and life vests and other emergency equipment.

Hours of Service – Flight attendants are scheduled monthly for “patterns” which is a series of flights or for an on-call schedule with guaranteed days off. Flight attendants may work a maximum of 100 scheduled flight hours and a minimum of 75 scheduled flight hours per month. Flight times vary between 30 minutes to fifteen hours plus, depending on operational circumstances.. The maximum domestic flight hours per day are thirteen hours. In general, the maximum number of flight hours allowed per day is fifteen hours, including a 2-hour break. However, for extended duty assignments, the maximum can be is up to twenty hours.

Note: “On duty time” extends the day beyond referenced “scheduled’ flight hours.

A typical flight would consist of the following duties:

- **Preflight Checks and Preparation** - Flight attendants brief with the captain and with each other regarding specific flight information and a review of emergency procedures. Flight attendants have some control over the type of aircraft flown, their working position on the flight and the type of flying done (such as number of days in a trip, days off, international vs. domestic flying, number of stops in a day, etc.) These choices are based on seniority and could change as the result of a change in crewmembers or a change in aircraft or schedule due to operational needs. Flight attendants must be capable of making these operational transitions and, therefore, are certified (and must be capable of working) on all aircraft types in our fleet. Flight attendants store their own luggage generally in an overhead bin. Flight attendants use a preflight check list and check the aircraft cabin and equipment, emergency equipment and operation, galley equipment and supplies, lavatory inspection and overall aircraft cabin cleanliness. During this time flight attendants also set up their galley for inflight service and the First-Class/World Business Class galley is set up for pre-departure service. This involves lifting, bending, twisting and reaching in order to deliver the service.
- **Boarding and Pre-departure** – During passenger boarding, Flight Attendants greet and direct passengers to their seats, answer questions, and assist all passengers with properly stowing all carry-on items. Passengers in

First-Class/World Business Class are offered pre-departure beverages and their coats are hung in a closet. Flight Attendants are required to conduct individual safety briefings for unaccompanied minors and passengers with disabilities, as well as verify requirements for passengers seated in an exit seat.

Flight attendants are required to ensure that all carry-on items are stowed properly and that all overhead bins are closed. Northwest Airlines' carry-on policy allows a passenger's carry-on item to weigh up to 40 pounds; however, individual carry-on items are not weighed. If the individual passenger is unable to safely stow the carry-on, it is the flight attendant's responsibility to ensure that the carry-on item is stowed elsewhere in the cabin or brought to the boarding door in order for the carry-on item to be stowed in the cargo bin. Flight attendants may request assistance from passengers when handling carry-on items.

At times, repositioning of items in overhead bins is required in order for the overhead bin to be closed securely. Frequent overhead reaching is required in order to close and secure overhead doors.

- **Departure** – After the aircraft door has been closed, flight attendants are required to “arm” doors for departure, which activates emergency slide operation should the door be opened. Arming procedures generally require removing safety lock-out pins and moving levers or knobs on the doors. However, the DC9 aircraft requires repositioning a bar at the bottom door sill of the aircraft.

Flight attendants conduct a final galley and lavatory check and a passenger safety demonstration and briefing is completed. A final aircraft cabin check is completed prior to take-off. Flight attendants are seated in assigned seats with a four-point lap belt/shoulder harness restraint.

- **Inflight** - Flight attendants offer beverages and snacks for sale (usually from service carts) on all flights. On selected flights, a meal service is done in conjunction with or following the beverage service. In most cases, meals are delivered from service carts. Service carts require pushing/pulling to maneuver in the galleys and the aisles. Flight attendants are encouraged to push service carts when possible rather than pulling. After each service, pick-up of service items is completed using plastic bags or trash carts. On international flights, duty-free merchandise is sold from a full-size cart containing heavy items, such as bottles of alcohol.

While in flight, an aircraft is inherently an unstable platform. Stresses are difficult to measure but there is constant low frequency vibration and postural muscle adjustment.

- **Descent/Pre-Arrival** – Flight attendants are required to prepare the cabin for arrival which includes: collect all service items and refuse from passengers; stow and secure galley equipment and service carts; return coats to First-Class/World Business Class passengers; and conduct pre-landing inspections or checks. Flight attendants are required to return to their seats with lap belt/shoulder harness restraint fastened prior to landing.
- **Arrival** – Upon landing and arrival, flight attendants disarm aircraft doors and assist passengers with deplaning.

Uniforms – Flight attendants are required to wear a uniform as part of their job. They are to use luggage that may include a suitcase on wheels. They are required to wear plain leather shoes that have a 1 to 3 inch heel and that match the color of the uniform. Flight attendants are encouraged to select shoes that are comfortable and supportive. If a doctor recommends (in writing) that a flight attendant’s condition prevents him/her from wearing a shoe that meets uniform standards, alternate professional-looking footwear is acceptable.

Service carts – Service carts (beverage, meal, duty-free) have multidirectional 2” double wheels. All carts have foot-operated brakes which are used frequently. These carts are maneuvered and pushed by flight attendants down the aisle of the aircraft and into the aircraft galleys. Flight attendants are not expected to lift carts, unless the cart wheels become inoperative for any reason or if the cart tips over during turbulence. Flight attendants frequently bend and/or squat to reach items in the lower sections of the cart.

The force required to push/pull a standard meal cart weighing a minimum of 154 lbs. on a flat carpeted surface is approximately twelve pounds of force. The amount of force increases with an incline (up to approximately fifteen lbs. of force). Service carts may be required to be moved when the aircraft is at an incline, with some aircraft presenting steep inclines at certain phases of flight.

| EQUIPMENT | WEIGHT |
|--|--|
| Half-sized beverage cart 12” wide x 17” deep x 40.5” high | Empty 39.0 lbs. |
| | Full domestic 132.0 lbs. |
| | Full international 142.0 lbs. |
| Full-sized cart 12-14” wide x 34” deep x 40.5” high | Empty 65.8 lbs. |
| | Full meal cart 159.0 – *200.0 lbs. |
| | Duty-free cart *185.0 lbs. <small>*Cart could weigh more depending on service items an FA may add to his/her cart or the quantity/wt. of duty free items.</small> |
| Three-tier collapsible cart | Empty 25.0 lbs. |
| | Full 60 - 75 lbs. |

Cabin length – Cabin length varies from DC9 at 57 feet to 747-400 at 187 feet.

Aircraft exits and Emergency Operation – Window exits on DC-9, A319/320, and 757 aircraft are plug-type (not hinged) and vary in weight from 35 – 50 lbs. Flight attendants are required to open these exits by lifting the window into the cabin, pivot them over the windowsill and push them outside the aircraft. This task would require the use of legs, arms and hands as well as the strength to quickly open and evacuate through the exit, assisting passengers in the process. The rear hatch exit on a DC-9 exit, weighing approximately 60 pounds, is opened, lifted from its housing and placed on the floor.

All aircraft door exits are hinged and require a force of up to 25 lbs. to open (or more if the power assist mechanism fails). Most aircraft have power-assist mechanisms. On all aircraft, flight attendants open door exits by rotating the door handle. This moves the exit inward after which it begins to pivot outward. Flight attendants may have to push the door to its fully open position. When a door is opened on any aircraft, the flight attendant pulls a manual inflation handle at the bottom of the doorsill to manually inflate the evacuation slide.

Flight attendants are not required to open aircraft doors during the normal course of their work. Flight attendants only open aircraft doors during an emergency situation which requires a door to be opened or during hands-on training drills.

Critical Job Demands

The following information describes the physical activities that may need to be performed by a flight attendant.

| | |
|-------------|--|
| Rare: | 1 – 5 % of an 8-hour workday (approx. 0 – ½ hrs) |
| Occasional: | 6 – 33 % of an 8-hour workday (approx. ½ - 3 hrs) |
| Frequent: | 34 – 66 % of an 8 hour workday (approx. 3 – 5 ½ hrs) |
| Continuous: | 67 – 100% of an 8-hour workday (approx. 5 ½ - 8 hrs) |

Sitting/Standing/Walking

- Continuous standing and/or walking during each flight with intermittent periods of sitting.
- Occasional sitting during take-off and landing.

Squatting/Kneeling/Crouching

- Frequent squatting or crouching to reach service items in galley carts and compartments or when arming/disarming doors of DC-9 aircraft.
- Kneeling is generally not required; however, an FA may rarely choose this position if reaching an item under a seat.

Bending/Stooping/Twisting

- Frequent bending or stooping at the waist to service passengers, pick up service items, or remove carts from galley positions.
- Frequent work in cramped galleys and narrow aisles which requires bending, twisting and awkward posturing.

Reaching at or above shoulder level

- Frequent reaching/working at or above shoulder height on an intermittent basis to reach items in galley and cabin overhead compartments.

Lifting/ Carrying

- Frequent lifting/carrying objects (service items) that weigh up to 10 lbs.
- Frequent lifting or moving objects (luggage, galley service equipment) that may weigh up to 40 lbs. from ground to overhead.
- Rare lifting of aircraft exits that weigh up to 50 lbs. during annual recurrent training or emergencies.

Pushing/Pulling

- Frequent, repetitive push/pull of service carts requiring routinely 12 lbs. of force and occasionally up to 15 lbs. of force.
- Rare push/pull of up to 25 lbs. of force when opening aircraft doors during annual recurrent training or emergencies.

This entire document is meant to provide information and data that can be useful in determining whether a flight attendant is physically capable of performing his/her duties.

If you have questions, please feel free to contact us at 1-888-577-6990.

NWA Inflight Crew Administration

AUTHORIZATION FOR MEDICAL RECORDS

By this form or a copy thereof, I hereby authorize any licensed physician, chiropractor, medical practitioner, hospital, clinic or other medical or medically related facility, insurance company or other organization, institution or person, that has any records or knowledge of my mental or physical health, history, condition or well being, to supply such information to medical representatives of my employer, its insurer, claim administrator or attorneys that is relevant to my injury of ____/____/____ (date).

I revoke all other medical records release forms signed prior to this date.

A Photocopy of this authorization shall be as valid as the original. This release shall remain valid until revoked by me.

Name - Please Print

Signature

Date

ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

I have requested that the Association of Flight Attendants-CWA (AFA) provide me with the name(s) of an attorney to contact for assistance with regard to a potential Workers' Compensation claim.

I fully understand that AFA is in no way responsible for the provision or performance of such counsel or for any payments, fees, costs or expenses of any kind I may incur in connection with the provision of services by such counsel. I will assert no claims with regard to such matters against AFA, its officers, representatives or agents.

(Signature)

(Date)

F A Name: _____ Base _____

Address: _____

Phone: (____) _____ Email: _____

Date: _____

Mr. Doug Haran
Senior Specialist Claims, Workers' Compensation
Northwest Airlines, Inc
2700 Lone Oak Parkway
Eagan, MN 55121

Dear Mr. Haran:

Since Liberty Mutual is your responsibility, you must be made aware of problems Flight Attendants have been having with Liberty Mutual. Please address the following problem.

Flight Attendant Name: _____

File number: _____, Date of Injury: _____ Base: _____

Flight Attendant phone number: () _____

The following is a brief explanation of the problem:

Thank you for your concern and prompt attention to this matter.

Sincerely yours,

cc: AFA-CWA Local Executive Council - DTW
Occupational Benefits Committee Chair
Brad Baker, Northwest Airlines
Flight Attendant Manager

Date: _____

Mr. Doug Haran
Senior Specialist Claims, Workers' Compensation
Northwest Airlines, Inc
2700 Lone Oak Parkway
Eagan, MN 55121

Dear Mr. Haran:

As the person responsible for Concentra, please be aware of the problems that Concentra has caused in my treatment and delay in my return to work. Please address these problems as soon as possible. I would also appreciate a response to my letter.

Flight Attendant Name: _____

File number: _____, Date of Injury: _____ Base: _____

Flight Attendant phone number: () _____

The following is a brief explanation of the problem:

Thank you for your concern and prompt attention to this matter.

Sincerely yours,

cc: AFA-CWA Local Executive Council - DTW
Occupational Benefits Committee Chair
Brad Baker, Northwest Airlines
Flight Attendant Manager