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A Local 3642 FYI

August 12, 2022

If you feel you need the representation of a shop steward when meeting with your CCM, you can ask he or she to show you a list of who is on duty to choose from. If your preferred shop steward is unavailable, at lunch or break, then you would need to choose another available shop steward.

If a shop steward cannot be located, please call the Local at 919-650-3773. If the Local isn't open the calls will be forwarded to an E-Board member.

Please read Article 25 in the CWA-IBT contract to become more familiar with your rights to representation. Please see the CWA-IBT Contract and Forms section of this website for the complete contract.

**New flex Mando March 7 through June 19, 2022
February 28, 2022**

Please read the company email from the Customer Experience team. Please feel free to email if you have any questions. We will answer as soon as possible. From the company email:

Domestic Reservations Team,

You have done an amazing job caring for our customers through the high volume related to irregular operations and return to travel. We are continuing to hire across our locations to ensure Reservations is correctly staffed for our peak summer period. I've

heard from many of you that you prefer the option of flexible mandatory overtime versus our normal procedures for day of and future overtime in the contract.

Thus, we are extending the flexible mandatory overtime option through June 19, 2022 (the end of the next bid period). From March 7 through June 19, you have the option to opt-in via Flex Mandatory Overtime March 7, 2022 – June 19, 2022 to work 6 hours of flexible mandatory overtime. Your opt-in and selections need to be completed by 5pm Central Standard Time (CST) on each Saturday for the future week. You can select from any overtime posted for your line of business. Please note, you are not required to opt in and if you choose not to, you will continue to follow the mandatory overtime assignment outlined in Article 7 if necessary. You will also continue to have the ability to cancel your opt in by 5pm CST on Saturday for the week ahead via Cancel A Week – Flex Mandatory Overtime March 7, 2022 – June 19, 2022, provided current or future day mandatory overtime has not yet been communicated.

Flexible mandatory option terms:

- Full-time and part-time team members who do not select their hours 5PM Central Standard Time (CST) each Saturday during the flex mando period will participate in the mandatory overtime outlined in Article 7, as applicable.
- Should the company need to assign mandatory overtime during this period, team members that selected to work flex mando will be exempt for the week they signed up.
- Team members out for the full duration of the sign-up period will have until end of day on their first day back to work to opt in to the flex mando program.
- Team members selecting flex mando hours will have the time coded in Aspect as MADD for tracking purposes.
- Team members selecting flex mando hours will not have the option to select hours between 12:00AM and 4:00AM CT (unless OT is posted for those hours).
- Team members selecting their flex mando hours will not have the option of canceling their requested hours, however, hours can be moved around with each week of flex mando by contacting WFS.
- Team members will not be eligible to move off or cancel their flex mandatory overtime hours once current or future day mandatory overtime has been communicated.
- Team members will be eligible to move flex mandatory overtime hours to dates/times mandatory overtime has been called.
- Flex mando will not be eligible on CWA/IBT holidays unless overtime has been posted for the specific hours.
- Team members that end CCA prior to the end of the flex mando window are eligible to opt in to the program.
- Long calls of 30+ minutes can be counted towards the flex mando requirement provided the team member opt in for flex mando the week of the long call and WFS is notified to update the AST to MADD.
- Team members will not be required to work on their days off unless they voluntarily select the hours via flex mando or choose instead to submit to the assignment of mandatory overtime application in Article 7.

- Team members who sign up for flex mando and do not have their full requirement accounted for will have time added to their schedule by WFS.
- Flex mando will only be entered through the end of the spring shift bid and will be cancelled when/if overtime is lifted for the full week.

Please contact your local Workforce Support team or your CCM with any questions.

I really appreciate all the extra hours that have been worked by each of you – I know it has been a challenging time.

Julie

TEMPORARY WORK FROM HOME PROGRAM

For new hire sales team members beginning their fourth month

January 6, 2022

Please read your email regarding TDY work from home. You will have to meet performance targets. A review of performance will be based on a 30 day basis. If not meeting targets, once returned to office, representatives will work there for a minimum of one month to demonstrate improvement. If performance targets are met, the representative will be eligible to return to the Temporary WFH program. If you fail to meet goal for two consecutive months you will be returned to work in the office.

For those that are currently eligible please fill out survey that was sent to your AA email. Going forward employees with four months who are meeting goals will have the same option provided to them. You will be required to maintain performance goals. Those agents that are asked to come into the office a second time will no longer be eligible for the TDY work from home program.

For those eligible and interested in participating in the Temporary WFH Program, you'll need to transition to the Citrix platform with your own equipment and convert to the HBR pay scale outlined in Article 36 of the CWA/IBT Contract. The equipment requirements are also provided in the link in the email that was sent to you. The company will provide Citrix software download and phone pad.

Please see your CCM for any questions regarding what is needed. The information is provided via links in the email.

If interested please use link below to complete survey.

<https://c03.keysurvey.com/f/117580/a4f3/>

CWA/IBT Contract is located on Jetnet and our website. <https://www.cwalocal3642.online/>

New flex Mando January 10th through March 6, 2022 January 4, 2022

Please read the company email from the Customer Experience team. Please feel free to email if you have any questions. We will answer as soon as possible. From the company email:

With flexible mandatory overtime scheduled to end on January 9, 2022, we've heard from many of you that you prefer the flexible option versus our normal mandatory overtime process. As a result, we are extending the option through March 6, 2022. You are able to opt in via Flex Mandatory Overtime January 10, 2022 – March 6, 2022 to work six hours of flexible mandatory overtime by 5 p.m. Central Standard Time (CST) on each Saturday for the following week. Please note, you are not required to opt in and if you choose not to, you will continue to follow the mandatory overtime assignment outlined in Article 7 if necessary.

You will also continue to have the ability to cancel your opt in by 5 p.m. CST on Saturday for the week ahead via Cancel A Week – Flex Mandatory Overtime January 10, 2022 – March 6, 2022.

Additional Terms:

Full-time and part-time team members who do not select their hours by 5pm CST each Saturday during the flex mando period will participate in the mandatory overtime outlined in Article 7, as applicable.

Should the company need to assign mandatory overtime during this period, team members who selected to work flex mando will be exempt for the week they signed up.

Team members out for the full duration of the sign-up period will have until end of day on their first day back to work to opt in to the flex mando program.

Team members selecting flex mando hours will have the time coded in Aspect as MADD for tracking purposes.

Team members selecting flex mando hours will not have the option to select hours between 12:00am and 4:00am CST (unless OT is posted for those hours).

Team members selecting their flex mando hours will not have the option of canceling their requested hours, however, hours can be moved around within each week of flex mando by contacting WFS.

Team members will not be eligible to move their flex mandatory overtime hours once current or future day mandatory overtime has been communicated.

Team members that end CCA prior to the end of the flex mando window are eligible to opt in to the program.

Long calls of 30+ minutes can be counted towards the flex mando requirement provided the team member opted in for flex mando the week of the long call and WFS is notified to update the AST to MADD.

Team members will not be required to work on their days off unless they voluntarily select the hours via flex mando or choose instead to submit to the assignment of mandatory overtime application in Article 7.

Team members who sign up for flex mando and do not have their full requirement accounted for will have time added to their schedule by WFS.

Flex mando will only be entered through the end of the current shift bid and will be cancelled when/if overtime is lifted for the full week.

We will reduce the flex mando requirement on any given week during the January 10-March 6 period if the operation allows.

To opt into flex Mando:

<https://c03.keysurvey.com/f/120123/8b88/>

To opt out of flex Mand0:

<https://c03.keysurvey.com/f/120125/1282/>

Understanding the holiday pay program

November 12, 2021

As we approach the holiday season, we want to be sure team members eligible for the holiday pay program understand how the program works and what to expect.

What is the holiday pay program?

The holiday pay program is meant to provide additional support to frontline team members and certain operationally focused groups during the holiday season. Eligible team members who have perfect attendance during the holiday season will be eligible to receive \$1,000.

What is the time period for the holiday pay program?

Nov. 15, 2021 through Jan. 2, 2022.

Who is eligible?

CWA-IBT-represented Airport, Premium Guest Services, Travel Center and Reservations team members

TWU-IAM-represented Fleet Service team members

TWU-IAM-represented Tech Ops team members

PAFCA-represented team members

TWU-represented Flight Crew Training Instructors

TWU-represented Flight Simulator Engineers

Flight attendants can learn more about their program from Flight Service.

*Note: Eligible non-represented workgroups will receive more information directly from their leaders.

Are new hires or team members in their probationary period in eligible workgroups included in the holiday pay program?

Yes. New hires active on or before Nov. 15, 2021 are eligible.

When will the \$1,000 be paid out?

We anticipate the \$1,000 payout will be in your paycheck no later than early February. The payout will be taxed at the supplemental rate.

What does perfect attendance mean?

Perfect attendance means just that: Not being absent from work when scheduled to work.

What if I'm on a short-term leave (jury duty, bereavement, IODs, FMLA, maternity leave, union leave, etc.) that falls in the perfect attendance window?

You would not be eligible for perfect attendance. That said, if your short-term leave is covered by a paid vacation, you would be eligible for perfect attendance.

Can I trade/swap shifts during the perfect attendance time period and still be eligible?

Yes.

Can I use vacation time (includes DAT and HAT, based on the CBA) during this time period and still be eligible?

Yes.

Can I use sick time during this time period and still be eligible?

No.

Am I eligible for the holiday pay program if I use company pandemic leave during the time period?

No.

If I'm out sick during the time period due to a vaccine, am I eligible?

No.

I dropped a shift during this time period since we can drop 30 days prior based on our collective bargaining agreement, am I still eligible?

If your collective bargaining agreement allows for shifts to be dropped within a certain time period and you follow the requirement, you would still be eligible for perfect attendance.

If I'm late for a shift during this time period, am I still eligible?

No. Reporting to work on time is important to our operation. Keep in mind, however, that many contracts have flex time options available to team members.

My workgroup allows for flex time. If I use that, am I still eligible?

Yes.

If I'm approved for VTO, will I still be eligible?

Yes.

Flex MANDO-November 19, 2021-January 9, 2022 November 15, 2021

Team,

In response to your requests to continue to provide options around mandatory overtime, we are again offering you the opportunity and flexibility to make the choice between working flexible mandatory overtime or being assigned normal mandatory overtime, when necessary (as outlined in Article 7) during the peak holiday period. This flexible mandatory overtime period will be from November 19, 2021 through January 9, 2022. Team members will have the option of opting in to work 6 hours/week of flexible mandatory overtime on the weeks they choose for the 7 week period.

Requirement: 6 hours/week (for each week you opt in)

Week 1: November 19-November 28 (excluding CWA/IBT holidays: Thanksgiving 11/25 and Thanksgiving Friday 11/26)

Week 2: November 29-December 5

Week 3: December 6-December 12

Week 4: December 13- December 19

Week 5: December 20-December 26 (excluding CWA/IBT holiday: Christmas 12/25)

Week 6: December 27-January 2 (excluding CWA/IBT holiday: New Year's Day (1/1))

Week 7: January 3-January 9

The details are as follows:

Sign-ups for team members to choose their weeks/times will be done via key survey and must be completed by 5:00pm CST Wednesday, November 17.

Team members out for the full duration of the sign-up period will have until end of day on their first day back to work to opt in to the flexible mandatory overtime program

Team members will have the option of cancelling flexible mandatory overtime by 5pm CST on the Saturday prior to each flexible mandatory overtime week by filling out the following key survey: Cancel

A Week – Flex Mandatory Overtime November 19, 2021 – January 9, 2022. This survey will open once the sign-up window closes.

Team members who do not select their flexible mandatory overtime hours by 5:00pm CST on Wednesday, November 17 will follow the mandatory overtime program outlined in Article 7.

Team members selecting flexible mandatory overtime hours will have the time coded in Aspect as MADD for tracking purposes.

Team members selecting flexible mandatory overtime hours can select any hours except between the hours of 12:00am and 4:00am CST when our call demand is much lower.

Team members will not be able move or cancel their flexible mandatory overtime hours once current or future day mandatory overtime has been communicated.

Team members who sign up for flexible mandatory overtime and do not have their full requirement accounted for will have time added to their schedule by WFS.

Team members selecting flexible mandatory overtime will not be required to work on their days off unless they select to work on these days.

If it becomes necessary to call for additional mandatory overtime during this period due to operational needs, team members who selected to work flexible mandatory overtime that week will be exempt.

Team members that end CCA prior to the end of the flexible mandatory overtime window are eligible to opt into the program.

Team members on a full vacation week or 5 consecutive days of DAT will be exempt from working flexible mandatory overtime that week

Thank you for all your hard working helping our customers with their travel plans. We hope this flexibility through this holiday period helps you with your plans as well.

Julie

AA announces holiday incentives for Res and ATO personnel
November 8, 2021

Dear U.S.-based CWA-IBT represented team members,

We are laser-focused on delivering for our customers and supporting our team during the busy holiday travel season. The reality is this holiday season is different than any other as we continue to welcome back more customers to travel.

The best way we can deliver for our customers is by running a safe and reliable operation. But it should not be lost on anyone that the way we do business is different than it was a mere 20 months ago. It's not always easy for the team charged with keeping our airline moving. That's why we developed a holiday pay program for peak travel days during the next two months, a time when so many of you are away from your families so our customers can be with theirs.

Here's what you should know about the holiday pay program:

Eligibility: U.S.-based team members represented by the CWA-IBT are eligible.

Perfect attendance: Eligible team members with perfect attendance for the time they are scheduled beginning Nov. 15, 2021 through Jan. 2, 2022 are eligible to receive \$1,000.

Peak days: Team members who work on any of our peak days are also eligible to receive 1.5x pay for their originally scheduled shift on each day. Regular overtime rates will apply for any time worked beyond that. The four peak days are:

Airports/Premium Guest Services (PGS)

Nov. 25, 2021 (Thanksgiving)

Nov. 26, 2021

Dec. 25, 2021 (Christmas Day)

Jan. 1, 2022 (New Year's Day)

Reservations

Nov. 27, 2021

Nov. 28, 2021

Dec. 26, 2021

Jan. 2, 2022

Payout: We anticipate the \$1,000 payout will be in your paycheck no later than early February. Additional pay for the peak days will be as soon as practical after the final peak day.

While we're focused on the holiday season, we know this summer had its fair share of challenges as we undertook the largest operational ramp-up in our history. Every day, our Airport, Premium Guest Services and Reservations teams were at the forefront, delivering for our customers no matter the circumstance. Your commitment to our customers was unwavering. And when much

of the world shut down, you kept the global economy moving and helped connect customers to the people and places they care about most.

For these reasons and more, we're pleased to announce a reward program to recognize team members who went above and beyond during the critical summer months (June 1-Aug. 31, 2021).

Here's what you should know about the summer reward program:

Eligibility: All U.S.-based CWA-IBT represented team members who:

Accrued zero attendance points during the reward period and worked a schedule where total hours worked, including vacation, was greater than or equal to a full schedule:

Full Time (Airports/PGS and Res): 526 hours (40 hours/week)

Part Time (Airports/PGS): 329 hours (25 hours/week)

Part Time (Reservations): 395 hours (30 hours/week)

Full Time/Part Time Mix (Airports/PGS): 427 hours (33 hours/week)

OR

2. Accrued one attendance point during the reward period and worked more than the station's average overtime {Airports/PGS only}.

Payout: Team members who met the above thresholds will soon receive 10,000 (\$100 value) Nonstop Thanks points, which can be redeemed for a number of gifts available through the Recognition site, including gift cards and more.

We're eager to make this a great holiday season for both our customers and team members. We hope the holiday pay and summer reward programs will help provide our team with additional support during this busy time and make it clear how grateful we are for the work you do.

JC Gulbranson
Senior Vice President Airport Operations

Julie Rath
Vice President Customer Experience and Reservations

Policy change for probationary employees

November 5, 2021

From American Airlines Management to Probationary Employees (less than 180 days with the company):

We know our product is complex and that you are still absorbing a lot of critical information. In support of your continued learning and to provide additional flexibility, the company and the union have worked together in making some strategic changes to the probationary period. Effective November 6, 2021, while you are in Call Center Academy (CCA), you will not be subject to mandatory overtime, and also cannot pick up voluntary overtime. The company will be allowing you 15 or 30 minute Flex to add time to the end of your shift.

Additionally, we are making you eligible for shift trades earlier in your probation period. Under this agreement, which will be in place until December 31, 2022:

We will allow probationary team members to participate in shift trades in Aspect within the first 120 days of active service – amendment to Article 5.P.4.

- **Shift trades will not be permitted during classroom time or CCA.**
- **Shift trades are defined as the ability to trade whole shifts, partial shifts or days off with another qualified employee.**
- **Probationary team members are required to maintain 80 working hours within a pay period during the first 120 calendar days of employment, inclusive of training.**
- **Probationary team members within their first 120 days of employment who do not comply with these guidelines will have their trade privileges revoked during this period.**
- **New hires in probation (after classroom and CCA time) will have 13 flexes to use per quarter to be 15 or 30 minutes late and add the time to the end of their schedule. Flex can be entered via Aspect beginning Monday November 8.**