



Still Making Up Your Mind?

DELTA AFA

OPPORTUNITY. UNITY. RESPECT.

Association of Flight Attendants-CWA, AFL-CIO
501 Third Street, NW • Washington, DC 20001
www.deltaafa.org

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When we win our Delta-AFA election, can management take away our current benefits or working conditions?	2
Is it true that AFA-CWA just wants our money and that's why they came to Delta Air Lines?	2
Who makes decisions in AFA-CWA?	3
Can't we just sit down with management and try to work things out?	3
Why do we need AFA-CWA if government agencies protect us?	3
Why is management so worried about our having AFA-CWA representation?	4
Will AFA-CWA stir up hard feelings and make communication difficult?	5
What if management refuses to negotiate with us?	5
What is a union security clause? Why is it important?	5
Won't AFA-CWA just defend "bad" flight attendants?	6
Why should I care what happens, I just want to go to work and do my job?	6
When we win the election, can AFA-CWA make us go on strike?	6
Will pre-merger Delta flight attendants have to pay dues right after the election?	7
How is dues money used?	7
If we vote for AFA-CWA, will the current Northwest Airlines union leadership represent the pre-merger Delta flight attendants?	8
Will representation and a contract destroy the direct relationship I currently have with Delta Air Lines?	8
Rumor has it: NWA-AFA does not like the LOD program, and if we vote FOR union representation, the LOD program will go away	9
If we choose to vote FOR representation, can the Delta flight attendants negotiate to change the Social Security offset attached to their pension?	9
NWA flight attendants and Delta-AFA activists are always talking about the importance of Scope. Can you explain what it is?	9
Our Rights Increase Under the Railway Labor Act	11
What Employers, Consultants and Supervisors Cannot Do	12
Association of Flight Attendants-CWA Structure	13



Introduction

Established over 60 years ago, the Association of Flight Attendants-CWA, AFL-CIO, is the largest union of flight attendants in the world today, with over 55,000 members.

AFA-CWA represents flight attendants at 22 U.S. airlines, including AirTran, Air Wisconsin, Alaska, America West, American Eagle, Atlantic Southeast, Compass, Hawaiian, Horizon, Lynx, Mesa, Miami Air, Mesaba, Midwest, Northwest, Piedmont, PSA, Ryan International, Spirit, United, USA3000 and US Airways.

AFA-CWA's structure is built on the guiding principle — the 'membership' is the union. We, the flight attendants, establish and define our union's goals, priorities and strategies at our own airline and at the AFA-CWA national level.

At every AFA-CWA airline, flight attendants at each base (with 100 or more members) democratically elect LEC officers and council representatives. We provide direction to our elected leaders in order for them to represent our interests at the Local Executive Council (LEC) level, the Master Executive Council (MEC) level and the national level. Each LEC handles issues for their base. The MEC concentrates on issues that affect us on a system-wide basis at our airline. These two levels of representation will ensure that all matters brought to our union can be managed in a timely and efficient manner. In addition, the Local Presidents make up the Master Executive Council (MEC), and based on our direction, elect our MEC President, Vice President and Secretary-Treasurer. Those Local officers also represent their members' interests as delegates to AFA-CWA's Board of Directors meeting, our annual convention. At that meeting, the Local officers set AFA-CWA policies and priorities, approve the annual budget, and every four years, elect AFA-CWA's International President, Vice President and Secretary-Treasurer (to view AFA-CWA's structure, turn to page 15).

As a labor union, AFA-CWA negotiates and enforces labor contracts and represents members in disciplinary hearings. The union also represents flight attendant interests before Congress and federal agencies. AFA-CWA is known as a strong and positive force on flight attendant issues in government, throughout the industry and around the world. From industry-leading contracts to the aircraft cabin smoking ban, from accident investigations to demanding fair treatment of flight attendants, AFA-CWA is the leading advocate for flight attendants.

Frequently Asked Questions

1. When we win our Delta-AFA election, can management take away our current benefits or working conditions?

No. Under the Railway Labor Act, our current benefits, working conditions, and wages cannot be taken away arbitrarily because we vote for AFA-CWA. In addition, it is illegal for management to retaliate against the employees for voting for AFA-CWA.

Once AFA-CWA wins the election, all benefits, wages and working conditions must be negotiated between the employer and the joint negotiating committee (pre-merger Delta and NWA flight attendants working with AFA-CWA's professional negotiators). Rumors that 'negotiations start from scratch' are simply not true. Negotiations start from where we are today, with our committee members and AFA-CWA proposing improvements as determined by the flight attendants. In negotiations, any of the things we want to keep can be written into the contract proposals and, when ratified, they become legally binding. Management will also propose changes but, before their proposals would become part of our contract, our negotiating committee would have to agree to them. Then our union leaders present the tentative contract to all flight attendants. Every flight attendant will have the opportunity to study the proposed agreement, attend system-wide 'roadshows' and ask questions before we cast our vote. That's the key difference: with AFA-CWA and a legal process for contract negotiations, we have the right to decide what we want and what we will accept in a contract. Without AFA-CWA representation, management can change our pay, benefits and work rules whenever they want and leave us with no legal recourse.

2. Is it true that AFA-CWA just wants our money and that's why they came to Delta Air Lines?

No. AFA is a non-profit organization. This campaign started when many of us came together because we wanted to do something to gain a 'say' within the workplace. We wanted the job security that goes with a legally binding contract, and we wanted to improve retirement and other benefits, merger and seniority protection, wages and working conditions. We contacted AFA-CWA for their assistance in helping us achieve those goals. Signing an authorization card is the first step toward having an election so that we can negotiate with management.

After our successful election, AFA-CWA becomes our organization; we decide what's important and what the priorities should be. Elected flight attendant leaders decide how money is spent to best serve our members.

Over 75% of all flight attendants in this country are unionized. It makes sense for flight attendants to join AFA-CWA — it gives us the opportunity to make our voice heard at the bargaining table and to play an active part in setting the standards for all flight attendants. AFA-CWA members want us to join them in having an organized voice in our profession because together, speaking with one voice on flight attendant issues, we are all stronger. And remember, AFA-CWA is a non-profit organization. All dues income is put to work strictly on flight attendant issues.

3. Who makes decisions in AFA-CWA?

We do! We, the flight attendants at each airline, decide on the ideas and priorities for our contract through meetings and surveys. Flight attendants from our airline make up our negotiating committee. We vote on the contract before it can go into effect. We elect our local officers. We and our elected officers help set the national agenda for AFA-CWA. We participate by getting involved with AFA-CWA committees in everything from uniform issues to hotel selection to lobbying Congress on issues that affect all flight attendants.

4. Can't we just sit down with management and try to work things out?

That is really what contract negotiations are all about — representatives from management and from the flight attendant group sitting down to work things out in a legally binding contract. The problem is that, without representation, management is under no legal obligation to keep any of its promises. There is no guarantee that those promises or enhancements will be kept, once the pressure from the organizing campaign is over, or when there's a new development like a merger.

With AFA-CWA there is a contract. A contract is a legally binding document that spells out our wages, benefits and working conditions. Promises, 'gray areas,' and ever-changing work rules are turned into guarantees we can count on with a contract. If management violates the contract, the law provides us with a remedy, either in arbitration or in court. With AFA-CWA, we can take legal action, if needed, to enforce our contract. Today, if management breaks a promise or violates one of its own rules, we have no legal recourse.

5. Why do we need AFA-CWA if government agencies protect us?

Without legal representation, airline employees have very little protection. State and federal laws guarantee a few things: Social Security, workers' compensation, unemployment compensation. Federal law also guarantees that you cannot be fired for AFA-CWA activity, or lose your job, based on specific kinds of discrimination (age, race, sex, etc.).

People tend to think they have more protection under the law than they really do. Without a legally binding contract, there is nothing to prevent management from changing our wages, benefits and working conditions at any time. Without representation, our jobs are not protected from unjust firings (for example, an unfair drug test, undocumented accusations from passengers or co-workers, using sick leave when you're sick, etc.). And all decisions about our future and our wages rest solely with management.

Although our current management team may be doing a better job than the previous one, there's no way to know who will move into these positions next. Most flight attendants will be here for their entire airline career, while management will change every few years. Each time new management personnel come into the picture, changes and risks can surface.

6. Why is management so worried about our having AFA-CWA representation?

Management understands the power of organization. Most employers belong to associations and groups that advocate for their interests like the Chamber of Commerce, Air Transport Association (ATA), and International Air Transport Association (IATA). Our employer pays dues to these organizations. They do so because they know that, working together as a group, they can accomplish more. And the results far outweigh the cost of dues. They do not want to see employees organize because they know the same process can work for us. They have seen what other employee groups have gained by organizing and choosing representation.

Despite all their attempts to persuade us that 'AFA-CWA can't do anything for you', they know the bottom line is just the opposite. Think about it: if the union really can't do anything for you, why should management care if we organize and choose representation? The stark reality is that they do care because they want to maintain control over our group by not having to negotiate with us; they don't want to improve wages, work rules and benefits via a legally binding contract. That is why corporate anti-union campaigns have created a multi-billion dollar industry for union busting consultants.

Management knows that with AFA-CWA, they will have to take their employees seriously. Instead of just writing a memo to change our work rules or cut our pay, they will have to bargain with our negotiating committee. Instead of taking our interests for granted, they will have to worry about whether we will vote to ratify their contract proposals.

When we have the voice that comes with winning a seat at the bargaining table, it will mean that management will have to treat us with respect at all times, not just when it suits their needs.

7. Will AFA-CWA stir up hard feelings and make communication difficult?

Tens of thousands of flight attendants are union members. Flight attendants started AFA-CWA over 60 years ago, first at United Airlines and then at other carriers.

When management learns to deal with us fairly, recognizing our right to have a 'say' about our jobs, there should be no hard feelings. Our employer will develop a healthy respect for our rights. That, combined with the job security that comes with having a contract, will clear the way for better relations based on mutual respect, rather than fear and uncertainty. Thousands of employers negotiate with unions. It's a normal part of business in the airline industry. Virtually every employee who has a contract would tell us; they would never want to work without one.

8. What if management refuses to negotiate with us?

Legally, they can't. Management knows that when a majority of employees vote in favor of representation, the law (as defined in the Railway Labor Act) requires them to recognize and negotiate in good faith with our negotiating committee. This is enforceable in federal court.

During an election, airline managers often claim the company will not negotiate with AFA-CWA. If management doesn't want us to have representation, they tend to use this type of scare tactic. But once our election is over, the airline's lawyers know the law and they know that once our election is over they are required to negotiate.

9. What is a union security clause? Why is it important?

This means that, as a condition of employment, everyone would have to become an AFA-CWA member or pay their fair share toward the cost of AFA-CWA representation and services. This is important because, without it, the employer could try to replace union members with anti-union employees and thereby weaken us at the bargaining table and on Capitol Hill; something other employers have attempted in the past.

Federal law requires that when labor unions negotiate a contract, they must do so on behalf of all employees. The law recognizes that since everyone will benefit from, for example, a negotiated pay raise, it is only fair that all employees pay their fair share to support the union's efforts. We live in a democracy where the majority rules, so it makes sense that when the majority elects to form a union in a secret ballot election, everyone should join or pay their fair share for the benefits and services they receive.

This clause in a contract is not automatic, it would have to be negotiated with management. We decide what goes into the contract, so it's up to us.

10. Won't AFA-CWA just defend "bad" flight attendants?

An AFA-CWA contract simply protects us and our colleagues from being fired *unjustly* or "without cause." Poor work performance, excessive absenteeism and stealing are still valid reasons for discipline or termination, but as an AFA-CWA member, you are presumed innocent until proven guilty; there's nothing unusual about that. Without legal representation, the burden is on you to prove you are not guilty if you are falsely accused. That makes a big difference.

In an AFA-CWA contract, grievance procedures guarantee each member due process and a fair hearing. AFA-CWA has the right to appeal management's decision if the member feels it is unjust. And, most importantly, the Railway Labor Act requires that all union contracts in the airline industry provide for final and binding arbitration. This means that final decisions are made by a neutral and objective third party who is independent of management and the union. It does not mean that "bad" employees will get to keep their jobs, but that they will get a fair hearing.

Without a contractually-guaranteed grievance procedure, management has the final authority on all matters. Without representation, if you disagree with a management decision, you have two choices: accept the decision or look for another job. A so-called "open door" policy that resolves nothing is meaningless, compared to a fair and impartial hearing. With AFA-CWA, if we are treated unfairly, there is a third course of action: you have the legal right to do something about it.

11. Why should I care what happens, I just want to go to work and do my job?

Not everyone will want to participate in AFA-CWA activities, but everyone has an interest in the outcome, so we all should be sure to exercise our right to vote. Ask yourself: will I be better or worse off with a legally-binding contract? Will I be better or worse off - if the 'gray areas' of the scheduling rules are spelled out in a contract? Will I be better or worse off - if I know I have job security and retirement security because my rights and benefits are spelled out in a contract? Will I be better or worse off - if I know when my next raise is scheduled and how much it will be?

We can only secure representation for our group with enough votes in our upcoming election. And, we can only have a contract if all our flight attendants work together to obtain one. There can be no legally binding contract without Delta-AFA.

12. When we win the election, can AFA-CWA make us go on strike?

No. Only we can decide to strike. That's one of the reasons why strikes are

so rare. Despite management's efforts to focus our attention on strikes, 99% of negotiations end successfully without a strike. The last time AFA-CWA members voted to strike, and actually went out on strike, was in 1993 at Alaska Airlines. Ultimately, the striking flight attendants and management resolved their issues. In addition, the two dozen flight attendants who were suspended were all returned to the line. The contract that resulted from that strike contained raises as high as 60% for many flight attendants.

13. Will pre-merger Delta flight attendants have to pay dues right after the election?

No. *As new members of AFA-CWA, we will not pay dues until our first contract is negotiated and ratified.* Our contract cannot be signed until it's approved by a majority vote of the flight attendants at our airline. In other words, we will decide if the improvements and security of our first contract are worth our dues contribution. It is important to remember that we will have the power to vote on our future – something we do not have today.

14. How is dues money used?

AFA-CWA dues money is ultimately the members' money and it will be used to support the services and activities of AFA-CWA and to provide us with quality, professional representation.

Remember, AFA-CWA is a non-profit organization that represents over 55,000 flight attendants at 21 airlines.

Our dues contributions cover the cost of negotiations including professional negotiators who will assist our negotiating committee; legal costs such as litigation by AFA-CWA's experienced attorneys to enforce our legally-binding contract; communication materials to keep us informed about contract negotiations and other developments; and safety and health experts to advocate improved workplace safety and security, and to assist with accident investigations. The AFA-CWA International office consists of a Legal Department, an Air Safety, Health and Security Department, an award-winning Employee Assistance Program (EAP), a Government Affairs Department that lobbies Congress on issues important to flight attendants, and a Communications and Research Department. AFA-CWA International departments are staffed with full-time trained professionals and elected AFA-CWA leaders whose work is focused exclusively on flight attendant issues.

Dues money pays for arbitrations to protect us if management violates our contract, or if individual flight attendants are disciplined unjustly or fired. Cases are presented to an independent arbitrator, so that management does not have the final 'say'. This kind of legal protection is a form of job security that AFA-CWA members value.

AFA-CWA dues money is also used to support lobbying efforts before Congress: such as setting limits on carry-on bags, pushing for new regulations on rest requirements, FMLA fairness or banning in-flight cell phone usage. In essence, lobbying Congress in order to safeguard and improve our flight attendant profession is funded through dues dollars.

However, dues money is not used for contributions to political candidates running for office or for political activities of the union that support political candidates. In fact, that is illegal. Contributions and political activities supporting candidates are funded only through AFA's FlightPAC - purely voluntary, personal contributions made by individual AFA-CWA members.

15. If we vote for AFA-CWA, will the current Northwest Airlines union leadership represent the pre-merger Delta flight attendants?

No. NWA-AFA will continue to represent the Northwest flight attendants up until a joint collective bargaining agreement is negotiated and ratified.

Right after the representation election, temporary Local Executive Council officers will be appointed at each Delta base with over 100 flight attendants, while elections are conducted. Delta flight attendants will democratically elect their own union leaders at these bases. These elected leaders, in turn, select Delta representatives to be on the contract negotiating committee — which will be made up of pre-merger Delta and pre-merger Northwest flight attendants.

16. Will representation and a contract destroy the direct relationship I currently have with Delta Air Lines?

NWA flight attendants frequently interact on a personal level with company executives and management. A contract simply gives flight attendants the legal right to request the assistance of the union if they feel they need it during any discussion or meeting with management. It is optional — it is each flight attendant's personal choice to exercise that right, if need be.

Representation gives us the ability to mutually negotiate our pay, work rules and benefits with management via a legally binding contract. Under the Railway Labor Act (RLA), this is the only way airline employees have a legal voice in the workplace.

In addition, NWA flight attendants serve on many committees (as Delta flight attendants do) which enable them to work directly with company management on issues related to air safety/health & security, LOD program, purser program, reserve system, insurance/retirement, scheduling, computer bidding and hotel selection. These committees give the NWA flight attendants the ability to quickly communicate and work with management, when issues arise that need immediate attention.

Therefore, contrary to what you may hear, representation and a contract can actually enhance our direct relationship with Delta Air Lines.

17. Rumor has it: NWA-AFA does not like the LOD program, and if we vote FOR union representation, the LOD program will go away.

Not true on either count. The current NWA contract contains very specific LOD language, similar to the current language in the Delta Policy Manual.

At the present time, the language in the Delta Policy Manual can be changed at any time. So, the most basic difference is that the NWA LOD program is protected via a contract. NWA-AFA has even gone so far as to establish an LOD Committee to address the needs and concerns of its language-qualified members.

Once we win representation, the combined LOD program will be a product of mutual negotiations with Delta management. It will reflect the needs of the company and all of the flight attendants at the 'new' Delta Air Lines. Therefore, it is fair to say, the LOD program will continue.

18. If we choose to vote FOR representation, can the Delta flight attendants negotiate to change the Social Security offset attached to their pension?

Delta flight attendants are keenly aware of the potential loss of thousands of dollars during retirement because of the Social Security offset added to their pension benefit formula. Many have asked if it's possible to get rid of this offset. Since the pension is frozen, it is probably impossible to do so.

However, both Delta and NWA flight attendants can focus on what is possible after we win our representation election and contract negotiations begin — negotiate an increase in the company 401(k) match, for example.

Current Delta 401(k) matching can be changed by the company at any time. With representation and a contract, we can ensure this important benefit is not only consistent, but provides for an increase so that flight attendants can actually afford to retire.

A contract gives us the ability to negotiate improvements to retirement, which is advantageous to even the most junior flight attendant, because it creates upward movement on our seniority list.

19. NWA flight attendants and Delta-AFA activists are always talking about the importance of Scope, can you explain what it is?

Scope is a legally binding provision in a contract that can define exactly what flying we, as flight attendants, are entitled to work. It can also include "Successorship" language and Labor Protective Provisions, in the event of a

merger or other transaction involving the sale of company assets.

This language is clearly defined in Section One of the NWA Contract and is considered a key component. It protects NWA flight attendants' jobs, their flying and their paychecks. It's a little like putting all of NWA's flying in a basket, and saying that those trips may only be worked by flight attendants on the NWA Seniority List. One exception has been negotiated to the Scope clause and that is the Foreign National Provision (Letter of Agreement 6) — which specifically draws the lines of latitude and longitude within which foreign national flight attendants may fly south and west of Tokyo.

NWA actually established a base in Tokyo as far back as 1947 (prior to the first NWA flight attendant contract ever negotiated and ratified). Over many decades of representation, contractual rights have enabled NWA flight attendants to more clearly define the use of foreign nationals on aircraft. As well as, negotiate additional positions for U.S. flight attendants on flights south and west of Tokyo.

If NWA flight attendants had not negotiated Scope protection years prior to this merger, NWA (now Delta) management could have trained and put anyone they wanted on flights. During bankruptcy negotiations, executives initially proposed to outsource 75% of international flying — to replace U.S. flight attendants on Transpacific flights with foreign flight attendants not on the NWA Seniority List.

To further illustrate the importance of Scope language in a contract; it guaranteed that all NWA flight attendants would be included in the merger transaction with Delta Air Lines.

Our current executives have given us their personal assurances that no outsourcing will take place at the 'new' Delta Air Lines. However, as we all know, executives come and go. And the economy can change at any time. No one has a crystal ball or can predict what the future will bring in terms of the Delta Board of Directors' business plan. Representation will ensure that we can negotiate a contract and include critical Scope language in order to protect our careers for years to come.

Still have questions?

Delta-AFA has established a hotline to assist you. Please dial **888-DAL-AFA1 (888-325-2321)** and select Extension #747. During 'off' hours, follow the prompts to leave a message. A Delta-AFA campaign activist will research your question and return your call promptly. You may also send email to **questions@deltaafa.org**. If you're still making up your mind... we encourage you to get all the facts regarding representation for flight attendants at the 'new' Delta Air Lines.



Our Rights Increase Under the Railway Labor Act When We Vote Delta-AFA and When We Get a Contract

Today	<ul style="list-style-type: none"> ✗ No status quo protection ✗ No legally-binding contract ✗ No AFA-CWA to protect our interests
After Delta-AFA election	<ul style="list-style-type: none"> ✗ No status quo protection but ✓ legal protection against retaliation by management and ✓ AFA-CWA to protect and enforce our rights
After Negotiations/ Ratifying a Contract	<ul style="list-style-type: none"> ✓ Status quo protection and ✓ legally binding contract and ✓ AFA-CWA to enforce our contract/ protect our rights

Today – Today, without a contract, our flight attendants have almost no protection: no ‘status quo’ protection, no contract, no AFA-CWA. That begins to improve as soon as we vote in AFA-CWA.

After Delta-AFA Election – After the election, when AFA-CWA is our representative, we will have the added protection of the Railway Labor Act which prevents management retaliation against us for our support of AFA-CWA by reducing pay, benefits or working conditions. We will also have AFA-CWA to enforce our rights, with help from staff attorneys and professional negotiators as needed.

After Negotiating/Ratifying A Contract – And finally, once we have negotiated and ratified a joint contract, we will have the added protection of the ‘status quo’ provisions of the Railway Labor Act (preventing management or AFA-CWA from making unilateral changes to the contract). We will have the legally binding contract itself, which will contain a grievance and arbitration procedure for resolving contract disputes and unfair discipline through a hearing in front of a neutral arbitrator (who is independent of our airline’s management). And, we will have AFA-CWA to enforce our contract and protect our rights.

Know Your Legal Rights

What Employers, Consultants and Supervisors Cannot Do

1. They cannot threaten to fire or punish us if we engage in Delta-AFA activity.
2. They cannot furlough or discharge us for Delta-AFA activity.
3. They cannot bar us from advocating for Delta-AFA amongst ourselves during non-working time.
4. They cannot ask us about confidential Delta-AFA matters.
5. They cannot ask us whether we support Delta-AFA or union representation.
6. They cannot ask us how we intend to vote, threaten us or coerce us in an attempt to influence our vote.
7. They cannot threaten to discontinue existing benefits if the workplace is unionized.
8. They cannot threaten that unionization will take away vacations or other benefits and privileges presently in effect.
9. They cannot promise to give us promotions, raises or other benefits for voting against Delta-AFA.
10. They cannot prevent us from casting our ballots or see how any one of us voted.

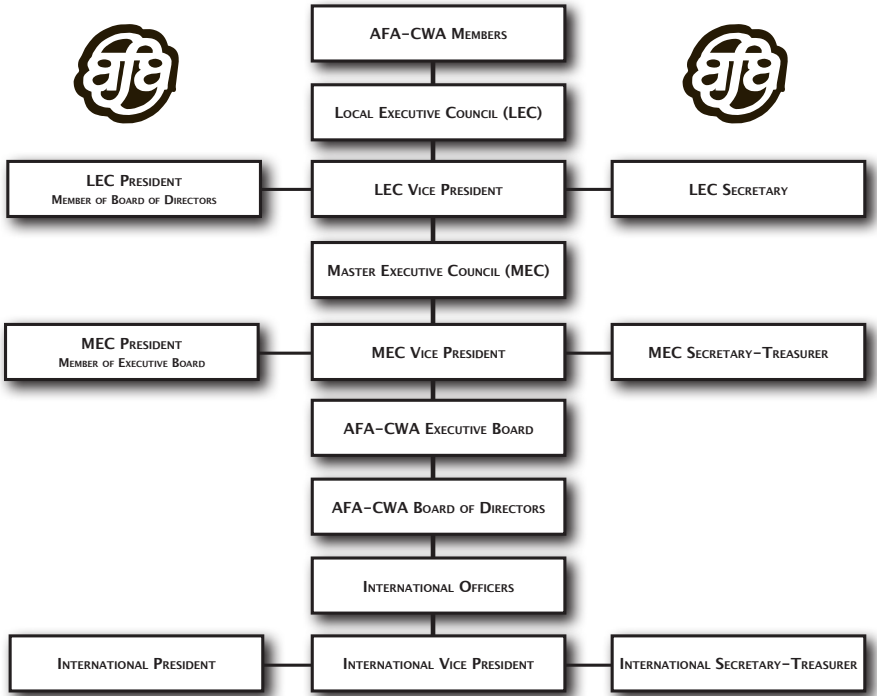
Next Steps to a Legally Binding Contract

- Step One** Cast your ballot in the election and vote for AFA-CWA.
- Step Two** Support your negotiating committee and stay informed.
- Step Three** Study the tentative agreement and cast your ratification ballot.

A contract doesn't just happen. If we want the protection of a legally binding contract we have to follow these steps. If we all work together, we can complete the process, win a voice in our work place, and enjoy the security of an AFA-CWA contract. Please join us!

“There can be no legally binding contract without Delta-AFA.”

ASSOCIATION OF FLIGHT ATTENDANTS-CWA STRUCTURE





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