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ARTICLE 11 – CLASSIFICATIONS AND QUALIFICATIONS

(a) Employees covered by this Agreement will be assigned to a classification within one of the following Occupational Title Groups:

- (1) Title I - Aviation Maintenance
- (2) Title II - Plant Maintenance
- ~~(3) Title IV - Ground Service~~ Note: Title Group IV is now referenced in the Fleet Service Agreement.

(b) The classifications included in Title I – Aviation Maintenance will be as follows:

- (1) Inspector
- (2) Crew Chief – Aviation Maintenance Technician
- (3) Technical Crew Chief – Aviation Maintenance Technician
- (4) Aviation Maintenance Technician
- (5) Overhaul Support Mechanic
- (6) Crew Chief – Parts Washer
- (7) Parts Washer
- (8) Crew Chief – Aircraft Cleaner
- (9) Aircraft Cleaner

(c) The classifications included in Title II - Plant Maintenance will be as follows:

- (1) Crew Chief – Plant Maintenance Mechanic (Automotive/ Facilities)
- (2) Technical Crew Chief – Plant Maintenance Mechanic (Automotive/Facilities)
- (3) Plant Maintenance Mechanic (Automotive/Facilities)
- (4) Plant Maintenance Man (Automotive/Facilities)
- (5) Crew Chief Utility
- (6) Utility Man
- ~~(7) Crew Chief – Cabin Cleaner~~
- ~~(8) Cabin Cleaner~~
- ~~(9) Crew Chief – Building Cleaner~~
- ~~(10) Building Cleaner~~

(d) The classification descriptions set forth in this Article are incorporated and made a part of this paragraph and Agreement. These descriptions have been established by the Company and the Union for the purpose of determining to which particular classification specific work and duties will be assigned to an employee so classified. In establishing these classification descriptions, the parties recognize that the descriptions are not necessarily all inclusive. When it is necessary to determine to which classification any undescribed work and duties will be assigned, the appropriate classification will be determined by where the majority of the normally assigned work and duties lie in the established classification descriptions.

(1) Since the work of handling fire extinguishing equipment, when an aircraft is in a station, has not been incorporated in any of the classification descriptions set forth in this Article and since employees in several classifications covered by this Agreement and the Fleet Service Agreement have been and are performing the above described work, it will remain unclassified work which may be performed by employees in all classifications covered by this Agreement and the Fleet Service Agreement in stations to which they are assigned.

(2) In the interest of cleanliness and safety, employees working in jobs in each of the classifications set forth in this Article will be required to perform, as they always have performed, those housekeeping functions ~~incident-related~~ to their job, as to work area, tools, and equipment, unless instructed otherwise by ~~their supervisor or manager~~ **management**.

(3) The Company or the Union may propose in writing to the other a specific change in any established classification description. The proposed change will be discussed by the parties and if agreed upon the classification description will be changed in accordance with the arrived at agreement. Any change that is agreed to will be expressed in the form of a written amendment to the Agreement.

(4) There may be times when, as a result of new work or a change in work process, the Company will reassign work and duties that have been performed under one classification to another classification, and so notify the Union, if the work and duties are consistent with the majority of the work and duties of the latter classification and not an action requiring a change in a classification description. If the Union considers otherwise, the Union may protest the action in writing, setting forth its reasons, and the matter will be discussed between the Company and the Union within thirty (30) calendar days from the date the written protest was received by the Company. If the protest is not resolved through the discussion, the Company may place such change in effect, and the Union may then appeal to the System Board of Adjustment in accordance with the provisions of Article 29(e)

(5) The parties recognize the right of the Company to assign an AMT in Line Maintenance Operations to multiple tasks and/or assignments during the course of his shift at his station within his work unit/area, i.e., Avionics, Hangar, and/or Terminal.

(e) Whenever and wherever qualifying tests are used to determine the competency of an employee for a promotion and/or transfer, these tests will be prepared **jointly** by the Company **and the Union**. Written portions of qualifying tests will be of the multiple-choice type. Copies of qualifying tests and of any revised or any new qualifying tests will be furnished to the Union **in a soft copy** prior to their use. When the Union has objections to any portions of any revisions or of any new qualifying tests, the objections may be discussed by the Union with the Company upon sixty (60) calendar days' notice from the date the tests are received. If agreement concerning the objections cannot be reached, the tests may be placed in effect, and the Union may take up the disputed points as a grievance under Articles 31 and 32 of the Agreement.

- (1) **It is understood between the parties the Qualifications Administration Manual (QAM) will identify separate skill groups within the Aircraft Overhaul (AO) docks at the Maintenance Bases.**

(f) The Company will immediately furnish the International Union **and each Local President with ~~twenty-one (21) copies~~ a soft copy form** of its Qualifications Administration Manual. Further, the Company will immediately furnish the International Union **with ~~twenty-one (21) and each Local President~~ copies** of any additions, deletions or changes subsequently made.

(1) The International Union will have sixty (60) calendar days from the date of receipt of the manual and subsequent additions, deletions or changes which may be made, to notify the Company in writing of any objections as to the requirements and qualifications standards established in the manual.

(2) In the event of such objections, the Company will continue with the previously established requirements or qualifications standards in effect, and the Union may appeal its objection to the System Board of Adjustment in accordance with the provisions of Article 29.

(g) During the term of this Agreement, the Company will not continue for any period of more than two (2) months with fewer employees in the Crew Chief – Aviation Maintenance Technician classification than necessary to maintain a ratio of 1:11.5 (or less) Crew Chiefs to Aviation Maintenance Technicians. The ratio for Title Group II, Crew Chief – Plant Maintenance Mechanic (Automotive/ Facilities), will be 1:12.9. For purposes of calculating these ratios, “Crew Chiefs” will include employees in both the Crew Chief – Aviation Maintenance Technician classification and the Technical Crew Chief – Aviation Maintenance Technician classification for Title Group I and employees in both the Crew Chief – Plant Maintenance Mechanic (Automotive/ Facilities) classification and the Technical Crew Chief – Plant Maintenance Mechanic (Automotive/ Facilities) classification for Title Group II.

(1) The ratios will apply throughout the United States and not to a group of employees at any particular location. The Company will provide the Union with a listing of the total number of employees in each of these classifications as of the 15th day of each month.

(2) Should it become necessary to increase the number of employees in a Crew Chief classification to meet the requirements of the paragraph above, the additional Crew Chief jobs will be posted immediately, **by electronic means**. The Company will post **electronically** the jobs for a station or stations as it deems necessary for the operation. The chart below shows the appropriate non-bid classification for each crew chief classification in this Agreement. However, the Company reserves the right to have any crew chief supervise employees in a lateral or lower non-bid classification than himself. The parties understand that these changes

are not intended to alter in any way the historical relationship between management supervisors and TWU represented crew chiefs with respect to crew chief job functions or duties.

Crew Chief Classification Higher Capacity Positions	Appropriate Non-Bid Basic Classification(s)
Crew Chief – Aviation Maintenance Technician, and Technical Crew Chief – Aviation Maintenance Technician	Aviation Maintenance Technician and Overhaul Support Mechanic
Crew Chief – Parts Washer	Parts Washer
Crew Chief – Aircraft Cleaner	Aircraft Cleaner
Crew Chief – Plant Maintenance (Automotive/Facilities) and Technical Crew Chief – Plant Maintenance Mechanic (Automotive/Facilities)	Mechanic Plant Maintenance (Automotive/Facilities) Mechanic (Automotive/Facilities) Plant Maintenance Man (Automotive/Facilities)
Crew Chief – Utility	Utility Man
Crew Chief Cleaner – Cabin/ Building	Building Cleaner Cabin Cleaner

(h) Regardless of any provision in this Agreement, the Stores Agreement, or the Fleet Service Agreement, the Company may assign or schedule any employee to perform work of any classification under this Agreement, the Stores Agreement, or the Fleet Service Agreement. Provided, however, the Company will not assign Aviation Maintenance Technicians to **Building Cleaning functions**. ~~do that work now performed by Building Cleaners.~~

(1) Any employee who performs two (2) or more hours of work during his daily tour of duty in a **higher different** classification within his Occupational Title Group than the classification, in which he is regularly employed, will be compensated as outlined in Article 4 for the time so worked. Any employee who performs two (2) or more hours of work during his daily tour of duty in a **higher-different** classification in a different Occupational Title Group, , ~~the Stores Agreement, or the Fleet Service Agreements~~ than the classification in which he is regularly employed, will be compensated as outlined in Article 4 for his entire tour of duty.

(2) An employee who worked in a classification having the same or a lower hourly rate than his own classification will continue to receive his base hourly rate.

(i) Classification descriptions are a part of Article 11 and follow on the subsequent pages.

CLASSIFICATION DESCRIPTION

Title I - Aviation Maintenance

INSPECTOR – AVIATION MAINTENANCE TECHNICIAN

(a) The work of the Inspector – Aviation Maintenance Technician classification, depending upon assignment, includes any or all of the following:

(1) Verify both the airworthiness of aircraft and their components and the quality of workmanship by individual Aviation Maintenance personnel. These responsibilities are fulfilled by methods such as scrutinizing a part, unit, assembly, section, system, or area critically and in detail with the help of inspection aids, by subjecting them to simulated operating conditions, by comparing their actual conditions with established standards, and by exercising judgment from personal experience.

(2) Any checks, inspections, and tests performed by an Inspector may be made after an aircraft and/or any component has been in service, when Aviation Maintenance personnel have performed or are performing service, overhaul, modification, or fabrication operations and have certified their own workmanship, or prior to the release of an aircraft and/or any component into service.

(3) Upon request from others, he will make a double-check inspection to assist in decisions on questionable or airworthiness items and to give technical assistance and/or interpretations.

(4) In the course of performing this work, does necessary mechanic operations; designate equipment, material, or parts for repair, re-work, replacement, or scrap; and may determine the type and manner of repair required.

(5) Works according to FAA and Company regulations and procedures and instructions from ~~his supervisor~~ **management**.

(6) As may apply to work assignments, he uses tools, measuring instruments, inspection aids, test equipment, and signs mechanical flight releases. Completes forms connected with work assignments according to established procedures.

(7) Will communicate with other Company personnel, as required, in a manner designated by the Company.

CLASSIFICATION DESCRIPTION
All Title Groups and Classifications
CREW CHIEF

(a) The Crew Chief will be responsible to management for the overall performance on the job of the employees assigned to his crew, including the timely and satisfactory completion of work assignments, by ~~insuring~~ **ensuring** that:

- (1) Management instructions are promptly and correctly complied with.
- (2) Employees assigned to his crew are properly utilized and instructed for the efficient performance of their daily work.
- (3) Work assignments are carried out in compliance with operational and safety procedures required by the policies of the Company and appropriate Governmental Regulations.
- (4) Required forms, records, reports, and other paperwork are completed legibly and correctly.
- (5) Employees, assigned to his crew, use only those vehicles, tools, and equipment on which the Company has determined them to be qualified.
- (6) Assigned equipment is in proper operating condition, scheduled for maximum utilization, and operated properly for the purpose intended.
- (7) Hazardous conditions, unsafe practices, and improperly functioning equipment and tools are immediately brought to the attention of management.
- (8) The Crew Chief will be responsible to management for ~~insuring~~ **ensuring** compliance on the job with all Company policies, including those relating to personal conduct while on the job, by those employees assigned to him.

(b) In addition to the above, the Crew Chief will, upon request, assist management in areas such as, but not limited to:

- (1) Periodic evaluation of operational requirements and performance.
- (2) Operational planning and scheduling.
- (3) Evaluation of training methods and techniques.
- (4) Evaluation of equipment, vehicles, and tools.
- (5) Performance appraisal of employees by providing oral advice and comments.

(c) The Crew Chief will be qualified in the duties of his classification and will be capable of performing those duties. He will assist his group in the performance of their duties, provided that assistance does not interfere with the performance of his primary responsibilities as described above. While he is performing such duties, his primary responsibilities will not be assumed by others. However, the above provisions do not preclude management from directing individual employees under non-routine circumstances or in the absence of the Crew Chief from the immediate work area. The Crew Chief may be required to demonstrate proper work methods, conduct on-the-job or classroom training, conduct meetings or indoctrinate employees in new or revised operational procedures, and will communicate with other Company personnel as required in a manner designated by the Company.

(1) In those cases where management determines that the work to be performed requires a level of responsibility equivalent to that of a Crew Chief, an employee in the Crew Chief classification may be assigned to that function, even though he has no other employees assigned directly to him.

(2) A Crew Chief – Aviation Maintenance Technician, who holds the proper licenses, may sign mechanical flight releases and perform back checks on the work of Aviation Maintenance Technicians.

(3) Nothing in the above provisions is intended to amend or modify the provisions of Article 28(b) of the Maintenance Agreement.

CLASSIFICATION DESCRIPTION

Title I – Aviation Maintenance

TECHNICAL CREW CHIEF – AVIATION MAINTENANCE TECHNICIAN

(a) The Technical Crew Chief will provide technical assistance, guidance, and training support to the Maintenance and Engineering Department. In those cases where management determines that the work to be performed requires a level of responsibility equivalent to that of a Technical Crew Chief, an employee in the classification may be assigned to that function even though he has no other employees assigned directly to him. As assigned and in addition to the Crew Chief classification description duties outlined in this Agreement, the Technical Crew Chief will:

- (1) Receive assignments from management;
- (2) Perform and provide technical assistance and guidance in trouble shooting to an employee or employees assigned to him in his shop or work unit;
- (3) Assist the crew as necessary, to ~~insure~~ ensure completion of the assignment;
- (4) Assist in completing forms, delay reports, logbooks, work cards, F.M.R. and related paperwork;
- (5) Perform instruction assignments relating to aircraft systems and related ground support in a classroom or on-the-job training (OJT);
- (6) Maintain knowledge of and work with manuals, supply/parts catalogs, minimum equipment lists and general maintenance manuals;
- (7) Technical Crew Chiefs must possess a valid Airframe and Powerplant License issued by the FAA or equivalent authority in stations outside the United States. Such The employee must have worked for the Company as an Aviation Maintenance Technician Overhaul/Line for a minimum of one year. A Technical Crew Chief will not displace an Aviation Maintenance Technician or Crew Chief during the course of the performance of his duties.

(b) The applicant will demonstrate knowledge and practical skills ability in the following areas:

- (1) Procedures and techniques in troubleshooting and repair of the aircraft types used by the Company and their power plants and components, utilizing the manufacturer's aircraft manuals.
- (2) Proficiency in the use of manuals, supply catalogs, minimum equipment lists, general maintenance manuals and wiring diagrams.

(3) Proficiency in oral and written communications for instruction of employees, individually or in a group, using training procedures provided by the Company.

(4) Completion of Company records, such as delay reports, log book entries, field maintenance reports and associated forms in a comprehensible and proficient manner.

(5) A Selection Committee comprised of two (2) TWU represented employees and three (3) Company officials will select the most qualified employee based on the required skills for the position to be filled at a location. In the event of an equal evaluation by the Selection Committee of two (2) or more qualified applicants, seniority will prevail.

(c) Technical Crew Chief Classification applicants selected will be on a trial basis for no longer than six (6) months. In the event that an employee promoted to Technical Crew Chief cannot satisfactorily perform his duties, such employee will be demoted to the classification at the station from which the employee was promoted. A successful candidate for Technical Crew Chief shall not be eligible for self-demotion under the provisions of 12(n) during the first twelve (12) months of his assignment. A bid job vacancy created by the promotion of an employee to Technical Crew Chief may be posted and bid at the Company's option.

(d) **Posting Request for promotion (RFP)** to the Technical Crew Chief job will be restricted locally to Mechanics, Crew Chiefs and Inspectors at the location where the vacancy occurs and the award will be determined by the Selection Panel outlined in (b) above. A vacancy created by the transfer, demotion of a Technical Crew Chief may be filled by the Company at its option.

(e) Technical Crew Chiefs will be placed in separate vacation, overtime, and field trip work units and will be eligible for overtime and field trips as Technical Crew Chiefs.

(f) Technical Crew Chief positions will be included in the system Crew Chief ratio as provided in Article 11(g). Provided however, it is understood by the Company and the Union that staffing under this Article will not be a requirement and will be consistent with the needs of the company.

(g) Any dispute arising out of the interpretation or application of this job description will be reviewed by a panel consisting of the International Vice President, Transport Workers Union, and the **Senior Vice President - Maintenance and Engineering**, representing the Company, or their respective designees. The panel will issue a binding decision on such questions of interpretation or application.

CLASSIFICATION DESCRIPTION

Title I - Aviation Maintenance

AVIATION MAINTENANCE TECHNICIAN

(a) The work of the Aviation Maintenance Technician classification, depending upon assignment, includes any or all of the following:

(1) Performing skilled work in those operations such as trouble shooting, individually or with a Crew Chief, management or professional direction, disassembly, checking and cleaning, repairing, replacing, testing, adjusting, assembling, installing, servicing, fabricating, taxiing or towing airplanes, and/or run-up engines, deicing aircraft, required to maintain the airworthiness of aircraft and all their components while in service or while undergoing overhaul and/or modification.

(2) Certifies for the quality of his own workmanship, including signing mechanical flight releases, except signs mechanical flight release for all work done on field work.

(3) In those positions where ~~stock chasers~~ **Material Logistic Specialists** are not maintained and/or available at the time, he may chase his own parts.

(4) May have other Aviation Maintenance Technician personnel assigned to assist him in completing an assignment.

(5) Works according to FAA and Company regulations and procedures and instructions from a Crew Chief or ~~supervisor~~ **management**.

(6) Completes forms connected with work assignments according to established procedures.

(7) Will communicate with other Company personnel as required in a manner designated by the Company.

(b) In addition to the above duties, performs the following duties as assigned: cleaning of aircraft windshields; connecting/removing ground power and ground start units; pushing out/towing of aircraft, and related guideman functions.

CLASSIFICATION DESCRIPTION

Title I – Aviation Maintenance

OVERHAUL SUPPORT MECHANIC

(a) The work of the Overhaul Support Mechanic classification, depending upon assignment, includes any and all of the following on an individual or isolated work assignment basis:

(1) Performs work in operations such as, but not limited to: shot peening, disassembling, checking and cleaning, repairing, replacing, testing, adjusting, assembling, installing, servicing, and fabricating, required to maintain aircraft components.

(2) Performs work hardening, cleaning, or checking adherence of plating on aircraft parts and/or assemblies by operations such as shot-peening or blasting with grit, wheat, sand, shell, or similar materials, according to prescribed methods. May mix and store materials used and/or set up for use in shot-peening and/or cleaning equipment and to clean the work area.

(3) As may apply to the work assignment, uses equipment such as shot-peening machines, blasting equipment, hand tools, racks, and other holding devices. Uses protective equipment such as masks, respirators, gloves, and/or aprons.

(4) Certifies for the quality of his own workmanship.

(5) In those positions where ~~stock chasers~~ **Material Logistic Specialists** are not maintained and/or available at the time, he may chase his own parts.

(6) Works according to FAA and Company regulations and procedures and instructions from a Crew Chief or Supervisor.

(7) Completes forms connected with work assignments according to established procedures.

(8) Overhaul Support Mechanics will be excluded from Shops and areas requiring an A & P license or the skills necessary for an Aviation Maintenance Technician and areas that require a high skill premium as outlined in Article 4. **See Attachment 11.4**

CLASSIFICATION DESCRIPTION

Title I - Aviation Maintenance

PARTS WASHER

(a) The work of the Parts Washer classification, depending upon assignment, includes any and all of the following:

(1) Cleans airplane, engine, propeller, accessory parts, and/or assemblies by operations such as dipping, spraying, steaming, blasting, scrubbing, wiping, buffing, and polishing, according to the method required to remove dirt, grease, scale, paint, other foreign material, or to restore appearance.

(2) May mix and store solutions, clean and/or set up for use parts washing equipment, and clean the work area.

(3) As may apply to his work assignment, uses cleaning materials such as solvents, hot solutions, hot water, and steam. Uses equipment such as an electric tank agitator, automatic parts washing machine, spray equipment rinsing baskets, buckets, power and manual hoists, hot solution tanks, flexible shaft buffer, racks and other holding devices, steel and other brushes, steel wool, and rags. Uses protective equipment such as masks, respirator, gloves, and aprons.

(4) Works according to FAA and Company regulations and procedures and instructions from a Crew Chief or Supervisor.

(5) Completes forms connected with his work assignments according to established procedures.

CLASSIFICATION DESCRIPTION

Title I - Aviation Maintenance

AIRCRAFT CLEANER

(a) The work of the Aircraft Cleaner classification, depending upon assignment, includes any or all of the following:

(1) Cleans the exterior of aircraft by operations such as cleaning the entire surface with cleaning compound(s), polishing the surface, checking it for worn or corroded areas and bringing those areas to the attention of his Crew Chief or supervisor, removing exhaust stains with special cleaning compounds, washing the interior belly and nacelle areas, spraying wheel wells and flap wells with cleaning compound(s), and deices aircraft. Uses a ladder or aero-stand or climbs out on the wings in order to reach the surface to clean.

(2) Cleans and polishes ground and automotive equipment. Cleans equipment used and the work area and reports the need for repairs to his Crew Chief or supervisor. May service the equipment used to keep it in good operating condition. May mix the cleaning compounds and solutions.

(3) As may apply to his work assignment, uses specialized cleaning solutions and materials; uses equipment such as ladders, aero-stands, spray guns, mops, brushes, and brooms. May use hand tools such as pliers, screwdrivers, and wrenches.

(4) Works according to FAA and Company regulations and procedures and instructions from a Crew Chief or Supervisor.

(5) Completes forms connected with his work assignments according to established procedures.

(b) In addition to the above duties, performs the following duties as assigned: pushing out/towing of aircraft and related guideman functions; connecting/removing ground power and ground start units; and the cleaning of aircraft windshields.

CLASSIFICATION DESCRIPTION

Title II – Plant Maintenance

TECHNICAL CREW CHIEF – PLANT MAINTENANCE MECHANIC

(a) Title II Technical Crew Chief classification will perform technical assistance, guidance, and training support to the Title II work group. In those cases where management determines that the work to be performed requires a level of responsibility equivalent to that of a Technical Crew Chief, an employee in the classification will be assigned to that function even though he has no other employees assigned directly to him. As assigned, and in addition to, the Crew Chief classification description duties outlined in the Labor Agreement, the Technical Crew Chief will:

(1) Receive assignments from management or requests for technical support from other Crew Chiefs.

(2) Perform and provide guidance and assistance in the trouble shooting, maintenance and repair of all Facilities equipment, as well as technical assistance to the employee or employees assigned.

(3) Assist management in the completion of forms, delay report, work records and related paperwork.

(4) Provide instruction, either classroom or on the job.

(5) Maintain knowledge of and use of manuals, supply/parts catalogs, SABRE, and modifications to any system used by the employee.

(6) Will assist the crew as necessary to ensure the completion of the assignment.

(b) An applicant to be considered qualified for the position of Technical Crew Chief – Plant Maintenance Mechanic (Automotive/Facilities) must possess the skills and qualifications necessary for the Plant Maintenance Mechanic (Automotive/Facilities) position and successfully complete or have completed the applicable trade test contained in the QAM. An applicant for Technical Crew Chief – Plant Maintenance Mechanic (Automotive/Facilities) will demonstrate his ability and knowledge in the following areas:

(1) Demonstrate procedures and technique in troubleshooting and repair of all Facilities, including, but not limited to, utilizing available manufacturer's manuals.

(2) Demonstrate proficiency in the use of manuals, supply catalogs and wiring diagrams.

(3) Demonstrate proficiency in communicating instructions, either individually or to a group, based on training procedures provided by the Company.

- (c) Applicants selected will be on a trial basis for no longer than one hundred eighty (180) days. In the event of a Technical Crew Chief – Plant Maintenance Mechanic (Automotive/Facilities)'s inability to perform his duties, he may be demoted to the classification he originally held in Plant Maintenance. A successful candidate for this position will not be eligible for self-demotion under the provisions of 12(n) during the first twelve (12) months of his assignment.
- (d) **Posting Request for promotion (RFP) to the job will be restricted locally to Mechanics and Crew Chiefs in Plant Maintenance.** Selection of the successful bidder will be based on the most qualified applicant, to be determined by a Selection Panel, comprised of Management and Union members. In the event of an equal evaluation by the Selection Committee of two (2) or more qualified applicants, seniority will prevail.
- (e) Any dispute arising out of the interpretation or application of this job description will be reviewed by a panel consisting of the International Vice President, Transport Workers Union, and the **Senior Vice President – Maintenance and Engineering**, representing the Company, or their respective designees. The panel will issue a binding decision on such questions of interpretation or application.

CLASSIFICATION DESCRIPTION

Title II - Plant Maintenance

PLANT MAINTENANCE MECHANIC (AUTOMOTIVE/FACILITIES)

(a) The work of the Plant Maintenance Mechanic classification, depending upon assignment, includes, in addition to the work specified for the Plant Maintenance Man classification, any or all of the following:

(1) Lay-out, planning, and execution of complex maintenance assignments requiring the skills of one or more of the maintenance trades, such as electrician, plumber, steamfitter, carpenter, painter, auto mechanic, millwright, heating and air-conditioning engineer, or other similar skilled journeyman trades.

(2) Those duties will include, among others, the necessary sequence of operations to troubleshoot, disassemble, clean, check, repair, rework, replace, fabricate, assemble, install and adjust any building component, plant equipment, automotive and ground equipment, machinery, accessories, parts, etc., and explaining the work procedures to personnel assigned to assist in that work.

(3) Works according to Company regulations and procedures and instruction from Crew Chief or supervisor.

(4) Completes forms connected with his work assignments according to established procedures.

(5) Will communicate with other Company personnel as required in a manner designated by the Company.

(b) In addition to the above duties, he performs the following duties as assigned: de-icing of aircraft; cleaning of aircraft windshields; pushing out/towing of aircraft and related guideman functions; connecting/removing ground power and ground start units.

CLASSIFICATION DESCRIPTION

Title II - Plant Maintenance

PLANT MAINTENANCE MAN (AUTOMOTIVE/FACILITIES)

(a) The work of the Plant Maintenance Man, depending upon assignment, includes any or all of the following:

(1) Will perform work of a semi-skilled to skilled nature as a helper or assistant to an Automotive Mechanic or Facility Maintenance Mechanic May perform work on an individual or isolated work assignment that is semi-skilled to moderately complex.

- (a) Lubrication**
- (b) Cleaning**
- (c) Periodic checking**
- (d) Simple servicing/repairing of plant and ground facilities**
- (e) Simple servicing/ repairing of automotive equipment**
- (f) Installing and checking of fire extinguishing equipment**

(2) Works according to Company regulations and procedures and instructions from Crew Chief or supervisor. May assist in storage, removal, and clean-up of hazardous waste. Completes forms connected with work assignments according to established procedures.

CLASSIFICATION DESCRIPTION

Title II - Plant Maintenance

UTILITY MAN

(a) The work of the Utility Man Plant Maintenance Classification, depending on assignment, includes ~~and in addition to the work specified Building Cleaner Classification,~~ any or all of the following:

(1) Operate mechanized cleaning and floor surfacing machines or equipment: loading, unloading, dumping and racking operations to pick up haul, and dispose of refuse drums of used oil, empty barrels, etc.

(2) Moving and transferring furniture, fixtures, office and plant equipment, and materials.

(3) Maintaining grounds and cultivated areas; excavating with hand or pneumatic tools, etc.; any related unskilled or handyman work.

(4) Works according to Company regulations and procedures and instructions from Crew Chiefs or supervisors as may apply to work assignment, uses equipment such as tow tractors, scrubbers, floor conditioning machines trucks, etc.

(5) Completes forms connected with work according to established procedures.

(6) The work of the Cabin Cleaner classification at DFW, LAX and ORD, depending upon assignment, includes any or all of the following: performs those functions required for the provisioning and cleaning associated with dedicated overnight (e.g. - Level 1 and fleet work) and International cabin cleaning (e.g. - BXT bill of work).

CLASSIFICATION DESCRIPTION

~~Title II – Plant Maintenance~~

~~BUILDING CLEANER~~

~~(a) — The work of the Building Cleaner classification, depending upon assignment, includes any or all of the following:~~

~~———— (1) — Manually cleaning buildings, hangars, shops, offices, ramps, lavatories, locker rooms, and access areas to such properties, including floors, windows, fixtures, walls, corridors, walks, etc., by such operations as sweeping, mopping, dusting, collecting and disposing of trash, rubbish and waste.~~

~~———— (2) — May mow grass areas using "home" type equipment, remove snow from sidewalks and access areas, and perform related incidental unskilled tasks, including moving furniture and equipment.~~

~~———— (3) — Works according to Company regulations and procedures and instructions from Crew Chief or supervisor.~~

~~———— (4) — As may apply to work assignments, uses cleaning fluids and materials, such as washing solutions, oil zorb, soap, waxes, etc., and equipment, such as mops, scrub brushes, brooms, scrapers, squeegees, wringer pails and vacuum cleaners.~~

~~———— (5) — Completes forms connected with work assignments according to established procedures.~~

CLASSIFICATION DESCRIPTION

Title II — Plant Maintenance

CABIN CLEANER

~~(a) — The work of the Cabin Cleaner classification, depending upon assignment, includes any or all of the following: performs those functions required for the provisioning and cleaning associated with dedicated overnight (e.g. Level 1 and fleet work) and International cabin cleaning (e.g. BXT bill of work).~~

(j) The attachments on the following pages are agreed to by the parties and are incorporated as part of the Agreement.

ATTACHMENT 11.1 – ASSIGNMENT OF INSPECTORS AT JFK

**From: C.A. Pasciuto
To: James F. Horst
Re: Assignment of Inspectors at JFK**

May 11, 1971

During the discussions leading to the signing of this Agreement, the Company assured the Union that at the John F. Kennedy Line Maintenance Station, while designated to perform field base checks, back checking required to be performed in the hangar will be performed by Inspectors assigned at that location.

On the day and afternoon shifts where there is less than full time Inspector work, including back checking to be performed, the Inspector may be required to perform maintenance duties within the types of work for which he is qualified. However, he shall not work on the same job assignment in the capacity of both Mechanic and Inspector.

It is not the intent of this letter to change the duties of Inspectors on FBC shifts. Should the FBC shifts be changed, this letter may be amended accordingly.

(Signed original on file)

~~ATTACHMENT 11.2 — BOS SOUTH TERMINAL CLEANING AND MAINTENANCE~~

~~From: Charles A. Pasciuto~~

~~To: Ernest M. Mitchell~~

~~Re: BOS South Terminal Cleaning and Maintenance~~

~~February 18, 1978~~

~~This will confirm our agreement that the facilities cleaning and facilities maintenance work at Boston South Terminal will be accomplished by Title II employees as follows:~~

- ~~1. Ramp sweeping.~~
- ~~2. In American Airlines' exclusive employees areas, facilities cleaning and facilities maintenance.~~
- ~~3. In American Airlines' exclusive passenger areas the day to day routine facilities maintenance.~~
- ~~4. 1. through 3. above in accordance with Article 1(e).~~
- ~~5. The Company will pay all grievants in cases M-567-76 and M-271, 272-77.~~
- ~~6. This provision will become effective no later than ninety (90) days after ratification of the Agreement.~~

~~(Signed original on file)~~

ATTACHMENT 41.3 11.2– TECHNICAL CREW CHIEF SELECTION TULE

**From: S.L. Crosser
To: E. Wilson
Re: Technical Crew Chief Selection**

May 5, 1989

During the discussions leading to the Agreement signed May 5, 1989, the issue of Technical Crew Chief selection was discussed. As we have previously agreed, selection will be outlined in the Letter of Agreement and further defined to reflect the following:

The top three (if three available) most qualified candidates as determined by the Selection Committee will become the finalists. The most senior of these three will be appointed to the Technical Crew Chief vacancy.

(Signed original on file)

ATTACHMENT 11.4 11.3– TECHNICAL CREW CHIEF UTILIZATION

**From: S.L. Crosser
To: Edward R. Koziatek
Re: Technical Crew Chief Utilization**

August 2, 1991

The recent expansion of the Company's reliance upon Technical Crew Chiefs in work groups other than Title I, have prompted questions regarding the intended utilization of these employees. In light of these questions, we discussed the intended applications of Technical Crew Chiefs, in an attempt to clarify their roles. This letter is to confirm our recent discussions on this matter.

As we agreed, the Technical Crew Chief function was intended to provide training, guidance and technical support for the various departments. Although the job duties and responsibilities of a Technical Crew Chief are an extension of the duties and responsibilities identified in the Crew Chief classification description of the agreement, it was not intended that the Technical Crew Chief be used in place of acting or temporary Crew Chiefs. Recognizing that from time to time in the absence of the regular Crew Chief, Technical Crew Chiefs may be called upon to perform the duties of the regular Crew Chief, we agreed that it was not intended to occur on a regular basis such as vacation relief, sick coverage, etc..

Should any further questions arise regarding the Technical Crew Chief function, we have agreed to attempt to resolve them through continued discussions.

Please contact me should you have any additional questions.

(Signed original on file)

ATTACHMENT 11.5 11.4- SHOP REPAIRPERSON Overhaul Support Mechanic

From: ~~Jane G. Allen~~Mark Burdette
To: ~~Edward R. Koziatek~~Garry Drummond
Re: ~~Shop Repairperson~~Overhaul Support Mechanic

~~August 15, 1995~~ DOS

This will confirm our understandings during negotiations concerning the ~~Shop Repairperson~~ **Overhaul Support Mechanic (OSM)**.

We have agreed that ~~Shop Repairpersons~~ **OSM's** will not be utilized in areas requiring an A&P license, or shops and areas that receive a high skill premium as outlined in Article 4 (**excludes aircraft painters and the provisions as outlined below**). This language would prevent the use of ~~Shop Repairpersons in the area known as "aircraft docks or lines" (excludes aircraft painters)~~ and shops or areas requiring an A&P license. ~~Shop Repairpersons OSM's~~ will not be utilized for overtime in any areas in which they cannot be staffed, nor will they be "labor loaned" to areas in which they cannot be staffed.

The TWU expressed concerns that the Company was attempting to modify the OSM scope of work as defined in Article 11. The Company committed to the TWU that was not the intent of the proposals, however, it was the interest of the Company to modify "where" an OSM may perform work within Scope under certain circumstances. The Company commits that this change does not include OSMs performing work on the aircraft.

Examples of certain circumstances where OSMs may perform work outside their shop include, but not limited to:

- **Uncrating and preparation of the new seats in the dock area;**
- **Any re-work on a component that was produced in their home shop, provided it has not yet been installed on the aircraft.**

In order to ensure that the Local TWU fully understands the circumstances surrounding the need to have OSM work performed outside the shop, the Director of the applicable area where the work is to be performed will meet with the TWU Local President or designee prior to the commencement of the work.

In the event the TWU disputes the circumstances under which the work is to be performed, the TWU Local President may request, within seven (7) days from the date of the meeting, to meet with the Vice President of Base Maintenance to

discuss the dispute. If the outcome of that meeting is not satisfactory to the TWU Local President, the Company may implement, and the TWU can submit the dispute to the System Board of Adjustment for final adjudication.

(Signed original on file)

ATTACHMENT 11.6 11.5– SHOP REPAIRPERSON Overhaul Support Mechanic PERCENTAGE

From: ~~Jane G. Allen~~ **Mark Burdette**
To: ~~Edward R. Keziatek~~ **Garry Drummond**
Re: ~~Shop Repairperson~~ **Overhaul Support Mechanic (OSM) Percentage**

~~August 15, 1995~~ **DOS**

This will confirm our understanding reached during negotiations regarding the number of ~~Shop Repairpersons~~ **OSM's** that may exist at the TUL/AFW bases.

We have agreed that ~~Shop Repairpersons~~ **OSM's** shall be utilized in areas that do not require the license and high skill of an A&P Mechanic. Further, we have agreed that in no event will the number of ~~Shop Repairpersons~~ **OSM's** at either TUL or AFW exceed 25% of the total population of Title I employees at each base. We have further agreed that this percentage figure cannot be changed for the duration of this agreement, and for a minimum of additional four (4) years.

(Signed original on file)

ATTACHMENT 11.7 11.6– NEW CLASSIFICATION OF PLANT MAINTENANCE MAN DUTIES

From: Jane G. Allen
To: Edward R. Koziatek
Re: New Classification of Plant Maintenance Man Duties

August 15, 1995

This will confirm our discussions and understandings reached during the negotiations leading to the agreement effective August 15, 1995. We agreed to institute a new classification of employee titled "Plant Maintenance Man" into the agreement covering mechanics and related employees. This classification of employee will be assigned to Title II and perform the less than journeyman jobs in facilities and automotive maintenance.

The following list of work functions as outlined below is not intended to be all inclusive or exclusive of the work of this new classification, but is intended to reflect the parties' general concept of the scope of this classification's duties when performing individually or alone. The parties do not envision this classification of employee to get into the repair and/or overhaul of baggage systems, jet bridges, state of the art automotive equipment, building construction, engine overhauls, welding, automotive spray painting etc. However, when this classification is assisting a journeyman mechanic, they can perform any function of the trade with the journeyman's oversight.

Time and experience will dictate the need to further refine this conceptual list and the parties have agreed to promptly meet if such need should arise and review the parameters of the scope of the new classification.

GENERAL DUTIES

Shop Functions:

- Pick-up and delivery of equipment
- Tire build-up and repairs
- Battery servicing and replacements
- Towing equipment
- Parts chasing
- Shop Work (changing of lubricant barrels, shop cleaning, etc.)

Equipment Functions:

- Non-powered
- Wash equipment
- Lubricate equipment
- Transport and operational check of equipment taken for licensing/registration

(PONYA, EPA, DOT and State requirements)

- Fluids and filter changes
- Spark plug, wire & PCV changes
- Minor electrical component replacement; e.g., light bulbs, reflectors, etc.
- Minor engine component replacement; e.g., expendable stock items
- Pintle hook replacement except for those that are welded.
- Seat repairs and replacements

Preventive Maintenance Checks/Inspections (auto and facilities)

- Those PM checks/inspections not requiring disassembly, troubleshooting or repair

Facilities Maintenance:

- Light bulb replacement (relamping)/fixture cleaning
- Minor basic plumbing repairs (leaks, etc.) (restrooms)
- Masonry repair work (concrete block, etc.)
- Minor/semi-skilled carpentry and repair work (crating, drywall)
- Painting - facilities and ramp-brushes, rollers and walk behind paint striping
- Filter changes (Hvac)
- Fencing Repairs (gates, blast fences)
 - Ceiling/flooring tile repairs
 - PCA host/cart repairs and replacement
 - Minor non-powered repairs - wheelchairs, dollies, bicycles etc.
 - Furniture repairs
 - Fire bottle inspection/repair/servicing
 - Battery operated lighting and components service/maintenance
 - Tire build up and repair
 - Lubrication and fluid checks
 - Assist in clean-up, storage, and removal of hazardous waste
 - Ramp escort

(Signed Original on File)

ATTACHMENT 11.8 11.7– HAZARDOUS WASTE FUNCTION TASKS

**From: J.G. Zink
To: Marion Finley
Re: Hazardous Waste Function Tasks**

June 3, 1996 (as revised for references April 15, 2003)

During the negotiations which led to the agreement dated August 15, 1995, we agreed to reinstate the Plant Maintenance Man classification along with job description language which is considerably more restrictive than that which previously existed for this classification before the name was changed to Apprentice Mechanic. Additionally, language was added in Appendix A, (g) 5.0, which provided that those employees in the classification of Plant Maintenance Man who are regularly assigned to the hazardous waste function will receive a skill premium of one dollar and seventy cents (\$1.70) per hour.

In addition to the special training and certification that these employees must possess, the primary tasks will include, but are not limited to the following, which will more clearly define the “Hazardous Waste Function” language referenced in Article 4(f):

- 1. Chemical tank change out, cleaning and sampling. This includes acid, caustic, vapor degreasers, and chlorinated solvent tanks.**
- 2. Assistant to the mechanic in the operation of the Industrial Waste Treatment Plant. This includes processing of waste sludge, chemical handling/dispensing/testing for operation of the Plant and other related activities.**
- 3. Preparation of hazardous waste for shipment off-base. This includes proper storage, packaging, identification, tracking and manifest documents at the Industrial Waste Treatment Plant**
- 4. Triple rinsing of empty drums, cans, etc. prior to their disposal.**
- 5. Certified Spill Response Team member. These employees receive a 40 hour training course covering proper procedures for responding to, cleaning up and disposing of hazardous spills.**

In addition to these hazardous waste function tasks, employees assigned to the hazardous waste function may also be expected to perform any other duties as defined by the Plant Maintenance Man classification description in Article 4 and the memorandum entitled “New Classification of Plant Maintenance Man Duties” attached to Article 11 of the AATWU Agreement.

The remaining semi-skilled type work (which has not been described as part of the hazardous waste function) will be assigned to Plant Maintenance Man employees. If a

non-skill premium Plant Maintenance Man is temporarily assigned to the hazardous waste function, he will receive the one dollar and seventy cents (\$1.70) per hour skill premium for all time he works in this capacity.

(Signed original on file)

ATTACHMENT 11.8- PLANT MAINTENANCE MAN CLARIFICATION

**From: Mark L. Burdette
To: John Orlando
Re: Plant Maintenance Man Clarification**

July 16, 1996

During the course of negotiations the parties agreed to implement the "Plant Maintenance Man" classification into the Maintenance and Related Agreement and also agreed to meet to resolve any disputes involving the scope of this new classification.

Two Facilities Maintenance issues have been raised in ORD. One issue deals with "the inspection of fire bottles" and the other issue "the clearing of bag jams."

It is hereby agreed that the proper interpretation of this provision is that the Plant Maintenance Man can perform the semi-skilled work of Fire Bottle inspection; servicing and repair including the preventative maintenance (PM) check of the fire bottles. In those states requiring "certification" to perform the Fire Bottle inspection, it will continue to be accomplished by the Plant Maintenance Mechanic holding the state certificate unless a Plant Maintenance Man holds the required certificate.

With regard to the clearing of "bag jams", it is agreed that while this may appear to be semi-skilled work, the intent of the parties was that Plant Maintenance Mechanics would continue to clear jams on those enclosed systems where Mechanics currently perform this function because the jam may be a mechanical failure which requires the expertise of a qualified mechanic.

(Signed original on file)

ATTACHMENT ~~11.10~~ 11.9– ELIMINATION OF JUNIOR MECHANIC CLASSIFICATION

**From: Jeff Brundage
To: James C. Little
Re: Elimination of Junior Mechanic Classification**

March 1, 2001

This will confirm our understanding reached during negotiations regarding the elimination of the Junior Mechanic Classification.

The requirements as outlined in the QAM for Aviation Maintenance Technician - Welder, Aviation Maintenance Technician - Machinist, Aviation Maintenance Technician - Bench Avionics, Aviation Maintenance Technician - Composite, and Aviation Maintenance Technician - Plater currently reflect the requirements to be eligible to become a Junior Aviation Maintenance Technician in those skills.

With the elimination of the Jr. Classifications in those skills those current requirements will remain in effect but those requirements will now become the future criteria for qualifications to become a full AMT in those Skills.

The requirements for the Aviation Maintenance Technician will remain, with the exception of the experience requirements as outlined in the QAM.

Future revisions to the QAM will reflect this understanding.

(Signed original on file)

**ATTACHMENT ~~11.11~~ 11.10– APPRENTICE MECHANIC PROGRAM – FACILITY AND
AUTOMOTIVE MAINTENANCE**

From: James B. Weel

To: James C. Little

Re: Apprentice Mechanic Program – Facility and Automotive Maintenance

March 1, 2001

During the recent negotiations, the TWU had proposed as part of Article 11 – Classifications and Qualifications a new classification of Apprentice Mechanic – Facility and Automotive Maintenance. Due to the time constraints of the negotiations to fully explore the proposal, the Company is willing to form a committee consisting of participants from management and the TWU to review and explore a comprehensive program and make a recommendation to the Executive Vice President of Customer Service and the Sr. Vice President of Maintenance and Engineering.

If the above reflects your understanding, please sign below.

(Signed original on file)

ATTACHMENT 11.11- OVERHAUL SUPPORT MECHANIC ADVANCEMENT

**From: Jeff Brundage
To: James C. Little
Re: Overhaul Support Mechanic Advancement**

March 1, 2001

This will confirm our understanding reached during negotiations regarding the Overhaul Support Mechanics (OSMs) ability to advance into the higher classifications, i.e., Aviation Maintenance Technicians (AMT) at the TUL/AFW bases.

As you know as part of the 2001-2004 collective bargaining agreement between the parties we have eliminated the Junior Mechanic program. Based on this, questions have arisen as to how Overhaul Support Mechanics (OSMs) who secure licenses can meet the experience qualifications (if any) for becoming Aircraft Maintenance Technicians. In order to assure that Overhaul Support Mechanics (OSMs) have full opportunity for promotion to the Aviation Maintenance Technician (AMT) classification, the Company will waive any experience qualifications required to become an Aviation Maintenance Technician for an Overhaul Support Mechanic, who secures an Airframe and/or Power Plant licenses. This waiver of experience is not applicable to work in Types 1 through 7. The provisions of filling AMT vacancies will be in accordance with Article 12 and/or the AFW/TUL transfer memorandum.

This provision will not waive the testing or licensing requirements, which must be met to become an Aviation Maintenance Technician.

In addition, the parties agree to form a Committee (or utilize any existing group such as the Aviation Safety Action Partnership (ASAP) Event Review Team) to assist Overhaul Support Mechanics in securing Federal Aviation Administration (FAA) recognition of their experience for purposes of being allowed to test for their Airframe and Powerplant licenses.

(Signed original on file)

ATTACHMENT 11.13 11.12- BASE SUPPORT SHOPS

Re: Base Support Shops

During the course of negotiations, the parties agreed to the following changes in reference to support shops at the overhaul bases that utilize or can utilize the Overhaul Shop Mechanic classification. The remaining shops will remain status quo. If new work, technology, or a change in the type of work being performed, the Local Union and the Company will evaluate the work and determine the appropriate classification to be assigned.

<u>TULSA</u>		
2217	Engine Liner	Move the work to the CRC to be done by AMT's.
2274	N/B Door	Convert the work performed by OSM's to be performed by AMT's.
2361	W/B Thrust Reverser	Convert the work performed by OSM's to be performed by AMT's.
2421	Rotor	Convert the work performed by OSM's to be performed by AMT's.
2447	N/B Thrust Reverser	Convert the work performed by OSM's to be performed by AMT's.
2581D	Landing Gear	Convert the work performed by OSM's to be performed by AMT's.
2722	W/B Door and Structure	Move the duct and nozzle work to a separate OSM shop. Convert the remaining work performed by OSM's to performed by AMT's.
2729	Manufacturing	Convert the work performed by OSM's to be performed by AMT's.
2811	Fuel Control	Convert the work performed by OSM's to be performed by AMT's.
2814	Miscellaneous Valve	Convert the work performed by OSM's to be performed by AMT's.
2816	Compressor	Convert the work performed by OSM's to be performed by AMT's.
2817	Hydraulics	Convert the work performed by OSM's to be performed by AMT's.
2818	CSD/Gear	Convert the work performed by OSM's to be performed by AMT's.
2821	Electrical Accessory	Convert the work performed by OSM's to be performed by AMT's.

<u>AFW</u>		
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3715	Seat Shop	The work of fifteen (15) OSM's that perform the more complicated work on the B767/777 First Class seats will be performed by AMT's.
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Attachment 11.14 11.13

**From: James C. Weel
To: James B. Little
Re: Contracting Out RON / ULTRACLEAN Aircraft Cabin Cleaning**

March 31, 2003

This will confirm our understanding reached during the negotiations leading up to the agreement signed on (DOS), 2003. During these negotiations, we discussed the Company's interest to contract out certain work currently performed by TWU represented employees in order to provide structural savings.

In these discussions RON and Ultraclean were two areas currently performed by TWU represented employees that we have agreed will be outsourced. We have also agreed that the initial implementation of this provision will occur within sixty (60) calendar days from date of ratification. Outsourcing of this work that is not accomplished within the sixty (60) calendar days mentioned above will not require an offset of the savings by the TWU.

The work identified in this understanding is that work assigned a Level 1 Bill of Work on overnight aircraft or designated an "Ultraclean". This work includes cleaning, stocking, shampooing of rugs, and conducting the required security checks.

(Signed original on file)

Attachment 11.14 - Reclassification of Cabin Cleaner at DFW, LAX, & ORD into Utility Man classification

**Robert F. Gless
International Representative
Assistant ATD Director
AA System Coordinator
Transport Workers Union of America, AFL-CIO
1791 Hurstview Drive
Hurst, TX 76054**

DOS

Re: Reclassification of Cabin Cleaner at DFW, LAX, & ORD into Utility Man classification

Dear Robert,

During the recent negotiations, the parties agreed to reclassify incumbent Cabin Cleaners at the above mentioned stations into the Utility Man classification.

Former Cabin Cleaners will be pay slotted into the Utility Man pay rate scale in accordance with their years of service.

Incumbent Cabin Cleaners

	Name	EE#	Station
1	E TORRES	166141	LAX
2	J A RANDLE	196735	LAX
	G		
3	RODRIGUEZ	355750	LAX
4	T PATTON	456724	LAX
5	Y M MOORE	456835	LAX
	R A		
6	RENDTORFF	325081	ORD
	D J		
7	ALEXANDER	345776	ORD
8	T JOSEPH	346147	ORD
9	L OCASIO*	430330	ORD
	A L		
10	WAREHAM	430334	ORD
	B A		
11	DANIELS	430371	ORD
12	J MAXIE	467094	ORD
13	L J ABBOTT	175045	ORD

14	R M CHAVEZ JR	467068	ORD
15	S WILEY	89079	DFW
16	L L WOODARD	125063	DFW
17	L HILL	308336	DFW
18	P G KRAGE	80524	DFW
19	M L BRUNO	352563	DFW
20	N C GROCE*	352602	DFW
21	W LASTER	485481	DFW
22	J J ANTLEY	485550	DFW

*- On LOA

Voluntary Separation Option:

On a one-time basis only, Cabin Cleaners & Utility Men will be offered a voluntary separation option as follows:

For incumbent Cabin Cleaners & Utility Men who retire from AA prior to January 1, 2012:

- Lump sums paid will be considered pensionable earnings for purposes of calculating pension benefit. (Subject to agreement on compensation.)
- Retiree medical terms and conditions will remain unchanged and the employee will retire with current retiree medical benefits.
- A special voluntary separation allowance of twenty-five thousand dollars (\$25,000.00) will apply.

For incumbent Cabin Cleaners & Utility Men who resign from AA prior to January 1, 2012 under the 50/55 rule:

- Lump sums paid will be considered pensionable earnings for purposes of calculating pension benefit. (Subject to agreement on compensation.)
- Retiree medical terms and conditions will remain unchanged and will retire with current retiree medical benefits.
- A special voluntary separation allowance of twenty-five thousand dollars (\$25,000.00) will apply.

For incumbent Cabin Cleaners & Utility Men who resign from AA and forfeit any recall rights prior to January 1, 2012:

- **A special voluntary separation allowance of fifteen thousand dollars (\$15,000.00) will apply.**

If you are in agreement, please indicate by signing below.

Sincerely,

**James B. Weel
Managing Director Employee Relations
American Airlines Inc.**

Agreed to:

**Robert F. Gless
International Representative
AA System Coordinator
Transport Workers Union of America, AFL-CIO**

Attachment 11.15 - Outsource Building Cleaner Function and reclassify Building Cleaners into Utility Man classification

**Robert F. Gless
International Representative
Assistant ATD Director
AA System Coordinator
Transport Workers Union of America, AFL-CIO
1791 Hurstview Drive
Hurst, TX 76054**

DOS

Re: Outsource Building Cleaner Function and reclassify Building Cleaners into Utility Man classification

Dear Robert,

During the recent negotiations, the parties agreed that the Company will outsource the majority of the Building Cleaner functions at TULE. Building Cleaner functions to be outsourced will include, but will not be limited to; office cleaning, collecting/disposing of office trash, trash compactor operation, window cleaning, restroom stocking/cleaning, stripping/mopping/waxing of tile floors, and vacuuming/shampooing carpeted areas.

Former Building Cleaner functions to be performed by the Utility Man classification will include, but will not be limited to; mowing, ramp sweeping, operation of aisle/dock mechanical sweeping/scrubbing equipment, operation of trash trucks, bulk trash collection and transportation to compactor, operation of forklift to collect scrap metal, and snow/ice removal.

Incumbent employees in the Building Cleaner classification will be transitioned into the Utility Man classification. Former Building Cleaners will be pay slotted into the Utility Man pay rate scale in accordance with their years of service.

Voluntary Separation Option:

On a one time basis only, Building Cleaner & Utility Man will be offered a voluntary separation option as follows:

For incumbent Building Cleaners & Utility Man who retire from AA prior to January 1, 2012:

- **Lump sums paid will be considered pensionable earnings for purposes of calculating pension benefit. (Subject to agreement on compensation.)**
- **Retiree medical terms and conditions will remain unchanged and the employee will retire with current retiree medical benefits.**
- **A special voluntary separation allowance of twenty-five thousand dollars (\$25,000.00) will apply.**

For incumbent Building Cleaners & Utility Man who resign from AA prior to January 1, 2012 under the 50/55 rule:

- **Lump sums paid will be considered pensionable earnings for purposes of calculating pension benefit. (Subject to agreement on compensation.)**
- **Retiree medical terms and conditions will remain unchanged and the employee will retire with current retiree medical benefits.**
- **A special voluntary separation allowance of twenty-five thousand dollars (\$25,000.00) will apply.**

For incumbent Building Cleaners & Utility Man who resign from AA and forfeit any recall rights prior to January 1, 2012:

- **A special voluntary separation allowance of fifteen thousand dollars (\$15,000.00) will apply.**

If you are in agreement, please indicate by signing below.

Sincerely,

James B. Weel
Managing Director
Employee Relations
American Airlines Inc.

Agreed to:

Robert F. Gless
International Representative
AA System Coordinator
Transport Workers Union of America, AFL-CIO

Attachment 11.16- Outsource Building Cleaner Function and reclassify Building Cleaners into Utility Man classification Impact at BNA and RDU

**Robert F. Gless
International Representative
AA System Coordinator
Transport Workers Union of America, AFL-CIO
1791 Hurstview Drive
Hurst, TX 76054**

DOS

Re: Outsource Building Cleaner Function and reclassify Building Cleaners into Utility Man classification impact at BNA and RDU

Dear Robert,

During the recent negotiations, the parties agreed that the Company will outsource the majority of the Building Cleaner functions at TULE, thereby eliminating the need for building cleaning function across the rest of the system.

The parties agreed to offer all employees in the Building Cleaner/Cabin Cleaner and Utility Man classifications an option to voluntarily separate from the Company as outlined in Article 11 attachment 15.

This raised the issue of the current practice of Utility Men performing building cleaning functions at BNA and RDU.

To address the issue the parties have agreed to continue to provide Building Cleaner work at those locations with today's practice until the current employees on payroll have separated or voluntarily transferred and employees on the recall list have exhausted their recall rights to those positions. Those functions (the former Building Cleaner job scope) currently being performed at BNA and RDU are described below:

Job Description:

- (1) Manually cleaning buildings, hangars, shops, offices, ramps, lavatories, locker rooms, and access areas to such properties, including floors, windows, fixtures, walls, corridors, walks, etc., by such operations as sweeping, mopping, dusting, collecting and disposing of trash, rubbish and waste.**
- (2) May mow grass areas using "home" type equipment, remove snow from sidewalks and access areas, and perform related incidental unskilled tasks, including moving furniture and equipment.**
- (3) Works according to Company regulations and procedures and instructions from Crew Chief or supervisor.**
- (4) As may apply to work assignments, uses cleaning fluids and materials, such as washing solutions, oil-sorb, soap, waxes, etc., and equipment, such as mops, scrub brushes, brooms, scrapers, squeegees, wringer pails and vacuum cleaners.**
- (5) Completes forms connected with work assignments according to established procedures.**

In reference to the Voluntary separation option, the Company will also extend that option to the employees on the recall list. If those employees accept the voluntary separation package they will forfeit their recall rights.

Voluntary Separation Option:

On a one time basis only, Building Cleaner & Utility Man will be offered a voluntary separation option as follows:

For incumbent Building Cleaners & Utility Man who retire from AA prior to January 1, 2012:

- Lump sums paid in 2011 will be considered pensionable earnings for purposes of calculating pension benefit.**
- Retiree medical terms and conditions will remain unchanged and the employee will retire with current retiree medical benefits.**
- A special voluntary separation allowance of twenty-five thousand (\$25,000.00) will apply.**

For incumbent Building Cleaners & Utility Man who resign from AA prior to January 1, 2012 under the 50/55 rule:

- **Lump sums paid in 2011 will be considered pensionable earnings for purposes of calculating pension benefit.**
- **Retiree medical terms and conditions will remain unchanged and the employee will retire with current retiree medical benefits.**
- **A special voluntary separation allowance of twenty-five thousand (\$25,000.00) will apply.**

For incumbent Building Cleaners & Utility Man who resign from AA and forfeit any recall rights prior to January 1, 2012:

- **A special voluntary separation allowance of fifteen thousand (\$15,000.00) will apply.**

The above functions, currently being performed today, are in addition to those functions contained in the Utility Man classification.

If you are in agreement, please indicate by signing below.

Sincerely,

{Original Signed on file}

**James B. Weel
Managing Director
Employee Relations
American Airlines Inc.**

**Agreed to:
{Original Signed on file}**

**Robert F. Gless
International Representative
AA System Coordinator
Transport Workers Union of America, AFL-CIO**

Attachment 11.17

**Robert F. Gless
Deputy Director ATD
Transport Workers of America, AFL-CIO
1791 Hurstview Drive
Hurst, Texas 76054**

June 16, 2011

RE: Aircraft Overhaul (AO) within Tulsa Maintenance

Dear Robert:

In the course of the current round of negotiations, the parties discussed how the Company could best utilize its resources to accomplish the work at TULE Aircraft Overhaul (AO) as efficiently as possible. An example of that for TULE is the recent realignment of Dock 1B and Dock 1C into a single shop. The company intends to realign the shops to operate like 1B so that work will be assigned by the Crew Chief to best utilize the separate skill groups (Structures, Systems, Avionics) as agreed upon with the change in Article 11(g).

Prior to realignment of any docks discussion will be held with the president of Local 514, or his designee, to ensure the intent of this letter is being followed.

For distribution of field trips and overtime within the shop, work units will be defined by skill groups. Therefore, Article 6 will apply

Sincerely,

{Original Signed on file}

Bill Collins

**Vice President
Base Maintenance
American Airlines Inc.**

Agreed to:

{Original Signed on file}

**Robert F. Gless
Deputy Director ATD
Transport Workers Union of America, AFL-CIO**

Attachment 11.18 - QAM Administration

**From: James B. Weel
Managing Director
Employee Relations
American Airlines**

**To: Garry Drummond
Air Transport Director
Transport Workers Union of America, AFL-CIO**

Re: QAM Administration

DOS

This will confirm our recent discussions regarding the QAM procedures of Article 11 of the collective bargaining agreement. As you know, the parties have worked together in recent years to revise the various sections of the QAM, including reducing the number of skill tests contained in the QAM. This process was nearing completion prior to the beginning of the current round of negotiations at which time work on the updated QAM was halted.

This letter serves as a commitment of the parties to complete the revision of the QAM within ninety (90) days of ratification. Additionally, any revisions necessary as a result of the newly negotiated agreement, will be incorporated within one hundred eighty (180) days of ratification. Nothing precludes the parties from setting a different time table prior to ratification.