



Hawaiian Airlines

FLIGHT ATTENDANT LEC 43 COUNCIL NEWSLETTER

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WELCOME TO THE NEW LOOK OF HALAFA.ORG

As we recognized the importance of educating and informing the membership, it was clear that we needed to build a website that is user-friendly and current. Our first step was to mirror the MEC and Council 47 website which we did last summer. The next step was to build one website that unified the entire group.

That day has come and we are pleased to announce the new and improved halafa.org – the Hawaiian Airlines Master Executive Council website – is for all Hawaiian Airlines Flight Attendants! The new website is a work-in-progress and we will continue to add information that is helpful to you!

We migrated our information from the hawaiian43.org website and will close/end that website by August 1, 2015. Thank you for your patience and understanding.



Message From Your Officers

Dear Fellow Flight Attendants –
Our first year in office has been quite a journey. We started our term supported by our Master Executive Council and sister Council 47 (Los Angeles)! It has been a real delight working and collaborating with like-minded individuals who serve the membership.

At the same time, we assembled our Team with volunteers who stepped up to help. Starting from the ground-up was a wonderful opportunity to ensure that our Team Leaders shared the same philosophy and goals to help us build our leadership together. We have been blessed with peers who are hard workers on the airplane and who work equally hard, for you, on the ground!

As we grew our Team, we wanted to ensure that we fulfilled our commitment to be accessible to the membership. We agreed to appoint two (2) Team Leaders for each Team. This way, if one of the Team Leaders was not available (working, on vacation, in a meeting, etc.), the other would be available to help answer your questions. We also believe that collaboration results in the best ideas. Our Team Leaders support one another and bring different qualities to the entire leadership.

One of the most noticeable ways we try to be accessible is by spending time with you in the lounge. We make every

effort to be present each day of the week, however, our schedules can be challenging. Our Team Leaders do a good portion of their work outside of office hours, so we all do what we can to cover the bulk of the month.

Training has been pivotal in helping us to broaden our scope and learn more about our industry. It also provides opportunities to meet people who are willing to share their knowledge and information.

We have attended various trainings, most of which were funded by the International offices, to help empower our leadership:

- June and August 2014: the two-part AFA Officer Training, Washington D.C. and Baltimore, respectively
- January 2015: EAP Basic Training, Phoenix
- February 2015: ASHS Basic Training, Honolulu
- February 2015: AFA-CWA Advanced Leadership Training, Portland
- March 2015: ASHS Intermediate Training, Baltimore
- March 2015: CIRP Training, Baltimore
- April 2015: Board of Directors meeting, Las Vegas
- June 2015: CWA Convention, Detroit

See **Officers' Message** on page 2

Officers' Message, cont'd

Meeting people not only in our field, but also within our Union has inspired many changes for us. For example, during our Officer training, we developed friendships with the Alaska Airlines Representatives. They shared information about Ring Central which turned out to be a "no-brainer" for us.

Not only did this service centralize our contact phone numbers, but it is efficient and cost effective.

Although we launched the Council 43 Ring Central number last summer, we are pleased to announce the transition to our new vanity number. Together, with the MEC, we will now ask that you contact us using 844.4HALAFA. You will be able to contact both the MEC and Council 43 using this new, easy to remember toll-free number. [Council 47 is in the works.] All of our contact numbers will be accessible through this new line.

Another relationship that we built was a camaraderie with our brothers and sisters from Continental and United Airlines leaderships. [Although their companies have merged, they are still in negotiations to merge their AFA Contracts.] Our serendipitous introductions paved the way for our new AFA-CWA app! Not only did the Continental leadership share their app with us, they provided guidance and support as we developed our own app.

Our HALAFA app is a resource and tool for all HA Flight Attendants. Similar to our website, you will be able to access the Contract in easy to find sections. You will also find links to information that you might need as you work in and out of Hawaii. Please know that the platform has limitations so the majority of the links require internet/wireless access, but we feel that it will serve you well.

The power of the collective group has become more evident as we grow together. Learning from members within HA, the AFA and also CWA has been a wonderful experience and we look forward to continuing this journey together.

As we educate and empower the next generation of AFA volunteers, we recently completed our first year of meetings for our Contract Support Group (CSG). These individuals



Your Council 43 LEC Officers
Jaci-Ann and Kahea

met with us on their days off and sometimes, before or after a flight. We learned about the Contract, its history and intent, and how to apply references to what we do day-to-day.

Learning about the Contract is an on-going process as there is much to comprehend. Please know that our CSG is committed to attending meetings and sharing with you what they learned from the MEC and our leadership. We appreciate their volunteerism!

Volunteering and helping the AFA comes in all-shapes-and-sizes. Some of our members have made contributions that may not be as visible to others. For example, we have received many gifts-in-kind as donations for our Contract Support Group (CSG) meetings or omiyage when we travel for training and conventions.

We'd like to thank the following brothers, sisters and local businesses who have generously donated gifts for us to share:

- Alvin Antonio and Dennis Guillermo
- Moodie Malek
- Rockney & Natalie Shigeta and White Dog Soap Company
- Sheila Sugano and Great Lines
- Jeffrey Takamine
- Malia Tokioka and Leahy
- Big City Diner
- Café Panini
- City and County of Honolulu EMT Garage

We'd like to take this opportunity to thank our Team Leaders, Representatives and volunteers. Each and every one of them has made contributions to our leadership and we are grateful. Working side-by-side with smart, savvy, yet caring people makes our job seem less like work and more

like spending time with family. It has been a wonderful year together and we look forward to the next years to come!

Many say that working in the AFA office is a thankless job. We would beg-to-differ. We certainly do not do what we do for thanks, but it should be said that we appreciate the kind and encouraging words from so many of you. The opportunity to serve people that we respect and care for is priceless and for this, we are indebted.

We know that our members will not agree with our decisions and actions 100% of the time. Yet it is the recognition that together, we enjoy working as Hawaiian Airlines Flight Attendants while bringing a little piece of Hawaii to the world. This is what bonds us and what makes us special.

Please know that as your elected leaders, we remain committed to keeping you informed, helping to educate the group, and being fiscally responsible for the good of the whole. We have a lot of work ahead of us, and we are doing our best to continue this important work.

So we now turn our gratitude to you – our fellow Flight Attendants. Thank you for the opportunity to help, support and serve you. The AFA works tirelessly so our membership is respectful, informed, and stronger together, better together.

With Deepest Regard,
Jaci-Ann and Kahea

Jaci-Ann S. Chung
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Email: president@hawaiian43.org

Nadene "Kahea" Ching
Ph: 808.203.9512
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Information Every Reserve Flight Attendant Should Have Handy!

Our Reserve Liaison Team is here to answer your questions and assist as you navigate and understand the Contract.

During our first year in leadership, we have welcomed three new classes of Flight Attendants. As they become more familiar with the bidding process, our work rules and the many aspects of being a Hawaiian Airlines Flight Attendant, we appreciate those of you who have been helping them.

Some reminders and highlights about the Contract Sections that are useful for Reserves:

Section 3 – Compensation: Covers Pay, Premium & Language Positions, and Minimum Hours

Section 7 – Hours of Service: Covers Duty Periods, Rest Period, Domicile Rest, & Reassigning of Flight Attendants

Section 8 – Reserves: Covers Assignment of Open Flying To Reserves, Reserve Duty at the Airport, and Day off in Domicile

NOTE: These are just some of the items covered in each section.

Please save these commonly referred to sections to your ibooks, readers, desktops, etc. We recommend that you keep them available so that you can resource them regardless of internet/wireless availability.

Having a Reserve schedule provides wonderful opportunities to work various routes throughout our operations. For example, you might work an inter-island day on Saturday, and then jet off to Incheon on Sunday.

The Reserve role is to help cover the daily flight schedule. As such, please ensure that crew scheduling is able to contact you. Please also note that whether you are assigned a trip or on stand-by, there are occasions when changes need to be made to your schedule in order to cover our flights. Therefore, it is critical that you are flexible to ensure the best possible staffing, and therefore service, is available to our passengers.

Please continue to be patient, professional and accessible as you enjoy the many destinations that Hawaiian Airlines has to offer! This is a wonderful career and this is only just the start for you as you continue your journey with us!

Reserves Liaison
Ring Central
844.4HALAFA, Ext 101
reserves@hawaiian43.org



What Can EAP Do For You?

Our Employee Assistance Program (EAP) Representatives are here to support you. Often times, people think that we are trained counselors and therapists but this is not the case. Although some of our volunteers are formally trained in this field, our primary role is to listen to your concerns, answer any questions, offer guidance and support and to assist you in locating resources.

Our group is trained, guided and supported by the AFA International and MEC EAP Leadership. We are committed to the health, safety and well-being of all our members. Our objective in providing these services is to enhance the health, safety and well-being of our union family with the highest quality of peer support available within the EAP industry.

The AFA EAP provides three distinct yet inter-related services:

1. Assessment, support and resource referral;
2. Advancement of professional standards through conflict resolution; and

3. Response to critical and traumatic incidents.

Some issues and problems that we help you with include:

- relationship issues and family concerns
- emotional well-being
- physical health concerns
- stress
- chemical dependency and other addictions
- financial difficulties
- legal matters

We can help you to understand the dynamics and impact of a critical incident or traumatic event. We can also help you to recognize the normal signs and course of post-incident stress, as well as identify strategies for managing and alleviating these symptoms. One of our goals is to help you access professional resources when needed.

During our discussions, we help you to defuse the situation, think through the conflict or concern, explore the outcome you seek and identify who and how to best approach the issue.

And when it comes to conflict resolution with other work groups, we use professional standards as a means to help you think through options

and approaches for addressing fellow Flight Attendants, Pilots and Customer Service Agents. We can discuss solutions or can act as liaisons by working with the IAM and ALPA Professional Standards Representatives.

Finally, we also respond to critical and traumatic incidents. Both the EAP and Air Safety, Health and Security Teams communicate to ensure that we are available to you. However, it is important to note that although we support each crew member, we remain confidential when it comes to your personal needs, issues and recovery.

Some of you may need help but are hesitant to contact us. We understand that it is difficult, but know that your call is confidential. We respect each individual's right to privacy and safeguard this right. Please call us anytime you feel that a problem is too difficult to handle alone. We are here for you!

Employee Assistance Program
Ring Central
844.4HALAFA, Ext. 51
EAP@hawaiian43.org

• & WHO TO CONTACT FOR CLARIFICATIONS ? •

Our Scheduling Clarification Review and Grievance Team helps when there are contractual and disciplinary issues for Flight Attendants. Our goal is to work with the company to ensure that our Collective Bargaining Agreement (CBA, a.k.a. "Contract") is effected with respect to the intent of the language when the CBA was negotiated.

Within our first year, we have dealt with over 300 scheduling clarifications. Although 119 were not violations, 101 have been resolved with the Company and we have filed nearly 100 grievances. Some cases are in the initial hearing stage while others are moving on to the appeal process. Moreover, we have several cases slated for the Systems Board of Adjustment.

As we continue this important work, we have a few friendly reminders to help you.

The Power of the Sign-In Sheet

As a First Flight Attendant, filling in your sign-in sheet can help you and/or your crew in numerous ways should a situation arise from either a scheduling or disciplinary action. We'd like you to fill out all necessary information. If there are any discrepancies, please also note it on the sign-in sheet.

One example of how we use the information is, when applicable, the 10th Flight Attendant. By

reviewing the sign-in sheet, we can easily reference the total number of passengers; this has a direct link to staffing and could also impact pay (under-staffing).

Clarification Differences

When you have a question or concern about your schedule, it is important to know who to contact depending on the issue.

For example, if you have a question about your bid line during the bidding process, you would not contact crew scheduling. The appropriate contact would be pbs@hawaiianair.com so that one of the PBS Representatives can respond to you.

Once bidding is closed and the awards are posted, you would then fill out a pbs inquiry form where, again, the PBS Representatives will answer your questions.

And finally, if you have a Flica question, this would go to Halflica@hawaiianair.com so you can get a response from the appropriate channel.

Please know these differences because we have seen questions come through scheduling clarifications, but these can only be answered by PBS or Flica. We hope you find the distinctions helpful as you should get a faster response when contacting the correct group.

THE MEMBERSHIP AND BENEFITS TEAM IS HERE TO HELP!

The Membership & Benefits Team is here to help you with your questions and concerns. Most times, we act as liaisons between Flight Attendants and the International Membership office and/or the company Human Resources department.

Some of the items that we help with:

- Membership Applications for New Hires
- Dues: paperwork, payment, collecting, and/or reconciling
- Leaves: maternity, military, low-time, and long-term
- Benefits: medical and dental coverage, OCC, FMLA, and retirement
- Contact Updates (usually change of address) for the AFA-CWA

We make every attempt to clearly communicate with you regarding your membership status. For those Flight Attendants who have outstanding balances, we call and send you letters so that you are notified of your delinquent dues.

When we took office last year, we found that some of you had no idea that you were in bad standing. Therefore, please accept our apologies for any lapses as we want to help bring you back to good standing as an AFA-CWA Member

Please take a moment to review these Membership & Benefits reminders:

1. Dues – As an AFA-CWA member, you are responsible for paying your dues. If you are delinquent, you fall into the "bad standing" status and do not have voting rights during elections. If you progress in standings, you can ultimately be terminated for non-payment of dues when placed on standing/level 5. Please do not put yourself in this situation.
2. Maternity – There are several options available to you as you plan your leave. Please contact us so we can help refer you to the correct company personnel in the months leading up to your leave.
3. Leaves – There are different types of leaves offered by the company per Contract. Please familiarize yourself with the leave benefits that apply to you.

We appreciate your patience and understanding as we continue to learn more about the different departments that we work with and how to best assist you. During our next year in term, we will publish helpful answers and guides so that you can easily reference our website section.

Our Team is comprised of several volunteers and we are usually in the lounge and Garden Office Monday mornings. However, please feel free to contact us via phone and e-mail at your convenience!



YOUR MEMBERSHIP & BENEFITS TEAM:
Kerri Chow, Carisa Ochoco, Kehau Haili, Radlyn Kurihara and Jennifer Ta'a
Ring Central 844.4HALAFA, Ext. 9
membership@hawaiian43.org

WHAT HAPPENS WHEN YOU FILE A SCHEDULING CLARIFICATION?

The scheduling clarification process helps to address and answer your questions regarding scheduling policies and procedures in reference to our Contract. It is important that you know we can only help once you file a clarification. Without it, there is not much we can do.

You should also know that if you have a question or concern, there may be others that have the same question. If there are multiple clarifications for the same thing, we could potentially have a better argument and grounds to work on.

You are an important part of this process. Providing as much information as possible helps when researching your question and may also help with a possible remedy. Please make every effort to provide dates, time frames, requests made, flight numbers, contract references, screen-shots, etc. All of these details are important.

We highly recommend that you download the following sections as they are the most referred to for scheduling clarifications:

- 3 - Compensation
- 7 - Hours of Service
- 8 - Reserves
- 12 - Pick Ups, Drops, Trades And Exchanges

This is our scheduling clarification process:

1. A Flight Attendant files a scheduling clarification form electronically or using the paper form.

NOTE: We recommend using the electronic form because you will get a faster response from crew scheduling. There are additional steps to get the paper form from you to crew scheduling creating a longer response time.

2. The crew scheduling appointee responds to the Flight Attendant using the same format submitted (electronically or a paper response placed in your Flight Attendant file).

3. Our Team receives a copy of crew scheduling's response; we then review the information including the company's response.

4. We contact the Flight Attendant stating that we either agree with the company's response (no violation) or we disagree with the response and seek additional information from the Flight Attendant so we can present it to the company for a resolution.

5. If appropriate, we will file a grievance on behalf of the Flight Attendant.

We communicate with each Flight Attendant throughout the process.

Due to the high volume of scheduling clarifications that we receive, we'd like to ask that you kindly provide your current phone number and e-mail address to assist in the process.

We also represent you when it comes to disciplinary charges. To help us, help you, we request that you provide any and all information – good or bad – regarding your case. We have had situations, in the past, where a Flight Attendant withheld important information. This is not desired as it does not help our preparation and presentation of information to the company.

We recognize that there are times when disruptions may occur before, during or even after the flight. If this is the case, please document the situation and any adjustments. This way, when questions arise, your notes are readily available to reference.

Please know that the SCR and Grievance Team is hard at work for you. We are here to answer your questions, work to find resolution, and to help ensure that our CBA is intact. Thank you for coming to us when you need clarification and when you need answers to your questions.



Your Scheduling Clarification & Grievance Team: Tracy Bean, Jeff Fuke, Keakalina O'Brien and Helen Salvani

Ring Central:
844.4HALAFA,
Ext. 12
schedulingclarifications@
hawaiian43.org

What Does It Mean To Be A Safety Professional?



YOUR ASHS & TEAM: Ray Wan, Michelle Fukuda, Chasity Toledo, Kerri Chow, Wallance Kanno and Kerri Amazaki
Ring Central 844.4HALAFA, Ext. 41
safetyandsecurity@hawaiian43.org

As your Air Safety, Health and Security (ASHS) Team, we are here to help educate you regarding your role as safety professionals; however, we are also here support you when there are incidents and accidents.

Over the past year, we have had the opportunity to go through the AFA ASHS Basic Training coordinated by the AFA International office. After several meetings, we all have a general understanding of how we can serve you. We are constantly looking for other ways to learn

and grow whether it is working with the Customer Service Agents, Pilots or other work groups and departments.

As we move into our second year, we are committed to learning more about what we do, how we do it, and how to become better informed and knowledgeable as a group.

We all know that our job title is "safety professional," yet our day-to-day role focuses on service. However, we need to keep safety and security at the fore-front because, ultimately, we are the group that our passengers turn to during in-flight issues and incidents.

These are some reminders about what you can do on a daily basis:

1. Situational Awareness

Remaining alert to our surroundings both on and off the plane is important as safety professionals.

2. Actively Communicate

It is critical to keep open-lines of communication with the customer service agents, the cockpit crew, and fellow Flight Attendants at all times.

3. Document Any Incidents

The company wants to help resolve issues by reviewing policies and procedures to ensure that we have a high-level of safety and security. An integral part of this process is information. When you document incidents, the company looks at the big picture to help determine if adjustments need to be made. We are a key component in providing information for safety and security policies and procedures.

4. Be Involved

Keeping abreast of the current company policies and procedures is a requirement for our job. It is also important to be knowledgeable about airline-related issues, our competitors, and in-flight incidents so that we are a better informed group!

These are some small reminders that help us all as we continue to learn and grow as safety professionals. Looking forward to the new year, we will continue to educate ourselves, attend trainings and seminars, and work together as a Team. This way, we can best serve you and ensure that the knowledge and information that we pass to you is consistent, relative, and helpful.

We would like to ask that you continue to include us in the conversation. When you experience a safety and/or security related incident, please do not hesitate to call us so we can help!

We realize that life brings challenges and change, but as a group, we know that you take care of not only the passengers, but also fellow crewmembers. This is just one of the many reasons why our group is recognized as Hawaii's carrier...thank you!

Schedule Your Language Meeting Today

In response to the needs of our membership, we created a Language Team to work with the MEC, company and you. During this period, we have learned more about the concerns that affect our Language-Qualified peers and Flight Attendant group as a whole.

Admittedly, there are concerns that we are not able to immediately address because we are on the cusp of our Contract Negotiations; these items necessitate the bargaining process. This can make resolutions seem distant and we appreciate your patience and understanding because we hear you.

Council 43 will hold our semi-annual meeting in July. Due to your hectic schedules, we are offering a different means

to spend time with you. For this month, MEC President Sharon Soper and LEC President Jaci-Ann Chung will host informal meetings in a private setting – our Garden Office - where you can share your concerns and ideas. However, if you feel more comfortable in a group, you are welcome bring a group to meet as well.

Please choose a 30-minute block:

Thursday, July 16:

1000 - 1030 am, 1030 – 1100 am,
1100 - 1130 am, or 1130 am – 1200 pm

Thursday, July 23:

1000 - 1030 am, 1030 - 1100 am,
1100 - 1130 am, or 1130 am - 1200pm

Thursday, July 30:

1000 - 1030 am, 1030 – 1100 am,
1100 – 1130 am, or 1130 am – 1200pm

If you are interested, please contact Jaci-Ann at president@hawaiian43.org or 808.382.5321 to set-up a time. You are also welcome to join them before or after your trip if there is an available session on that day. Please know that you are also welcome to call or e-mail us at your convenience.

As we continue to work for you, we will keep you informed on the status or progress made. Thank you for voicing your concerns, providing solutions and for continually putting your best-foot-forward for the company!

Language
Ring Central
844.4HALAFA, Ext. 8
language@hawaiian43.org