

ARTICLE 11 - CLASSIFICATIONS AND QUALIFICATIONS

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

- (1) Title III - Fleet Service
- (2) Title IV – Ground Service

(b) The classifications included in Title III - Fleet Service will be as follows:

- (1) Crew Chief – Fleet Service Clerk
- (2) Fleet Service Clerk

(c) The classifications included in Title IV – Ground Service will be as follows:

- (1) Crew Chief – Ground Serviceman
- (2) Ground Serviceman

(d) The classification descriptions set forth below 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.

Since the work of handling landing gear locks and fire extinguishing equipment when an aircraft is in a station, has not been incorporated in the classification description of Fleet Service Clerk, it will remain unclassified work which may be performed by employees under this and the Maintenance Agreement at stations to which they are assigned.

(1) CREW CHIEF – FLEET SERVICE CLERK and GROUND SERVICEMAN

The Crew Chief will be responsible to management for the overall performance of the employees assigned to his crew, and the timely and satisfactory completion of work assignments by insuring that:

- A. Management instructions are promptly and correctly complied with.

B. Employees assigned to his crew are properly utilized and instructed for the efficient performance of their daily work.

C. Work assignments are carried out in compliance with operational and safety procedures required by the policies of the Company and appropriate Governmental Regulations.

D. Required forms, records, reports and other paperwork are completed legibly and correctly.

E. Employees assigned to his crew use only those vehicles, tools and equipment on which the Company has determined them to be qualified.

F. Assigned equipment is in proper operating condition, scheduled for maximum utilization and operated properly for the purpose intended.

G. Hazardous conditions, unsafe practices, improperly functioning equipment and tools are immediately brought to the attention of management.

The Crew Chief will be responsible to management for insuring compliance with all Company policies, including those relating to personal conduct while on the job by those employees assigned to him.

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

- A. Periodic evaluation of operational requirements and performance.
- B. Operational planning and scheduling.
- C. Evaluation of training methods and techniques.
- D. Evaluation of equipment, vehicles and tools.
- E. Performance appraisal of employees by providing oral advice and comments.

The Crew Chief will be qualified in the duties of his classification and will be capable of performing these duties. He will assist his group in the performance of their duties, provided the assistance does not interfere with the performing of his primary responsibilities as described above. While he is performing the 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.

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

Any dispute arising out of the interpretation or application of this job description will be reviewed by a panel consisting of the Director Air Transport Division, Transport Workers Union, and the Vice President – Employee Relations, representing the Company, or their respective designees. The panel will issue a binding decision on such questions of interpretation or application. In the event the panel cannot agree, the issue will then be presented to and resolved by an arbitrator designated to hear such appeals.

(2) FLEET SERVICE CLERK

SUMMARY

The work of the Fleet Service Clerk classification, depending upon assignment, includes any or all of the following: Transporting cargo to and from aircraft including from the Company to other carriers, loads and unloads the cargo compartments of airplanes with cargo (such as mail, passenger baggage, air express, air freight, ballast, and Company material) according to a predetermined plan; warehouses, weighs air freight, stacks, picks up and delivers cargo; checks cargo handled against its accompanying forms to identify any mishandling or discrepancies, corrects routine errors and brings others to Crew Chief or supervisor's attention; safeguards cargo from weather. May receive, weigh and tag passenger baggage, including recording weight by flight. Checks Post Office forms for completeness and accuracy, corrects routine errors and follows through to correct other errors by requesting information from personnel who have handled the mail in question and by referring forms which do not balance to Crew Chief or supervisor. Equips airplane cabin for a flight according to check list specifications with equipment and supplies such as rugs, linen, blankets, literature, disposal and refuse containers and changes curtains, rugs, upholstery, etc., periodically, as required by their appearance; hand cleans the interior of airplanes by such operations as hand sweeping and dusting, emptying ash trays, using specialized cleaning fluids and materials to remove stains from upholstery, cleaning the inside of windows, cleaning and servicing lavatories and buffet disposal containers, and removing of refuse; follows check list and removes each item of equipment from airplanes by such operations as removing linen, blankets, literature and refuse; **may perform cabin searches and interior and exterior security checks**, loads and transports carts of equipment to and from ramp, dock or hangar or terminal areas; works inside terminal, hangar, ramp or dock area to complete such operations as checking the condition of, sorting, cleaning, counting, salvaging and/or storing equipment, and assembling kits, packets, etc., of cabin service equipment. May use vacuum cleaners and similar

mechanized cleaning aids. Checks supply of cabin service items on board against checklist specifications and replenishes as required. Checks deliveries of supplies against requisition and brings discrepancies such as substitutions, shortages and damaged materials to supervisor's attention. Works according to Company regulations and procedures and instructions from Crew Chief or supervisor. Operates air-conditioning truck, drives or guides powered equipment on ramp, warehouses, docks and in the hangar(s); has routine contacts with people outside the Company such as clerks in charge of AMF offices, personnel of other carriers; wears visual identification, uses powered equipment, such as cargoveyors, industrial tractors, forklifts, and motor scooters, etc.; uses manually operated equipment such as hand trucks, lavatory service carts, cargo and baggage carts, uses specialized cleaning fluids and equipment; uses hand tools such as pliers, fluids and equipment; uses hand tools such as pliers, screwdrivers for airfreight recouping; uses baggage or cargo scales. Completes forms connected with work assignments according to established procedures and will communicate with other Company personnel as required in a manner designated by the Company.

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

(3) GROUND SERVICEMAN

The work of the Ground Serviceman classification, depending upon assignment, includes any or all of the following: Such operations as electrically grounding both aircraft and fuel truck, servicing aircraft with fuel, oil, and other fluids, draining aircraft fuel and oil tanks, taking stick readings, litmus and water tests of fuel tanks, checking fuel truck meter, filling fuel truck from storage tanks, driving fuel truck as required for aircraft and gasoline truck fueling operations, securing caps or valves after fueling operation; ordering deliveries of fuel and oil, operating tank storage farm, receiving and checking deliveries of fuel and oil; servicing ground and ramp equipment, including fuel pumps, hoses and assigned fuel truck to keep in operating condition, making a routine check of fire fighting equipment on assigned truck at beginning of work shift; reporting need for repairs on equipment; assisting in loading, unloading and racking both filled and empty drums; hand trucking supplies. May climb on ladders, aero-stands or wings in order to accomplish fueling operations. Works according to Company regulations and procedures and instructions from Crew Chief or supervisor. As may apply to work assignment, works with fuel and oil, uses equipment such as static lines, hoses, nozzles, measuring stick, pumping equipment, fire fighting equipment; drives a fuel truck or industrial tractor-trailer fuel truck; uses hand tools such as wrenches and pliers; has routine contacts with people outside the Company such as gas truck drivers and personnel of other carriers. Completes forms connected with work assignments according to established procedures.

In addition to the above duties, 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.

(e) All Title IV Ground Serviceman vacancies not filled by 12(l) Title IV employees will be filled by Title III Fleet Service. Therefore, the description above will apply to Title III Fleet Service employees filling those vacancies, in addition to Title IV employees.

(f) All Title II Cabin Cleaner vacancies will be filled by Title III Fleet Service. Therefore, the description below will apply to Title III Fleet Service employees filling those vacancies in addition to the description in paragraph (c)(2) above:

(1) All International aircraft operations using dedicated cabin cleaner crews arriving from or departing to a city outside of the United States, Canada, Mexico and San Juan / U.S. Virgin Islands.

(2) All aircraft scheduled for dedicated overnight cleaning (e.g., Level 1 and fleet work such as periodic, upholstery exchange, carpet exchange, etc.)

(3) Depending upon assignment, may include 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). (see attachment 11.1)

(g) In the interest of cleanliness and safety, employees working in jobs in each of the classifications set forth above will be required to perform, as they always have performed, those housekeeping functions incident to their job as to work area, wiping tools and equipment.

(h) 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 agreed to change made will be expressed in the form of a written amendment.

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).

(i) Whenever and wherever qualifying tests are used to determine the competency of an employee for promotions, these tests will be prepared by the Company. 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 the Union 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 thirty- (30) 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.

It is agreed that the Qualifications Administration Manual will be revised to indicate the test items which would be included under Part III (Job Procedures-Performance) for Title III Crew Chief-Fleet Service Clerk vacancies would be selected from the duties performed by the work unit to which the employee is assigned, regardless of the duties of the work unit where the posted vacancy exists. This provision will apply to qualifications tests for vacancies in Title III Crew Chief-Fleet Service.

(j) The Company will immediately furnish the International Union with ~~twenty-one (21)~~ **twenty-two (22)** copies of its Qualifications Administration Manual. Further, the Company will immediately furnish the International Union with ~~twenty-one (21)~~ **twenty-two (22)** copies of any additions, deletions or changes subsequently made.

The International Union will have thirty (30) 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.

In the event of objections, the Company will continue its 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, (e).

(k) During the term of this Agreement, the Company will not continue for any period of more than two (2) months with fewer employees in each of the

respective Crew Chief classifications in ratio to the number of employees in the appropriate non-bid classification(s) than one (1) Crew Chief for 9 Fleet Service Clerks or Ground Servicemen based on a system aggregate within each Title Group. 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 the classifications under the Agreement as of the 15th day of each month.

Should it become necessary to increase the number of employees in a Crew Chief classification to meet the requirements of this paragraph, the additional Crew Chief jobs will be posted immediately. The Company will post the jobs for a station or stations among those with fewer employees in the Crew Chief classification in ratio to the number of employees in the appropriate non-bid classification(s) as compared to the 1:9 system ratio.

<u>Crew Chief Classification</u>	<u>Appropriate Non-Bid Classification</u>
Crew Chief – Fleet Service Clerk	Fleet Service Clerk
Crew Chief – Ground Serviceman	Ground Serviceman

(l) Notwithstanding any provision in this Agreement, the Maintenance Agreement or the Stores Agreement, the Company may assign or schedule any employee to perform work of any classification under this Agreement, the Maintenance Agreement or the Stores Agreement; provided, however, the Company will not assign Fleet Service Clerks to do that work now performed by Building Cleaners.

(1) An employee who performs two (2) or more hours of work during his daily tour of duty in a higher classification within his Occupational Title Group (i.e. Crew Chief – Fleet Service Clerk) having a higher top hourly chart rate than the classification in which he is regularly employed will be compensated at his regular hourly rate plus \$1.50 for Fleet Service Clerks and \$1.75 for Ground Servicemen per hour bid position differential as outlined in Article 4 for only the hours worked in the higher capacity.

(2) An employee who performs two (2) or more hours of work during his daily tour of duty in a classification in a different Occupational Title Group in the Maintenance Agreement or in the Stores Agreement having a higher top base hourly rate than the classification in which he is regularly employed will be compensated at his regular hourly rate provided that rate exists in the higher classification scale. If that rate does not exist, he will receive the nearest higher hourly chart rate in that classification for his entire tour of duty.

(3) An employee who works in a classification having the same or a lower hourly rate than his own classification will continue to receive his regularly hourly rate.

(4) Notwithstanding paragraph (k) above, in those cities where there are fewer than 2,555 annual scheduled departures, any Fleet Service employee may be assigned or scheduled to perform work in any classification under this Agreement, the Maintenance Agreement or the Stores Agreement. The determination of the scheduled departures will be made each January 1 and July 1 and will consider the prior twelve (12) month period.

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(m) The attachments on the following pages are agreed to by the parties and are incorporated as part of this agreement.

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In the event there are changes agreed upon in Articles 1 and 4 or any other article that requires modification to Article 11, the parties agree to make the necessary changes.

ATTACHMENT 11.1 – CONTRACTING OUT RON/ULTRACLEAN AIRCRAFT CABIN CLEANING

March 31, 2003

Mr. James C. Little
International Administrative Vice President
Director Air Transport Division
Transport Workers Union of America, AFL–CIO
1791 Hurstview Dr.
Hurst, Texas 76054

Contracting Out RON / ULTRACLEAN Aircraft Cabin Cleaning

Dear Jim,

This will confirm our understanding reached during the negotiations leading up to the agreement signed on April 15, 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 Fleet Service 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.

Level 1 BOW or "Ultraclean" with scheduled arrivals after 0800 will be performed by day line Fleet Service except in OSO situations.

Sincerely,

James B. Weel
Managing Director

(Company Version: Fleet Service/Ground Service Article 11.TA 4/1/08

Employee Relations

Agreed to this date:

James C. Little
International Administrative Vice President
Director Air Transport Division
Transport Workers Union of America, AFL-CIO