

L. PURSER

The Lead/Number 1 position Flight Attendant shall be designated as the Purser on IPD flights.

1. In addition to regular Flight Attendant duties, a Flight Attendant holding the position of Purser shall be responsible to Flight Service Management to ensure compliance among her/his crew for relevant Company policies and procedures during all phases of flight including:
 - a. Leading and directing in-flight crews in the proper delivery of all scheduled in-flight services;
 - b. Communicating and coordinating with appropriate support service departments and Flight Attendants, e.g., act as a liaison between Premium Services and customers;
 - c. Attempting to ensure prompt and correct compliance with management's instructions;
 - d. Conducting pre-flight briefings for all Flight Attendants in the crew at the beginning of each trip sequence and as necessary thereafter;
 - e. Coordinating and directing pre-flight and in-flight duties of all Flight Attendants assigned to the flight, including the reassignment of a crew member's working position as needed to accomplish a required service;
 - f. Completing forms, reports and other paperwork as required;
 - g. Communicating safe work habits to the Flight Attendants assigned to the flight;
 - h. Immediately reporting hazardous conditions, unsafe practices, and improperly functioning tools and equipment to the captain and/or management as appropriate;
 - i. Ensuring customer needs, concerns and requests are met;
 - j. Actively participating in the resolution of in-flight problems or concerns reported by customers and/or Flight Attendants; and,
 - k. The Purser will not issue discipline, conduct uniform checks or perform any duties normally performed by a supervisor.

2. Filling of Purser Vacancies

In order to provide coverage for flights on which Purses are required, the Company shall determine the number of Flight Attendants required to be qualified as Purses at each base, as follows:

- a. On a yearly basis, operational requirements shall be determined by dividing the projected number of aircraft hours for the flights on which Purses are required by the average line value.
- b. The Flight Attendants qualified as Purses shall include a minimum of one hundred and fifty percent (150%) above the operational requirements.
- c. In addition to the requirements specified in Paragraph L.2.b, the Company agrees to offer Purser training classes to accommodate eighty (80) Flight Attendants system wide per year. The eighty (80) Flight Attendant training slots may include Purser vacancies required by the one hundred and fifty percent (150%) calculation specified in Paragraph

L.2.b.

- d. The Purser position will not create a vacancy in a base. To bid into the Purser program a Flight Attendant must be in the base of the Purser position or transferring into the base, pursuant to Filling of Vacancies, Section 22, concurrently with the Purser posting.
- e. A Flight Attendant awarded a Purser vacancy must remain in the Purser program for a minimum of six (6) months. A Flight Attendant will remain in the Purser program until she/he opts out of the program. A Flight Attendant may resign from the Purser program by providing a three (3) month advance notice. Such resignation shall become effective if not rescinded by the Purser during the first thirty (30) days following the written notice.

3. Eligibility and Selection Criteria

To be eligible to bid into the Purser program, a Flight Attendant, including a qualified foreign language speaker, must meet the following criteria:

- a. Have a minimum of eighteen (18) months of active service as a Flight Attendant; and,
- b. Be projected to be available for active flight status by the commencement of the training process; and,
- c. Have completed or be willing to complete all required qualification training specific to IPD flying; and,
- d. A Flight Attendant who is on the second stage of discipline will be ineligible to bid into the Purser program until the second stage of the discipline is removed from her/his file pursuant to General, Section 37.Q; and,
- e. Must successfully complete an objective examination/assessment developed by the Company and reviewed by the APFA, and may include other objective components, e.g., leadership assessment testing.

4. Training and Maintaining Qualifications

- a. The Company shall offer Purser qualification training to those individual Flight Attendants who have been awarded Purser positions pursuant to the provisions for scheduling training specified in this Agreement. All Purser training shall be conducted in accordance with Training, Section 29.
- b. The Company will design and administer the Purser qualification training and will set the standards for completion of training with review and input from the Union. The Company may, from time to time, revise the training program and standards for completion.
- c. Training for Flight Attendants selected for the Purser position will be provided at reasonable intervals, but not less than once a year.
- d. A Flight Attendant who does not successfully complete the Purser qualification training shall be eligible to bid for Purser qualification training concurrent with the next cycle of Purser training, provided such training date is no sooner than six (6) months from the Flight Attendant's original date of the Purser qualification training.
- e. In order to maintain her/his Purser qualifications a Flight Attendant must:
 - i. As required, successfully complete any required Purser Recurrent training;

- ii. Complete any other training associated with a Purser flight assignment successfully;
- iii. A Flight Attendant who is on the final stage of discipline prior to termination will be ineligible to remain in the Purser program until the discipline is removed from her/his file pursuant to General, Section 37.Q;
- iv. Must accumulate at least one hundred and fifty (150) paid Purser hours, exclusive of vacation and sick pay, each calendar year. A Flight Attendant who fails to achieve this requirement at no fault of her/his own (i.e., adequate bidding but insufficient seniority to hold Purser monthly bid position) will be considered to have met her/his obligation. A Purser who does not achieve the participation level will lose her/his Purser qualification effective the first day of the contractual month of March. Such Purser will be eligible to reapply to the program effective one (1) year following the date of disqualification.
- f. When more than one (1) Purser qualification or requalification class is being offered in a year, the classes shall be offered in a minimum of two (2) months.

5. Scheduling

a. Monthly Bid and Award Process

- i. The PBS bidding process shall be utilized in the determination of a Purser qualified Flight Attendant's bid and award. Such award shall be made on the basis of her/his seniority at her/his base, subject to the following:
 - (a) The PBS system shall ensure that all Purser flying is awarded or assigned in the monthly bid process;
 - (b) Purser flying will be awarded to Purser qualified Flight Attendants who bid for such sequence(s) in the PBS system on the basis of seniority and the global constraints of the PBS system. If insufficient Purser qualified Flight Attendants bid for Purser designated sequences, the PBS system will assign to junior Purser qualified Flight Attendants on the basis of seniority and the global constraints of the PBS system.
- ii. No Purser specific Reserve lines will be awarded.

b. Line Adjustments

- i. In the event a Purser designated sequence becomes available after the PBS award, such sequence shall be posted in open time as a Purser designated sequence available for pick-up or trade by a Purser qualified Flight Attendant.
- ii. Such Purser designated sequence shall remain in Open Time until it has been awarded to a Purser qualified Flight Attendant through TTS. In the event the sequence is not awarded through TTS or the Post-TTS Daily process to a Purser qualified Flight Attendant, such sequence will be processed as a non-Purser designated sequence through Post-TTS Daily Processing or Reserve Processing. However, if such sequence is awarded to a Purser qualified Flight Attendant during this process, she/he shall be entitled to the Purser premium.
- iii. Position determination for a Purser designated sequence awarded through Post-TTS Daily Processing or Reserve Processing, shall be offered as follows:

(a) In the event there are no Purser qualified Flight Attendants on the flight, the Purser position shall be changed to a Lead/Number 1 Flight Attendant position and filled in accordance of Scheduling, Section 10;

(b) In the event there is one (1) Purser qualified Flight Attendant on the flight, she/he shall fill the Purser position;

(c) In the event there are two (2) or more Purser qualified Flight Attendants on the flight, the Purser position shall be offered first in seniority order and then assigned in reverse seniority order;

(d) A probationary Flight Attendant shall not be assigned to the Purser position. When the entire crew of Flight Attendants is probationary Flight Attendants, the most senior Flight Attendant shall assume the Lead/Number 1 Flight Attendant position.

c. The provisions of TTS, ETB and Sequence Trades through Crew Schedule as found in Scheduling, Section 10, shall apply to Purser qualified Flight Attendants except that a Purser qualified Flight Attendant may not trade a Purser designated sequence for a non-Purser designated sequence unless she/he is trading a Purser designated sequence with another Purser qualified Flight Attendant. The Flight Attendant may drop a Purser sequence into open time assuming the transactions meets the TTS processing rules specified in Scheduling, Section 10.

d. Rescheduling of Flight Attendants shall be made in accordance with the provisions of Scheduling, Section 10.J.

6. Vacations

A Purser qualified Flight Attendant shall be eligible to bid in accordance with her/his seniority at her/his base from the base's general vacation allocation pool in accordance with the provisions of Vacation, Section 8.

M. GENERAL

1. Deadheading

a. Flight Attendants on International flights shall deadhead as specified in Deadheading, Section 16.

b. When a Flight Attendant is deadheading on a flight at the commencement or termination of an International service, the Company will provide the Flight Attendant a connect time no less than the minimum connect time required for revenue customers, plus fifteen (15) minutes.

2. Passports

The Company will reimburse a Flight Attendant for the cost of passport renewal, passport photos, visas, inoculations and the charge for expediting service for passports and visas in those crew bases where passports and visas may be required. The Company will provide positive space travel or reimburse for mileage for a Flight Attendant who drives to a passport office provided such location is the closest in proximity to the Flight Attendant's crew base or residence. The Company shall reimburse any necessary cab fare between an airport or layover hotel and a passport/visa office. Any other associated expenses will be reviewed on an individual basis.