



Policy & Procedures update

May 7, 2020

All flight attendants

“Scan off” procedures to ensure minimum crew

Minimum crew violations continue to occur. The most recent included deadheading flight attendants boarding when minimum crew was not onboard, requiring American to self-disclose these violations to the FAA. Deadheading flight attendants are not part of the working crew and may not board until minimum crew is on the aircraft.

These violations could result in sanctions and fines to American and jeopardize safety as minimum crew ensures an aircraft can be safely evacuated in an emergency.

Good communication between flight attendants and the customer service agents is the most critical way to ensure we have minimum crew onboard prior to customer boarding. Using technology also ensures that we have minimum crew on board, so there is a new “scan off” procedure that is now required if a flight attendant who has boarded for a flight departure then leaves the aircraft prior to customer boarding.

If a flight attendant needs to leave the aircraft **before** the agent initiates customer boarding, they must “scan off” with their AA ID or be manually removed by the gate agent.

When the flight attendant scans off at the GateReader, the system recognizes minimum crew is no longer on board and customer boarding passes cannot be scanned. We recently tested these procedures in LAX and are now implementing them for all flight departures. Communication between agents and flight attendants is critical, and this is another tool to be sure that happens.

Once customer boarding begins, flight attendants are not permitted to leave the immediate vicinity of the boarding door unless performing safety related duties, and they should not return to the gate area unless there is a life-threatening emergency. *IFM > Staffing Requirements > Minimum Crew Requirements > Stepping off Aircraft with Minimum Crew On Board.*

Here are the new procedures which will be included in an upcoming IFM Revision:

IFM > Security > Security Awareness > Crew Security > AA ID Verification

When leaving the aircraft prior to customer boarding

- Notify FA 1 / Purser (or another crewmember if FA 1 / Purser is not present) prior to deplaning the aircraft
- Notify the agent if they are at the gate and scan the AA ID at the GateReader or have the agent manually remove the flight attendant

Upon returning to the gate and aircraft

- Notify the gate agent if they are at the gate and present ID for verification
- The gate agent may require the returning flight attendant to scan their AA ID at the GateReader activated for the flight
- Notify FA 1 / Purser (or another crewmember if FA1 / Purser not present) of return to the aircraft

Help keep the cabin cool during warm weather

Warmer temperatures are fast approaching and we want our customers and crewmembers to stay cool while boarding, especially in cities where temperatures can sometimes reach more than 100 degrees. Here are some reminders on keeping aircraft cabins cool on warm days:

- Coordinate and communicate with crewmembers and agents to ensure comfortable cabin temperatures during warm weather
- Review IFM procedures through: *Crew Duties > Boarding > Prior to Customer Boarding > Guidelines for Boarding a Warm Aircraft*
- Please deliver the Warm Weather Cabin announcement (PA card: *Arrival > Taxi-In > Warm Weather Cabin*) immediately following the Arrival/Taxi-In PA:

“To help keep the airplane cool, please lower your window shades and open the air vents prior to leaving the airplane. If you are no longer using your reading light, please turn it off. Thank you for your assistance.”

Flight Service Policies & Procedures