

# YOUR RIGHTS

AS AN EMPLOYEE

**AFA-CWA Reference Handbook for United Airlines Flight Attendants**



**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO  
UNITED MASTER EXECUTIVE COUNCIL  
[WWW.UNITEDAFA.ORG](http://WWW.UNITEDAFA.ORG)**

Ladies and Gentlemen:

The founders of our Union understood that United Flight Attendants needed to build a Union for all Flight Attendants to improve standards throughout the industry and strengthen our profession. We benefit from being a part of the largest Flight Attendant Union because we have the same goals and circumstances as Flight Attendants regardless of the employer.

Even though only a small number of Flight Attendants ever find themselves in the disciplinary process, it could happen to any of us. The purpose of this booklet is to provide some basic guidelines, which you may refer to if you are ever involved as a witness or grievant in a disciplinary situation. We know that when you understand your rights at work, you will be better prepared to cope with any potential situation and, ultimately, make our Union stronger.

Negotiating improvements and maintaining our Contract are the primary functions of our Union. The daily work performed by the Members of AFA support this primary agenda and provides us all with a better experience on the job because we have a voice at our work. Our specialized committees work daily to defend and advance Flight Attendant jobs in areas such as scheduling, Contract enforcement, protection against company discipline, occupational rights, insurance, retirement, safety, health and security, as well as employee assistance. We also advance our career on Capitol Hill by advocating for job security, safety and workplace regulations and benefits under the law. Every time we succeed in obtaining improvements through Congressional action, we set a standard for our profession throughout the industry. We also improve our position at the bargaining table because we then focus on primary issues of pay and quality of work life that are important to United Flight Attendants.

The individual Flight Attendant who goes to work, performs her/his job as a safety professional, shares factual information with their peers and enforces the Agreement under which we all work is an integral part of our success as a Union. In coordination with the work accomplished through our volunteers, the power of our Union rests in our Solidarity. Together we hold the power of AFA and the ultimate ability to influence the direction of our future. When we effectively recognize our collective strength, and use it by standing together, we will accomplish our goals for a better tomorrow.

We encourage you to familiarize yourself with these materials and carry them with you, along with your Contract, at all times. Should you have any questions, contact your Local AFA Office.

In Solidarity,



Ken Diaz  
President



Andreas Curlee  
Vice President



Jeff Heiséy  
Secretary-Treasurer

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## Your Right to a Witness

Our Contract gives us a right to a witness of our choice present in any discussion, with more than one management person, which may lead to disciplinary action. In fact, the company must advise you of this right. You have a reasonable length of time (not to exceed 24 hours) to obtain your witness. Do not allow the company to select a Flight Attendant of their choice for convenience. You may delay the discussion until you find a witness who is satisfactory to you provided you do not exceed 24 hours to obtain this person.

Though the Contract provides a right to a witness when more than one management person is present, it is advisable to request representation even in a one-on-one situation. If your request is refused, notify your Local Council Grievance Chairperson as soon as possible. One exception to the 24-hour rule would be if the evidence would disappear with time, i.e., being under the influence of alcohol or drugs. In such a case the employee may be required to obtain a witness more promptly. In all other cases, however, you are entitled to 24 hours to obtain the witness of your choice. A System Board Decision, MEC 1-79, states that the employee must be allowed up to 24 hours to obtain a witness even if the company wishes to complete a suitcase search prior to trip departure. Your right to a witness supersedes the company's wish to avoid replacing you on the trip. In such a case, you would be removed from the trip with pay.

If there is a question about your right to have a witness, refer to Section 26.F.6. of our Contract. Also, inform your Local Council Representative at once if this representation is denied.

## Fatigue

The company has stated that any Flight Attendant who says they are unable to continue on a flight because of fatigue will be relieved from duty. *Of course, the Flight Attendant may be called upon to explain the reasons why they were fatigued and may be required to visit a medical facility designated by the company.* If you are ever in this situation and a company official denies that you may be relieved from duty, quote the following language to him/her from System Board Case MEC 2-74. Mr. Ed Westervelt, while Staff Representative of Industrial Relations, stated: "The company will not require a Flight Attendant to continue duty at any point, in that duty period, if a Flight Attendant says that 'I am too fatigued to continue.' That is, notwithstanding the Flight Attendant having been on duty six hours, two hours, eighteen hours, or whatever such period." (Page 105, transcript of MEC Grievance 2-74).

### IMMEDIATE ACTIONS

- Ensure that continuation of duty would jeopardize your health/safety or that of your crew before claiming fatigue.

Despite the company's stated position, individual situations may arise in which management may directly order the Flight Attendant to continue the trip (see Insubordination). You must continue the trip unless your health and safety or that of the crew or passengers will be immediately jeopardized if you continue to work the flight.

## Insubordination

Insubordination is defined as a refusal to follow a direct order from a superior. You must comply with a direct order from a superior unless an order would endanger your health and safety

(or that of your crew or passengers). A direct order should contain several components. You should be told you are being given a direct order, you should be told what it is you are being directed to do, and you should be told failure to comply may result in your termination. If a superior requests you perform an act, which you judge to be in violation of the Contract, establish whether or not such request is a direct order (if possible, in the presence of a witness). If the superior states such instruction is a direct order, perform the ordered act under protest and resolve the dispute later through the Grievance procedure. Contact an AFA Representative immediately.

#### IMMEDIATE ACTIONS

- Obey, unless the action endangers health or safety.
- Grieve later.

## Blood alcohol, breathalyzer tests and drug testing

Ensure that management uses only official Department of Transportation (DOT) procedures established for mandatory alcohol testing. DOT procedures require the use of a standardized breathalyzer. The categories of testing allowed are: random, post-accident and reasonable suspicion.

The standard required for reasonable suspicion is based on one supervisor's "specific, contemporaneous, articulated observations concerning the appearance, behavior, speech or body odors of the employee." If you are asked to submit to a "reasonable suspicion test," find a witness (preferably a Union Representative).

In the presence of your witness, ask the supervisor what evidence is being used to require the test. Write down exactly what the supervisor states.

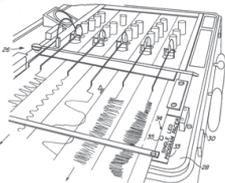
If management directs you to take any alcohol test beyond the scope of DOT procedures (such as a blood alcohol test), contact a Union Representative immediately. You should not be required to take any test that deviates from DOT procedures. Under no circumstances should you release any test results to the company before you consult your Union.

### • **Drug Testing**

Ensure that management uses only DOT procedures. To protect yourself, always ask for a SPLIT SAMPLE. Also, always contact the Union if the test results are positive.

Section 7.1.3.f. provides for a 15 minute extension of your duty time for pay credit purposes.

## Polygraph tests



The position of the Union is that you should never be asked to take a polygraph test nor should you submit to a polygraph test under any circumstances. (The company may not require a Flight

Attendant to take such a test.) If such a request is made, immediately contact your Local Council Representative.

#### IMMEDIATE ACTIONS

- Do not submit under any circumstances.
- Contact a Union Representative immediately.

## Suitcase searches

AFA has consistently opposed searches of the belongings and person of Flight Attendants for obvious reasons. It is an embarrassing and humiliating experience to have your privacy invaded by having your personal effects exposed. In addition, it is insulting to be suspected of theft or transporting drugs. In suitcase searches, the innocent have cause for outrage. Arbitrators, however, have ruled that with reasonable cause, the company may conduct a search of an employee's belongings. These arbitration rulings have in mind a company's right to protect its property from theft or illegal drugs. If you are ever confronted with a demand to submit to such a search, you should:



- A. Demand the presence of a qualified witness (preferably from the Union Grievance Committee) before you submit to any search or answer any questions. Remember, the Contract says that you have 24 hours to obtain a witness of your choice. If you are unable to obtain an acceptable witness, offer to lock your belongings in an airport office and give the key to an acceptable third party until the witness can be obtained. (See "Your Right to a Witness")
- B. In the presence of your witness, demand that the company state the reasons why they are asking to search your belongings. Remind the company official that any slanderous remarks about your taking of company property may be the basis for a lawsuit, which you will initiate against them. In addition, remind the company official that an invasion of your rights of privacy may be taking place.
- C. Ask if a direct order is being made to you to open your belongings. (See the Section "Insubordination")
- D. If the company still insists that you must open your suitcase, state that you will do so under protest. In view of your witness, allow the company official to open and inventory your belongings. Be sure to record the names of the company official(s) involved and contact your Local Council Grievance Chairperson or any of your other AFA Representatives.

### IMMEDIATE ACTIONS

- Never voluntarily submit.
- Submit only with direct order under protest.
- Demand a witness of choice.
- Contact a Union Representative immediately.

*Note: Though the Contract provides a right to a witness when more than one management person is present, it is advisable to request representation even in a one-on-one situation. If your request is refused, notify your Local Council Grievance Chairperson as soon as possible.*

## Withholding From Service

The company may hold you out of service with pay at any time. However, the company may also hold Flight Attendants out of service without pay only under the following conditions:

- You are discharged.
- The time between the Letter of Charge and the discharge action is not more than ten days, i.e., the company must pay for time in excess of ten days between the Letter of Charge and the date of discharge. (Refer to Section 26.F.1.a. of the Contract.)

# Discrimination

Section 4.A. of the Contract states that, “The Company shall not discriminate in any way against any individual Flight Attendant with respect to her/his compensation, terms, conditions or privileges of employment because of such individual’s race, color, religion, national origin, age, marital status or sexual orientation.” Should you believe that you have been discriminated against for any of the above reasons, contact your Grievance Chairperson or the Local Council office. An investigation will be started at once. AFA may also assist you in processing your case under the applicable Federal or State Anti-Discrimination laws.

# Investigations

You may be the subject of a company investigation in two situations.

- A. If management suspects you of violating a company rule.
- B. If management suspects that you have information regarding another employee suspected of violating a company rule.



A Flight Attendant has certain obligations and specific rights throughout a company investigation.

## • **Obligations**

You have the obligation to answer management’s questions truthfully and candidly to the best of your knowledge. Management has the right to ask questions regarding your actions provided the questions are related to the company’s business. They do not have the right to ask personal questions unless there is a relationship between your actions and the company’s business.

For example:

- Management may ask if you wore uniform items while off duty in a specific restaurant to determine if you could be identified as a UAL employee during an incident.
- It would not be appropriate for management to ask how often you attend church or what religion you follow.

## • **Investigatory Conference**

In an investigatory conference, let management ask the questions. If the questions are too general, ask the investigator/supervisor to focus more specifically on what she/he needs to know.

Respond with specific answers, which you know to be correct. Do not guess. Do not volunteer information, which is only speculative. If you do not know the answer to a question, state precisely, “I do not know”. Do not draw conclusions.

## IMMEDIATE ACTIONS

- Ensure you are given all documents before answering questions.
- Review all documents carefully before discussion begins.
- Ask to speak to a Union Representative before discussion.
- Ask for a witness of choice.
- Give only answers you know are accurate. Do not guess, speculate or draw conclusions.
- Take notes. Do not voluntarily sign any document you did not write.
- Take time to collect your thoughts before writing a report.

Protect yourself. Ask for paper and take notes of management's questions and your answers. You may be sure that management will be noting every word you state.

- **Written Reports**

The company may ask you to submit a written statement of the incident under investigation. If you feel confident that you are able to collect your thoughts to write an accurate statement of what you personally saw or heard during an incident, complete your statement.

If, however, the hour is late (some investigations have begun at midnight following a long duty day) and you are fatigued or apprehensive, request management to give you time to collect your thoughts in order that your statement can be accurate.

If the company then orders you to write a statement immediately, you must comply but you may protect yourself by including in your statement whatever below is appropriate.

1. I am submitting this statement under a direct order.
2. I am feeling fatigued and under duress and, therefore, cannot accept responsibility for any inaccuracy.
3. I have offered to submit my statement after sufficient rest.

At times, management has written statements based on oral statements of Flight Attendants. The Flight Attendant has been handed a statement and told to sign it.

Do not voluntarily sign any statement not written by you in your words. If you are given a direct order to sign any statement not written by you, comply and add the following to your signature:

**“My signature is not voluntary but is executed from a direct order from supervisor \_\_\_\_\_.”**

- **Rights**

Under the Contract, management must comply with the following provisions:

A. Documents

Section 26.F.8. requires that in any discussion which may lead to discipline, the company must provide you with all related documents and reports before the discussion begins. This Section was negotiated to protect you from entrapment if you are accused of wrongdoing. Take the time you need to review these documents carefully before you answer any questions. Often a management representative from Inflight Service will ask the questions. Sometimes a member from United's Corporate Security with FBI experience will interrogate you. However, anyone (regardless of the department) asking you questions is required to comply with the due process provisions of the Contract.

B. Witness

Section 26.F.6. gives you the right to a witness of your choice if more than one management person is present at a conference. In addition, the company has agreed, in writing, to commit to the following:

1. To offer Flight Attendants who themselves may become subject to discipline, a right to confer with a Union Representative prior to the conference or investigation. If the Flight Attendant requests the opportunity, such a request will be honored so long as it will not disrupt or cause a lengthy delay in the conference or investigation.
2. In a “one-on-one” situation, if a Flight Attendant requests a witness, we will accommodate that request if feasible so long as the matter being discussed in and of itself could result in the discharge of that Flight Attendant. This would not include conferences dealing with progressive discipline.  
(Written by C. Thomson, EXOIR, 11/9/84)

### ***You Must Initiate the Request to make use of the Above Rights***

It is in your best interest to contact a Union Representative for advice before you begin an investigatory discussion. In addition, a witness of your choice can take notes of the conversation. A witness can refute any inaccuracies stated by the company in subsequent grievance proceedings.

The company may claim that because you are not accused of wrongdoing and it is only gathering information to complete an investigation, the due process rights under the Contract do not apply to you. Even if you are not the subject of an investigation, you should still request documents (26.F.8.) in order to have correct information on which to base the statements you give the company. It is also advisable to contact a Union Representative. Remember, the company may subsequently charge you with submitting false information if your statements are found to be inaccurate.

## **Rights while on sick leave status**

### **• Mandatory Calls to Supervisors**



The company has the right to instruct you to call a supervisor when you place yourself on sick leave status. A supervisor may also instruct you to call periodically for an update on your status. Although the Contract provides that you need not divulge the nature of your illness to the supervisor (See Section 20.C.), a legitimate question of management would be the estimated date of return to duty. You are also obligated to provide an accurate contact number while on sick leave status.

You retain the following rights under the Contract:

1. You are not required to remain telephone available on days not scheduled for duty.
2. During your illness you should not be required to make calls to management on days not scheduled for duty. If a supervisor instructs you to call on a scheduled day off, alert the supervisor to this fact. Contact the Union if the supervisor does not respect your Contract rights. (Contract references Sections 7.H., 10.D., 19.B.6.)
3. All information in your medical file should be known only to the Medical Department (UAMD) and not divulged to Inflight Management or anyone else without your consent (Contract reference Section 20.C.)

### • **Visits to Medical Facilities / Clinical Narratives**

The company retains the right to require a visit to a medical facility on a day scheduled for duty provided you are well enough to transport yourself to the facility without jeopardizing your health or safety.

1. Normally, you should not be required to visit a medical facility on a scheduled day off. (e.g., Note Reserve days off are inviolate except as provided in 10.D. and 12.M.3.).
2. If you are too ill to drive safely to a medical facility (e.g., symptoms of nausea, faintness, etc.), state this fact to the supervisor. Let the supervisor propose the solutions. Anything the company requires or provides (e.g., prepaid transportation) must be paid for by the company.
3. Feel free to ask the supervisor what benefit management would derive from a medical visit. If you feel a directive is unreasonable or violates your Contract, comply under protest (unless your health or safety would be jeopardized) and contact your Union Representative as soon as possible.
4. The purpose of a company directed medical visit would be to verify your illness or a referral for treatment. You are not required to accept any particular type of treatment against your will.

### • **Who Bears the Cost of Medical Visits**

Section 20.B. states, in part, “Any physical examination required by the Company shall be paid for by the Company.”

A distinction must be drawn between “recommended” and “required”. If your supervisor wants you to visit a medical facility, clarify with your supervisor if you are being directed or required with the company paying the cost. If required, the company would choose the facility. However, if you suggest the alternative of seeing your personal physician for your own convenience, you must bear the cost.

### • **Clinical Narratives**

In MEC 15-87 and LAX 60-85, the System Board ruled that any cost incurred by the Flight Attendant in providing company required clinical narratives or medical visits from other sources must be borne by the company. For example, a required examination by the company Medical Department to return to work would be at no cost to you. If the company requires that you see your own physician for further examination or information, the company must pay the cost.

## Family Medical Leave Act

The Family Medical Leave Act provides eligible employees up to 12 weeks of job-protected leave for the serious illness of an employee, an immediate family member, the birth or adoption of a child.

To qualify for FMLA, you must have at least one full year of service and have received pay for at least 504-credited flight hours in the past twelve months. These hours exclude sick leave and vacation pay. The company provides a FMLA packet.



The United Master Executive Council Family Leave Working Group is continuing to work to address issues pertaining to Family Leave benefits for Flight Attendants. Your assistance is needed in order to conduct a review of procedures including denied benefits, delayed responses through continual requests for more information, inconsistencies with intermittent usage and issues with auto-designation of family leave status.

The Working Group has an email address to receive your reports about any issues pertaining to Family Leave. Send your reports to [familyleave@unitedafa.org](mailto:familyleave@unitedafa.org). Be sure to include your name, file number, the dates associated with your issue and any company personnel involved.

## Dispute Resolution

Dispute Resolution was implemented in 2008 to provide:

1. An expedited process to resolve everyday contract and company Policy disputes, such as payroll issues or crew desk assignments.
2. A two-track performance management system that includes a more objective attendance policy for Flight Attendants at United Airlines.



The program does not change management policies, but rather provides a more transparent application of these policies and clear parameters for Flight Attendants to better control circumstances on the job. Included here is only a summary of the program. A complete guide may be accessed in the Contract section of our website: [www.unitedafa.org/contract/dispute](http://www.unitedafa.org/contract/dispute).

### • **Individual Contract and Company Policy Disputes**

Individual disputes over the Flight Attendant Agreement and company policy, identified by the Flight Attendant through a report to their Local AFA Council, use a process that focuses on an interest-based problem solving model, encouraging faster resolution. Examples of Disputes: pay issues, understaffing; scheduling issues – mis-award of trip trade; bypass of an open flying request; adjustment of guarantee; complaint letters; etc.

Fundamental disputes regarding interpretation and application of the Agreement will remain under the purview of the System Board of Adjustment with a neutral arbitrator to review the case.

### • **What do you do to address a Contract or Company Policy Dispute?**

A group of Flight Attendants or a single Flight Attendant must file a Dispute Resolution Local Council worksheet on [www.unitedafa.org](http://www.unitedafa.org) within 60 calendar days of the dispute or within 60 days after the Flight Attendant(s) reasonably would have knowledge of the dispute. The Worksheet is submitted to the Flight Attendant's Local AFA Council office and includes the names and all pertinent information concerning the dispute.

The Local Council will verify the dispute and determine if it is meritorious and file a Notice of Dispute with the company within 30 days of receipt of the Worksheet. The company will meet with AFA within 30 days to work to resolve the issue.

The process also provides for a review procedure for individual Contract disputes that are not resolved at the local level.

## **Performance and Attendance Management Tracks:**

### **1. Attendance**

The Attendance Program removes subjectivity and creates clear cut rules for attendance. The program is applied uniformly and is easily understood, compared with the previous subjective method. The program more objectively defines attendance expectations through a point-based system similar to systems implemented at other airlines and other companies outside the airline industry.

#### **Attendance Occurrence Points Assessment**

Illness/Injury:

- Over 6 Days 2 points
  - 6 days or less, with no Physician's note 2 points
  - 6 days or less, with Physician's note 1.5 points
- ❖ A "Physician's note" is a written notation from the Flight Attendant's treating physician, or a physician affiliated with United Medical. The note should ONLY contain:
1. Date of illness/injury
  2. Date of examination
  3. Date of return to work
  4. A signature of the physician or physician's designee, on the document that includes at a minimum, the doctor's printed name, address and telephone number.

*NOTE: No additional information relating to the nature of the illness or injury should be included. This note is entirely at a Flight Attendant's option. Physicians' note must be submitted to Flight Attendant's supervisor, not to United Medical for point reduction, on or before your next scheduled ID following the illness or injury. Under the old system there was no procedure for any credit applied when obtaining a physician's note.*

- DNF 3 points
  - Picks up ID on same day of departure – Flight Attendant must be at domicile 2.5 points
  - Late boarding that delays the flight 2.5 points
  - Missed meeting/missed training 2 points
  - Late boarding, no flight delay 1.5 points
  - Late check-in 1 point
- ❖ An Occupational injury or illness absence will generate points, but will not trigger new or elevated discipline. Point assessment will be applied according to length of absence. This is no different from management's treatment of Occupational Illness absences under the old system - AFA has long disagreed with the inclusion of occupational injuries in any way under the disciplinary system.
- ❖ Time off pursuant to Contractual and/or company policy is exempt from point assessment. EXAMPLE: Jury Duty; Death in Family; Personal Emergency; etc.
- ❖ Special Circumstances are handled on an individual basis at discretion of the company. Notify AFA if you believe certain special circumstances were not adequately considered.
- ❖ When a Flight Attendant is not in discipline, points only remain on file for a rolling 12-month period.

## Discipline - Attendance

6 points or more	Attendance Letter of Warning (LOW) Level 1
12 points or more	Attendance LOW Level 2
18 points or more	Attendance LOW Level 3
24 points or more	Attendance LOW Level 4
30 points or more	Letter of Charge (LOC)/Termination

- The effective date of the Attendance LOW is the date of the triggering point occurrence. **Example:** A 12-month period commencing on January 15, 2009 includes the period of January 15, 2009 through the end of the day of January 14, 2010.
- The LOW Level 1 will remain in effect for 12 months of active service at which time it will be cleared from the record unless the Flight Attendant progresses to Attendance LOW Level 2.
- The Attendance LOW Level 2 will remain in effect for twelve months of active service at which time Attendance LOW Level 1 and 2 will be cleared from the record unless the Flight Attendant progresses to Attendance LOW Level 3.
- The Attendance LOW Level 3 will remain in effect for 18 months of active service at which time the Attendance LOW Levels 1 – 3 will be cleared from the record unless the Flight Attendant progresses to an Attendance LOW Level 4.
- The Attendance LOW Level 4 will remain in effect for 24 months of active service at which time the Attendance LOW Levels 1 – 4 will be cleared from the record unless the Flight Attendant progresses to an Attendance LOC/Termination.
- **A Flight Attendant whose attendance discipline expires shall exit the Attendance Disciplinary Track with zero points.** In other words, when a Flight Attendant clears any LOW Level all points accrued since the issuance of the LOW will also be cleared from the Flight Attendant's record.

## 2. Performance

Performance issues such as complaint letters, appearance standards and other issues associated with the Working Together Guidelines are tracked separately from attendance issues to eliminate the confusion and confrontation associated with United's discipline process.

## Discipline – Performance

Performance LOW Level 1	Duration of 12 months of active service from date of issuance unless progressed to a higher level.
Performance LOW Level 2	Duration of 18 months of active service from date of issuance unless progressed to a higher level.
Performance LOW Level 3	Duration of 18 months of active service from date of issuance unless progressed to a higher level.
Performance LOW Level 4	Duration of 24 months of active service from date of issuance unless progressed to a Performance LOC/Termination.
Performance Letter of Charge	LOC/Termination

- ***Disputing Discipline***

A Flight Attendant may request a review of the Attendance/Performance LOW within 30 days of issuance. Contact your Local Council.

## Check Your Work History



Under the program, Flight Attendants are able to and are responsible for tracking their attendance points and performance record in Unimatic. We encourage you to review your work history (FDWH/file number) and your points record (RECORD/file number) regularly.





## Local Councils

### **BOS Council 27**

**CWA Local #:** 21027  
**Phone:** (617) 567-5560  
**Email:** afabos@unitedafa.org  
**WebPage:** unitedafa.org/bos

### **FRA Council 20**

**CWA Local #:** 21020  
**Phone:** 49-0-69-2561-7067  
**Email:** afafra@unitedafa.org  
**WebPage:** unitedafa.org/fra

### **IAH Council 42**

**CWA Local #:** 26042  
**Phone:** (855) 692-3242  
**Email:** afaiah@unitedafa.org  
**WebPage:** unitedafa.org/iah

### **LAX Council 12**

**CWA Local #:** 29012  
**Phone:** (310) 646-7518  
**Email:** afalax@unitedafa.org  
**WebPage:** unitedafa.org/lax

### **ORD Council 8**

**CWA Local #:** 24008  
**Phone:** (773) 601-5041  
**Email:** afaord@unitedafa.org  
**WebPage:** unitedafa.org/ord

### **DCA Council 21**

**CWA Local #:** 22021  
**Phone:** (703) 260-0051  
**Email:** afadca@unitedafa.org  
**WebPage:** unitedafa.org/dca

### **HKG Council 26**

**CWA Local #:** 29026  
**Phone:** 011-852-2377-3162  
**Email:** afahkg@unitedafa.org  
**WebPage:** unitedafa.org/hkg

### **United MEC Office**

**Phone:** (847) 292-7170  
**Fax:** (847) 292-7180  
**Email:** info@unitedafa.org  
**WebPage:** unitedafa.org

### **JFK Council 5**

**CWA Local #:** 21005  
**Phone:** (718) 360-9328  
**Email:** afajfk@unitedafa.org  
**WebPage:** unitedafa.org/jfk

### **LHR Council 7**

**CWA Local #:** 21007  
**Phone:** 011-44-208-935-5613  
**Email:** afalhr@unitedafa.org  
**WebPage:** unitedafa.org/lhr

### **DEN Council 9**

**CWA Local #:** 27009  
**Phone:** (303) 780-3050  
**Email:** afaden@unitedafa.org  
**WebPage:** unitedafa.org/den

### **HNL Council 14**

**CWA Local #:** 29014  
**Phone:** (808) 263-8030  
**Email:** afahnl@unitedafa.org  
**WebPage:** unitedafa.org/hnl

### **LAS Council 25**

**CWA Local #:** 29025  
**Phone:** (844) 692-3225  
**Email:** afalas@unitedafa.org  
**WebPage:** unitedafa.org/las

### **NRT Council 38**

**CWA LOCAL #:** 29038  
**Phone:** 011-81-476-33-8182  
**Email:** afanrt@unitedafa.org  
**WebPage:** unitedafa.org/nrt

### **SFO Council 11**

**CWA Local #:** 29011  
**Phone:** (650) 952-6144  
**Email:** afasfo@unitedafa.org  
**WebPage:** unitedafa.org/sfo



## System-Wide Communications

### **United MEC Website** [unitedafa.org](http://unitedafa.org)

Visit for all of the latest news,  
on-line Member Account, on-line  
Contract, easy access to  
Unimatic, and much more.

### **AFA E-lines**

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you need to talk to someone from  
AFA-CWA's EAP Please Contact:

[afacwa.org/eap](http://afacwa.org/eap)  
(800) 434-2406