



Update on the “Fear of Flying” policy

Dec 1, 2008

The Company continues to honor the “fear of flying” (FF) policy that was created after the events of Sept. 11, 2001. Please read the information below carefully.

*** Important Note: This policy is separate from the support that was offered to the FA crews who were actually in BOM last week at the time of the violence.** Those FAs were offered additional support due to their particular involvement in the local events.

Background:

- It was created to apply to **global** events, like 9/11, SARS, and now BOM.
- It is a subset of the regular Family Emergency (FE) absence policy, and as such is an **excused, unpaid** absence.
- The goal of the policy is to give the FA the time and resource referral to address the fears they are experiencing, so they can process it appropriately and return to work.

How it works:

- FAs call their FAM to advise they are experiencing fear of flying issues.
- The FAM discusses the reasons for the FA’s concern, providing appropriate assurances about the safety and security of NWA’s operation.
- If the FA indicates they remain afraid to fly, the FAM will then remove them from their trip as FF. Once removed as FF, the FA is not eligible to pass travel for personal purposes.
- The FAM explains the EAP component, with the understanding that the FA must contact an EAP resource. They can contact NEAS at 1-866-464-4009, the AFA EAP at 1-800-424-2406, or their own private source.
- The FA is asked to verbally confirm with their FAM that they have followed up with an EAP resource.
- Ideally, the FA returns to work with the fear issues resolved. If any larger or complicating EAP issue comes to light during their contact with EAP, the FF would be converted to a sick or medical leave, with conventional documentation required.