



AFA/CHAOS

Frequently Asked Questions

August 22, 2006

The following Frequently Asked Questions (FAQs) and their answers are provided to assist you in handling possible flight attendant job actions. As more FAQs arise, newer versions of this document will be issued.

Q: When can flight attendants strike?

- NWA flight attendants can strike as early as 9:01 p.m. CDT Friday, August 25.
- The Association of Flight Attendants (AFA) has publicly stated that it may use random, unannounced strikes (CHAOS, or Create Havoc Around Our System).

Q: What is CHAOS?

- The AFA defines CHAOS (Create Havoc Around Our System) as a strategic campaign that pressures management through a series of tactical maneuvers up to and including intermittent strike actions legal under the Railway Labor Act. An actual CHAOS strike action may take many forms. It may call for a mass walkout for a day or a week at a time, with no advance notice to the company or to the passengers. CHAOS may strike a certain domicile or a certain piece of equipment. CHAOS may strike the entire system for 15 minutes, or strike all of the odd numbered gates in Detroit for a day. Or, as AFA did at Alaska Airlines, flight attendants may walk off individual flights at random and with no warning. In addition, FAs that walk off individual flights cannot be replaced if they return to the aircraft before replacements arrive.

Q: Will ALPA support the flight attendants if they strike?

- The AFA has asked ALPA to fly our contract in the event of a strike action.
- It is important to remember that CHAOS job actions are different from previous, conventional strikes at NWA. For instance, if the AFA does use unannounced targeted strikes, there will be no picket lines. Also, the AFA will not ask other unions to declare a sympathy strike because the majority of its own members will still be working.
- If the AFA does use a conventional strike (cessation of work by the entire membership) then the MEC at that time will make a decision whether or not to support the strike.
- Your MEC continues to monitor the flight attendants' situation closely and has stated that ALPA supports the flight attendants' right to strike.

Q: What do I do if my particular flight is delayed and/or cancelled due to CHAOS?

- Fly the contract and be mindful of FAR duty/rest limitations.
- Remain calm, courteous and professional. Keep your passengers informed as necessary, but resist the temptation to make any “editorial” type statements or commentary, either pro or con, of the flight attendants' actions.



- Do not engage FAs directly. Avoid confrontation. Be careful not to do anything that may be construed as interfering with a flight attendant job action.
- The AFA may utilize various FAA regulations or restrictions to delay a flight. This may include pilots' crew duty/rest restrictions. If your flight is delayed by a CHAOS action, *fly the contract!* You may be requested by scheduling or flight operations to extend your duty day in order to wait for replacement flight attendants. Granting any “special favors” at this time may be construed as interfering with the flight attendants’ job action.
- Don’t treat FA maintenance write-ups as frivolous. Always follow procedure.
- Don’t speak to the media. Any media inquiries should be routed to the proper ALPA communications personnel (1-800-NWA-ALPA).
- Call the ALPA Special Operations Center (ASOC) at 1-800-NWA-ALPA, ext. 373 for further guidance.

Q: If my flight is delayed due to CHAOS and replacement flight attendants arrive, are they scabs?

- It is not our place to determine who is and who is not a flight attendant scab. CHAOS-type job actions can be very complex and confusing, even for the flight attendants involved. Please do not attempt to judge the appropriateness of a flight attendant's conduct during these times.

Q: May I conduct a personal sympathy strike?

- We discourage pilots from acting on their own and urge pilots to follow the MEC's directions in the event of a strike.
- We strongly suggest you contact your LEC representatives, the ASOC (1-800-NWA-ALPA, ext. 373) or ALPA lawyers before engaging in a personal sympathy strike.

Q: How should individual pilots deal with the flying public? In the past, comments attributed to named pilots have found their way into the press.

- Refrain from discussing NWA labor or operational issues with passengers in PAs or in conversations.
- Reporters don’t always identify themselves as such. In the past, comments attributable to named pilots have found their way into the press, so be careful speaking to individuals you don’t know.
- Refer any media contacts or requests for information / interviews to ALPA communications personnel (1-800-NWA-ALPA).

Q: Will I still get paid for flights cancelled due to a flight attendant job action?

- NWA has not committed to pay pilots in the event of a flight attendants' job action. ALPA will continue to discuss this issue with NWA and we will report any progress, or lack thereof, in future communications.