

## C. Expense Claims

All such expenses shall be claimed on forms as outlined in Company Regulations, Series 15, shall be supported by receipts, and must be submitted within thirty (30) days after incurring the expenses or within thirty (30) days after the Flight Attendant receives the billing from the moving concern.

## D. Informational Booklet

Any Flight Attendant so affected shall be furnished a copy of the Company's "Transfer and Moving Expense Information" booklet for non-management employees transferring at Company request.

**SECTION 25  
PERSONNEL FILE**

## A. Master File

A single master personnel file shall be maintained for each Flight Attendant in the office of the Manager of Onboard Service at the domicile where the Flight Attendant is based. At domiciles where more than one (1) airport is used, the personnel file will be made available to the Flight Attendant within a reasonable time, upon request, at the airport where she/he is currently doing the majority of flying.

## B. File Contents

The personnel file which includes the Flight Attendant Information System (FAIS) shall contain all employment records, training records, inflight performance reports and reports from any source regarding said Flight Attendant.

Copies of any documents placed in the Job Performance Section of the file shall be provided to the Flight Attendant.

## C. Passenger Complaint Letters

1. A passenger complaint letter shall not be placed in a Flight Attendant's personnel file unless:
  - a. The Flight Attendant is clearly identified in the letter.
  - b. The alleged misconduct or disservice was something over which the Flight Attendant had control.
  - c. The letter is reviewed with the Flight Attendant and she/he is afforded the opportunity to add her/his comments to the letter.
  - d. The name of the person writing such a report or letter is clearly identified.
2. All passenger complaint letters will be removed at the first opportunity from the employee's file after a period of twelve (12) months of active service from the date of their receipt, provided there have been no other infractions during that period. In the event other passenger complaint letters are received at any time during the said twelve (12) months, the letters will be retained in the file until such time that there is a twelve (12) month period of active service with no passenger complaint letters received.

## D. Personal Comments

A Flight Attendant may attach comments to any observation or evaluation reports placed in her/his file.

## E. Inflight Observations

Inflight observation reports shall be removed from a Flight Attendant's file after two (2) years of active service from date of issuance, provided that with respect to unsatisfactory reports, no further unsatisfactory inflight observation reports have been issued during that time. Observation reports which are removed from a Flight Attendant's file shall be given to the Flight Attendant.

## F. Removal of Discipline and Non-Disciplinary Notations

1. The Company will consider any disciplinary action taken against a Flight Attendant as cleared from her/his record after a two (2) year period of active service from the date of issuance, provided that no further discipline has been imposed during that period. In the event additional discipline is imposed at any time during said two (2) years, all records of the disciplinary action taken shall be retained in the file until such time as there is a two (2) year period of active service with no discipline issued. The Company will consider any notations of non-disciplinary discussions regarding dependability or job performance as cleared from a Flight Attendant's record after a two (2) year period of active service from the date of issuance, provided that no disciplinary action or further notations have been issued during that period.
2. The Flight Attendant's record including notations may be cleared earlier, when, in the judgment of the Company, her/his performance warrants such action.

## G. Review of File

All Flight Attendant records as described in Paragraph B above shall be opened for inspection by the Flight Attendant or the Flight Attendant's specifically authorized Union or other representative(s).

## H. Availability for Hearing

For hearing and investigation purposes, a Flight Attendant's file shall on request be made available to the Flight Attendant or her/his specifically authorized representative(s).

## I. Duplicate Files

Nothing herein shall prevent the Company from maintaining duplicate files.

## J. Commendation Letters

Commendation letters may be removed from a Flight Attendant's file after a twelve (12) month period of active service from the date of issuance. Commendation letters removed shall be given to the Flight Attendant.

## K. Placing Reports In File

The Company shall notify a Flight Attendant of any adverse records, reports, correspondence or notations which may serve as the basis for disciplinary action within fifteen (15) days after receipt by the Flight Attendant's domicile but no more than forty-five (45) days after receipt by the Company. Such reports, after review with the Flight Attendant, shall be placed in the Flight Attendant's personnel file in a timely fashion consistent with the normal office procedure.