

## **IMPACT STATEMENT from TUS HBR**

Before the day comes where there is no longer room for discussion on the HBR program in Tucson, I would ask you to consider the historical trauma inflicted on the LAA remote sites in 2012. To remind or possibly inform you, that Tucson once had a staff of almost one thousand employees. That when the office closed, the agents in Tucson loyally stood by a company who reduced our wages by \$6 an hour, who seized the pay from our vacations, and placed us on furlough weeks, who took away our paid sick time, and left us with only catastrophic insurance coverage.

We asked how the company we love could do this to us after so many years. We heard from Don Langford, and I quote, "You should consider yourselves lucky, that's more than we wanted to give you."

And yet, we stayed. We stayed because we believe in this company, because of the ownership we feel, and the hope that one day things might be better. We endured personal bankruptcies, homes and cars repossessed, and we left children and spouses behind to relocate and make it work.

Fast forward four years. We see a paradigm shift. We hear Doug Parker standing on a stage, asking us to take a "leap of faith." We hear from Simon Sinek about "The Circle of Trust," and about feeling, and being safe at work. We believed you. Do you know what that meant? Do you know how hard that was?

Fast forward 3 years. We get a "Dear John" email from a woman we don't know, who could not be bothered to visit any of the remote HBR locations when introducing herself to her new team. We receive this casual email while many of us were actively speaking to passengers, with no more thought given to us than to a construction update in a terminal.

The average seniority in Tucson is 20 years. Consider all you have invested in us. Is that worth throwing away? Do you honestly think you can hire this level of talent and knowledge off the street? We collectively possess more than 3,000 years of industry experience. I can promise you, you will never find employees such as this in today's candidate pool.

You profess to "Care for People on Life's Journey." The following statements will give you an idea of the journeys you will cut short by terminating the HBR program in Tucson.

—Trish Muir  
24-year AA employee