

American Airlines Employee Handbook 2021



American Airlines Employee Handbook 2021 is a vital document designed to guide employees through the policies, procedures, and expectations set forth by one of the largest airlines in the world. This handbook serves as a comprehensive reference for employees at American Airlines, ensuring they are well-informed about their roles, responsibilities, and the corporate culture. The 2021 version reflects updates to company policies, employee benefits, and compliance with federal regulations, especially in light of the ongoing global pandemic.

Overview of the Employee Handbook

The American Airlines Employee Handbook is structured to provide clear guidelines that foster a safe, productive, and respectful workplace. It covers a wide range of topics, including:

- Company Mission and Values
- Employment Policies
- Compensation and Benefits
- Code of Conduct
- Safety and Security Guidelines
- Employee Development
- Leave and Absence Policies
- Disciplinary Procedures

Each section is designed to help employees navigate their work environment and understand their rights and obligations.

Company Mission and Values

Mission Statement

American Airlines is committed to delivering the best travel experience to

its customers. The company's mission focuses on providing exceptional service, operational excellence, and a dedication to safety.

Core Values

American Airlines operates under a set of core values that guide decision-making and employee behavior:

1. Safety First: Prioritizing the well-being of employees and customers.
2. Integrity: Conducting business honestly and ethically.
3. Teamwork: Collaborating across departments to achieve common goals.
4. Respect: Valuing diversity and treating everyone with dignity.
5. Excellence: Striving for the highest standards in all operations.

Employment Policies

Hiring Practices

American Airlines is committed to equal employment opportunity. The company prohibits discrimination based on race, color, religion, sex, national origin, age, disability, or any other protected status. The hiring process emphasizes merit and qualifications.

Employment Status

Employees at American Airlines may hold different employment statuses, including:

- Full-Time Employees
- Part-Time Employees
- Temporary Employees
- Interns

Each status comes with specific expectations and eligibility for benefits.

Compensation and Benefits

Pay Structure

The compensation policy at American Airlines is designed to be competitive and equitable. Employees are paid based on their skills, experience, and job performance. The company regularly reviews salary structures to ensure alignment with industry standards.

Employee Benefits

American Airlines offers a comprehensive benefits package, including:

- Health Insurance: Medical, dental, and vision coverage.
- Retirement Plans: 401(k) plans with company matching.
- Paid Time Off: Vacation days, sick leave, and holidays.

- Employee Discounts: Reduced fares for employees and their families.
- Wellness Programs: Access to fitness resources and mental health support.

Code of Conduct

Professional Conduct

American Airlines expects all employees to maintain a high standard of professionalism. This includes:

- Arriving on time and adhering to the dress code.
- Communicating respectfully with colleagues and customers.
- Maintaining confidentiality of company information.

Substance Abuse Policy

The company has a zero-tolerance policy regarding drug and alcohol use in the workplace. Employees are expected to report to work free from the influence of substances and are subject to random testing as part of the company's commitment to safety.

Safety and Security Guidelines

Workplace Safety

Employee safety is paramount at American Airlines. Employees are encouraged to report unsafe conditions and participate in safety training programs. The following measures are in place:

- Regular safety audits.
- Emergency response training.
- Access to safety equipment and resources.

Security Procedures

In light of the global pandemic and ongoing security concerns, American Airlines has implemented enhanced security procedures, including:

- Health screenings for employees.
- Mandatory face coverings in designated areas.
- Regular updates on health protocols.

Employee Development

Training Programs

American Airlines invests in employee development through various training programs. These include:

- Onboarding Programs: Comprehensive training for new hires.
- Skill Development Workshops: Opportunities to learn new skills relevant to

job roles.

- Leadership Training: Programs designed to cultivate future leaders within the organization.

Performance Evaluation

Performance evaluations are conducted annually to provide feedback on employee performance and identify areas for growth. Employees are encouraged to set personal and professional goals and discuss them with their supervisors.

Leave and Absence Policies

Types of Leave

American Airlines provides several types of leave for its employees, including:

1. Vacation Leave: Accrued based on hours worked.
2. Sick Leave: Available for health-related absences.
3. Parental Leave: Paid leave for new parents.
4. Family and Medical Leave: As per the Family and Medical Leave Act (FMLA).

Requesting Leave

Employees must follow proper procedures for requesting leave, which include:

- Submitting a leave request form to the supervisor.
- Providing necessary documentation, if required.
- Notifying management as soon as possible in the event of an emergency.

Disciplinary Procedures

Grounds for Disciplinary Action

American Airlines maintains a structured disciplinary process to address employee misconduct. Grounds for disciplinary action may include:

- Violation of company policies.
- Insubordination.
- Theft or fraud.
- Harassment or discrimination.

Disciplinary Process

The disciplinary process typically involves the following steps:

1. Investigation: A thorough investigation of the incident.
2. Discussion: A meeting with the employee to discuss findings.
3. Decision: Determination of appropriate disciplinary action, which may range from a warning to termination.

Appeal Process

Employees have the right to appeal disciplinary decisions. An appeal must be submitted in writing to Human Resources within a specified timeframe, and a review will be conducted.

Conclusion

In summary, the American Airlines Employee Handbook 2021 is an essential resource for employees, providing guidance on policies, procedures, and expectations. By adhering to the guidelines outlined in the handbook, employees can contribute to a positive work environment and align with the company's mission and values. As the airline industry continues to evolve, American Airlines remains committed to supporting its workforce and ensuring the safety and well-being of both employees and customers. Understanding and utilizing the resources available in the employee handbook is vital for success within the organization.

Frequently Asked Questions

What are the key updates in the American Airlines employee handbook for 2021?

The 2021 employee handbook includes updates on remote work policies, enhanced health and safety guidelines due to COVID-19, and new diversity and inclusion initiatives.

How can American Airlines employees access the 2021 employee handbook?

Employees can access the 2021 employee handbook through the company intranet or by contacting their HR representative for a physical copy.

What changes were made to the vacation policy in the 2021 handbook?

The 2021 handbook introduced more flexible vacation accrual options and clarified the procedures for requesting time off.

Are there any new benefits introduced in the 2021 American Airlines employee handbook?

Yes, the 2021 handbook outlines new mental health resources and support programs aimed at enhancing employee well-being.

What guidelines does the 2021 employee handbook provide on workplace conduct?

The handbook emphasizes a zero-tolerance policy for harassment and discrimination, outlining clear procedures for reporting and addressing violations.

How does the 2021 handbook address employee training and development?

The handbook highlights new training programs aimed at skill enhancement and career development, encouraging employees to pursue continuous learning opportunities.

What is the procedure for filing a grievance according to the 2021 employee handbook?

The handbook specifies a step-by-step grievance filing process, which includes documenting the issue, attempting resolution with a supervisor, and escalating to HR if necessary.

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