

Collection Procedure & Buddy Witness System

Dozens of Champions have been to the field with UNICEF and seen first-hand the impactful results made possible by our UNICEF Change for Good collections. Thank you all for your support in helping to make UNICEF's Change for Good on American Airlines program such a success.

We have updated guidelines for the required deposit procedures of UNICEF Change for Good collections on American Airlines international flights (including between the U.S. and Canada / Mexico). The **Buddy Witness System** was implemented to ensure the integrity of this program and provide accountability for all Champions while safeguarding them from any misunderstandings or false allegations.

Prior to collecting, Champions for Children should try show the video or make the UNICEF PA. Then proceed with collecting the blue UNICEF bag 30 minutes before landing when all cabins have completed their follow-on service and the headsets/video units have been picked up. Don't hesitate to communicate with the cockpit crew during the flight & before breaks on the estimated landing time to avoid shortage of time due to unannounced early arrival time. Ask during the flight if there are any reports of turbulence on descent in order to properly coordinate time with the purser for the UNICEF collection.

Immediately following their in-flight Change for Good collection, a Champion for Children must follow the outlined Buddy Witness System procedure below:

- (1) Seal the Change for Good collection bag in the presence of a "**Buddy Witness**" – fellow Champion, the Purser, or other working crew member.
- (2) Initial and ask the Buddy to initial the back of the sealed collection bag and witness the collections deposit in the UNICEF safe at base (see below safe locations).
- (3) For U.S. inbound flights ask a fellow crew member to witness the UNICEF collections deposit in the UNICEF safe at base.
- (4) For outbound U.S. flights ask a Buddy to witness sealing the bag and to initial it. On the return flight, show your Buddy the same initialed bag and ask him/her to accompany you and witness your deposit at base.
- (5) If you have questions or to report specific concerns, please contact us at championsforchildren@aa.com.

Safe Locations:

- **JFK:** two safes – one in the Flight Service office and one in the liquor deposit room outside Customs
- **BOS:** upstairs by the liquor deposit safe and behind AA ATO ATAC / cash out room
- **LAX:** Flt Svc ops area right next to the liquor safe
- **MIA:** Flt Svc operations and in CSM hallway to the right of the Known Crew Member checkpoint at D3. (To open door, use jet bridge key or same code for door to Flt Svc ops)
- **DFW:** two safes – one in Terminal A Flight Service Operations, by elevator and one in Terminal D by elevator on upper level and behind ticket counter number 37 outside of security
- **ORD:** two safes, one in K19 Ops FA mailroom and one in H3 Mini Ops

The following policy is in effect to address Champions not following current deposit procedures or company policies:

Step 1: Professional Standards will contact flight attendant in question (FA "X") and inform him/her of any serious allegations of theft or refusal to follow the Buddy Witness System and will offer services if needed.

Step 2: After receiving a follow-up call, FA "X" -- if warranted -- will be notified that they have been removed from the Champions for Children program and may no longer collect in-flight for UNICEF's Change for Good program. The current list of registered Champions will then be updated with the removal of FA "X"'s name.

Step 3: If FA "X" disregards the directive to discontinue collecting for UNICEF's Change for Good, their respective Base Manager will be notified and will follow disciplinary action.