



## PROFESSIONAL STANDARDS



### WHAT WE CAN HELP WITH

S.O.P. Questions answered  
FA interpersonal conflict  
Seniority Issues  
Pilot/Flight Attendant issues  
Crew Resource Management issues  
Grooming/perceived rudeness/work styles

### WHAT WE CAN'T HELP WITH

Grievances  
Criminal Activity  
Drug and Alcohol (will refer to FADAP as appropriate)  
FAA violations  
Gross safety issues.  
Sexual harassment  
Harassment in the workplace.  
Bullying

Not sure if PSR can help? Ask! If we can't help we will recommend appropriate next steps and resources including, FADAP, Grievance Committee, and Management/Employee Relations as appropriate. We offer guidance, the choice to move forward will be yours.

### MISSION STATEMENT

PSR is here to help flight attendants build rapport with one another and maintain a healthy work environment. We are an anonymous reporting system for flight attendants to seek resolution for questions and concerns. We want you to know we are a safe space. Confidentiality is of utmost importance to all involved. We will not tolerate retaliation. As flight attendants who work together regularly we seek to create an environment where we can get along, solve conflict and help each other. Our ultimate goal is to resolve conflict in areas that do not require Management/Company involvement.