

May 12, 2012

Thomas Horton
Chairman and Chief Executive Officer
AMR Corporation and American Airlines

Dear Mr. Horton,

I am writing you on behalf of Jerry Mishak, Transport Workers Union Local 565 Executive Board Member, who was "withheld from service" last week. The claims made against Jerry are without merit.

Jerry has expressed both verbally and in writing, to human resources in the investigation, that he was delivering the information provided in the side-by-side comparison of the AA's "final-offer" to the DFW hangar AMT's. A gentleman inferred that Jerry was saying they should not work overtime. Jerry's verbal and written statements were clear, he made no such statement. In a subsequent investigatory meeting, myself, Jerry, and Vice President Gary Schaible were told, "more people have come forward and called in on the "confidential 800 hotline;" saying Jerry did make such statements. The "confidential 800 hotline" does not require any identifying contact information, like a name or employee number, so anyone could call in and make these additional accusations. Jerry, however, was never afforded the opportunity to bring forward any of his "physical" witnesses to counter such a false allegation. Beyond that, the individual making this claim has not missed one-hour of overtime, which he chose to work.

The second allegation is Jerry threatened the individual's vehicle. Again, Jerry's statements were very clear. Jerry's opinion is the individual should not be parking his new truck, in the handicap spot, when he is capable of working overtime. I can only assume that this upset the individual and created the reason why after Jerry walked away into the engine shop. The individual who made the claim, minutes after Jerry entered the engine shop, and while providing other TWU members the side-by-side comparison, grabbed Jerry's arm, and told him "next time you threaten me I am taking you to HR. To which Jerry said, "I don't know what you are talking about, I am not here to talk with you - I am here to get this information out to the guys." Jerry continued to talk with the guys and the individual walked away. Notice that Jerry made two critical points in both his verbal and written statements, and that the individual - followed him into the engine shop and grabbed him. Since Human Resources took such a myopic view of the situation, they chose to not notice the fact that the individual had left one work area and sought Jerry out again, then physically assaulted him. Jerry again told the individual to work overtime if he wanted to.

Jerry has been "withheld from service" during a time when the union membership needs him most. I think it is important that at this point, I express

Jerry's character to you. Jerry has been a long-term employee at AA; Jerry's leadership roles include being a Crew Chief, a voluntary first responder, an advocate for EAP - who many employees feel comfortable talking with about their personal problems, and lastly a union official. Jerry's relationship with DFW operational management is one of a joint nature and one that no member of management could say was adversarial or ever threatening or disrespectful; this includes Human Resources and the Administrative Support Staff. I beg anyone on your team to come meet Jerry and then interview any and all mentioned in the last sentence about his demeanor. My guess is you would not find one, non-union, person who would disagree with my statements on their opinion of Jerry.

Unfortunately, Jerry's being withheld is keeping the membership from one of their elected officials at a most critical time in their careers; the vote on AA's final offer. It appears Jerry is being withheld as a retaliation because Local 565's does not support AA's "final-offer;" not because of a valid claim.

(Signed)
Gary G. Peterson
President
Transport Workers Union, Local 565

CC: TWU Local 565 Executive Board
TWU International Officers
TWU Air Transport Division
TWU Local Presidents
American Airlines Officers
American Airlines DFW Operational Management
Whitfield, McGann & Ketterman - Attorneys At Law