

Welcome

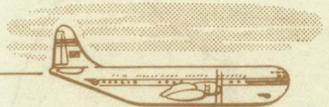


PAN AMERICAN WORLD AIRWAYS

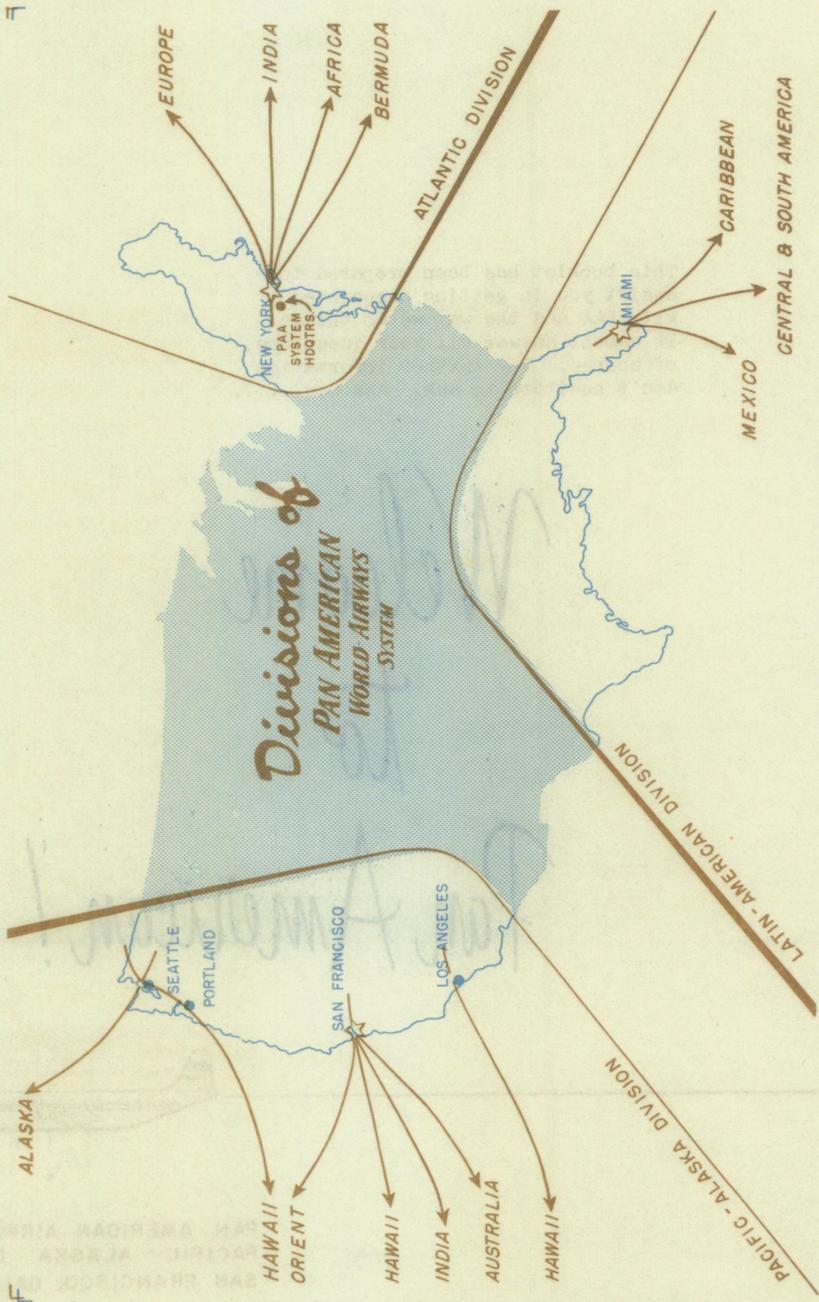
PACIFIC-ALASKA DIVISION, SAN FRANCISCO

This booklet has been prepared to assist you in getting acquainted with PAA and the way we do things. It cannot answer all your questions, of course. For further information don't hesitate to ask. And now.....

Welcome to Pan American!



PAN AMERICAN AIRWAYS, INC
PACIFIC - ALASKA DIVISION
SAN FRANCISCO, CALIFORNIA

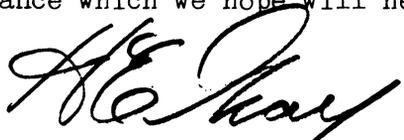


To the New Employee:

Welcome to the Pacific-Alaska Division of Pan American Airways! It is my sincere hope that this is your first step in a long and successful career with Pan American.

Our success depends upon the combined efforts of the individual employees. This is your opportunity to make your contribution towards the betterment of your Company and, in so doing, to better yourself.

Your Company is a large one, both in terms of number of employees and in area served. Your problem of getting acquainted and feeling at home may also seem large. For this reason we present in the following pages information of interest and importance which we hope will help you get acquainted.


H. E. Gray
Division Manager

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General Information

Pan American Airways operates throughout the world. All of its services in the Pacific Ocean Area and Alaska are controlled by the Pacific-Alaska Division Headquarters at San Francisco. A regional base at Seattle, Washington, is responsible for operation of our services to and within Alaska.

Pacific-Alaska Division personnel are stationed at San Francisco, Seattle, and Los Angeles, and at several points on Pacific Ocean islands, in the Orient, Australia, and in Alaska. The map on Pages 12 and 13 shows our routes and our stations.

Conditions of employment

Conditions of employment for many of our employees are established as a result of working agreements with various labor organizations; therefore, it is difficult to make more than a few general statements regarding these conditions. More specific statements will be found in the union agreement applicable to the position you fill.

Union Membership

Employees of an air carrier such as Pan American are subject to the provisions of the Railway Labor Act. This Act provides for complete freedom for employees in the matter of choosing a collective bargaining agent, also freedom to join any union, or none at all. The Act also obligates the Company not to discriminate against any employees because of union membership, or lack of union membership; in other words you are free to do as you choose in this respect.

At the time this information was prepared, agreements were in effect between the Company and unions representing its employees in the following groups:

GROUND PERSONNEL

1. Mechanics, inspectors, cleaners, janitors, laborers, chauffeurs, drivers, automotive dispatchers and fleet servicemen. (Transport Workers Union-CIO)
2. Stockroom clerks (International Association of Machinists)
3. Dispatchers (the Airline Dispatchers Association, A. F. of L.)
4. Guards (Transport Workers Union-CIO)
5. Commissary workers (Transport Workers Union-CIO)
6. Port Stewards (Transport Workers Union-CIO)
7. Clerical employees (Brotherhood of Railway & Steamship Clerks, A. F. of L.)

GROUND PERSONNEL (continued)

8. Meteorologists (Air Line Meteorologists Association)

FLIGHT PERSONNEL

9. Pilots (Air Line Pilots Association, A. F. of L.)
10. Flight Stewards and Stewardesses (Transport Workers Union-CIO)
11. Flight Engineers (Flight Engineer Officers Association)
12. Flight Radio Officers (Flight Radio Officers Association - TWU, CIO)

You should make it a point to read the agreement, if any, between the Company and the union representing employees in your classification. This agreement will give you a good deal of specific information regarding your working conditions. A copy will be given you by the Employment Office.

Service Insigne

This service insignie identifies you as a member of Pan American World Airways -- "The World's Most Experienced Air Line."



Upon employment you will be issued a silver insignie. After 3 years of service, you will receive a gold one, and 2 years later a star will be added.

Thereafter, each five-year period of service will entitle you to an additional star.

Working Hours

In general, office hours at San Francisco are from 7:45 to 4:15, Monday through Friday of each week. However, certain offices must observe different hours, and a few of them must have 24-hour, 7-day coverage. Day shift in shops and hangar is from 7:00 a.m. to 3:30 p.m.,

swing shift from
3:30 p.m. to 12:00,
and graveyard from
12:00 to 7:30 a.m.,
with some personnel
being assigned to
shifts on a permanent
basis and others subject
to shift rotation.



Your supervisor will advise
you what working hours you
are required to observe,
and which days you will have
off each week.

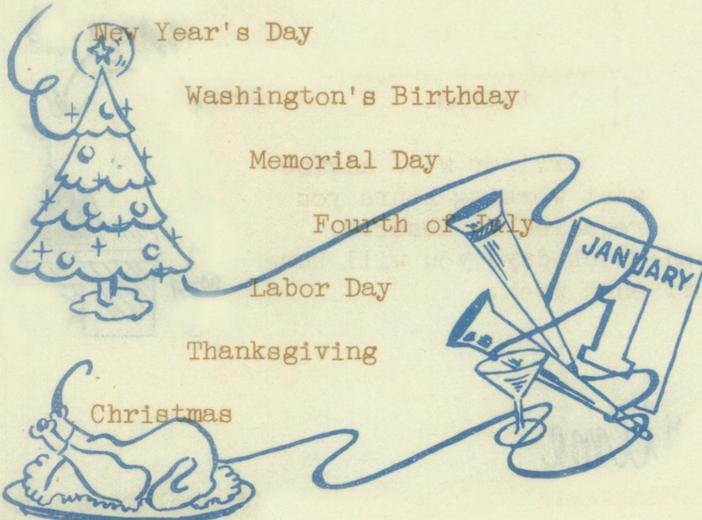


Overtime

As a general rule, hourly paid employees are paid for overtime work (more than 8 hours in a day or 40 hours in a work week). Monthly salaried employees are not paid overtime, but ordinarily receive compensatory time off on an informal basis. General overtime provisions vary somewhat between the various union agreements.

Holidays

Seven regular holidays are observed by PAA as follows:



Different holidays are observed at some foreign stations. Employees required to work on a holiday will be given compensatory time off or will be paid for the holiday work, depending upon the rules applicable to their group.

Paydays

For Clerical employees - Alternate Fridays

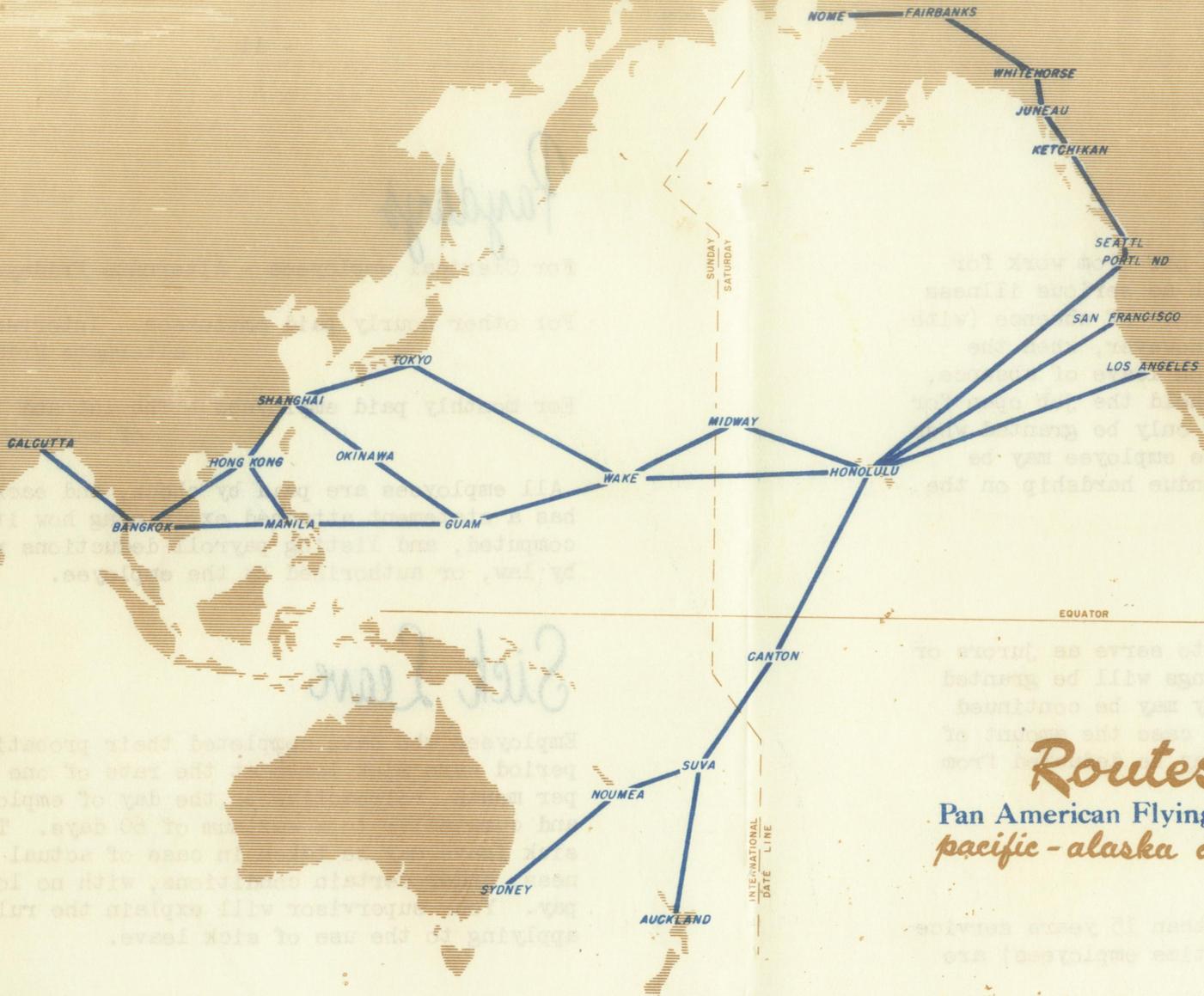
For other hourly paid employees - Intervening
alternate Fridays

For monthly paid employees - The 1st and 16th
of each month

All employees are paid by check, and each check has a statement attached explaining how it was computed, and listing payroll deductions required by law, or authorized by the employee.

Sick Leave

Employees who have completed their probationary period earn sick leave at the rate of one day per month, retroactive to the day of employment, and cumulative to a maximum of 60 days. This sick leave may be taken in case of actual illness, under certain conditions, with no loss of pay. Your supervisor will explain the rules applying to the use of sick leave.



Routes
Pan American Flying Clippers
pacific - alaska division

Leave of Absence

When an employee needs time off from work for urgent personal reasons such as serious illness or death in the family, a leave of absence (without pay) may be arranged. However, when the Company places an employee on leave of absence, it is usually necessary to hold the job open for him; accordingly leaves can only be granted when conditions are such that the employee may be spared without working an undue hardship on the Company.

Jury Duty

Employees who are required to serve as jurors or witnesses in court proceedings will be granted leave for this purpose. Pay may be continued during this leave, in which case the amount of fees received for serving may be deducted from your Company pay.

Vacations

Ground employees with less than 15 years service (except temporary and part-time employees) are

entitled to two weeks vacation per year. After 15 years service 3 weeks vacation per year is granted. Preference as to choice of vacation time is in most cases given to employees in the order of seniority within the working unit.

Employee Insurance

The Company's insurance plans for employees will have been explained to you at the time you were employed. If you did not take advantage of these insurances, you should seriously consider signing up immediately, especially for group life insurance which everyone should have.

The Group Life Insurance Plan gives you unrestricted life insurance (including coverage for aviation hazards) at only 50 cents per \$1,000 of insurance per month. You are eligible to sign up for life insurance in an amount approximately equal to your annual salary. Upon your authorization the payroll department will make premium payments for you by payroll deductions.

The Group Hospitalization and Surgical Expense Plan will pay a large share of any hospital or surgical bills contracted by you or your depen-

dents. This insurance costs only \$3.35 per month for a family and only \$1.06 for the employee alone.

You must sign up for group life and group hospitalization insurance within 90 days of your employment to be accepted under our blanket contract. If you wait longer than this, the insurance company has the right to reject your application.

Employees' Disability Insurance. The State of California requires that we deduct 1% of your pay for disability insurance, and the law provides for a certain minimum amount of benefits. By arrangement with the Traveler's Insurance Company, we can give you more benefits for the same premium. Your signature on an authorization card will make you eligible for the larger benefits.

Retirement Plan

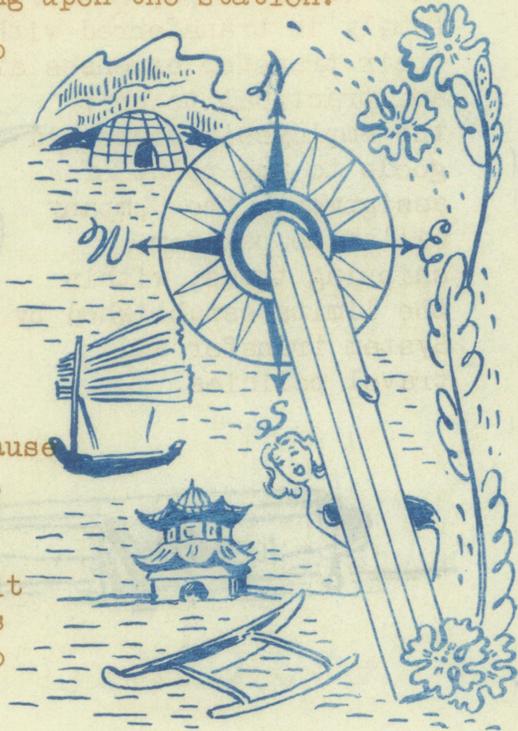
When you have been with the Company for 1 year or more, (and are at least 25 years of age) you are eligible to join the Employee's Retirement Income Plan. If your supervisor does not have the necessary information on this, the Personnel Office, San Francisco, will be glad to give you the information you need.

Foreign Service

Since our Company operates international services, we must maintain many stations outside the U. S. This makes it necessary to assign many of our personnel to foreign duty for varying periods-- usually for a minimum of six months, maximum of three years, depending upon the station.

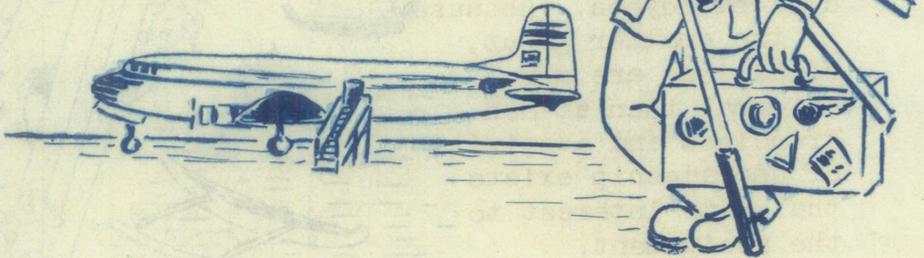
Employees assigned to foreign duty receive a foreign service allowance while outside the U. S., and at certain stations receive board and lodging in addition.

Our foreign stations usually have from a half dozen to a hundred employees. Because of the smaller group, conditions are more informal than at San Francisco and a spirit of comradeship exists that adds interest to the assignment.



Transfers

Many employees are subject to transfer between stations of the Pacific-Alaska Division and if necessary, between divisions of the Pan American System. When an employee is transferred at the request of the Company, the Company pays reasonable transfer expenses for the employee. If his family is transferred with him, the Company pays their transfer expenses also. If it is necessary and practical to ship the employee's household goods to the point of assignment, the Company will also pay for shipping these, within the limits established by System transfer and travel policies.



✓ Special Travel Rates

Employees of the Company are entitled to a 50% discount from regular rates when traveling on Pan American aircraft. When traveling on certain other air lines on bona fide vacation a 25% discount is available. Employees wishing to take advantage of these special rates should contact their local traffic office for information.

✓ Trading Post

The Company operates the employee "Trading Post" in the cafeteria where many useful personal and household articles may be conveniently purchased at attractive prices, and a canteen in the hangar which serves coffee, sandwiches, and light refreshments.

✓ Meal Facilities

An employees' cafeteria is in operation at the San Francisco base and meals are served at regular hours. Good food is served at prices which just cover cafeteria operating costs.

✓ Library

The Company maintains an extensive reading and lending library on technical and business subjects. These books are loaned without charge. Popular fiction and other recreational reading matter may be rented for a nominal fee.

Training School

The Company maintains a training school for the purpose of increasing the technical knowledge of its employees, and for assisting employees studying for aeronautical licenses. Many courses are available to any employee, on his own time; and courses that are required by the Company are given as an assignment, with regular straight-time wages paid during training hours. For information as to courses available call at the Training Office, upstairs in the Shop Building.

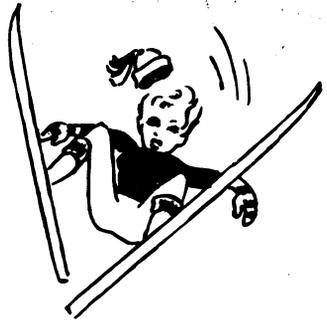
✓ Credit Union

San Francisco employees of the Pacific-Alaska Division are eligible for membership in the Pacific Federal Credit Union, which makes it possible

for you to save money by means of payroll deductions. The Credit Union also has funds available to lend to employees for worthwhile purposes, such as paying doctor bills, purchasing major items of household equipment, etc. Information can be obtained from the Credit Union Office just north of the Administration Building. Alaska Region employees operate the Pan-Alaska Credit Union with offices at Seattle.

Panair Club

All PAA employees are eligible for membership in the Panair Club. Membership dues are \$1.00 per year. This club was formed to encourage and organize group recreational activities, both social and athletic, among our employees. The Club arranges for dances and picnics and various other types of entertainment throughout the year; and also organizes bowling, golfing, and tennis tournaments.



A recreation club at Seattle, to organize or encourage similar activities, is operated by Alaska Region employees. There are branches of this club at several line stations.

✓ RAA Clipper

The Division publishes an employees' newspaper called the "Clipper" twice each month. Copies of this are distributed to all employees. The editors of the "Clipper" are always looking for interesting material and will be glad to have you submit any news or pictures which seem to be suitable material for this employees' newspaper.

Suggestion System

Many ideas for improvements of our service and economies in operation have been developed by employees. To encourage this, the Company has established an Employees' Suggestion Plan to solicit suggestions and to pay for ideas adopted by the Company. Suggestion boxes with blanks to use in describing your idea are placed in several locations on the base. Please let us have the benefit of your thinking.

Transportation

Greyhound buses marked "B," "C," and "G" operate along the portion of the Bayshore Highway just outside the airport. You may board the bus at 7th and Mission Streets in San Francisco, at South San Francisco, or along the route in between; also at Burlingame, San Mateo, and peninsula towns south of San Mateo. Ask the driver to let you off at the International Terminal (formerly called Pan American Terminal) at the San Francisco Airport.

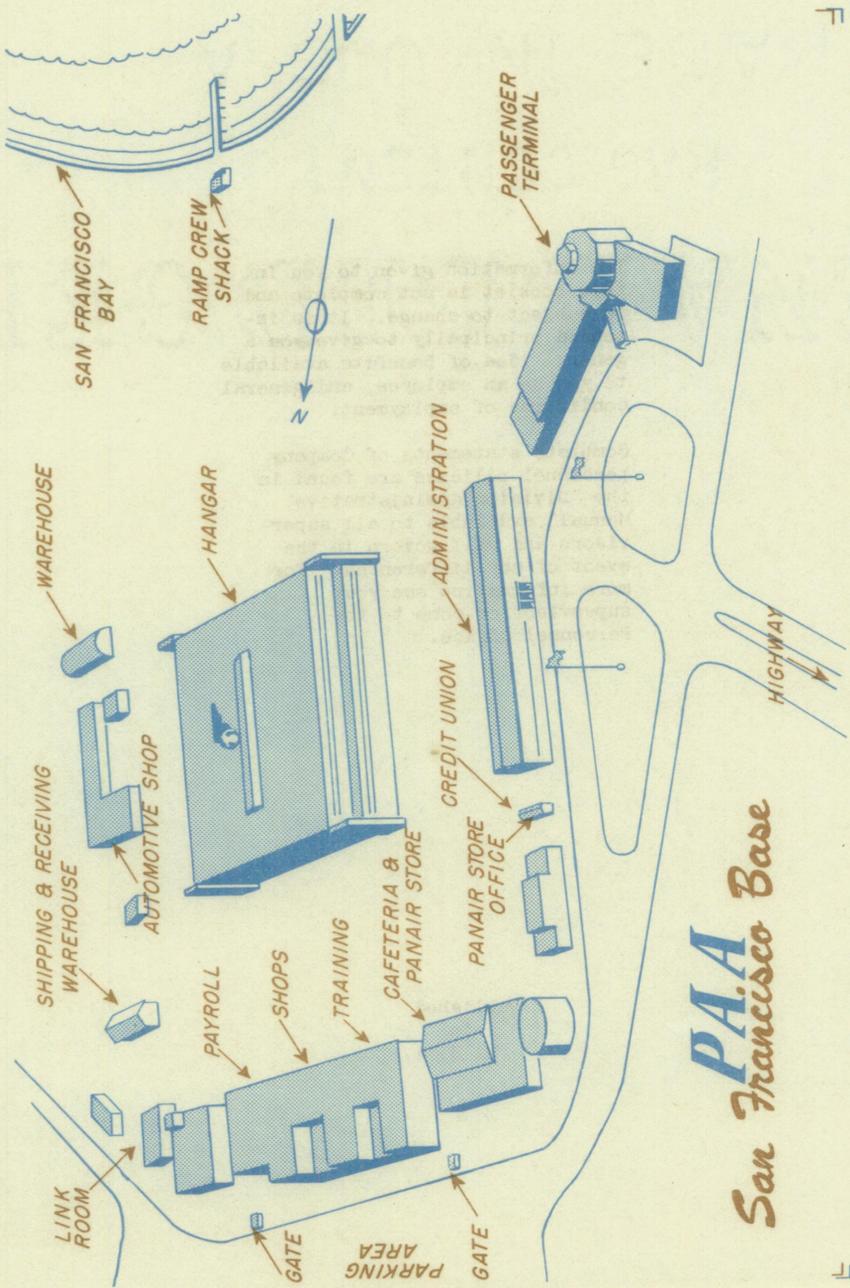
A local bus from Lomita Park and San Bruno makes two daily trips to the airport, making a stop directly in front of the PAA Administration Building. The bus leaves Lomita Park at about 7:15 a.m. and arrives at PAA at 7:40 a.m. It leaves on the return trip from PAA at about 4:20 p.m.

Most of our employees participate in car-pools for riding to and from work, either paying the driver a fixed amount per day or per week or participating in an arrangement where each member of the pool drives his car part of the time, in rotation with the others. If you are seeking a ride

or riders you may post a notice to this effect on the employee bulletin boards. Your supervisor will give you some information on this.

Housing

To assist employees who are seeking housing, the Company maintains a bulletin board in the Administration Building where notices are posted concerning apartments and houses for rent or for sale. Look this board over occasionally -- you may find some good leads to follow up. The Employment Office will be glad to give you general information on this subject.



San Francisco P.A.A. Base

The information given to you in this booklet is not complete and is subject to change. It is intended principally to give you a general idea of benefits available to you as an employee, and general conditions of employment.

Complete statements of Company personnel policies are found in the "Division Administrative Manual" available to all supervisors and will govern in the event of any differences. For more information see your supervisor or come to the Personnel Office.

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