

Collection Procedure & Buddy Witness System

Dozens of Champions have been to the field with UNICEF and have 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.

To ensure that the program runs smoothly and securely, we have standardized guidelines for the required deposit procedures for all UNICEF Change for Good collections, including the **Buddy Witness System**. This 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.

UNICEF Change for Good Collection Procedure:

1. 30-45 minutes before landing, Champions for Children should make the UNICEF PA and show the Change for Good in-flight video. The PA includes donation impact facts and should always be read on both video and non-video equipped aircraft.
2. Once Champions have made the PA and played the video, they should proceed with collecting with the UNICEF collection bags when all cabins have completed their follow-on service and the headsets/video units have been picked up.
 - **Note:** Don't hesitate to communicate with the cockpit crew during the flight and before breaks on the estimated landing time to avoid shortage of time due to unannounced 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.
 - **Note:** All registered Champions have the ability to collect CFG on eligible flights and should not be prevented from collecting by a fellow crew member/Purser/Captain.

Buddy Witness System Procedure:

1. For U.S. outbound flights: Immediately after collecting, the designated Champion will seal the Change for Good collection bag in the presence of a "Buddy Witness" – fellow Champion, the Purser, or other working crew member. **Champion must sign and ask the witness to sign the back of the sealed collection bag. On the return flight to the U.S., the Champion must show their Buddy Witness this same sealed /signed bag to be deposited with the return flight's collections in the Change for Good safe (outside customs or in ops.)**
2. For U.S. inbound flights: Immediately after collecting, the designated Champion will seal the Change for Good collection bag in the presence of a "Buddy Witness" – fellow Champion, the Purser, or other working crew member. **Champion must sign and ask the witness to sign the back of the sealed collection bag. Champion will ask working crew if anyone would like to accompany them to the safe to witness their collections deposit.**

UNICEF Change for Good Policy Procedure:

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

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.
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.

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.