

Piedmont elects Schick president

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Your background is maintenance and operations, quite different from recent Piedmont leaders who came from marketing or the legal side of airlines. Does this mean any different emphasis in Piedmont's approach to air service?

I don't foresee any changes in Piedmont's approach to air service. Any airline executive understands what makes the industry and company profitable—it's really no secret: reasonable prices; quality service; clean, good looking equipment; excellent personnel; a strong commitment to safety; and good cost control.

We will continue to emphasize these issues in ways that have made Piedmont and USAir leaders in the industry.

Travelers and the media have increasingly been concerned with maintenance standards and on-time performance of airlines—areas in which Piedmont excels. Can we expect the company to continue its excellent record in these fields?

A little background

Tom Schick joined Piedmont in 1986 as vice president-maintenance and engineering. He was named senior vice president-operations in August 1987 and was elected to his current position as president and chief operating officer on June 24.

Schick, 46, began his airline career in 1961 at Pan American World Airways. He held a number of positions at Pan Am, including director-base material support and director-inventory management. He joined USAir in 1979 where he also held various positions, the latest as vice president-maintenance before joining Piedmont.

Schick holds a bachelor of science degree in business administration from the State University of New York at Albany and an associate degree in management from the State University of New York at Farmingdale. A native of New York City, he and his wife, Collette, who have three daughters, live in Winston-Salem.

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Talking about how important maintenance standards and on-time performance are to Piedmont is like preaching to the choir. In addition, both USAir and Piedmont have excellent programs and personnel. If anything, the merger will combine these features and improve performance perhaps even more than either airline could achieve alone.

Each of Piedmont's chief officers had his own management style. Do you have your own way to work with and coordinate different departments?

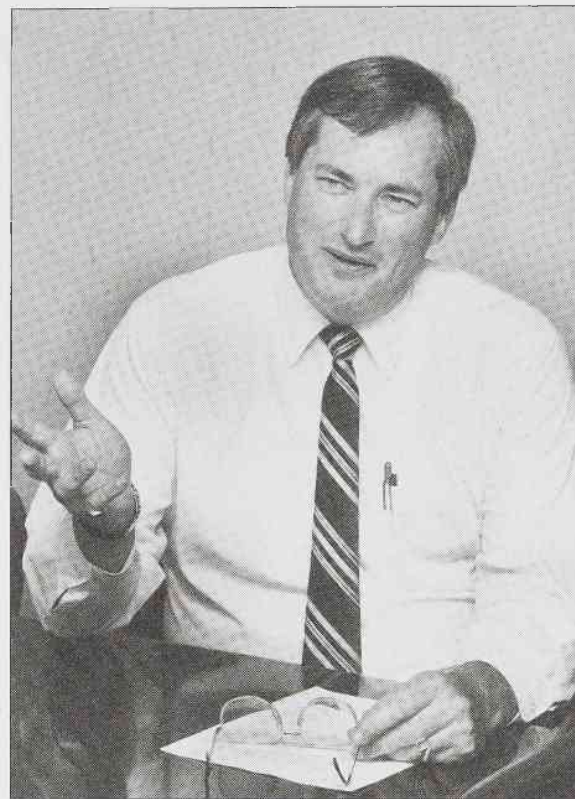
I don't have any specific management style besides expecting the best efforts from myself and others in operating this company. I'm basically people-oriented and believe in good communications and an aggressive approach toward reaching goals. We must be honest, work smart, work hard and do what is necessary to achieve our goals. Lastly, we must be flexible enough to understand and adjust to changes we encounter within the company and the industry.

A lot of people in the field would like to meet you. Do you have any plans to travel through the system and speak with employees?

As indicated in my June 24 letter to employees, I intend to travel throughout the system to meet as many people as possible. By the time this article is printed I'll have already visited Charlotte, Baltimore, and Dayton and plan to visit more stations as my schedule will allow.

Any special message for employees?

First, keep up your outstanding performance. As I also mentioned in the June 24 letter, Piedmont is such a fine organization because of you and your efforts. Individually and collectively, you are responsible for Piedmont's success. It is



Tom Schick

because of your dedication, professionalism and commitment to safety and service that we have such a fine reputation.

Second, be patient with the merger process. Excellent policies and procedures are being integrated and implemented, but it takes time to do them properly. We've had a series of good and successful decisions concerning the merger, such as pay parity for customer service and reservations personnel, and adopting first-class service throughout the combined company. More decisions are being implemented every day. We will continue to communicate these decisions as quickly and thoroughly as possible.

Third, USAir is a fine company. All the ingredients for success in this merger are present, including a strong management team and excellent personnel. By completing this merger, we can become the premier carrier in the industry. Achieving a successful merger is in each of our best interests, and it's also in the best interest of our passengers.

'800' questions cover seniority, sports

As of mid-July, we have received more than 2,100 calls on the '800' information line which have generated over 1,050 individual responses as well as general answers in the *Piedmonitor* and *Declassified*. The following is a sampling of some of the questions and management's responses:

Q. If we were unable to sign up for the employee stock purchase plan offering, which began in March and ends in December, will we have another opportunity?

A. The employee stock purchase plan's offerings are only made once a year. Typically, a new offering has commenced one month after the previous offering has concluded. Although the board of directors has not yet considered a ninth offering under the plan, if such an offering were to commence on February 1, 1989, enrollment forms would be due on Friday, January 13, 1989.

Above answer provided by Jack Walker, chief financial officer.

Q. I have received a new seniority date for service pin awards. Do I use this date for bidding ... sick leave?

A. Station agents accrue three types of seniority, each of which is used for different purposes:

1. Company—The date of most recent full-time employment which may be adjusted giving credit for one-half of post-May 1979, part-time service. Company seniority is used to determine vacation eligibility, sick leave eligibility, pension credit eligibility and vesting.

4 2. Department—Begins on the first day of employment within the department. Department se-

niority is used to determine furlough and recall privileges, shifts and days off, and vacation and holiday scheduling.

3. Service—This date is the accumulation of company service, regardless of breaks in employment. The service seniority is used to determine eligibility for service pins and the employee term pass.

We are in the process of reviewing all Piedmont employee seniority dates, and particularly those with previous part-time service, to ensure compatibility with USAir seniority policies.

In reference to this specific inquiry, the answer is no. The newly-adjusted service seniority date is only applicable to those items indicated in definition number three above.

Above answer provided by Ray Welch, director-personnel administration.

Flight attendants honored in Washington, DC

In special ceremonies held in Washington, DC in June, two Piedmont flight attendants, Francesca Falbo and Susan Fuller, were honored by the Association of Flight Attendants for their assistance to passengers during an aircraft emergency.

The two CLT-based flight attendants were aboard Flight 486 from Charlotte to Columbus, OH, on April 14 when the right engine of the aircraft disintegrated. Falbo and Fuller were recognized for calming passengers and helping them to put on oxygen masks when debris from the engine pierced the fuselage causing rapid decompression.

Q. Does USAir have company activities such as softball tournaments for sports enthusiasts?

A. USAir employees, on their own, are involved in a number of sporting activities including softball teams; basketball (see sports section, page 8), golf, and hockey tournaments; a running club; an amateur radio club; and others. However, the best way to find out about sports activities is to develop contacts with USAir employees in your city. Both the *USAir News* and the *Piedmonitor* publish information on activities of these clubs and tournaments for employees who are interested in participating.

Above answer provided by Mike Clark, director-public relations.