

Settlement Letters/Letters of Agreement Summary

This .PDF document was amended July 25, 2017.

When the Company and the Union agree to settle a grievance that becomes precedent over a specific issue or resolve an ongoing procedural problem that wasn't addressed during negotiations, these are referred to as Settlement Letters and Letters of Agreement. These agreements are confirmed in writing. There may not always be an opportunity or mutual agreement to incorporate them into our Contract during negotiations, but they remain an integral part to Contract intent and/or interpretation. Contract education is important, so the Union has published a summary of these important Settlement Letters and Letters of Agreement for you to view.

Language of Destination/Origin (LODO) Program

July 13, 2017

This letter outlines the requirements for Flight Attendants hired specifically for the LODO program. All provisions of the CBA and LODO Subcommittee Agreement apply, except as stated below.

1. A Flight Attendant hired for the LODO program may not opt out of the program for the first three years.
 - a. After three years, Flight Attendants hired into the program may request to opt out of the program with at least six months' notice.
 - b. The request may be denied or postponed if the Company does not have plans to hire Flight Attendants within the following six months. If the Company does not have plans to hire within the following six months, the Company may allow some Flight Attendants to opt out, provided enough Flight Attendants hired for the program remain in the domicile(s) to cover expected LODO lines, including LODO Reserve lines. When hiring resumes, hiring for the LODO program will be prioritized to begin first.
 - c. After opting out, the Flight Attendant must wait at least one year (or longer, if specified in the LODO Subcommittee Agreement) before re-entering the program. If she/he opts back into the program, all stipulations of the LODO Subcommittee Agreement will then apply. The Company at its discretion may choose to waive the one-year waiting period.
2. A Flight Attendant hired for the LODO program may be assigned and/or locked to a specific domicile to ensure coverage of LODO lines.
3. A Flight Attendant hired for the LODO program may be assigned unbid LODO lines, including LODO Reserve lines if offered, in her/his domicile. A Flight Attendant hired for the LODO program will not be assigned a LODO line paying less than 72 TFP unless she/he bid for that line.

Grievance 19-0069 Non-Paying Deadheads

May 24, 2017

In order to settle the above mentioned grievance, this Letter of Understanding provides clarification regarding the trade, give away, and/or pick up of Open Time pairings that contain a non-paying deadhead(s).

When the Scheduling environment permits, Crew Scheduling will only recode non-paid deadheads to deadheads with pay if a Flight Attendant picks up or trades into a pairing from Open Time that contains unpaid deadheads. The pairing or portion of a pairing from Open Time must not have been pulled from the Flight Attendant's line of time and replaced with a non-fly.

The Company will not recode non-paid deadheads to deadheads with pay as a result of a trade/pick-up between Flight Attendants. The pairing or piece of a pairing from Open Time must not have previously appeared on a Flight Attendant's line of time as the result of a giveaway, pick up, or trade. The parties agree that the examples enclosed as "Attachment A" accurately reflect the parties understanding of ways in which this Letter should be administered. Although reflective of actual scenarios that may arise, the examples are not to be deemed exhaustive.

All other provisions of the CBA will apply.

Attachment A

Scenario 1: The Flight Attendant (A) was pulled from a portion of her original 3-day pairing that checked in on March 13. The IL pull was with pay, and the deadhead to recover her back onto her pairing is a non-paid deadhead (NM). Later, she trades it into Open Time for a pairing later in the month.



Flight Attendant (A's) line of time just prior to trading MS5K with Open Time.

Trip Details-MS5K dated 14Mar17

Remarks: maux gty 19.50a flew 10.70 + IL 8.80 = gly

Date	Flight	Depart	Arrive	Eq	Pos	DH	NI	L	Leg Code	Grnd	Block	Duty	Credit	CT	
Rpt 1546															
14Mar	NM 1333	MDW	PHX	2030	800		1			104	0		0		
14Mar	4577	PHX	AUS	2338	700					1610	204		260		
Ris 0008												204	823	260	P
AUS:1502 Hotel: Doubletree (PM), 1-512-454-3737 Trans: Hotel Shuttle															
Rpt 1510															
15Mar	4795	AUS	ELP	1710	700					27	122		180		
15Mar	4795	ELP	LAS	1915	700					117	138		210		
15Mar	1482	LAS	MDW	2351	800					0	319		420		
Ris 0021												619	911	810	
Time Away From Base: 3236 Pairing Total: 823 1734 1070 P															
Original Previous: MS5K dated 13Mar17															
Audit Original: N/A															

Crew Members

Empl ID	Employee Name	L	Quar	Pos	Sen	Group	Lbl	Ckd in	Notfd	Aud'd
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Pairing MS5K in Open Time.

Flight Attendant (B) picks up or trades for pairing MS5K in Open Time. He contacts Crew Scheduling and requests the non-paid deadheading flight 1333 to be paid. Crew Scheduling will recode the deadhead to pay.

Scenario 2: The Flight Attendant (A) was pulled from a portion of her original 3-day pairing that checked in on March 13. The IL pull was with pay, and the deadhead to recover her back onto her pairing is a non-paid deadhead (NM). Later, she trades it into Open Time for a pairing later in the month.



Flight Attendant (A's) line of time just prior to trading MS5K with Open Time.

Trip Details-MS5K dated 14Mar17

Remarks: maux gly 19.50a flevr 10.70 + IL 8.80 = gly

Date	Flight	Depart	Arrive	Eq	Pos	DH	NI	L	Leg Code	Grnd	Block	Duty	Credit	CT		
Rpt 1546																
14Mar	NM 1333	MDW	PHX 1646		2030	800	1			104	0		0			
14Mar	457Z PHX	2134	AUS 2338		700					1610	204		260			
Ris 0000													204	823	260	P
AUS:1502 Hotel: Doubletree (PM), 1-512-454-3737 Trans: Hotel Shuttle																
Rpt 1510																
15Mar	479S AUS	1548	ELP 1710		700					27	122		180			
15Mar	479S ELP	1737	LAS 1915		700					117	138		210			
15Mar	148Z LAS	2032	MDW 2351		800					0	319		420			
Ris 0021													619	911	810	P

Time Away From Base: 3236 Pairing Total: 823 1734 1070 P

Original Previous: MSBK dated 13Mar17

Audit Original: N/A

Crew Members

Empl ID	Employee Name	L	Quar	Pos	Sen	Group	Lbl	Ck'd in	Not'd	Aud'd
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Pairing MS5K in Open Time.

Flight Attendant (B) picks up or trades for pairing MS5K in Open Time, and then trades it back to Flight Attendant (A). Crew Scheduling will not recode the deadhead to pay on pairing MS5K, because Flight Attendant (A) was the original owner of pairing MS5K.

Scenario 3: The Flight Attendant (A) was pulled from a portion of her original 3-day pairing that checked in on March 13. The IL pull was with pay, and the deadhead to recover her back onto her pairing is a non-paid deadhead (NM). Later, she trades it into Open Time for a pairing later in the month.



Flight Attendant (A's) line of time.

Trip Details: MS5K dated 14Mar17

Remarks: maux gly 19.50a flew 10.70 + IL 8.80 = gly

Date	Flight	Depart	Arrive	Eq	Pos	DH	NI	L	Leg Code	Grnd	Block	Duty	Credit	CT	
Rpt 1546															
14Mar	NM	1333 MDW	1646 PHX		2030	800	1			104	0		0		
14Mar		4577 PHX	2134 AUS		2338	700				1610	204		260		
Rts 0008												204	823	260	P
AUS :1502 Hotel: Doubletree (PM), 1-512-454-3737 Trans: Hotel Shuttle															
Rpt 1510															
15Mar		4795 AUS	1548 ELP		1710	700				27	122		180		
15Mar		4795 ELP	1737 LAS		1915	700				117	138		210		
15Mar		1482 LAS	2032 MDW		2351	800				0	319		420		
Rts 0021												819	911	810	
Time Away From Base: 3236										Pairing Total: 823 1734 1070 P					
Original Previous: MS5K dated 13Mar17															
Auit Original: N/A															

Crew Members

Emp ID	Employee Name	L	Guar	Pos	Sen	Group	Lbi	Ck'd in	Notrd	Auid
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Pairing MS5K.

Flight Attendant (A) trades pairing MS5K to Flight Attendant (B). Flight Attendant (B) trades it with an Open Time Pairing, and then trades a pairing back into Open Time for MS5K. The deadhead will remain unpaid.

Charter Reschedule Compensation

April 28, 2017

This letter confirms our understanding regarding Flight Attendants who are rescheduled on a pairing that contains one or more designated charter flights, also referred to as a Charter under Article 10.1.C of the CBA.

Article 21.6 of the CBA states, "Charters and other flying including promotional and sightseeing shall be paid or credited at the rate of two (2.0) times the applicable trip rate, excluding deadheads and ferry flights. If food service is offered on a charter, each Flight Attendant will receive \$5.00 in addition to trip pay."

If a Flight Attendant on a Charter is rescheduled to work a flight(s) other than one designated as a charter, promotional, or sightseeing, those flights will be paid or credited at straight time. All other provisions of the CBA will apply.

Commuter Policy – Pairing Pay After Check-in

April 10, 2017

This letter confirms our understanding regarding "covered commuters" who are given a different pairing under Article 33. To qualify as a covered commuter, a Flight Attendant must have "listed and presented" on the stipulated number of flights for transportation on Southwest Airlines or an off-line carrier. In order to fulfill this requirement, she/he must:

- Create a nonrevenue listing and
- Present her/himself for the flight she/he elected to travel on.

Flight Attendants should be practical and timely when arriving to the airport to fulfill the requirement. The following steps below ensure they have successfully "listed and presented" for their commuter flight:

- List on the stipulated number of flights for transportation on SWA or an off-line carrier either online under the Travel Tab on SWALife or via telephone (866) FLY-SWNR.
- Arrive at the airport in time to check-in for the flight and add their name to the standby list via an airport kiosk, the ticket counter, or the gate podium.
- Present herself/himself at the gate from which the flight is departing in time for her/his name to be called on the standby list.

Once a Flight Attendant has been deemed covered under the Commuter Policy, if Article 33.1.A.3 is exercised by Crew Scheduling, the Flight Attendant will be paid the greater of her/his actual or scheduled flying on that pairing she/he checks in for, whichever is greater over the life of the pairing for the number of day(s) she/he was originally scheduled to work.

Job Share Pick-up, Trip Trade, and Give Away

May 3, 2017

This letter confirms our understanding regarding trip trade, pickup, and give away functions for Job Share Flight Attendants under Article 10.3.A.7 of the CBA.

When the Scheduling work environment permits and Scheduling has access to the crew tracking system, Scheduling will assist Job Share Flight Attendants with the pickup, trade, or give away of a pairing that checks in during their awarded section of flying and overlaps into the half-month of scheduled non-flying.

If a Job Share Flight Attendant gives away a portion of the pairing and the remaining portion checks in *during* her/his half-month of scheduled non-flying, she/he must fly the pairing, give away the pairing, or trade for a pairing that checks in during her/his awarded flying section of the month. She/he may not trade the pairing for a pairing that also checks in during the half-month of scheduled non-flying.

In the future, the Company may automate this process.

Commuter Policy Compensation – Covered Commuters and Reschedules

April 10, 2017

This letter confirms our understanding regarding “covered commuters” who are given a different pairing under Article 33. To qualify as a covered commuter, a Flight Attendant must have “listed and presented” on the stipulated number of flights for transportation on Southwest Airlines or an off-line carrier. In order to fulfill this requirement, she/he must:

- Create a nonrevenue listing and
- Present her/himself for the flight she/he elected to travel on.

Flight Attendant should be practical and timely when arriving to the airport to fulfill the requirement. The following steps below ensure they have successfully “listed and presented” for their commuter flight:

- List on the stipulated number of flights for transportation on SWA or an off-line carrier either online under the Travel Tab on SWALife or via telephone (866) FLY-SWANR.
- Arrive at the airport in time to check-in for the flight and add their name to the standby list via an airport kiosk, the ticket counter, or the gate podium.
- Present her/himself at the gate from which the flight is departing in time for her/his name to be called on the standby list.

Once a Flight Attendant has been deemed covered under the Commuter Policy, if Article 113.1.A.3 is exercised by Crew Scheduling, the Flight Attendant will be paid the greater of her/his actual or scheduled flying on that pairing she/he checks in for, whichever is greater over the life of the pairing for the number of day(s) she/he was originally scheduled to work.

Piece Back Pairings

August 17, 2016

This letter settles the above-mentioned grievance and establishes new procedures for situations where Crew Scheduling will aid a Flight Attendant in processing a "pick-up" from Trip Trade/Giveaway only involving rejoining two or more portions of an original pairing in the same position (i.e. piece-back pairing procedures). The purpose of these new procedures is to allow a Flight Attendant to work multiple SIP'd portions of an original pairing when she/he is unable to process the pick-up in Crew Web Access (CWA). The piece-back procedures will be subject to the following restrictions, and all other contractual rules will apply:

- Crew Scheduling will only process a piece-back after 0300 Local time for a SIP'd portion of an original pairing originating on that domicile day, i.e. the SIP'd portion of the original pairing being picked-up must originate on that domicile day.
- Crew Scheduling is not required to process a piece-back if any portion of the original pairing is impacted by irregular operations.
- Crew Scheduling will not be required to authenticate password-protected pairings or pieces of pairings.
- Crew Scheduling will only be required to process a piece-back when the Scheduling work environment permits.
- After Crew Scheduling has rejoined two portions of an original pairing, a Flight Attendant may split the rejoined pairing as outlined in the CBA. However, Crew Scheduling is not required to subsequently rejoin the same portions of an original pairing, regardless of a change in pairing number or the Flight Attendant(s) requesting the piece-back.

The Company may terminate these procedures at any time by providing written notice to the Union if it deems the procedures are being used for purposes other than as stated above.

The parties agree that the examples enclosed as "Addendum A" accurately reflect the parties' understanding of ways in which this language should be administered. Although reflective of actual scenarios that may arise, the examples are not to be deemed exhaustive.

Addendum A

Example #1 – Two SIP'd Portions of Original Pairing

A Flight Attendant trades away both portions of original pairing DAJB/August 16 to other Flight Attendants. Flight Attendant #1 may piece back the second portion of the original pairing in the same position from Flight Attendant #2 (or Flight Attendant #2 may pick up the first portion of the original pairing from Flight Attendant #1) after 0300 Local Time on August 16, providing it is at least 2 hours prior to report time of the portion the Flight Attendant is picking up - before 0630 Local Time on August 16.

Example 1: Original Pairing

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
16Aug	282	DAL	0915	AUG	0705	500					55	50	100		
16Aug	208	AUS	0900	DAL	0955	500					36	55	100		
16Aug	208	DAL	0900	CSL	1025	500					40	55	100		
16Aug	1862	CSL	1105	CSL	1155	500					110	50	100		
16Aug	2013	DAL	1305	CSL	1540	700					1315	225	230		
											1315	225	230		
Time Away From Base: 585															
Pairing Total: 685 655 658 D															

Flight Attendant #1 (First Portion at SIP)

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
16Aug	208	DAL	0915	AUG	0705	500					55	50	100		
16Aug	208	AUS	0900	DAL	0955	500					0	55	100		
Time Away From Base: 410															
Pairing Total: 145 410 458 A															

Flight Attendant #2 (Second Portion at SIP)

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
16Aug	208	DAL	0900	CSL	1025	500					40	55	100		
16Aug	1862	CSL	1105	DAL	1155	500					110	50	100		
16Aug	2013	DAL	1305	CSL	1540	700					1315	225	230		
											1315	225	230		
Time Away From Base: 5340															
Pairing Total: 1420 2235 2559 A															

Example #2 - Two SIP'd Portions of Original Pairing

A Flight Attendant trades away both portions of original pairing CS26/August 16 to other Flight Attendants. Flight Attendant #1 may piece back the second portion of the original pairing in the same position from Flight Attendant #2 after 0300 Local Time on August 17, providing it is at least 2 hours prior to report time of the portion the Flight Attendant is picking up (before 0725 Local Time on August 17). Flight Attendant #2 may piece back the first portion of the original pairing in the same position after 0300 Local Time on August 16 and prior to 0320 Local Time.

Example 2: Original Pairing

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
16Aug	523	CSL	0730	CSL	0830	800					180	140	190		
16Aug	523	CSL	1000	CSL	1340	800					1815	240	430		
											428	218	428		
Time Away From Base: 520															
Pairing Total: 1100 1425 1582 P															

Flight Attendant #1 (First Portion at SIP)

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
16Aug	523	CSL	0730	CSL	0830	800					180	140	190		
16Aug	523	CSL	1000	CSL	1340	800					1815	240	430		
Time Away From Base: 2645															
Pairing Total: 755 1125 1332 A															

Flight Attendant #2 (Second Portion at SIP)

Date	Flight	Depart	Arrive	Eq	Freq	Dist	M	L	Asp	Code	Onsd	Boos	Outz	Coast	Ct
17Aug	1655	CSL	1125	CSL	1250	800					1810	125	190		
											125	255	430		
Time Away From Base: 2245															
Pairing Total: 305 535 1582 A															

Example 3 - More than Two SIP'd Portions of Original Pairing

A Flight Attendant gives away three portions of original pairing DAJB/August 16 to other Flight Attendants. Flight Attendant #1 may piece back the second portion of the original pairing in the same position from Flight Attendant #2 after 0300 Local Time on August 16, providing it is at least 2 hours prior to report time of the portion the Flight Attendant is picking up - before 0630 Local Time

on August 16. Flight Attendant #1 may then piece back the third portion of the original pairing in the same position from Flight Attendant #3 after 0300 Local Time and before 1005 Local Time on August 16.

Example 1: Original Pairing

Date	Flight	Operat	Arrive	Eq	Flt	Ort	N	L	Req Code	Cont	Block	Days	Coast	CT
Rpt #815														
16Aug	202	DAL	0515	AUG	0705	500					55	50	100	
16Aug	200	AUG	0900	DAL	0955	500					35	55	100	
16Aug	208	DAL	0930	DAL	1035	500					40	55	100	
16Aug	1382	DAL	1105	DAL	1155	500					110	50	100	
16Aug	2218	DAL	1305	COE	1540	700					1215	200	300	
											880	1965	800	D
Time Away From Base: 610														
Original N/A Previous N/A														
Audit Original N/A														
Paring Total: 145 410 850 A														
Crew Members														
[Employee Name, Position, Status, etc.]														

Flight Attendant #1 (First Portion at SIP)

Date	Flight	Operat	Arrive	Eq	Flt	Ort	N	L	Req Code	Cont	Block	Days	Coast	CT
Rpt #815														
16Aug	202	DAL	0515	AUG	0705	500					55	50	100	
16Aug	200	AUG	0900	DAL	0955	500					35	55	100	
16Aug	208	DAL	0930	DAL	1035	500					40	55	100	
16Aug	1382	DAL	1105	DAL	1155	500					110	50	100	
16Aug	2218	DAL	1305	COE	1540	700					1215	200	300	
											880	1965	800	D
Time Away From Base: 610														
Original N/A Previous N/A														
Audit Original N/A														
Paring Total: 145 410 850 A														
Crew Members														

Flight Attendant #2 (Second Portion at SIP)

Date	Flight	Operat	Arrive	Eq	Flt	Ort	N	L	Req Code	Cont	Block	Days	Coast	CT
Rpt #838														
16Aug	300	DAL	0930	DAL	1030	500					30	40	100	
16Aug	1382	DAL	1105	DAL	1155	500					0	54	100	
											147	319	400	A
Time Away From Base: 363														
Original N/A Previous N/A														
Audit Original N/A														
Paring Total: 143 353 850 A														
Crew Members														

Flight Attendant #3 (Third Portion at SIP)

Date	Flight	Operat	Arrive	Eq	Flt	Ort	N	L	Req Code	Cont	Block	Days	Coast	CT
Rpt #829														
16Aug	202	DAL	1320	COE	1550	700					1303	220	300	
											220	400	400	M
Time Away From Base: 610														
Original N/A Previous N/A														
Audit Original N/A														
Paring Total: 145 410 850 A														
Crew Members														

Occupational Seniority Pay

March 16, 2016

This letter confirms our understanding regarding additional compensation, referred to as Occupational Seniority Pay for Flight Attendants who have 25 years or more of Occupational Seniority and settles the Grievance referenced above.

Article 21.1 of the Collective Bargaining Agreement states, "A Flight Attendant who has 25 years or more of Occupational Seniority will receive an additional \$1.50 per TFP for trips flown to include RIGs, overschedule/overfly, excluding Charters." The parties agree that for the purpose of Occupational Seniority Pay, the additional \$1.50 per TFP for trips flown will be calculated on RIGs (Minimum Pay Rules), regardless of whether or not RIGs actually apply under Article 21.22.E of the CBA.

Employee File Request

April 18, 2016

Flight Attendants may submit requests for copies of their files via e-mail from their Southwest Airlines wnco accounts.

If the Flight Attendant submits the request for a copy of his or her file in person, the Flight Attendant must submit their request to the Inflight Base Manager or his/her designee and verbally tell the recipient of the request that they are requesting a copy of their file.

Flight Attendants will include "File Copy Request" in the subject line of their request. Flight Attendants will submit their e-mail request to their base e-mail DG; e.g. An OAK-based FA would submit their request to InflightBase-OAK-DG@wnco.com.

Domicile Airport Closure – Covered Commuter Pay Protection

March 22, 2016

If a Flight Attendant who would have been legal and available to fly her/his scheduled flights or sit scheduled Reserve, but is unable to do so due to the closure of the domicile in question (i.e. Domicile Airport Closure), the Flight Attendant will be pay protected in accordance with Article 9.3.C if the Flight Attendant contacts Crew Scheduling prior to the original scheduled report time, or beginning of contact time for a Reserve block, and makes her/himself available for a substitute assignment.

Domicile Airport Closure: No Southwest Airlines flights scheduled on the domicile day depart or arrive that domicile.

Crew Scheduling will have the following options:

1. If scheduled for a pairing:
 - a. Assign the Flight Attendant to recover her/his pairing at the same or earlier point than would have been possible to recover in domicile once it reopens; or
 - b. Assign the Flight Attendant to sit airport standby at an outstation; or
 - c. Assign the Flight Attendant to a substitute pairing.
2. If scheduled for a Reserve block, the Flight Attendant will be available for a Reserve assignment (including airport standby) in an outstation.

Unscheduled/Stranded RON into a day(s) where a pairing(s) is already scheduled

September 18, 2015

This letter confirms our understanding regarding Flight Attendants who experience an unscheduled or stranded RON(s) into a day(s) where a pairing(s) is already scheduled on her/his line of time.

If a Flight Attendant experiences an unscheduled or stranded RON(s) into a day(s) where a pairing(s) is already scheduled on his/her line of time, the following will apply:

- a) If a Flight Attendant's release time from her/his unscheduled or stranded RON(s) is prior to the scheduled report time of the next pairing(s), the pay for that duty period will go above the pay guarantee for any subsequently flown or pulled trips, or;
- b) If a Flight Attendant's release time from her/his unscheduled or stranded RON(s) is at or after the scheduled report time of the next pairing(s), the straight-time (leg credit) pay from the overlapping unscheduled/stranded day(s) will be applied toward the pay guarantee of the subsequent pairing(s). The RIG referenced in Sections 9.3.C.2 and 9.4.A of this Article will cease at the originally scheduled report time of the next pairing.

Supervisors Transferring to Flight Attendant Status

March 31, 2014

This letter is to clarify our procedure for determining domicile assignment when an Inflight Supervisor or Manager returns to active Flight Attendant status.

- 1) Those with occupational seniority as outlined in Article 6 and Side Letter 2 of the CBA:
 - a) She/he will be assigned to the domicile in which she/he was based prior to transferring from the Flight Attendant position, provided she/he would not have been displaced out of that domicile and unable to exercise Right of Return had she/he remained a Flight Attendant in that domicile.
 - b) If she/he would have been displaced out of that domicile, had she/he remained a Flight Attendant in that domicile, the domicile will be assigned based on her/his seniority and current vacancy bid. For example, if a Flight Attendant could no longer hold PHX, which is her/his first choice, and LAS is the second choice, she/he would go to LAS as long as at least one Flight Attendant in LAS is junior to her/him.
 - c) If she/he had Right of Return prior to transferring from the Flight Attendant position, she/he will be placed in the domicile to which she/he had Right of Return if she/he would have been able to return to that base had she/he remained a Flight Attendant. If she/he had Right of Return and would have been unable to return to that domicile, she/he will retain Right of Return to that base upon returning to active Flight Attendant status. He/ she will be placed on the Right of Return list based on his/her occupational seniority as of the date she/he returns to the line.
- 2) Those without occupational seniority as outlined in Article 6 and Side Letter 2 of the CBA:

If the Flight Attendant has no occupational seniority, her/his domicile assignment shall be assigned as if she/he were awarded in the vacancy as a New Hire Flight Attendant for that month. The domicile assignments will be made after the vacancy awards are processed for that month.

Position Discrepancy

January 20, 2014

In order to settle the above mentioned grievance, the Company and Union agree that a position discrepancy is created when a position is erroneously assigned either by Scheduling, Planning, or electronic means to more than one Flight Attendant, which leaves at least one position uncovered and does not create an overage in the number of required Crew Members and the language in Article 12.10 does not apply. When a position discrepancy occurs, the Flight Attendant who was awarded the position first has the first choice of the following:\

1. Fly the leg(s) as scheduled in the position first acquired
2. Have the choice of flying the uncovered position for the affected leg(s)

If the Flight Attendant who first acquired the position chooses Option 1, then the second Flight Attendant will fly the uncovered position for the affected leg(s). If the first Flight Attendant chooses Option 2, then the second Flight Attendant will fly the original position.

If the Flight Attendants acquired the position at the same time, or the Company is unable to determine who acquired the position first, then the most senior Flight Attendant will have first choice of the options listed above.

The affected leg(s) will be compensated at the original position assigned, or position flown, whichever is greater.

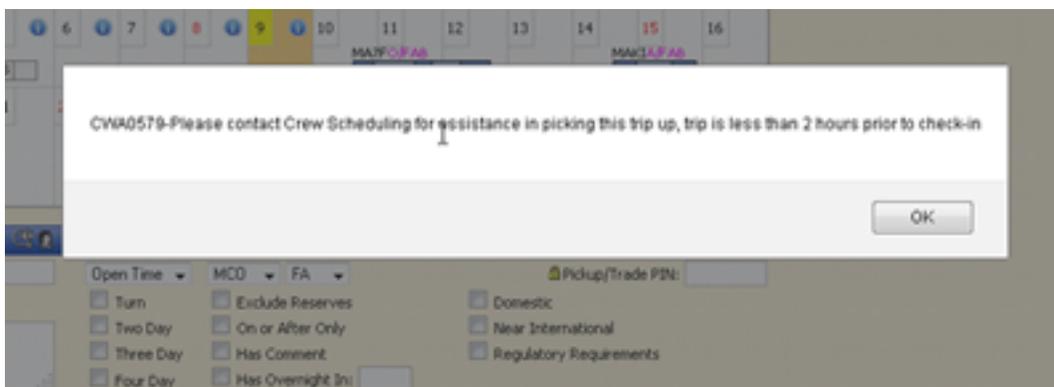
Picking Up Pairings with Less Than Two Hours to Check-in

December 17, 2013

This letter confirms our understanding regarding pairings in Open Time that have less than two (2:00) hours prior check-in. Additionally, this Letter of Understanding is not intended to alter existing contract language, rather to confirm how these pairings should display in Open Time.

As you recall, the Union and the Company held a Grievance Summit on December 9, 2013. Present at this meeting were you, Todd Gage, Mark Richard, Lyn Montgomery, Becky Parker, Barbara Fitzhugh, Brandon Hillhouse, Claire Taitte, Brianna Grant, Mike Mankin, Brendan Conlon, Naomi Hudson, Juan Suarez, and myself. Subsequent to that meeting, the TWU and the Company agree that pairings with less than two hours (2:00) to check-in will appear in Open Time. These pairings will count toward the maximum number of pairings allowed in Open Time as outlined in Article 12.5.B of the CBA

If a Flight Attendant sees a pairing in Open Time and she/he wishes to pick it up less than two (2:00) hours to check-in, they will receive the following pop-up box instructing them to contact Crew Scheduling:



Waiving Deadheads

December 12, 2013

This letter confirms the Company and Union's understanding of Article 10.12F A Flight Attendant waiving a deadhead(s) in accordance with Article 10.12.F.1 must advise Crew Scheduling in that phone call whether or not she/he is in the outstation of the first working leg at that time:

- If the Flight Attendant is calling from that city/outstation Crew Scheduling will check in the Flight Attendant for the pairing.
- If the Flight Attendant is not calling from that outstation, she/he must call Crew Scheduling upon arrival into that outstation. At that time, Crew Scheduling will check in the Flight Attendant for the pairing. This phone call may take place any time after the initial phone call, but at least thirty (:30) minutes prior to the scheduled departure of the first working leg.

It is understood that the Flight Attendant does not need to be at the airport at the time of the phone call. It is also understood that once checked in, the Flight Attendant is subject to reschedule.

Unscheduled RON on Vacation

December 11, 2013

Grievance 19-87 – Unscheduled RON on Vacation

In order to settle the above mentioned grievance, the Company and Union agree to the following:

- In the event a Flight Attendant experiences an unscheduled overnight (RON) as a result of reschedule or being stranded on a pairing that originally did not cross over/encroach into their scheduled vacation the following will apply:
 - The Flight Attendant will be entitled to the provisions of Article 9.3.C of the CBA.
 - The Flight Attendant will be entitled to a Compensatory Day with no pay.
 - The Compensatory Day with no pay must be chosen from the first or last day of an assignment, and the request for the day off must be made at the completion of the reschedule.
 - As addressed in 9.3.C of the CBA, should the Flight Attendant elect a day off without pay instead of the RIG, this day off must be used in a contiguous manner with the Compensatory Day addressed in the bullet point above.
- A Flight Attendant who receives an unscheduled RON on a pairing that crosses over/encroaches into their scheduled vacation or a pairing that is contained within their scheduled vacation will be entitled to the provisions of Article 9.3.C only.
- In the event of a reschedule requiring less than an entire crew that results in an unscheduled RON, a Flight Attendant with scheduled vacation starting the following day will not be assigned the unscheduled RON.

Commuter Pulls and SWAG Points

November 22, 2013

In order to settle the above mentioned grievance, the Company and Union agree to the following:

- Effective January 1, 2014 the "COM" non-fly within CWA will no longer be considered a disqualifying event within SWAG. A Flight Attendant who fulfills her/his obligation to be considered a covered commuter, as addressed in Article 33 of the collective bargaining agreement, will be eligible for the SWAG Program, provided all other qualifications are met for the month and/or quarter.

SMT – Overwater Flying

August 29, 2013

This letter outlines how we plan to handle Flight Attendants' schedules If they attended Special Merger Training in 2012, thus are not qualified to fly Overwater routes. These Flight Attendants will be disqualified in the Crew Scheduling System from picking up or trading for pairings with SJU flights until completing the FAA-required Overwater training.

1. Such Flight Attendant who already had SJU flying on her/his schedule prior to the publication of R8F 2013-10g on August 23, 2013 will have the following options:

- a) Fly a comparable pairing and receive compensation for the greater of the scheduled or comparable pairing. The comparable pairing will be offered as outlined in Article 12.10.8 of the C8A.
- b) Not fly the pairing and receive no compensation.

2. Such Flight Attendant who is awarded a line with SJU flying for a future bid period (October 2013 or after) will be adjusted according to Side Letter 10.15.b.2.

February 2013 RE: Grievance 19-0052 – FAR Rest Adjustment

This letter will confirm our understanding of FAR pull procedures if a Flight Attendant is scheduled for the nine (9) hour minimum break and is late less than one (1) hour late due to reroute, Company convenience, weather, passenger delay, etc.

If a Flight Attendant runs less than one (1) hour late and because of that is not scheduled to receive the nine (9) hour minimum break, the Flight Attendant has three (3) choices:

1. Be pulled without pay from enough flights to make her/him legal, as outlined in Article S.7.A;
- or, 2. Agree to adjust her/his report time no later than thirty (30) minutes prior to scheduled departure to avoid loss of pay.
3. Fly the pairing as is without additional compensation provided the Flight Attendant has the required ten (10:00) hours compensatory rest the following day.

The Flight Attendant must contact Crew Scheduling at the completion of the pairing to exercise these options; otherwise, Crew Scheduling will apply option #3.

Re: Grievance 19-137/Uniforms

August 28, 2013

In order to resolve the above mentioned grievance, the Company and Union agree to the following:

- As outlined in Article 13.3 the Company will provide size specific uniform items, in the required sizes (one length) as addressed in the Flight Attendant Handbook, in the Flight Attendant Bases for the Flight Attendants to try on for uniform pieces made available by the Company.
- Cintas untucked blouse may be worn until December 31, 2013. Effective January 1, 2014 the only untucked blouse that may be worn is the Land's End uniform piece.
- As outlined in the handbook female sizes will be available in sizes 0 to 18 and male in sizes 28 to 42.
- At this time, until a new trench coat is approved, previously approved trench coats from Cintas, HPI, and Land's End may be worn (including the London Fog trench coat).

Cancelled Flights in Open Time

October 2012

RE: Grievance 19-0081 Pairings with Cancelled Flights in Open Time

This letter confirms our understanding regarding pairings picked up from Open Time with one or more cancelled flights. Additionally, this Letter of Understanding is not intended to alter existing contract language and the practice described below is in compliance with the CBA, as well as any and all other contractual language. The Union reserves the right to file a grievance on this issue should there be a violation of the CBA or the Massey Open Time decision.

Subsequently, TWU and the Company have agreed that CSS will be reprogrammed to "flag" pairings in Open Time that contain one or more cancelled flights. The purpose of this reprogramming is to allow Crew Scheduling time to update these pairings and make sure they are legal. As necessary, while these pairings are "flagged", they will not count towards the maximum pairings number for the domicile in which they originate. Once affected pairings have been updated, they will be unflagged and immediately released back into Open Time. The updated pairings will then count towards the maximum number of pairings for the domicile in which they originate.

Ready Reserve Contact Times

August - 2012

RE: Grievance 19-0049 Ready Reserve Contact Times

This letter will clarify our understanding of Ready Reserve contact times when a Flight Attendant has been pulled from a day of their Ready Reserve block. If a Ready Reserve is pulled from a Reserve day (sick, IL, etc.), the Reserve will go back on call two (2) hours prior to the first scheduled check-in in her/his domicile the next Reserve day and she/he will be available on a twenty-four (24) hour basis for subsequent Reserve days in the block except as stated in this Agreement.

The Flight Attendant was pulled for medical leave on April 4, the first day of his PHX Ready Reserve block. He would then go on call two hours prior to the first scheduled check-in on April 5 and remain on call until he is released as stated in the CBA.

Return from Leave

February 15, 2012

In order to settle the above mentioned grievance, this letter will confirm our understanding of how a Flight Attendant will be accommodated upon returning from such leave when she/he has been previously awarded a primary/secondary bid line, and their return to work date overlaps or is included in a pairing or Reserve block previously pulled for such leave:

- Once a pairing has been pulled for a Leave or OJI, they will remain pulled. Day(s) that fall outside the date of the Leave of Absence will be without pay.
- The Flight Attendant will not be assigned Reserve day(s) on the day(s) pulled; nor may she/he elect to sit Reserve on those day(s).

Secondary DRT Slots

December 15, 2011

This letter will confirm our understanding of when and how Crew Scheduling offers Secondary Daily Release Time (SDRT) slots in accordance with Article 10.5.C.

After the DRT awards are processed, Crew Scheduling will evaluate the operation and assess the ability to offer all or some of the unawarded slots as SDRT. These slots will be posted by electronic means no later than 2300 Central Time the night prior.

Crew Scheduling may discontinue offering SDRT in order to maintain a sufficient number of Reserves for forecasted operational needs. Once SDRT has been discontinued, the slots may not be re---posted.

Reserves who have already completed one or more Reserve days in a block may request SDRT for all remaining unassigned Reserve days in that block. Only the Reserve days pulled for SDRT will be without pay. For purposes of this agreement, a Reserve has completed a Reserve day if the following conditions have been met:

1. The Reserve has completed her/his on call period (1100 Local Time for AM Reserves, 1800 Local Time for PM Reserves, or 2400 for Ready Reserves) on the day prior to the SDRT award without an assignment, or
2. A Reserve has completed her/his assignment (flying or APSB) on the day prior to the SDRT award and has been released for domicile break in accordance with Article 11.15.C.

All other language under Article 10.5.C. remains unchanged.

Crew Scheduling Assignments for Commuter Pulls

November 15, 2011

This letter will confirm our understanding of the procedures for Crew Scheduling assigning pairings to Flight Attendants that have not picked up a comparable pairing from Open Time to replace the pairing lost within thirty (30) days.

As outlined in Article 22.1.A.6, if a Flight Attendant does not pick up a comparable pairing from Open Time to replace the pairing within thirty (30) days after the date of the personal leave, Crew Scheduling may assign the Flight Attendant comparable Open Time and provide notification of the assignment.

In the event Crew Scheduling assigns a comparable pairing the following will apply:

Crew Scheduling will not assign a comparable pairing until the Flight Attendant has had a full 30 days to pick up from Open Time. The comparable pairing will be assigned within thirty (30) days after the Flight Attendant has had thirty (30) days to self assign a comparable pairing.

A comparable pairing shall mean a 3---day for a 3---day, 4---day for a 4---day, 2---day for a 2---day, and a 1---day for a 1---day.

A twelve (12) hour domicile break will be given in accordance with Article 8.6.A. of the CBA. The assignment will be given with a minimum of five---calendar days notification for check---in.

Crew Scheduling will make every attempt to notify the Flight Attendant via phone call to her/his primary and alternate contact numbers including leaving a CWA message on her/his transaction logs. Once Scheduling has made all attempts to notify the Flight Attendant, the assignment is her/his responsibility. It is understood that this agreement only applies to Article 33.1.A.6.

Article 10.8.C – Recurrent and Required Training Scheduled Below Minimum Days and Options

November 15, 2011

This letter will confirm our understanding of the procedures for when recurrent training and Company required training takes a Flight Attendant below minimum days off.

Article 10.8.C of the Contract states a Flight Attendant will not be scheduled for any required training that takes her/him below the minimum days off or reduces the 48/7 domicile break. The Contract outlines a Flight Attendant's choice of time and one---half (1.5) for attending training or a choice of day off when this situation arises. The following procedures outline the distinction between Recurrent Training and Company Required Training:

Company Required Training (No Base month)

If the Company required training would take her/him below the minimum outlined in Article 10.8.C, Crew Planning will notify the Flight Attendant that she/he will not be awarded training for that month and the Flight Attendant will bid for training in the following month.

Should the following month's scheduled training take her/him below the language outlined in Article 10.8.C, the Flight Attendant will be moved to the next available month until the last month available or, the first available month that would not take her/him below the minimum days off or less than a 48/7 domicile break, whichever occurs first. Should the last month available for the scheduled training take her/him below the language outlined in Article 10.8.C, and cannot be moved, the Flight Attendant will have the choice of being paid time and one---half (1.5) for training or contacting Crew Planning by the completion of training to request a choice of a day off without pay in lieu of the premium pay.

Recurrent Training (Required Base month)

A Flight Attendant who is awarded RT in her/his required month which takes her/him below the language outlined in Article 10.8.C, will not be moved to the following month. The Flight Attendant will have the choice of being compensation time and one---half (1.5) for training or contacting Crew Planning by the completion of training to request a choice of a day off without pay in lieu of the premium pay.

The minimum days off or reduced below the 48/7 domicile break are applied based upon the original awarded bid lines and original awarded training dates.

All other applicable language under Article 10.8.C will remain unchanged.

Reserve Notification for Removing Self Assignments

October 14, 2011

This letter will confirm our understanding of the procedures for notifying a Reserve when Scheduling removes a self assigned pairing prior to check-in.

As outlined in Article 11.19.F, Scheduling may designate specific pairings that are not available for self assignment. If a Reserve has previously self assigned a pairing and Scheduling determines that due to the operation that self assigned pairing must be removed the following will apply:

Inside Reserve Contact Hours – If the AM or PM Reserve is removed from a self assigned pairing during her/his designated contact hours, Scheduling will make every attempt to contact the Flight Attendant immediately via a phone call to her/his primary and alternate contact numbers. Scheduling will leave a message if voicemail is available.

Outside Reserve Contact Hours – If the pairing is removed outside of her/his designated contact hours but within the hours of 0900 to 2200 Local time, Scheduling will make every attempt to contact the Flight Attendant immediately via a phone call to her/his primary and alternate contact numbers. Scheduling will leave a message if voicemail is available.

Should a pairing pulled outside of contact hours have two (2) hours or less remaining until scheduled check in, Scheduling will make every attempt to contact the Flight Attendant immediately via a phone call to her/his primary and alternate contact numbers.

If the notification call is outside the Reserves respective contact hours, Scheduling will not attempt to reassign or reschedule the Flight Attendant during the phone call.

In order to make every effort to contact the affected Flight Attendant, Scheduling will leave a CWA message on her/his truncation logs in addition to calling the Flight Attendant.

Letter of Understanding / Holiday Vacation Weeks for Base Transfer Purposes

September 23, 2011

As outlined in Article 14.6.D, a Flight Attendant awarded a vacation slot which includes the week(s) of Thanksgiving and/or the last two weeks of December, must be based in the domicile in which such vacation slots are awarded for at least six (6) consecutive months immediately preceding, or six months immediately after being awarded such vacation slots, in order to voluntarily transfer such vacation slots to an existing domicile.

- This letter will confirm our understanding of the weeks affected by the language in the Article 14.6.D. Thanksgiving week- any 7-day, 14-day, 21-day, or 28-day vacation slots awarded that include Thanksgiving Day will be considered a week of Thanksgiving.
- Last Two Weeks of December- any 7-day vacation slot completely encompassed within the last 14 days of December. Also, any 14-day, 21-day, or 28-day slot that includes one of these 7-day slots will be considered to include the last two weeks of December. Inflight Crew Planning will add the vacation slots affected by the above definition to the vacation cover letter.

All other applicable language as stated in Article 14.6.D will remain unchanged.

Vacation Adjustment for Traded Vacations

August 10, 2011

As outlined in Article 10.6 if a Flight Attendant wishes to slide her/his trip vacation for the next month to fly a pairing that would otherwise be pulled the Flight Attendant must call Crew Planning no later than the end of bid line protest.

This letter will confirm our understanding of when a Flight Attendant trades into a vacation after the protest period ends for that bid period. For example, a Flight Attendant trades into vacation for August 1---7. The adjustment period for a July pairing overlapping into August vacation would be June 6---7 up to 1200 Central Time. The Flight Attendant does not process the trade until June 9 and therefore misses the protest period that would allow any adjustments to a trip that starts at the end of July. If this occurs the following will apply:

- If a Flight Attendant trades into the vacation after the protest period ends and calls Crew Planning with an adjustment option as outlined in Article 14.5.C, the request will be logged but not adjusted until the 1st of the month when all vacation trading closes for the next month. This will allow the Flight Attendant to continue to trade the vacation through noon Central Time on the 1st in the new month.
- If a Flight Attendant trades into a vacation after the protest period and does not call Crew Planning before noon Central Time on the 1st of the new month, the trip will be pulled according to the Article 14.5.C.

Reapply RIGS to Split Pairing in a Reschedule/Article 21.22.F.2.c

July 27, 2011

As outlined in Article 21.22.F.2.c if a pairing is split by a Flight Attendant, and if the last flight of a duty period in the split pairing runs late three hours and one minute (3:01) or more, DHR will be recalculated for that duty period.

This letter will confirm our understanding of when DHR & THR would be recalculated should the Flight Attendant be rescheduled from the original split pairing:

- If the reschedule results in an earlier or the same scheduled release time than the original split pairing, DHR & THR will not be recalculated, unless the last flight of a duty period runs three hours and one minute (3:01) late.
- If the reschedule results in a later scheduled release time than the original split pairing DHR & THR will be recalculated accordingly.

Compensatory Days followed being Stranded or on an Unscheduled RON

June 9, 2011

This letter confirms our understanding regarding the type of compensatory day(s) that a Flight Attendant will be entitled to when she/he incurs being Stranded or on an Unscheduled RON.

If a Flight Attendant becomes Stranded or is sent on an unscheduled RON during a pairing, and he/she is not on a reserve assignment at the time, her/his choice of compensatory day(s) (pairing or reserve) will be applied as outlined in Article 9.3.C.2 of the CBA. In the event the Flight Attendant does not have another pairing or Reserve day(s)/block in the current bid month, the Flight Attendant may elect to take the compensatory day(s) in the next bid month (provided the lines have been loaded).

If a Flight Attendant becomes Stranded or is sent on an unscheduled RON during a Reserve assignment, her/his choice of compensatory day(s) will be applied to Reserve day(s) in the current bid month as outlined in Article 11.12.B.3 of the CBA. In the event the Flight Attendant does not have any Reserve day(s) remaining in the current bid month, the Flight Attendant may elect one of the following:

- Be pulled from a Reserve day(s) in the next bid month (provided the lines have been loaded), **or**;
- Be compensated at double time (2.0) above her/his guarantee for all flights flown or credited on the unscheduled day as outlined in Article 11.12.B.

All other contractual provision will be applicable as outlined in the Contract.

Flight Attendant Overpayment

June 2, 2011

The Company and Union had a previous letter of agreement regarding the amount a Flight Attendant would reimburse the Company in the event the Company made an error and overpaid the Flight Attendant (dated February 8, 2008). The Company and Union agree, going forward, the Company will withhold, from the Flight Attendant's 20th paycheck, \$300.00 per month until such overpayment is paid in full. In the event the overpayment, or remaining balance, is less than \$300.00 then the amount owed/remaining will be deducted from the Flight Attendant's 20th paycheck.

Part---Time Recurrent Training Instructors

Original: March 30, 2011

Clarified: May 11, 2016

Re: Part-Time Instructors - Clarification of Letter of Agreement for grievance #19-89 (see below, dated March 30, 2011)

This letter serves to clarify the Part-Time Recurrent Training Instructors Letter of Agreement dated March 30, 2011 which was associated with Grievance #19-89. Instructors perform work on behalf of Southwest Airlines University (SWA U).

Posting for SWA U Recurrent Training Instructors:

The Company agrees to make SWA U Instructors positions available and will make every effort to maintain at least one (1) SWA U Instructor in each location where RT is offered. It is understood that if there are no applicants, or the applicants are not selected, the Company may utilize Part-Time Instructors until a viable candidate is selected.

Part-Time Instructors

Part-Time Instructors are Flight Attendants qualified to teach Recurrent Training, Initial Training or any other SWA U Training event.

- At the Company's discretion, Part-Time Instructor positions may be available. Those Flight Attendants selected to teach Recurrent Training will be required to bid a line; and the Company will only pull assignments on an as-needed basis.
- A single Part-Time Instructor will not be utilized on a full-time basis to cover a long-term leave of absence. However, multiple Part-Time Instructors may be utilized to fill that temporary vacancy.
- A single Part-Time Instructor may be utilized to cover a short-term leave of absence on a class by class basis to fill that temporary vacancy.
- For other special training events, Part-Time Instructors may be utilized to teach these classes for a period of time until such training is completed. If necessary, the Company may pull the Part-Time Instructors

on a full-time basis as outlined in Article 21.5 of the CBA in order to accomplish the training event.

Unsuccessful Training Event:

- Part-Time Instructors will be authorized to deny a Flight Attendant from attending/passing training in the event that a Flight Attendant is late to Recurrent Training, fails to show up with their required items, hasn't successfully completed the online course or if the Flight Attendant is unsuccessful in passing the written exam (if applicable).
- In the event a Flight Attendant displays a lack of competency or proficiency during Recurrent Training, a qualified Cabin Services Leader (Supervisor or above) will schedule time to accompany a qualified Instructor to evaluate the Flight Attendant's final attempt to successfully complete training.
 - In the interim, the Flight Attendant will be pulled Company Convenience (no pay) but must be scheduled to perform the required exercise(s) with competency and proficiency for a qualified Leader prior to her/his next assignment. The Flight Attendant will be compensated as outlined in Article 21.10.
- If the final attempt is unsuccessful, the qualified Leader will make the determination as to what the next steps will be.

The Company and the Union agree to meet every six (6) months or sooner, if either party requests to do so, to review and discuss upcoming training events.

This agreement does not prohibit the Company from hiring Instructors on a Part-Time basis to teach Recurrent or Initial Training.

March 30, 2011

The Company and Union agree that after both Parties sign this Letter of Agreement, the Union will immediately withdraw grievance #19---89.

Posting of Recurrent Training Supervisors:

- The Company agrees to make Recurrent Training (RT) Supervisor positions

available and will make every effort to maintain at least one (1) RT Supervisor in each location where RT is offered. It is understood, that if there are no applicants, or the applicants are not selected, the Company may utilize Part---Time Instructors until a viable candidate is selected.

Part Time Training Instructors:

Part Time Instructors are Flight Attendants qualified to teach Recurrent Training, Initial Training, or any other Inflight Services Training event.

- At the Company's discretion, Part Time Instructor positions may be available. Those Flight Attendants selected to teach Recurrent Training will be required to bid a line, and the Company will only pull trips on an as---needed basis. A single Part---Time Recurrent Training Instructor will not be utilized on a full---time basis to cover a long---term leave of absence. However, in the event a Recurrent Training Supervisor takes a leave of absence, multiple Part---Time Instructors may be utilized to fill the temporary vacancy. In the event an Initial Training Supervisor takes a leave of absence, a Part---Time Instructor may be utilized to fill the temporary vacancy on a class by class basis---but multiple Part---Time Instructors must be used for a long term leave.
- For other special training events, Part Time Instructors may be utilized to teach these classes for a period of time until such training is completed. If necessary, the Company may pull the Part Time Instructors on a full time basis as outlined in Article 21.5 of the CBA in order to accomplish the training event.

Unsuccessful Training Event:

- Part Time Training Instructors will be authorized to deny a Flight Attendant from attending/passing training in the event a Flight Attendant is late to Recurrent Training, fails to show up with their required items (Flight Attendant Manual/Binder, Company ID, and a working flashlight), or if the Flight Attendant is unsuccessful in passing the written exam at the end of class (if applicable).
- In the event a Flight Attendant is unsuccessful in completing competency checks or drills during Recurrent Training, Part Time Training Instructors must notify a qualified Inflight Leader (Supervisor, Assistant Manager, Manager, or Director)

who will then evaluate the Flight Attendant. The qualified Inflight Leader will make the determination if the Flight Attendant should be dismissed from training for the day. In the event that no qualified Inflight Leader is available to make this determination, the Flight Attendant will not be dismissed from training. The Flight Attendant, will be pulled Company Convenience (no pay) and must be scheduled to perform the required competency check or drills with a qualified Inflight Leader prior to her/his next pairing. The Flight Attendant will be compensated as outlined in Article 21.10.

The Company and Union agree to meet every six (6) months or sooner if either party requests to do so, to review and discuss upcoming training events.

Note: This agreement does not prohibit the Company from hiring Supervisors on a Part-- Time basis to teach Recurrent Training or Initial Training.

Charter Procedures

March 15, 2011

In order to settle the above mentioned grievance, the Company agrees to the following procedures when a Charter is modified:

If a Charter is modified during the bidding timeframe (prior to closing), as outlined in Article 10.C.2 of the CBA, it will be cancelled by the Company, and a new Charter with a new pairing number will be created when:

- The modification results in an earlier check-in, later end-of-debrief time, or change in the number of duty periods.
- Flight Attendants who submitted a bid for that respective Charter will be sent a cancellation notice in the form of a CWA message. This notification will be sent as soon as possible, once Scheduling is made aware of the cancellation of the original Charter.
- The newly created Charter will be posted electronically via CWA and will be made available for bidding as outlined in Article 10.C.2 of the CSA.

If a Charter is modified after it has been awarded, but prior to the end of the protest period as outlined in Article 10.C.8 of the CBA:

- Notification will only be required if the modification results in an earlier check-in,
- The Company must attempt to reach the Flight Attendant by calling her/his primary and secondary phone numbers listed in CWA. The awardees will have two (2) hours from the time Scheduling placed the call to exercise her/his option to keep the Charter or have it removed without compensation. If the Flight Attendant does not return the call within the specified timeframe above, she/he will be responsible for working the Charter.
- Modifications that result in a later check-in and/or end-of-debrief, or change in the number of duty periods will be compensated pursuant to Article 9.3.C of the CBA

The aforementioned procedures shall take effect on April 1, 2011.

Floating Vacation Pulls and Pay

March 14, 2011

This letter will confirm the Company and the Union understanding of a “dropped pairing” within a floating vacation week in Article 14.3.A.4 of the CBA:
Any pairing completely encompassed within a floating vacation week will be dropped, including combinations of multiple pairings that are allowed within the line construction of the CBA.

For example: 3---day pairing followed by a 48 hour break and then a 2---day pairing or;
One single day pairing followed by a 3---day pairing.

R/T Following Extended Duty Period

February 8, 2011

In order to settle the above mentioned grievance, this letter confirms our understanding regarding Flight Attendants who are scheduled for Recurrent Training immediately following an illegal duty day:

According to Article S.2.C.2 of the CBA, If a Flight Attendant's duty period exceeds twelve and one-half (12:30) hours, following the termination of the pairing at the home domicile, the Flight Attendant must have time off equal to double the time spent on duty on the day the duty period exceeded twelve and one-half (12:30) hours.

If a Flight Attendant is scheduled for Recurrent Training during that time, the Flight Attendant must contact Scheduling prior to the completion of the pairing and will choose to either attend Recurrent Training for one and one-half (1.5) times the applicable trip rate or be pulled from Recurrent Training without pay. The Flight Attendant must reschedule her/his Recurrent Training, and upon completion, she/he will be compensated as outlined in the CBA.

FMLA Calculations

January 11, 2011

Under the current FMLA regulations, because Flight Attendants have varying work schedules, Southwest is permitted to individually determine the amount of FMLA to offer based on what amount would be the equivalent of “12 workweeks” for a Flight Attendant.

In order of the amount of FMLA available to Southwest Flight Attendants to more accurately represent the equivalent of 12 Flight Attendant workweeks, the Company and the Union have agreed to a revised method for calculating available FMLA. Under this agreement, for the purposes of determining the amount of available FMLA leave, the definition of a workweek will be four (4) days per week. Therefore, 12 workweeks of FMLA leave will be equal to 48 days.

Flight Attendants who have worked the required number of hours and have a qualifying reason for FMLA leave will be entitled to take 12 workweeks, or 48 days, of leave per year. The Company and Union have agreed to the following calculation for using FMLA days/hours available:

- The Company will use one (1) day of FMLA for each day missed for intermittent FMLA leave.
- For continuous FMLA leave, the Company will use a maximum of four (4) days of FMLA per week.

This agreement is being made for the calendar period of 2011 and can be extended through 2012 if mutually agreed. Should the DOL’s February clarification on the minimum workweek calculation provide more of a benefit to the Flight Attendants workweek average, then the Company and TWU Local 556 will be subject to the DOL’s interpretation.

Commuter Policy---Paid Hotel Accommodations

October 22, 2010

This letter is to confirm our understanding as to how and when a hotel will be provided and paid for by the Company when a Flight Attendant utilizes section 33.1.A.3 of the Commuter Policy.

When Scheduling assigns a commuting Flight Attendant another pairing, and that pairing begins in a domicile other than her/his scheduled pairing, including a mutually agreed upon point other than a SIP, the Company will provide and pay for hotel accommodations under the following circumstances:

- At the beginning of the pairing if Scheduling requires the Flight Attendant to position her/himself at another domicile, or the Flight Attendant and Scheduling mutually agree to a point other than a SIP and RON the day prior to the start of the pairing;
- At the end of the pairing if the substitute pairing arrives in domicile after all published SWA flights terminate, which would have allowed the Flight Attendant to commute to her/his home domicile, or to the domicile of her/his next scheduled pairing if it checks in the following day;
- A hotel room will not be provided and paid for if the Flight Attendant was already in that respective domicile when the substitute pairing was assigned.

It is understood that this agreement only applies to Article 33.1.A.3.

Notification for medical release to return to active status

July 14, 2010

Notification method and timeframe for processing a Flight Attendant's medical release to return to active status:

- The medical release date to return a Flight Attendant to active status will be processed, no earlier than seven (7) calendar days before the return to work date specified by the Flight Attendant's doctor on the medical release.
- In order for a Flight Attendant to bid, and be awarded a line for the next month the Flight Attendant must have a return to work date processed on or prior to the fourth (4th) of the current month.
- If the Flight Attendant submits a return to work statement to the base on the fifth (5th) of the current month, he/she will need to contact their Inflight Base and Inflight Planning to determine whether he/she want to bid.
- The Company agrees to include the information listed above in all Flight Attendant Leave Packets (Medical, Maternity, Workers' Compensation). These Leave Packets will be updated prior to August 1, 2010.

Lost I.D. after Check---In

July 8, 2010

The Company and the Union agree that in the event a Flight Attendant loses her/his Company I.D. after check---in but prior to scheduled departure, she/he will have the following options:

- Remove the check---in and assess an MBL (or FMBL if applicable) if the Flight Attendant is able to retrieve her/his I.D. or obtain a new I.D. prior to the original push time; or
- Receive a Personal Leave/No Pay until an I.D. is obtained.

It is understood that in the event that the first option is selected, the Flight Attendant will be responsible for meeting all reporting requirements including checking in upon return with the I.D. and will be subject to the Attendance Policy control procedures if reporting requirements are not met.

Replacement---Repair Luggage pre 2/26/93

December 15, 2009

Company's procedures for repairing/replacing luggage for Flight Attendant that were hired on or before February 26, 1993

- The Flight Attendant will need to bring their damaged bag to her/his domicile for repair/replacement. The Flight Attendant will be provided a loaner bag at this time.
- The Flight Attendant may be asked, but will not be required to, take her/his bag to the local repair shop. Electing to do so, may expedite the time of the Flight Attendant receiving their bag back, or the Flight Attendant may elect to leave her/his bag with the base for repair/replacement.
- The Company will be responsible for the cost associated with repairing/replacing the Flight Attendants bag. Once the bag has been repaired/replaced the Flight Attendant will pickup her/his bag at domicile and will need to return the loaner bag at that time.

Jetway Trades on an Overnight

September 10, 2009

Effective September 18, 2009, the Overnight Jetway trades will be implemented. Jetway trades will be processed by Scheduling under the following conditions:

- When a Flight Attendant arrives at an overnight (RON), she/he may Jetway trade (giveaway) the remainder of her/his pairing to another Flight Attendant.
- Both Flight Attendants must be present and notify Scheduling.
- The Flight Attendant accepting the Jetway trade must be scheduled with FAR legal rest. A Flight Attendant accepting the Jetway trade will not be allowed to schedule themselves for FAR reduced rest.
- The Flight Attendant accepting the Jetway trade will be give the hotel room on the overnight unless otherwise specified at the time of the call.
- Per Diem will end for the Flight Attendant giving the Jetway trade thirty (30) minutes after arrival on the RON and per diem for the Flight Attendant accepting the Jetway trade will begin thirty (30) minutes prior to departure the following day.
- The portion given away will be considered a separate pairing, and will not be combined with any other pairing(s) to determine contractual illegalities. Each pairing is considered separate for illegalities and will be compensated if applicable.

When a Doctor's Note is Due with Flying

July 7, 2009

Article 32.4 states a Flight Attendant must submit her/his doctor's statement to a Supervisor or Leave Specialist prior to or on their next scheduled pairing or within seven working days , exclusive of Saturday, Sunday, and Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier.

The Company and Union agree that for the exclusive purpose of calculating the seven working day timeframe of multiple sick calls with no flying or airport stand---by in between the following applies:

- The seven---day working time frame to submit a doctor's statement will begin the day after the last day of the final sick call. For example, if a Flight Attendant calls in sick for a three---day that checks in on the 14th , then a two---day on the 17th , the n a turn on the 19th , the seven working day timeframe to submit a doctor's statement will begin the day after the turn would have ended (the 20th).

Splitting a Pairing in Open Time to assign Reserve

November 16, 2007

As a result of Arbitrator Massey's decision regarding the Open Time Grievance, the Company and the Union agree to the following:

- If Scheduling deems a pairing to be uncovered, the pairing must be placed into Open Time prior to it being assigned to a Reserve Flight Attendant, including a Reserve Flight Attendant sitting airport standby.
- Scheduling may deem it necessary to "split" a pairing which is currently in Open Time. The first portion of the split pairing (which could be a multi-day pairing) is not required to be placed into Open Time prior to being assigned to a Reserve Flight Attendant. However, if the remaining portion of the pairing is legal, it shall be placed in Open Time and made available for pick up/trade. The remaining portion of the pairing may be on the same day or subsequent days of the original pairing.

Emergency Sick Call Procedures

October 14, 2002

The following are the procedures to be followed when the Company declares an Emergency Situation due to Flight Attendant sick calls.

1. Notification by the Vice President of Inflight (or Designee) to the TWU that Emergency Situation Procedures will be implemented.
2. Notification by the Designee will be placed in the Briefing Books. In addition, and at the first available time, the Designee will send a notification for the Briefing Books indicating the Emergency declaration is no longer in effect.
3. In such an Emergency Situation, Inflight Scheduling will inform Flight Attendants of the situation and their obligations therein. In order to achieve consistency, a script for Scheduling will be written and read to each Flight Attendant that calls in sick during the Emergency Situation. At a minimum, the following will be included in the script:
 - Directives explaining exactly what is expected of each Flight Attendant calling in sick during the Emergency Situation.
4. Consistent with normal procedures, Flight Attendants calling in sick for that time period should contact a Base Supervisor for the designated Doctor's name, telephone number, and possible consequences for noncompliance.

Overfly Calculation for Return to Gate and Cancelled

April 15, 2002

In the event a flight leaves the gate and returns without taking off and that flight cancels, the Flight Attendant will be compensated the scheduled pay of the cancelled flight or the time spent away from the gate, whichever is great.

Examples:

- If the Flight Attendant flies less than originally scheduled, they only receive the value of the scheduled pairing.
- If the Flight Attendant flies more than originally scheduled and the time away from the gate is worth more than the cancellation pay for that leg, they would be compensated for the time away from the gate.

Flight Attendant Tagging Bags

March 14, 2002

Management recognizes that the tagging of bags is not a normal duty of a Flight Attendant. It is also further agreed that Management will not require this duty of our Flight Attendants, unless agreed upon by both Management and the Union.

Overpayment and Flight Attendant Payback

February 13, 2002

In the event that a Flight Attendant is overpaid by the Company due to Company error, and in the event the Flight Attendant is unable to simply return the amount of the overpayment to the Company directly, the Company will treat the overpayment as an advance and withhold from the Flight Attendant's future paychecks not more than 25% of gross wages to be garnished on the 20th of every month until all monies owed have been repaid to the Company.

Vacation Overlap and Pay

August 14, 2001

If there is an overlap situation on vacation, you will be paid for the greater of the two days that overlap. If it would be physically possible (not contractually or FAR legal) for one person to fly both trips on that day (i.e., an a.m. trip that ends at 1530 and a p.m. that pushes at 1600), you will be paid for the trip pay for both of those assignments for that day.

Maestro Trip Trade

July 6, 1999

The Company has produced a procedural memo for the Maestro Help Desk and Crew Scheduling defining the situation, which reads as follows:

Recently a situation was brought to light by a grievance and a resolution has been reached. As a result we need to change the procedure for processing a trip trade under the following circumstances.

Situation: Flight Attendant #1 gives away the first portion of a pairing to Flight Attendant #2 and during the course of the pairing they decide that Flight Attendant #2 will pick up the second portion of the original pairing to complete the trip. The system will deny this trade because there is not 4 hours between pairings.

Solution: It has been agreed that if all other legalities are met that the trade should be approved and manually processed by the Maestro Help Desk or Scheduling.

Please remember that all other legalities must be met.