

AGREEMENT
between
SOUTHWEST AIRLINES
and
The Flight Attendants
In The Service Of
SOUTHWEST AIRLINES

As Represented By The
**TRANSPORT WORKERS UNION
OF AMERICA, AFL-CIO**

EFFECTIVE

June 1, 1978

to

June 1, 1981

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ARTICLE 1

PREAMBLE

This Agreement is made and entered into by and between SOUTHWEST AIRLINES CO. (hereinafter referred to as the "Company"), and Transport Workers Union of America, AFL-CIO Local #513 (hereinafter referred to as the "Union") covering those employees employed by the Company in the unit described and certified by the National Labor Relations Board in Case No. 16-RC-6826 on February 5, 1975.

ARTICLE 2

PURPOSE OF AGREEMENT

1. The purpose of this agreement is, in the mutual interest of the Company and employees, to provide for the operation of the services of the Company under methods which will further, to the fullest extent possible, the comfort and well being of Southwest passengers, the efficiency of operation, and the continuation of employment under conditions of reasonable hours, proper compensation and reasonable working conditions. It is recognized to be the duty of the Company, the employees and the Union to cooperate fully for the attainment of these purposes.

2. No employee covered by this agreement will be interfered with, restrained, coerced or discriminated against by the Company or the Union because of membership or non-membership in the Union. All employees shall be free to engage in lawful Union activities or to refrain from such activities.

3. In accordance with the established policy of the Company and the Union, the provisions of this agreement will apply equally to all employees, regardless of sex, color, race, creed, age or national origin.

ARTICLE 3

SCOPE OF AGREEMENT

1. The Company hereby recognizes the Union as the exclusive collective bargaining representative of all Flight Attendant employees.

2. Employees covered by this Agreement shall be governed by all Company rules, regulations and orders previously or hereafter issued by proper authorities of the Company which are not in conflict with the terms and conditions of this Agreement and which have been made available to the affected employees prior to becoming effective.

3. The right to manage and direct the working forces, subject to the provisions of this agreement, is vested in and retained by the Company.

ARTICLE 4

STATUS OF AGREEMENT

1. It is expressly understood and agreed that when this Agreement is accepted by the parties and signed by their authorized representatives, it will supersede any and all agreements existing or previously executed between the Company and any union or individual affecting the employees covered hereunder.

2. It is further understood and agreed that all provisions of this Agreement shall be binding upon the successors or assigns of the Company. In case of consolidation or merger, representatives of the Company and the Union will meet without delay and negotiate for proper provisions for the protection of employee seniority and other property rights.

ARTICLE 5

DEFINITIONS

1. Flight Attendant — means a Southwest Airlines employee regularly assigned to flight duty whose work shall include performing and assisting in the performance of all enroute cabin services and ground service to delayed and cancelled passengers in a resourceful and gracious manner, and the responsibility to apply these services for the welfare, comfort, enjoyment and safety of passengers. A Flight Attendant may be required to attend operational meetings, refresher training courses, equipment checkouts, ditching drills and similar procedures related to flight duties. A Flight Attendant may, from time to time, be requested to participate in publicity and promotional assignments. However, notwithstanding this, a Supervisor may fly and perform the duties of a Flight Attendant as provided in Article 24, Section 12.
2. Sequence — shall mean a series of flights which are published by the Company and intended to be flown by a single crew of Flight Attendants.
3. Reserve Month — a pattern showing the reserve days and days off on a reserve line.
4. Trip — when the aircraft takes off and lands at an airport other than the airport of departure.
5. Flight Attendant Positions —
 - A - Senior Flight Attendant of crew responsible for on-board efficiency of all in-flight services of all flight attendants, as well as for all administrative details assigned and who, on take-off and landing, shall occupy a forward jump seat.
 - B - A regular Flight Attendant who occupies a rear jump seat on take-off and landing.
 - C - A regular Flight Attendant who occupies the second forward jump seat on take-off and landing.
 - D - A special Flight Attendant who may be assigned to a flight and who shall occupy the second rear jump seat on take-off and landing.

6. Any male or female pronoun used herein shall be deemed and understood to designate any employee hereunder, whether male or female.
7. Month — each calendar month shall be a month except for February, which month shall extend from January 31 through March 1.
8. Line of time — a group of sequences making up a Flight Attendant's schedule of work for a Month.
9. Block Time — time beginning when the aircraft leaves the blocks (gate) under its own power for the purpose of flight until it blocks in (at the gate) at the completion of the flight.
10. Domicile — a division of the Flight Attendant Department to which a Flight Attendant is assigned at a base station (designated by its official airline code) by seniority.
11. Ferry Flight — flying on an aircraft without passengers at Company request.
12. Deadheading — transport of a Flight Attendant at Company request to or from protecting a flight.

ARTICLE 6

SENIORITY

1. Seniority will be used for upgrading, furlough, vacation, leaves of absence other than medical leaves, recalls, and in giving preference for line of time, open time, extra sections, charter and other flying.

2. Seniority shall begin to accrue from the date a Flight Attendant is placed on the Company payroll, and if more than one has the same seniority date, then seniority will be determined by date of birth with the older being more senior.

3. A copy of the current Flight Attendant Seniority list will be mailed to the President of Local 513, TWU, AFL-CIO, semi-annually during the term of this Agreement.

4. The Company will provide a copy of the Flight Attendant seniority list, revised no more than once each month, in a place mutually acceptable to the Company and the Union.

5. An employee may protest any omission or incorrect posting affecting the employee's seniority within thirty days after posting of the seniority list, except that an employee on a leave of absence, vacation, or on an assignment at a location where a roster is not posted shall have thirty days after his or her return to duty in which to file such a request.

6. Seniority rights of an employee who has been furloughed shall terminate if they are not rehired within twenty-four months after initial furlough. An employee on furlough shall retain but not accrue seniority. An employee who resigns from the Company loses all seniority immediately upon termination.

7. A Flight Attendant transferred to supervisory or other non-flying duties directly related to the Flight Attendant duties shall retain and continue to accrue seniority and length of service credit for pay purposes for a period of one (1) year from date of transfer. Such Flight Attendant shall thereafter retain but not accrue seniority and length of service credit for pay purposes.

ARTICLE 7

PROBATION PERIOD

1. During the first six months of employment extended by any periods of furlough, suspension or leave(s) of absence, each Flight Attendant shall be on probation.

2. The Company shall have the right to discharge, discipline, or furlough any employee during the probation period without cause and without a hearing.

3. The seniority provisions of this Agreement do not apply to an employee on probation.

4. After the six (6) month probationary period, the Company will make every reasonable effort to check Flight Attendants out for Senior positions in order of seniority.

5. During the probationary period, all Flight Attendants will serve one (1) month reserve duty. If additional reserve duty is served during the probationary period, it shall count toward the Flight Attendant's required reserve duty during her second six months unless such additional reserve duty is served in lieu of furlough.

ARTICLE 8

HOURS OF SERVICE

1. Trip Limitations — No Flight Attendant shall be scheduled to fly sequences totaling more than 96 or less than 75 trips during any month, provided that any lines of time scheduled for vacation relief or "D" position are excluded from the 75-trip minimum, and provided further that trip trades and give-aways which affect the number of trips in a scheduled sequence shall not be considered in computing the minimum or maximum number of trips. This trip limitation shall in no way prohibit a Flight Attendant from flying more than 96 trips in a month if he or she so elects. Trip limitations provided for herein shall include all trips when a Flight Attendant is assigned as a crew member on regularly scheduled trips, extra sections, ferry and scenic flights and charter flights.

2. Each Flight Attendant must have no less than one continuous 24-hour period free from all duty within any seven consecutive day period.

3. A Flight Attendant shall not be required to keep the Company advised of her whereabouts during the off-duty periods.

4. When a scheduled departure is appreciably delayed, or the trip is cancelled, the Company shall make every effort to notify the Flight Attendant as soon as practicable, consistent with the circumstances.

5. A sequence, appearing on the bid patterns, will not contain more than eight (8) trips, unless broken by an overnight in which case the sequence will not contain more than fourteen (14) trips.

6. A Flight Attendant assigned to reserve duty shall be available for duty in the Dallas Metroplex from two hours before the first flight departure from Dallas until the last flight departure from Dallas and must be able to be on board the aircraft in full uniform within one (1) hour after notification.

ARTICLE 9

JUNIOR AVAILABLE RULES

1. Junior Available (JA) — When a Flight Attendant is required to work on her unscheduled day.

2. Flight Attendants may be contacted for JA duty by the following methods only:

- (a) Telephone contact at the Flight Attendant's home residence
- (b) When contacted in the Southwest Airlines Executive Offices

3. The Company shall have the right to assign the Junior Available Flight Attendant to all regular and extra section trips and charters operated to which positions are not filled from the Reserve Flight Attendant pool but only in compliance with the rules listed below:

- (a) A Flight Attendant who is called as JA and flies as such on her day off shall be paid 1.5 times trip pay for the trips flown or, consistent with the operational requirements of the Company, be given another day off of her choice.
- (b) A Flight Attendant on reserve or scheduled line who flies as a JA on a scheduled or unscheduled RON on the last day of the month which carries over to a scheduled day off on the first day of the following month shall be paid 1.5 times trip pay for the trips flown or, consistent with the operational requirements of the Company, be given another two days off of her choice.
- (c) A Flight Attendant cannot be contacted for JA duty for the days of Tuesday through Saturday more than 30 hours before the needed, scheduled flight or reserve duty period or, for the days of Sunday and Monday, more than 72 hours before the needed, scheduled flight or reserve duty period.

- (d) If a Flight Attendant flies as a JA on a scheduled or unscheduled RON, she shall be paid 1.5 times trip pay for the trips flown or, consistent with the operational requirements of the Company, be entitled to another two days off of her choice.
- (e) A Flight Attendant having to sit JA Reserve shall be paid for one trip at "B" position for each three hours she sits JA reserve. In computing the time such Flight Attendant is on JA Reserve, over one and one-half hours shall count as a full three hours but one and one-half hours or less shall not count.
- (f) The monthly seniority list must be used starting with the most junior qualified Flight Attendant, calling them in reverse order of their seniority.

ARTICLE 10

SCHEDULING

1. Whenever a Flight Attendant has been rescheduled or reassigned to an RON which results in her flying on a scheduled day off, the Company shall make reasonable efforts to return the Flight Attendant to her domicile at the earliest possible time.

2. No bids will be accepted after the appointed closing date and time. Flight Attendants who did not bid will be assigned open lines of time with seniority prevailing. Bids must be posted by the 15th of each month.

3. During the bidding period specified on the cover sheet each Flight Attendant shall submit her bid preference to the Scheduling Section in a box provided for that purpose or in person to the scheduler. If the Flight Attendant is away from her domicile during such submission period, she may designate a written proxy to submit her preference or may mail such preference so as to reach the Scheduling Section during the specified bidding period.

4. Where there is a published schedule change which affects a majority of the Flight Attendants there may be a rebid upon agreement between the Company and the Union.

5. If a Flight Attendant flies a late sequence which is scheduled to arrive in Dallas after 2300 hours and such Flight Attendant is scheduled to fly an early morning sequence departing before 0700 hours the following morning, the Flight Attendant may be replaced on the morning flight if the evening flight exceeds its scheduled arrival time by one hour or more. If the Flight Attendant is removed from the morning sequence at her request, she shall not be entitled to receive trip pay on the scheduled sequence.

6. A Flight Attendant who at the Company's request, or who is subpoenaed, appears in Court in connection with any occurrence arising out of the Flight Attendant's service with the Company will be paid for three trips per day or for the scheduled trips missed, whichever is greater.

7. When a regularly scheduled Flight Attendant has to fly a scheduled or unscheduled RON sequence which continues into a new bid period for any reason other than trip trades

or give-away, the Flight Attendant will be replaced for those scheduled trips on the first day of the new bid period in order of seniority, if the Flight Attendant so requests it and the requirements of the Company permit.

ARTICLE 11

RESERVE FLIGHT ATTENDANTS

1. A Reserve Flight Attendant shall be covered by the trip limitations, report time, release time specified in Article 8 of this Agreement.

2. A Reserve Flight Attendant shall receive not less than the following separate period of consecutive hours free from all duty with the Company at her home base station during each calendar month:

- (a) Two (2) seventy-two (72) hour periods
Two (2) forty-eight (48) hour periods
- (b) One (1) forty-eight (48) hour period
One (1) seventy-two (72) hour period
One (1) ninety-six (96) hour period
One (1) twenty-four (24) hour period

Such scheduled duty-free periods shall be pre-planned and indicated on the Flight Attendants' monthly schedule and shall be separated by not less than twenty-four (24) hours.

3. A Reserve Flight Attendant shall be used on first-in first-out basis assuming she is qualified for the position to be filled. A Reserve Flight Attendant returning to schedule after a duty-free period shall be used before the reserves who have been on call during the time covered by the duty-free period. If more than one Flight Attendant returns the same day, the most junior Flight Attendant will be used first.

4. A Flight Attendant shall not be assigned to reserve during her vacation month.

5. The Company will make available Reserve Pagers to be used by the Flight Attendant holding a reserve line. The Reserve Pager is the responsibility of the individual Flight Attendant. The Flight Attendant who is unavailable for contact as a result of an inoperative pager will be considered a No-Show.

6. To the maximum extent possible, consistent with the operational requirements of the Company, Flight Attendants

shall be scheduled for reserve duty according to a bidding system to be established by the Company. Those Flight Attendants who are higher on the seniority list than the number of Flight Attendants required to fill all reserve lines established by the Company, with no Flight Attendant having more than two reserve months in any calendar year except as otherwise provided herein, shall be excused from pulling reserve months. A Flight Attendant who is scheduled for a reserve month shall be able to bid from among those reserve lines posted for bid in that month.

7. Pattern holders exchange with reserve line.

- (a) Pattern holders may request change with a Reserve Flight Attendant starting with the senior Flight Attendant assigned a reserve line.
- (b) This option must be in writing 12 hours before bids are due.
- (c) The pattern holder will take the reserve's seniority number and the reserve will take her own seniority number.
- (d) After the bid results are posted, if a Reserve Flight Attendant wants to exchange her entire line with another Reserve Flight Attendant, she may do so. This exchange must be approved by the Scheduling Department 24 hours after the bid results are posted and will count as one trip trade.

8. A tentative reserve list for the upcoming six months will be made available quarterly in the same manner as the Flight Attendant seniority list. This list will contain the Flight Attendants' names and months scheduled for Reserve.

9. Reserves can bid senior and junior lines in order of seniority if the Flight Attendant chooses and if enough Flight Attendants on reserve are checked out to fly senior positions.

10. A Flight Attendant designated by the Company as senior reserve or who bids a senior reserve position will be paid senior trip pay for all flights flown during the reserve month.

11. If a Flight Attendant flies a scheduled or unscheduled RON on the last day of the month which carries over to a reserve day of the new month, such Flight Attendant will be the last Reserve Flight Attendant to be called out on the first day of the new month.

12. A Reserve Flight Attendant called to perform any duty who then reports sick or who reports to work sick or in the opinion of the Company is unfit for the assigned duty, may be disciplined up to and including termination of employment.

ARTICLE 12

EXCHANGE OF TRIPS

1. Trip trades and give-aways are limited to:
 - (a) A Flight Attendant may trade or give away a total of four sequences per month.
 - (b) A sequence may not be traded more than once.
 - (c) Trip trades and give-aways may not be carried over from one month to the next.
 - (d) Sequences must be traded sequence for sequence. A Flight Attendant may trade a scheduled sequence with comparable open time with the approval of the Scheduling Department.
 - (e) A Flight Attendant assigned to reserve duty may trade days with other Flight Attendants assigned reserve duty.
2. Trip trades submitted by the close of the working day for the Scheduling Department will be approved or disapproved by 9:00 am on the next working day for the Scheduling Department by written notification to be placed in the Flight Attendant mail boxes. It is the responsibility of the Flight Attendant involved to determine whether a trip trade has been processed and approved or disapproved.
3. There shall be no acceptable excuse for non-performance of trips involved in trip trades or give-aways.

ARTICLE 13

UNIFORMS AND ACCESSORIES

1. Standard uniforms as prescribed by the Company shall be worn by the Flight Attendant at all times while on duty and such other times as may be required. The basic uniform shall consist of the following:

- (a) one jacket
- (b) two blouses
- (c) two vests
- (d) two winter hot pants
- (e) two summer hot pants
- (f) two bibs
- (g) one coat

Accessories to the basic uniform shall consist of the following:

- (a) boots
- (b) shoes
- (c) purse
- (d) tote bag
- (e) umbrella
- (f) garment bag
- (g) cuff links
- (h) gloves
- (i) slacks
- (j) hat

2. Each Flight Attendant will be required to bear the cost of the first basic uniform and accessories required by the Company. In addition, each Flight Attendant will be required to maintain their uniforms in a neat and clean condition at all times and to replace any basic uniform item or accessory which in the opinion of the Company is no longer suitable for use.

3. At such time after the Flight Attendant has purchased her first uniform that the Company elects to change to a new uniform, the Company, at its expense, shall provide Flight Attendants with new replacement basic uniforms. This paragraph shall not apply to replacement items of a uniform currently in use.

4. Flight Attendants will be required to bear both the initial and replacement cost of accessories required by the Company.

5. The Company will furnish Company insignias required to be worn by the Flight Attendants. Flight Attendants will be required to pay the cost of replacing any insignia items which become unserviceable or are lost.

6. During the months of December, January and February, the Flight Attendant may, at her option wear slacks in lieu of hot pants.

7. If any part of the basic uniform is changed or added to during the life of the then current uniform, because of Company requests, such item will be paid for by the Company.

8. Flight Attendants will begin wearing their summer uniforms during May and their winter uniforms during October.

ARTICLE 14

VACATIONS

1. Flight Attendants will be entitled to and will receive vacations with pay as follows:

- (a) A Flight Attendant who, as of December 31 of any year, has had less than one calendar year of employment with the Company will be entitled to a vacation on the basis of one and one-sixth days for each month of employment, rounded to the nearest full day.
- (b) As of December 31 of each year, a Flight Attendant who has had one calendar year or more of employment with the Company will be entitled to fourteen (14) days vacation. Employees employed seven (7) years or longer will be entitled to twenty-one (21) days vacation.
- (c) Employment begins with the first day a Flight Attendant is placed on pay status.
- (d) For purposes of computing vacation, fifteen days or more of service in a calendar month shall be considered a full month, and less than fifteen days shall not be considered.

2. By October 1 of each year, the list of available vacation times will be posted on the Flight Attendant's bulletin board. Flight Attendants will be given fifteen days in which to sign up for available vacation periods. Vacation periods will be granted on a seniority basis. An attempt will be made to satisfy as many Flight Attendants as possible within the needs of the Company. Once assigned, vacations will be changed only if mutually agreeable to the parties involved and the Company, or to meet operational requirements of the Company.

3. Vacation pay shall consist of applicable base pay plus trip pay for the Flight Attendant's scheduled or assigned line of time.

4. Vacations shall not be cumulative and a vacation to which a Flight Attendant becomes entitled on December 31 of any year shall be forfeited unless taken during the following calendar year, provided that a Flight Attendant may be requested by the Company to forego his/her vacation if such request is in writing and agreed to by the affected Flight Attendant. In such event, the Flight Attendant shall be paid for same or at the Company's option be allowed to accumulate his/her vacation and take it during the succeeding year.

5. A Flight Attendant who has been employed by the Company for six months and resigns with two weeks or more notice or is furloughed by the Company due to reduction in force shall receive pay at her applicable rate as of such date for all vacation accrued and unused to the date of resignation or furlough.

6. A Flight Attendant whose employment is terminated by the Company for just cause shall forfeit all accrued vacation.

7. Flight Attendants who are entitled to a three (3) week vacation shall be entitled to split their vacation into two periods and, consistent with the operational requirements of the Company, may be allowed to split vacations into three periods. Flight Attendants who exercise their split vacation option will be awarded their second vacation periods in order of seniority from the remaining time available after the Flight Attendants have been awarded their initial vacation times.

ARTICLE 15

LEAVE OF ABSENCE

1. When the requirements of the service permit, a Flight Attendant may upon proper application to the Company, be granted a leave of absence for a period not in excess of ninety (90) days. Such period may be extended for additional periods not to exceed ninety (90) days each. If the Company, in its sole discretion, grants a leave of absence for educational purposes and later elects not to grant a requested extension of such leave, then such leave shall be terminated at the conclusion of the current quarter or semester, whichever is appropriate. Requests for leave of absence or extensions thereof and approvals by the Company shall be in writing. A Flight Attendant granted a leave of absence (including a probationary Flight Attendant) shall retain and continue to accrue seniority during the first ninety (90) days of such leave of absence. For leaves of absence in excess of ninety (90) days, seniority shall be retained but not accrued except where the leave of absence has been granted because of sickness, injury or special assignment of the Company, in which case seniority shall accrue during the entire period of leave for sickness or injury except that in no case shall a leave for sickness or injury exceed a total continuous period of one (1) year unless extended by consent of the Company, in which case it may not exceed a total continuous period of three (3) years.

2. Any Flight Attendant who becomes pregnant will either resign or request maternity leave as soon as her pregnancy becomes known. If maternity leave is requested, such will be granted until such time as the disability caused by the pregnancy is no longer present, except for extraordinary circumstances for a period not to extend more than ninety (90) days after termination of pregnancy. During such period she will retain and continue to accrue seniority. Her accrued sick leave may be used for maternity leave.

3. A Flight Attendant on maternity leave of absence will, prior to the expiration of her maternity leave of absence, give the Company written notice of her intent to return. The Company will reinstate such stewardess to active service on a date established by the Company. Failure to return to active service on the date established by the Company, shall be deemed a voluntary termination of employment.

4. When the requirements of the Company permit, a Flight Attendant on maternity leave, upon the expiration of such maternity leave, may be entitled to receive a one to three month additional personal leave of absence after a baby is born without losing her seniority.

5. A Flight Attendant will be given a medical leave of absence, for physical or mental reasons, when the employee submits a written request to the Company accompanied by a statement from a qualified physician recommending the leave. The Company retains the right to require a medical examination by a doctor of the Company's choosing and to invoke the provisions of Article 17 of this Agreement in which event the provisions of that Article will be binding.

6. Vacation days will continue to accrue during leaves of absence if such leave is in lieu of furlough or taken for the benefit of the Company except in such cases as the leave exceeds one (1) month.

ARTICLE 16

SICK LEAVE/ON-THE-JOB INJURY

1. A Flight Attendant shall be credited with one day of sick leave for each month of employment with the Company.

2. For purposes of Article 14.1, employment begins the day a Flight Attendant reports for training at the assigned training site.

3. For purposes of computing sick leave accrual, fifteen days or more of employment in the calendar month shall be considered a full month and less than fifteen days shall not be considered.

4. A Flight Attendant may accrue but not take any sick leave during the first six months of employment.

5. A Flight Attendant holding a regular line of trips for a month will be charged a day of sick leave for each day of scheduled flying for which he or she fails to perform as a result of illness or injury.

6. A Flight Attendant holding a reserve line for the month will be charged a day for each day he or she is unavailable for duty on a reserve day on account of illness or non-related job injury, continuing to but not including the day he or she is medically cleared for duty. It is the responsibility of Reserve Flight Attendants to report their incapacity to perform duties as soon as such condition is known.

7. Pay for sick leave will be on the basis of the appropriate base pay plus the trip pay, if any lost due to sickness. Scheduled trips lost will be computed from the monthly assigned lines of time.

8. Unused sick leave shall be accumulated up to a maximum of sixty days and is not payable upon termination of employment.

9. When a Flight Attendant has called in sick, the Company can make sick check calls starting at 0800 and ending at 2000.

10. The Company shall maintain a current record of sick leave credits and withdrawals for each Flight Attendant. Such record shall be made available to the individual Flight Attendant upon reasonable request.

11. Sick leave shall continue to accrue during personal leaves of absence granted to the Flight Attendant for Company convenience.

12. A doctor's excuse may be required for approval of pay for any sick leave.

13. A Flight Attendant laid off due to reduction of force shall retain sick leave accrued prior to lay-off in the event of recall.

14. Injuries covered by Workmen's Compensation will be handled as follows:

- (a) Sick leave will not be charged to an employee injured on the job, except as outlined in (d) below.
- (b) The Company will make up the difference between that which is paid the employee by Workmen's Compensation and what the employee would have made if he had worked his regular shift. Until the definite rate is established and is being paid, the Company will pay the injured employee his or her normal earnings on each regular pay day.
- (c) The Company may require the injured employee to submit to physical examination by a doctor of the Company's choosing to determine whether or not the employee is fit to return to work. Payments by the Company under this policy may be terminated if the employee refuses to submit to a physical examination as outlined above or if the employee is found fit to return to work.
- (d) In any event, payments under this policy shall be terminated at the end of twelve (12) calendar weeks. If the employee is still unfit for work at the end of such twelve (12) calendar weeks, he or she may use any accumulated sick leave.

ARTICLE 17

MEDICAL EXAMINATIONS

Any Flight Attendant who disputes the Company's interpretation of a medical examination required by the Company and performed by a physician selected by the Company may, at her option, have a review of her case in the following manner:

- (a) Within fifteen (15) days of the date she is presented the Company's interpretation, she may employ a qualified medical examiner of her own choosing and at her own expense for the purpose of conducting a medical examination for the same purpose as the medical examination made by the medical examiner employed by the Company.
- (b) A copy of the findings of the medical examiner chosen by the employee shall be furnished to the Company within fifteen (15) days following the examination, and in the event that such findings verify the findings of the medical examiner employed by the Company, no further medical review of the case shall be afforded.
- (c) In the event that the findings of the medical examiner chosen by the employee shall disagree with the findings of the medical examiner employed by the Company, the Company will, at the written request of the employee, ask that the two (2) medical examiners agree upon and appoint a third qualified and disinterested medical examiner, for the purpose of making a further medical examination of the employee. In the event the employee fails to submit such a written request, the results of the original Company examination shall govern.
- (d) Such three (3) doctors, one (1) representing the Company, one (1) representing the employee affected, one (1) disinterested doctor approved by the Company doctor and the employee's doctor, shall constitute a board of three (3), the majority vote of which shall decide the case.

- (e) The expense of employing the disinterested medical examiner shall be borne equally by the Company and the Flight Attendant. Copies of such medical examiner's report shall be furnished to the Company and to the employee.

ARTICLE 18

REDUCTION IN FORCE

1. Where there is a reduction in force, the Flight Attendant with the least Company seniority shall be laid off.

2. An employee who has completed the probationary period prior to being furloughed or laid off, through no fault or action of his own, shall receive two weeks notice or, at the Company's option, two weeks pay in lieu of notice, but he or she shall receive no pay if one or more of the following conditions exist:

- (a) He or she accepts any other employment with the Company.
- (b) The lay-off is caused by an act of God, a war emergency, revocation of the Company's Operating Certificate or Certificates, or grounding of a substantial number of the Company aircraft.
- (c) The lay-off is caused by a strike or picketing of the Company's premises or any work stoppage or other action which would interrupt or interfere with any operations of the Company.

3. A Flight Attendant who has been laid off due to a reduction in force shall file her address with the appropriate representative of the Company having jurisdiction over Flight Attendants at the time of lay-off and she shall thereafter promptly advise the Company of any change in address.

4. The order of recall shall be by seniority.

5. Notice of reemployment shall be sent by Certified Mail Return Receipt Requested to the last address on file with the Company. A Flight Attendant shall forfeit her seniority with the Company if she does not signify her intention to accept reemployment within seven (7) days after the posted date of the notice or if she does not return to the service of the Company on the date specified in the notice offering reemployment.

ARTICLE 19
GRIEVANCE PROCEDURES

1. A Flight Attendant who is disciplined or dismissed from the service of the Company shall have such action confirmed in writing within seven (7) days by the Company and such confirmation shall set forth the reason for such action.

A Flight Attendant shall be entitled to an investigation and hearing provided she makes written request within ten (10) days after receiving such written confirmation.

2. Such written request for an investigation and hearing shall be addressed to the Flight Attendant's immediate Supervisor.

3. The Flight Attendant may be held out of service by the Company pending such investigation and discipline and appeals therefrom. She shall be given necessary time, not exceeding ten (10) days, in which to secure the presence of witnesses and shall have the right to be represented by an employee of the Company of her choice, or by a Union representative.

4. Such investigation and hearing shall be held by his or her Supervisor and shall be held within ten (10) days after the receipt of the Flight Attendant's written request therefor.

5. Within ten (10) days after the close of such investigation and hearing the Company shall announce its decision in writing to the Flight Attendant.

6. When a copy of such decision has been received by the Flight Attendant, and if such employee is dissatisfied with the Company's decision, such employee shall have the right of appeal to the Vice President of In-Flight Services, provided such appeal request is filed in writing by the Flight Attendant with the Vice President of In-Flight Services within ten (10) days after the Supervisor of Flight Attendants renders her decision of the investigation and hearing held in accordance with (1) of the above. Such appeal hearing shall be held within ten (10) days after the receipt of the Flight Attendant's written request therefor by the Vice President

of In-Flight Services, or his duly appointed representative. Within ten (10) days after the close of such investigation and hearing, the Company shall announce the decision in writing and shall furnish the Flight Attendant with a copy thereof.

7. If, after the appeal provisions hereinbefore provided have been complied with, further appeal by the Flight Attendant is made, it shall be to the Southwest Airlines Board of Adjustment as provided for in this Agreement, provided such appeal is made within thirty (30) days from the date of receipt by the Flight Attendant of the decision of the Vice President of In-Flight Services or his duly accredited representative.

8. It is understood that the time limits prescribed in this Section apply to both parties. If any decision made by the Company under the provisions of this Section is not appealed by the Flight Attendants affected within the time limit prescribed herein for such appeals, the decision of the Company shall become final and binding. If the Company fails to adhere to the time limits prescribed in this Section, the Flight Attendant shall be considered exonerated and the charges against her will be dropped.

9. All time limits pertaining to both parties set forth in this Section shall refer to work days rather than calendar days: Saturdays, Sundays, and recognized holidays being excluded.

10. It is understood that all written notifications referred to herein in appeal steps shall be registered mail, return receipt requested.

11. The time limits prescribed herein may be modified by mutual agreement in writing between the parties.

ARTICLE 20

BOARD OF ADJUSTMENT

1. There is hereby established a Board of Adjustment for the purpose of adjusting the deciding disputes which may arise under the terms of the Flight Attendants' Agreement and any amendments or additions thereto and which are properly submitted to it, which the Board shall be known as "Southwest Airlines Flight Attendants' Board of Adjustment" hereinafter referred to as the "Board."

2. The Board shall consist of four (4) members, two (2) of whom shall be selected and appointed by the Union and two (2) by the Company, and such appointees shall be known as "Adjustment Board Members."

3. The four (4) members shall serve for one (1) year from the date of their appointment or until their successors have been duly appointed. Vacancies in the membership of the Board shall be filled in the same manner as is provided herein the selection and appointment of the original members of the Board.

4. The Board shall have jurisdiction over disputes between any employee covered by this Agreement and the Company growing out of grievances or out of the interpretation or application of any of the terms of this Agreement. The jurisdiction of the Board shall not extend to proposed changes in hours of employment, rates of compensation or working conditions covered by existing agreements between the parties hereto.

5. The Board shall consider any dispute properly submitted to it by the President of Local 513 or by the Company when such dispute has not been previously settled in accordance with the terms provided for in this Agreement.

6. Appointments of members of the Board shall be made by the respective parties within thirty (30) days from the date of the signing of this Agreement, and said appointees shall meet in the City of Dallas within forty-five (45) days from the date of the signing of this Agreement, and shall organize and select a Chairperson and Vice Chairperson, both of whom shall be members of the Board. The term of office of the Chairperson and Vice Chairperson shall be one (1) year. Thereafter, the Board shall designate one (1) of its members to act as Chairperson and one to act as Vice Chairperson for one (1)

year terms. Each officer so selected shall serve for one (1) year or until his successor has been duly selected. The office of Chairperson shall be filled and held alternately by a Union member of the Board and by a Company member of the Board. When a Union member is Chairperson, a Company member shall be Vice Chairperson and vice versa.

7. Regular meetings of the Board shall be held during the month of January and July, at the call of the Chairperson, to consider any items of business presented to the Board since the last regular meeting. The Chairperson, or in his absence the Vice Chairperson, shall preside at meetings of the Board and at hearings and shall have a vote in connection with all actions taken by the Board.

8. All disputes properly referred to the Board for consideration shall be addressed to the Chairperson. Five (5) copies of each petition, including all papers and exhibits in connection therewith, shall be forwarded to the Chairperson who shall promptly transmit one (1) copy thereof to each member of the Board. Each case submitted shall show:

- (a) Question or questions at issue.
- (b) Statement of facts.
- (c) Position of employee or employees.
- (d) Position of Company.

When possible, joint submission should be made, but if the parties are unable to agree upon a joint submission, then either party may submit the dispute and its position to the Board. No matter shall be considered by the Board which has not been first handled in accordance with the Grievance Procedure contained in this Agreement.

9. Upon receipt of notice of the submission of a dispute, the Chairperson shall set a date for hearing, which shall be at the time of the next regular meeting of the Board, or if at least two (2) members of the Board consider the matter of sufficient urgency and importance, then at such earlier date and at such place as the Chairperson and Vice Chairperson shall agree upon, but not more than fifteen (15) days after such request for meeting is made by at least two (2) of said members, and the Chairperson shall give the necessary notices in writing of such meeting to the Board members and to the parties of the dispute.

10. Employees covered by this Agreement may be represented at Board hearings by such person or persons as they may choose and designate and the Company may be represented by such person as it may choose and designate. Evidence may be presented either orally or in writing or both.

On request of individual members of the Board, the Board may be a majority vote, or shall at the request of either the Union representatives or the Company representatives thereon, summon any witnesses who are employed by the Company and who may be deemed necessary by the parties to the dispute, or by either party, or by the Board itself, or by either group or representatives constituting the Board. The number of witnesses summoned at any one time shall not be greater than the number which can be spared from the operation without interference with the service of the Company.

11. A majority vote of all members of the Board shall be competent to make a decision.

12. Decisions of the Board in all cases properly referable to it shall be final and binding upon the parties hereto.

13. When a deadlock occurs in a case referred to the Board, it shall be the duty of the Board to endeavor to reach a decision, and failing in this, to endeavor to agree within thirty (30) days upon a procedure for breaking such deadlock, in any case where the said Board of Adjustment becomes deadlocked and unable to reach a decision upon a method for breaking the deadlock within the above prescribed thirty (30) days, either the Company or the Union may petition for the use of an arbitrator who will sit with the Board of Adjustment as a member thereof. Such Board of Adjustment, as then constituted, shall hear the parties with reference to the dispute pending before it, and a majority vote of the Board shall be final, binding, and conclusive between the Company and the Union and anyone they may represent having an interest in the dispute.

14. The Union and the Company hereby agree upon and designate _____ as permanent arbitrator. He shall serve so long as he is mutually acceptable to the Company and the Union, but in any event no less than one year from the date of his appointment.

15. The Board shall maintain a complete record of all matters submitted to it for its consideration and of all findings and decisions made by it.

16. Each of the parties hereto will assume the compensation, travel expenses, and other expenses of the Board members selected by it.

17. It is understood and agreed that each and every Board member shall be free to discharge his duty in an independent manner, without fear that his individual relations with the Company or with the employees may be affected in any manner by an action by him in good faith in his capacity as Board member.

ARTICLE 21

COMPENSATION

1. For each full month of service, a Flight Attendant shall receive a base pay and trip pay amount in accordance with her length of service as a Flight Attendant as follows:

(a) Base Pay

	<u>JUNE 1, 1978</u>	<u>JUNE 1, 1979</u>	<u>JUNE 1, 1980</u>
1st year	\$300	\$310	\$320
2nd year	325	335	345
3rd year	350	360	370
4th year	375	385	395
5th year	400	410	420
6th year	425	435	445
7th year	450	460	470
8th year	475	485	495
9th year	500	510	520
10th year	525	535	545

(b) Trip Pay

<u>POSITION</u>	<u>YEAR</u>	<u>JUNE 1, 1978</u>	<u>JUNE 1, 1979</u>	<u>JUNE 1, 1980</u>
A	1	\$6.87	\$7.62	\$8.41
	2	6.95	7.74	8.59
	3	7.01	7.82	8.70
	4	7.25	8.11	9.03
	5	7.50	8.39	9.34
	6	7.80	8.73	9.73
	7	7.85	8.80	9.82
	8	7.91	8.88	9.93
	9	8.10	9.11	10.21
	10	8.31	9.35	10.48
B	1	\$6.27	\$6.97	\$7.71
	2	6.35	7.09	7.89
	3	6.41	7.20	8.02
	4	6.65	7.47	8.34
	5	6.90	7.74	8.65
	6	7.20	8.09	9.04
	7	7.25	8.17	9.15
	8	7.31	8.25	9.26
	9	7.50	8.48	9.53
	10	7.71	8.72	9.80

C	1	\$5.77	\$6.44	\$7.15
	2	5.85	6.56	7.33
	3	5.91	6.66	7.45
	4	6.15	6.93	7.77
	5	6.40	7.22	8.09
	6	6.70	7.56	8.48
	7	6.75	7.63	8.57
	8	6.81	7.71	8.68
	9	7.00	7.94	8.94
	10	7.21	8.18	9.22

2. One-thirtieth (1/30) of a Flight Attendant's base pay shall be deducted for each day he or she is on non-pay status.

3. Special Assignment Pay

When a Flight Attendant is assigned to publicity, promotional or other special assignment and as a result is removed from his or her regular trip assignment in order to participate in such assignment, he or she shall receive trip pay for trips he or she did not fly because of such assignment. If the Company requests a Flight Attendant to accept a special assignment on his or her duty free time and the Flight Attendant accepts such assignment, the Company will compensate the Flight Attendant at a rate acceptable to the Flight Attendant. A Reserve Flight Attendant will be credited with four trips at "A" position pay toward meeting or exceeding minimum trip pay guarantee set forth in this article, paragraph 4 (2).

4. Reserve Flight Attendant's Pay

A Flight Attendant assigned to reserve duty for one (1) month will be paid as follows:

- (a) Base pay in accordance with her length of service as a Flight Attendant; and
- (b) Trip pay for 50 trips or for the actual number of trips flown, whichever is greater.

5. A Flight Attendant who deadheads at Company request on a flight to or from protecting a trip shall be paid for deadheading one trip at the same rate of pay as the position on the trip she is protecting.

6. Charter Pay

Charters and other flying (including but not limited to promotional and sightseeing shall be paid the greater of the following:

- (a) 1.2 times the applicable trip pay for each trip; or
- (b) One hour of pay at the above rates for each four hours away from base beginning with the time out shown in the aircraft log book and ending with the in time shown in the aircraft log book at the end of the trip. Hours shall be calculated for pay purposes to the nearest one-tenth (0.1) hours (60 minutes).

7. If any trips appearing on a Flight Attendant's line of time are cancelled due to weather, and such trips are not made up the same day, or days in the case of a pair of sequences including an overnight, the Flight Attendant shall be paid one trip for each three trips cancelled. If, at the end of the month there is a carry over of one or two cancelled trips, those will be carried over and added to cancellations in future months until paid on a one to three basis. If any trips appearing on a Flight Attendant's line of time are cancelled due to mechanical or to suit Company convenience and such trips are not made up, the same day or days in the case of a pair of sequences including an overnight, the Flight Attendant shall be paid according to her scheduled bid for the trips scheduled.

8. In the event a Flight Attendant is stranded away from his or her base due to weather, mechanical problems, or to suit Company convenience, he or she will receive trip pay as follows:

- (a) As in 7 above; OR
- (b) Commencing with the time the aircraft blocks in at the gate or is scheduled to depart from the gate, whichever is appropriate, at the station at which it is stranded and terminating with the time the aircraft blocks out of the station at which it is stranded, each Flight Attendant will be paid one trip for each four hours of such period (over two hours shall count as a full four hours, two hours or less shall not count), whichever is greater.

9. Each Flight Attendant who holds a line of time and is scheduled to attend recurrent training shall receive pay for two trips at the position pay for which her line of time calls for, for each day over one in any calendar year. Each Flight Attendant holding a reserve month shall receive credit for two trips at "C" position toward meeting or exceeding his or her guaranteed trip pay as set forth in Article 21, 4 (2) for each day over one in any calendar year.

ARTICLE 22

EXPENSES

1. A Flight Attendant shall receive an hourly per-diem allowance for each hour she is away from her domicile, starting at the time of required check-in and ending 30 minutes after arrival of her last trip in her sequence. This per-diem allowance is designed as compensation for meals. Effective June 1, 1978, the per-diem allowance will be 75¢ per hour. Effective June 1, 1979, the per-diem allowance will be 85¢ per hour and effective June 1, 1980, the per-diem allowance will be 90¢ per hour.

2. Expenses for charters and other flying (including but not limited to promotional and sightseeing flights) shall be as specified on the Operations Order or at the Captain's discretion if not otherwise specified.

3. The Company will provide transportation to and from the airport and hotel at RON stations.

4. The Company will provide at all RON stations suitable hotel accommodations for Flight Attendants with a maximum of two Flight Attendants to a room with single beds.

ARTICLE 23

INSURANCE BENEFITS

The Company shall continue the benefits of the existing group insurance plans. Any future increase in cost borne by the Company for employees not covered by this Agreement shall be borne by the Company for employees covered hereunder.

8. During the term of this Agreement, it is understood and agreed that the Company will not lock out any employee covered hereby, and the Union will not authorize or take part in any slowdowns, sitdowns, work stoppage, strike or picketing of Company premises.

9. All letters of discipline (warning or suspension) will be removed from the Flight Attendant's personnel file after a period of two years from the date of issuance.

10. All orders involving furloughs, leaves of absence, discipline, or anything else affecting pay shall be in writing.

11. Recurrent training shall be built into the bids for any month in which it occurs. Trades may be made with Company consent.

12. Supervisory Flight Attendants may fly no more than 35 trips per month each, which shall be picked up from open time at the beginning of the month.

13. When the requirements of the service will permit, an employee will be granted relief from flight status for purposes of official Union business. Relief will be requested by the President of Local 513, TWU, AFL-CIO. Such employee shall be paid by the Union and not the Company during such period.

14. A bulletin board will be provided by the Company at Dallas for exclusive use by the Transport Workers Union of America, AFL-CIO, Local 513, for posting notices of Local 513 recreation and social affairs, Local 513 elections, Local 513 meetings and official notices from the Union. Posted notices must bear the signature of a representative of Local 513 and shall not contain anything of a defamatory or personal nature attacking the Company or its representatives.

15. The employees covered hereunder shall be included in the Southwest Airlines Co. Profit Sharing Plan which became effective as of January 1, 1973, as amended.

16. A Flight Attendant will not be required to perform work normally assigned to a cleaner on an RON.

17. In the event there is a shortage of payment in a Flight Attendant's pay check of \$30 or more due to Company error, and the Flight Attendant desires payment for such shortage prior to the next payday, the Flight Attendant shall notify the payroll department who will arrange for the payment for such shortage within three work days of normal office hours.

ARTICLE 25

CHECK-OFF OF MEMBERSHIP DUES

During the life of this Agreement, the Company will deduct from the pay of each member of the Union and remit to the Union monthly membership dues uniformly levied in accordance with the Constitution and By-Laws of the Union, provided such member of the Union voluntarily executes the agreed form, which is hereinafter included in this Agreement, to be known as "Check-Off Form," which shall be prepared and furnished by the Union. The Company will not be required to deduct monthly membership dues from the pay of employees covered by this Agreement unless the Company has received a check-off form and has not received a notice of revocation thereof. The wording of the check-off form shall be as follows:

TO: SOUTHWEST AIRLINES

As provided in and subject to the terms of the Agreement between Southwest Airlines and the Transport Workers Union of America, AFL-CIO, Local 513, I hereby authorize the Company, as a benefit and service to me, to deduct monthly from my earnings my Union dues for that month in the amount established and levied in accordance with the Constitution and By-Laws of the Union and to pay such amount monthly to the designated officer of the Union.

I agree this authorization shall be effective from the date set forth below and shall continue for a period of one year and shall continue to full force and effect from year to year unless I give the Company and the Union a written notice of revocation within the fifteen (15) day period prior to the anniversary date of this Agreement, and as provided by law, and if not so revoked by me, this authorization shall continue to be irrevocable unless in the manner above during subsequent periods of revocation.

This authorization shall automatically be terminated if at any time the Union ceases to be my recognized bargaining representative.

Amount _____ Date _____

Employee's Signature _____

Employee No. _____

ARTICLE 26

SAVINGS CLAUSE

Should any part or provision of this Agreement be rendered invalid by existing or subsequently enacted legislation, the balance of the Agreement shall remain in full force and effect.

ARTICLE 27

DURATION AND TERMINATION

This Agreement shall become effective June 1, 1978 and shall continue in full force and effect through May 31, 1981, and thereafter such agreement shall be effective from year to year unless written notice of termination or intended change is given by either party hereto at least sixty (60) days prior to June 1, 1981, or any June 1 thereafter.

SOUTHWEST AIRLINES CO.

TRANSPORT WORKERS UNION OF
AMERICA, AFL-CIO

By Herbert D. Kelleher
Herbert D. Kelleher
President

By E. M. Mitchell
Ernest M. Mitchell
International Vice President
Director-Air Transport Division

By J. L. Herring
J. L. Herring
Vice President-Inflight
Services

By Charles Fox
Charles Fox
International Representative

By Gary A. Barron
Gary A. Barron
Vice President-Special
Projects

By Lynn Hightower
Lynn Hightower
President-Local 513

Witnessed by Sandra Bogan
Ms. Sandra Bogan
President of Flight Attendants

Witnessed by Paula DeArmon
Ms. Paula DeArmon
Vice President of Flight Attendants

Witnessed by Deborah Osina
Ms. Deborah Osina
Committee Representative

LETTER OF AGREEMENT NO. 1

1820 Regal Row
Dallas, Texas 75235
Area Code 214/630-5511



GARY A. BARRON
Vice President
Special Projects

June 14, 1978

Ms. Sandra Bogan
Chairperson
Transport Workers Union
of America, AFL-CIO
Dallas, Texas

Dear Sandra:

The following is set forth to confirm our understanding reached during negotiations concerning the bidding system to be established for determining the scheduling of reserve months for Flight Attendants.

1. Reserve duty for the months of January through June in each calendar year will be posted for bid by the November 1 prior to the commencement of the bid period. Reserve duty for the months of July through December of each calendar year will be posted for bid by the April 1 prior to the commencement of the bid period.
2. The posting shall include the names of those Flight Attendants who, based upon seniority, will be required to serve a reserve month during the six month bid period.
3. Flight Attendants shall have fifteen days after the posting to bid their preference of months.
4. Consistent with the operational requirements of the Company, including but not limited to the requirement that each month will require a specified number of senior and junior reserves, reserve months shall be awarded in accordance with the bids and on the basis of seniority.

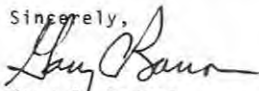
Ms. Sandra Bogan
Page 2
June 14, 1978

5. The number of required reserve Flight Attendants for each month that is stated in the initial posting may be changed during the bid period according to the scheduling requirements of the Company. If such number of required reserves is increased, vacancies created thereby for such month will be filled by assignment by the Scheduling Department and, to the extent possible, will be filled according to seniority. If the number of required reserves is decreased, to the extent possible, Flight Attendants will be removed from the reserve list for such month according to seniority.
6. Members of the Scheduling Department will meet with designated representatives of the Union during November and April to discuss the bids for the following six month bid period and will meet with such representatives of the Union during the bid period to resolve any problems arising out of changes that occur during the bid period which result from terminations, furlough, leave of absence, or employment of new Flight Attendants who will be placed on reserve duty during the bid period.

It is further understood that the Company will adhere to the foregoing bid system to the extent possible, consistent with the requirements of the Company. The Company does, however, reserve the right to deviate from such system and assign Flight Attendants to reserve where necessary to meet scheduling requirements.

If the foregoing accurately sets forth our understanding, please indicate your acceptance below.

Sincerely,



Gary A. Barron
Vice President-Special Projects

AGREED:


Sandra Bogan

LETTER OF AGREEMENT NO. 2

1820 Regal Row
Dallas, Texas 75235
Area Code 214/630-5511



GARY A. BARRON
Vice President
Special Projects

June 14, 1978

Ms. Sandra Bogan
Chairperson
Transport Workers Union
of America, AFL-CIO
Dallas, Texas

Dear Sandra:

This will confirm our agreement reached during negotiations that the Company will provide a direct telephone line in the Company Dispatch office for use by the Flight Attendants for check-in and sick calls after regular office hours and on weekends and holidays when the Scheduling Department is normally closed. This telephone line will be installed as soon as possible.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gary Barron".

Gary A. Barron
Vice President-Special Projects

AGREED:

A handwritten signature in cursive script, appearing to read "Sandra Bogan".
Sandra Bogan

LETTER OF AGREEMENT NO. 3

1820 Regal Row
Dallas, Texas 75235
Area Code 214/630-5511

SOUTHWEST



GARY A. BARRON
Vice President
Special Projects

June 14, 1978

Ms. Sandra Bogan
Chairperson
Transport Workers Union
of America, AFL-CIO
Dallas, Texas

Dear Sandra:

This letter will confirm our understanding reached in negotiations concerning the eligibility of a Flight Attendant for attendance incentive passes.

So long as the Company maintains its policy of granting employees attendance incentive passes, it is understood that a Flight Attendant shall be ineligible for the attendance incentive passes, if any, whenever she is removed from a trip or duty assignment for any reason during the appropriate period, other than the following reasons:

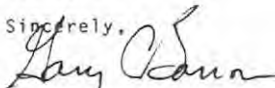
- a. Trip trades or trip give-away
- b. Removed from schedule for Company business
- c. Removed from schedule for T.W.U. business
- d. Removed from schedule for jury duty when the jury duty is properly verified
- e. Death in the immediate family
- f. Court appearance required because of employment with the Company
- g. Removed from the schedule due to an on-the-job injury in the bid period in which the injury occurred

Ms. Sandra Bogan
Page 2
June 14, 1978

With respect to "trip trades" set forth in item a. above, it is understood that item a. refers only to trips that are traded away. The failure of a Flight Attendant to perform a trip which she trades for will render her ineligible for attendance incentive passes.

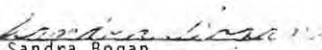
If the foregoing accurately sets forth our understanding, please indicate your acceptance below.

Sincerely,



Gary A. Barron
Vice President-Special Projects

AGREED:


Sandra Bogan

LETTER OF AGREEMENT NO. 4

1820 Regal Row
Dallas, Texas 75235
Area Code 214/630-5511



GARY A. BARRON
Vice President
Special Projects

June 14, 1978

Ms. Sandra Bogan
Chairperson
Transport Workers Union
of America, AFL-CIO
Dallas, Texas

Dear Sandra:

This will confirm our understanding reached during negotiations of the policy to be followed and the rights of the Company in connection with the following matters.

When a Flight Attendant is called as Junior Available on her day off and she reports sick at that time and does not fly because of illness, such Flight Attendant will not be charged with a sick day. However, once such Flight Attendant reports sick, she shall be subject to sick check calls as provided for in the contract.

In addition, it is understood that when a Flight Attendant is called for Junior Available duty and reports that she is ineligible for flight duty because of consumption of alcohol, the Company has the right to inform the Flight Attendant at that time of a specified time at least eight (8) hours later when she will be required to be eligible for flight duty. When the Flight Attendant is so informed, she will be available at the specified time for flight duty.

Sincerely,

A handwritten signature in dark ink, appearing to read "Gary A. Barron".

Gary A. Barron
Vice President-Special Projects

AGREED: A handwritten signature in dark ink, appearing to read "Sandra Bogan".
Sandra Bogan