

AGREEMENT
BETWEEN
SOUTHWEST AIRLINES CO.

and

**THE FLIGHT ATTENDANTS
IN THE SERVICE OF
SOUTHWEST AIRLINES CO.**

**AS REPRESENTED BY THE
TRANSPORT WORKERS UNION
OF AMERICA, AFL-CIO**

EFFECTIVE

JUNE 1, 1996

to

MAY 31, 2002



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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 #556 (hereinafter referred to as the "Union") covering those employees employed by the Company in the unit described and certified by the National Mediation Board in Case No. 16-RC-6826 on February 5, 1975.

In accordance with the certification (16RC 6826) made by the National Mediation Board on February 5, 1975, the Company hereby recognizes the Transport Workers Union of America, AFL-CIO, as the duly designated and authorized representative of the Flight Attendants in the employ of the Company and in their behalf to negotiate and conclude an Agreement with the Company covering rates of pay, rules, and working conditions. The Company recognizes the Union as the exclusive and sole collective bargaining agent for all Flight Attendants.

Pursuant to its certification as a commercial air carrier, the Company hereby recognizes the Union under the provisions of the Railway Labor Act, as amended, for the purposes and for the bargaining unit specified above.

ARTICLE 1

NONDISCRIMINATION

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

2. 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, national origin, religion, handicap or veteran status.

ARTICLE 2

PURPOSE OF AGREEMENT

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.

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.

4. This agreement will be binding upon the parties hereto, their successors, administrators, executors, and assigns. It is agreed that if the Company voluntarily transfers the control, operation or management of substantially all of the assets of its business to another person, entity, company, corporation or firm for the purpose of enabling such transferee to conduct scheduled flight operations over the Company routes, the Company will require such transferee to assume the obligations of this Agreement by specific provision in the agreement of transfer, and it being understood that the Company considers the members of the bargaining unit to be thoroughly competent employees (except where recent disciplinary suspensions are part of the employee's personnel file), the Company will give its highest recommendation that any such transferee permanently employ those individuals who are employed within the bargaining unit at the time of such transfer.

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 contractual rights.

ARTICLE 5

DEFINITIONS

BID LINE: A planned monthly schedule for a Flight Attendant in her/his domicile awarded through the bid process with specified pairings and intervening scheduled days off.

BLOCK TIME: The time beginning when an aircraft leaves the blocks at the gate under its own power for the purpose of flight until it blocks in at the gate at the completion of the flight.

COMPANY SENIORITY: The seniority that begins to accrue from the date an employee is placed on the company payroll and shall continue to accrue during the term of employment. Company seniority shall determine vacation time, and all company benefits.

DEADHEAD: The transport of a Flight Attendant, at Company request to or from protecting a flight whether scheduled or unscheduled.

DEBRIEF: Thirty (30) minutes immediately after block arrival of the aircraft in domicile.

DOMICILE: A location designated by the Company where a Flight Attendant is based. The domicile is referred to by its official airline code.

DUTY PERIOD: The period of time commencing from check-in to block arrival at an RON, and from check-in to block plus thirty (30) minutes in domicile. The duty period does not relate to the 24 hour clock in that the day does not end/begin at 2400.

EXTRA SECTION: Additional flight that is not scheduled and is created to provide additional service and accommodate passengers who cannot be accommodated on a scheduled flight.

FERRY FLIGHT: A flight which does not carry passengers at Company request.

FLIGHT ATTENDANT: A Southwest Airlines employee regularly assigned to flight duty who is responsible for performing, or assisting in the performance of all safety, passenger service and cabin preparation duties and whose name appears on the current Flight Attendant seniority list. Flight Attendants will be responsible for handling passenger carry-on items, as required to secure the cabin for take-off and landing. Flight Attendants will not be responsible for the welfare of any passenger after the Flight Attendant has been released from her/his duties on the aircraft either at the home domicile or on any overnight. A Flight Attendant may be required to

attend classes, meetings, etc. as are deemed necessary to fulfill FAA requirements and Company and operational requirements, and may be requested to participate in promotional and/or publicity assignments. Whenever the term Flight Attendant is used it will include the female and male gender.

FLOATING VACATION: A week of vacation awarded a Flight Attendant without an actual date assigned.

GROUND DUTY: All work performed on the ground which is directly related to the duties of a flight to which a Flight Attendant is assigned.

INFLIGHT DIVERSION: When an aircraft lands at a different airport than the airport to which it was dispatched. The time of the occurrence is the time that the diverted flight originally blocked out.

IRREGULAR OPERATIONS: Flights that do not operate in accordance with the published schedule because of circumstances such as weather, maintenance delays, cancellations, air traffic control or similar circumstances within the system.

MONTH: The time period of the first day through the last day of each calendar month with the following exceptions:

January 1 - January 30 (January)

January 31 - March 1 (February)

March 2 - March 31 (March)

OCCUPATIONAL SENIORITY: The seniority that begins to accrue from the date a Flight Attendant is placed on the Company payroll as a Flight Attendant from which date seniority shall continue to accrue during the Flight Attendant's period of service.

OPEN TIME: All pairings (or pieces of pairings) that are not covered.

PAIRING: A series of flights which are published by the Company and intended to be flown by a single crew of Flight Attendants.

RESERVE LINE: A planned monthly schedule for a Flight Attendant in her/his domicile awarded through the bid process with specified days of reserve availability and intervening scheduled days off.

SCHEDULE INTERRUPTION POINT (S.I.P): This occurs on multi-day pairings as follows: on the first day the SIP will be the last arrival of the aircraft at the home domicile and on subsequent days, the first arrival of the aircraft at the home domicile.

SENIOR FLIGHT ATTENDANT: The Flight Attendant who is holding the senior ("A") position on a pairing and is responsible for on board efficiency of all inflight services of all Flight Attendants as well as for all administrative details assigned.

TFP: Trips for pay.

TRIP: When an aircraft takes off and lands; a single take off and landing; a single flight.

UNSCHEDULED DAY: A day off appearing on a line of time.

VOLUNTARY JUNIOR AVAILABLE: A Flight Attendant who signs up on the VJA list for specified flying on days off.

600 SERIES: Three (3) full days of flying with a single deadhead on the fourth day.

900 SERIES: A single deadhead on the first day followed by three (3) full days of flying.

All male or female pronouns used herein shall be deemed and understood to designate any employee hereunder, whether male or female.

ARTICLE 6

SENIORITY

1. Occupational seniority will be used for all vacation selection, leaves of absence other than medical leaves, reduction in force, return to active status after release due to reduction in force and bidding rights for line of time, reserve, vacation relief, extra sections, charter and other flying.

2. If more than one Flight Attendant has the same seniority date, then seniority will be determined by date of birth, with the older being more senior.

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

4. An employee may protest any omission or incorrect posting affecting the employee's seniority within thirty (30) 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 (30) days after his or her return to duty in which to file such a request.

5. A nonprobationary Flight Attendant transferred to supervisory or other non-flying duties directly related to the Flight Attendant duties shall continue to retain and accrue occupational seniority for a period equal to the greater of five years or the supervisor's years of accrued seniority as a Flight Attendant. Thereafter such supervisor shall retain but not accrue seniority.

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. Notwithstanding the above, probationary Flight Attendants are entitled to union representation and the grievance and arbitration provisions in this contract in connection with matters involving wages, hours, and conditions of service, but not in matters involving discipline or discharge.

3. All probationary Flight Attendants will be senior qualified upon the completion of training.

4. A probationary Flight Attendant's first line of time will be constructed and assigned in "B" or "C" position by Crew Planning. No two new Flight Attendants will be allowed to hold the same line of time their first month on the line. No probationary Flight Attendants may buddy bid (double or triple) during their probationary period.

5. Probationary Flight Attendants may pick up pairings during their first month, but may not alter (trade or give away) any pairings on their first original bid line.

6. Probationary Flight Attendants may not voluntarily change domiciles more than once during probation.

ARTICLE 8

HOURS OF SERVICE

1. DUTY LIMITATIONS

A. The limitations provided for herein will include all flight time when a Flight Attendant is assigned as a crew member on regularly scheduled pairings, deadheads, extra sections, ferry, or charter trips and scenic flights.

B. A Flight Attendant shall not be scheduled for more than eight (8) legs in any twenty-four (24) consecutive hours unless broken by a legal crew rest, eleven (11) hours block to block at an overnight station or twelve (12) hours (block to check-in) at the domicile.

C. A Flight Attendant shall not be scheduled to fly more than twenty-eight (28) legs in any seven (7) consecutive days. The Flight Attendant may fly more than twenty-eight (28) legs in a seven day period provided she/he is not scheduled to do so.

D. A Flight Attendant shall not be scheduled to fly pairings totaling more than 118.2 trips for pay or 90 legs, whichever is less, in a bid month. A Flight Attendant may, at her/his option, exceed the monthly maximum.

E. When a scheduled departure is appreciably delayed, or the trip is canceled, the Company will make every effort to notify the Flight Attendant.

F. Each Flight Attendant must have no less than one continuous forty-eight (48) hour period free from all duty within any seven (7) consecutive day period. This forty-eight (48) hour period is calculated from block in plus thirty to check-in.

2. DUTY PERIOD LIMITATIONS

A. Duty Period

1. An on-duty period shall commence at the time a Flight Attendant is required to report for duty.

- a. Check-in time at base stations shall be one (1) hour prior to scheduled departure.
- b. Check-in time at outstations will be thirty (30) minutes prior to scheduled departure.

- c. A Flight Attendant is required to be at the aircraft thirty (30) minutes prior to departure. Flight Attendants are responsible for themselves.
- d. If a Flight Attendant MBL's at the beginning of a pairing their duty day will begin at scheduled check-in time or actual check-in time, whichever is later.
- e. Check-in times will not be reduced to accommodate contractual crew rest/duty period. If a Flight Attendant's check-in time is reduced to accommodate crew rest for FAR purposes, for pay and scheduling purposes the duty period will commence at the scheduled check-in time.

2. A duty period shall terminate thirty (30) minutes after block arrival of a flight at the home domicile and at block arrival of a flight at an outstation. This thirty minute period after block arrival will be for debrief.

B. A Flight Attendant shall not be scheduled to be on duty for more than ten and one-half (10:30) consecutive hours nor will she/he be required to remain on duty in excess of twelve and one-half (12:30). Notwithstanding the duty limitations contained in this paragraph, in the event of an irregular operation a Flight Attendant will be required to remain on her/his pairing even if doing so requires the Flight Attendant to exceed her/his maximum duty hours.

C. If a Flight Attendant's duty period exceeds twelve (12) hours, the Flight Attendant will be paid for trips flown after the duty period exceeds twelve (12) hours at 2.0 times the applicable trip rate until the Flight Attendant receives legal crew rest. 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 the Flight Attendant is scheduled to work during that time, such Flight Attendant will be pulled from sufficient trips with pay to receive the necessary rest.

D. If a Flight Attendant's duty period exceeds sixteen (16) hours, the Flight Attendant will be paid for all trips flown after twelve (12) hours at triple (3.0) times the applicable trip rate until the Flight Attendant receives legal crew rest.

E. If a Flight Attendant is selected for random drug/alcohol testing while on duty, the Flight Attendant's duty period will be extended by an additional thirty (30) minutes from block in at an outstation, or thirty (30) minutes after debrief at the domicile, or the actual completion of testing, whichever is later. In no case will the duty time exceed more than one and one-half (1:30) hours from block in. (This does

not affect the Flight Attendant's obligation to comply with the federally mandated Drug Testing Plan.)

3. CREW REST (SCHEDULED AND ACTUAL)

A. A duty period shall run continuously unless broken by an overnight rest period that is **scheduled** for eleven (11) hours from block to block.

B. If a Flight Attendant on a multi-day pairing receives less than ten (10) hours block to block crew rest, the following apply:

1. If the pairing is one that terminates at the home domicile the day after the Flight Attendant receives illegal crew rest:

- a. The Flight Attendant will be replaced the first time the pairing returns to the domicile and paid for the remainder of the pairing.
- b. The Flight Attendant may elect to remain on the pairing and be paid at 2.0 times the applicable trip rate.

2. If the pairing does not terminate at the home domicile that day, the Flight Attendant will be paid at 2.0 times the applicable trip rate until she/he receives legal crew rest.

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

4. SHORTBACK

A. A duty period may be broken by a rest period that is scheduled for not less than ten (10) hours block to block provided the last scheduled flight into the RON city is a terminating flight and the first scheduled flight out of the RON city is an originating flight. This will be considered a shortback. The following duty limitations shall apply to a shortback.

1. No more than two (2) legs back to the home domicile may be scheduled following the rest period.

2. Maximum duty time for a Flight Attendant the following day after an RON crew rest that is scheduled for less than eleven (11) hours block to block shall be no more than four (4) consecutive hours.

5. DOMICILE BREAK

A. A Flight Attendant holding a regular line of time will have a minimum twelve (12) hours scheduled break between pairings (block to check-in) at the home domicile unless she/he elects otherwise. If twelve (12) hours is scheduled and the Flight Attendant does not receive at least eleven (11) hours domicile break, the Flight Attendant's schedule will be adjusted to provide twelve (12) hours domicile break. The Flight Attendant will not suffer a loss of pay as a result of such schedule adjustment. Check-in times will not be reduced to accommodate domicile break.

ARTICLE 9

ADDITIONAL FLYING

Open flying that is not picked up by a Flight Attendant will be assigned to a Reserve Flight Attendant. If there is an insufficient number of Reserves, the VJA list will be used. The Company may exercise the Contact Option after all Flight Attendants on the VJA list have been called prior to JA. If there is insufficient time to assign a Reserve, the Company will utilize reschedules or move ups.

1. VOLUNTARY JUNIOR AVAILABLE (VJA) LIST

Flight Attendants will have the option to sign up on a VJA list in each domicile for flying on days off, and will be contacted by Scheduling. The Flight Attendant may sign up with a preference as to the number of days of additional flying and the type of pairing (AM or PM).

A. Flight Attendants on the VJA list will be contacted in the order they appear on the list.

B. Flight Attendants may place themselves on the VJA list outside their domicile, but will be called in the order they appear on the list after all Flight Attendants based in that domicile and on the list have been called.

C. Flight Attendants contacted for VJA have the option to accept the assignment.

D. Flight Attendants will be compensated at a minimum rate of time and one-half for the accepted assignment.

E. No VJA will be compensated at less than 4.0 TFP.

2. CONTACT OPTION

The Company may contact Flight Attendants who are not signed up on the VJA list at home, to offer open flying assignments, but may not require those Flight Attendants to accept such duty.

3. JUNIOR AVAILABLE

A. Junior Available (JA) -- A Flight Attendant who is required to work an assignment on her/his unscheduled day. Such assignment must be legally scheduled.

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

(1) Telephone contact at the Flight Attendant's place of residence. Flight Attendants must provide their residence telephone number to Crew Scheduling.

(2) In person in the Southwest Airlines Executive Offices.

(3) After the pairing is in progress.

C. 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 or VJA List but only in compliance with the rules listed below. A Flight Attendant who is called as a JA and flies as such shall be compensated either by pay and days off as follows:

1. If the Flight Attendant elects pay, such Flight Attendant shall receive 1.5 times the appropriate trip rate for all trips flown as a JA or for trips from which the Flight Attendant was pulled at 1.0 times the trip rate, whichever is greater. In no event will the Flight Attendant be compensated for fewer trips than immediately prior to being JA'd.

2. If the Flight Attendant elects to receive days off as compensation, such Flight Attendant shall receive days off of her/his choice to give such Flight Attendant days off equal in number to those on the Flight Attendant's scheduled line immediately prior to being JA'd.

3. If, as a result of being JA'd such Flight Attendant has more days off than scheduled immediately prior to being JA'd, such Flight Attendant will be entitled only to receive pay as compensation for the JA.

4. The choice of days off or pay will be made at the time of check-in of the trip for which the Flight Attendant was JA'd.

5. A Flight Attendant cannot be contacted for JA duty more than 24 hours before the scheduled flight or reserve duty period for which she/he is needed.

6. A Flight Attendant having to sit JA Reserve shall be paid for one trip at the appropriate pay for her/his current monthly bid she/he flies, whichever is greater, for each three (3) hours she/he sits JA Reserve. In computing the time such Flight Attendant is on JA Reserve, over one and one-half (1 ½) hours shall count as a full three (3) hours and one and one-half (1 ½) hours or less shall not count, but the Flight Attendant will be guaranteed one

standard trip pay. For any fractional time over three (3) hours, a Flight Attendant will be paid at a rate of 1.3 trips pay for each additional hour which will be computed to the nearest hour. If a Flight Attendant does not fly, the Flight Attendant will be paid the appropriate trip rate for her/his current bid month position.

7. The monthly seniority list must be used and the most junior qualified, available Flight Attendant who is completely legal for the trip shall assigned. If there is no such Flight Attendant available, scheduling will start over, and contact the most junior Flight Attendant who requires the least amount of future trips to be pulled to be made legal for the JA trip to be assigned.

8. When a Flight Attendant is called as JA on her/his scheduled day off and she/he reports sick at that time, such Flight Attendant will not be charged with a sick day but such Flight Attendant may be required to produce verification of her/his illness. If the Flight Attendant produces a doctor's statement dated within 48 hours of the JA call, and submits it prior to departure of her/his next scheduled trip, no points will be charged under the Attendance Policy.

9. No JA'ing will be allowed between domiciles.

D. A Flight Attendant who drops vacation overlap trips cannot be JA'd during the days dropped.

4. RESCHEDULE

Rescheduling can occur as the result of irregular operations due to weather delays, equipment delays, cancellations, crew shortages and misconnections. Rescheduling is any change of flying assignment made after check-in for the Flight Attendant's original pairing, including different pairings, partial pairings or additional pairings other than a move up.

A. Rescheduling requiring an entire crew will be made based upon availability and legality of the crew.

B. Rescheduling requiring less than an entire crew will be requested in order of seniority and assigned in reverse order of seniority.

C. Flight Attendants will be paid her/his actual or scheduled flying, whichever is greater.

1. If the reschedule results in flying more than scheduled, the flying above scheduled will be paid at time and one-half; or

2. If the reschedule results in more days of flying, the Flight Attendant will be entitled to receive premium pay of time and one-half (1.5) for all trips flown above schedule plus a rig of one trip for each four (4) hours from blockin at the overnight city until thirty minutes after block arrival back in domicile; or a day off without pay in lieu of the rig. The choice of days off without pay or rig pay must be made at completion of the reschedule. The Company will return the Flight Attendant to the home domicile at the earliest possible time.

D. Flight Attendants are eligible for reschedule during vacation, reserve and vacation overlap when they make themselves available by picking up from open time or a lineholder.

5. MOVE UP

Move up will occur at check-in when a Flight Attendant is moved up to cover a pairing that originates prior to the Flight Attendants original pairing. A move up will be requested of the Flight Attendants having like pairings in order of seniority and assigned in reverse seniority. In determining like pairings, Scheduling will first consider pairings with an equal number of days, then pairings with more days and finally pairings with fewer days.

A. Flight Attendants will be paid her/his actual or scheduled flying, whichever is greater.

1. If the move up results in flying more than scheduled, the flying above schedule will be paid at time and one-half; or

2. If the move up results in more days of flying, the Flight Attendant will, at her/his option, be entitled to a day off without pay in lieu of time and one-half pay. The choice of days off or pay must be made at completion of the move up.

ARTICLE 10

SCHEDULING

1. **BIDDING**

The following are procedures for bidding:

A. LINE BIDS

1. Bids must be **posted** by no later than noon central time on the 10th of each month.

2. Bids will **close** on the 14th at noon central time. No bids will be accepted after the posted closing date and time.

3. Bids will be **awarded** in order of seniority. A Flight Attendant who fails to submit a bid, or who does not bid enough lines, will be assigned the first available bid line or reserve slot in accordance with her/his seniority after the bid awards are completed.

4. Bid **results** will be posted by noon central time on the 16th. The results will be sent to each Flight Attendant domicile and sent to all stations. Bid results are not official until the end of bid line protest.

5. Flight Attendants must **protest** bid results by noon central time on the 17th. Any bid protest which changes the bid results will be corrected and the new bid results will be sent to each Flight Attendant domicile and sent to all stations.

6. A Flight Attendant may submit a bid for pay purposes when it is known to Crew Planning prior to the awarding of bid lines that she/he will be absent for the entire month as a result of medical leave, FMLA due to his/her own illness, or maternity leave, and is eligible for accrued sick leave or vacation(s). The Flight Attendant submitting a bid for pay purposes must so indicate on the bid. For other than vacation, Flight Attendants may indicate how many trips they wish to be paid from their accumulated sick leave bank up to what the line paid, provided such Flight Attendant has sufficient trips in her/his accumulated sick leave bank.

B. RESERVE BIDS

1. Reserve Bids will be **posted** for bid no later than noon central time on the 20th of each month. Reserve bids will consist of Vacation Relief Lines and Reserve Lines. To the maximum extent possible, Vacation Relief Lines will consist of all one position: A, B, or C. If a line is mixed, compensation will be for the highest position on the line.

2. Reserve bids will **close** no later than noon central time on the 24th.

3. Reserve bids will be **awarded** in order of seniority. A Reserve Flight Attendant who is awarded a Vacation Relief Line will be treated as a regular bid line holder for the month, but the month will count toward such Flight Attendant's reserve requirement.

4. Reserve bid **results** will be posted by 1800 central time on the 24th of each month in each Flight Attendant domicile and sent to all stations. Flight Attendants may call their supervisor to determine reserve bid results. Reserve bid results are not official until the end of the reserve bid protest.

5. Flight Attendants must **protest** Reserve bid results by 1800 central time on the 25th. Any protest which changes the Reserve bid results will be sent to all Flight Attendant domiciles and sent to all stations.

C. CHARTER BIDS

1. Charters will be **posted** on the charter line and domicile bulletin board as soon as the Company receives the information.

Charter bids must contain the following information to be valid bids:

a. Flight Attendant's name, seniority number, employee number and domicile. The charter number, bid position, domicile of charter and date the charter departs.

b. Bids for Charters on different days must be submitted on separate Charter bids. Charter bids may be turned in at any domicile.

2. Charter bids will **close** at noon central time the day prior to the departure of the Charter.

3. Charters will be **awarded** in order of domicile seniority.

4. Charter bid results will be posted on the charter line and domicile bulletin board no later than two (2) hours after the charter bids close. The Flight Attendants awarded the Charter must confirm or protest the award with Scheduling no later than 1800 central time the day prior to the departure of the charter. Any Flight Attendant who does not confirm her/his charter award will be removed from the charter, without compensation. The positions removed will be placed in Open Time for pick up on a first-come, first-served basis, or assigned to a Reserve three (3) hours prior to departure.

5. Charters which become available after noon central time on the closing date will be considered Late Notice charters and will be bid as follows:

- a. Late Notice Charters will be posted on the Late Notice Charter Line. Flight Attendants may call Scheduling and list themselves for the available Late Notice Charters.
- b. These charters will close no later than 1800 central time the day prior to the departure of the charter. Charter awards will be posted within one (1) hour after the bids close.
- c. These charters will be awarded in order of domicile seniority.
- d. Results will be posted on the Late Notice Charter line.

6. Any positions not bid will be placed in Open Time for pick up on a first-come, first-served basis or assigned to a Reserve three (3) hours prior to departure.

7. Any Charter flown will be compensated as a Charter.

2. SUBMITTING BIDS

A. During the bid period specified on the cover sheet, each Flight Attendant shall submit her/his bid preference to the Inflight Crew Planning Department. If the Flight Attendant is away from her/his domicile during such bid submission period, she/he may designate a written proxy to submit her/his bid preference, or may mail such bid preference so as to reach the Inflight Crew Planning Department during the specified bid period, or may submit her/his bid at any domicile.

B. All Flight Attendants will bid for positions flown on the aircraft. The "A" Flight Attendant will be primarily responsible for the forward 1/3 of the aircraft, the "B" Flight Attendant will be primarily responsible for the aft 1/3 of the aircraft, and the

"C" Flight Attendant will be primarily responsible for the center 1/3 of the aircraft. The "A" Flight Attendant will be responsible for the forward galley and the forward liquor kits and paperwork. The "B" and "C" Flight Attendants will be jointly responsible for the aft galley and will be jointly responsible for the aft liquor kits and paperwork.

C. Flight Attendants may buddy bid (double and triple) which must be indicated on the bid submitted. All Flight Attendants involved in a buddy bid must submit a bid with the following information correctly completed:

1. Flight Attendant name, employee number and seniority number. Seniority number is found on the monthly seniority list for the bid period.
2. The seniority and employee number of each Flight Attendant involved in the buddy bid.
3. Identical bid line preferences.
4. Different position preferences (A, B, or C) so they are not bidding against each other for the same position.

The Flight Attendants who wish to buddy bid will be bidding at the seniority of the most junior Flight Attendant. If the Flight Attendants do not bid enough lines to hold as a buddy bid, the line bids will be awarded separately at the lower seniority number. If each Flight Attendant did not bid enough lines, the Flight Attendants will be assigned according to their seniority, after all other bids are awarded. Probationary Flight Attendants may not buddy bid.

D. Bid sheets will reflect the number of available job shares, if any, and will provide slots for buddy bidding, name, seniority number, and desired position.

E. The cover sheet of the bid packet will reflect the following dates:

1. When Line Holder Bids are posted, closed, bid results, and protest ends.
2. When Reserve bids are posted, closed, bid results and protest ends.
3. When Recurrent Training or any other required training bids will be posted, closed and dates awarded or assigned.
4. The deadline for overlap adjustments (Line Holder and Reserve).

3. VACATION ADJUSTMENT

Vacations must be adjusted within the bid protest time period to allow maximum trips to be placed on reserve lines and in open time. A Flight Attendant wishing to slide her/his vacation for the next month to fly a pairing that would otherwise be pulled must call Crew Planning no later than the end of bid line protest. If the Flight Attendant does not adjust her/his vacation within the time limits, Crew Planning will pull all original crew pairings which overlap into and/or out of the vacation week(s). Should a problem arise during the bid protest period concerning a line change that affects a vacation holder due to scheduling error, the above time limits will be waived and the Flight Attendant will be allowed to adjust her/his vacation by the first of the month.

4. REBID

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. RECURRENT TRAINING AND COMPANY REQUIRED TRAINING

A. After lines of time are awarded, the Company will post a list of recurrent and/or Company required training dates and the number of Flight Attendants who can be accommodated on each date. The Flight Attendants will state her/his preferences for a training date. To the extent possible, the Company will honor the preference bid on a seniority basis. Seniority may be overruled to accommodate bid vacation or a Flight Attendant in a training grace period due to circumstances beyond the control of the Company.

B. Recurrent training and Company required training will be treated as a legal duty day. Legal crew rest before and after training must be scheduled. If a Flight Attendant is pulled from any trips to schedule legal crew rest, trips pulled will be paid by the Company. A Flight Attendant at her/his option may waive the legal crew rest and will be paid at time and one-half for the training day.

C. Flight Attendants not receiving ten (10) hours crew rest, from block arrival plus thirty, prior to training due to irregular operations may choose to be pulled from training, or may attend for double time. Flight Attendants who choose to be pulled from training to receive legal crew rest are responsible for rescheduling their training day with the training division. Recurrent training must be scheduled within the FAA requirements to remain legal.

D. A Reserve Flight Attendant will not be assigned recurrent training or any Company required training on a scheduled day off if the training day would bring them

below the contractual minimum days off. If a Reserve Flight Attendant bids to attend training on an off day, and is awarded that day, the training will be paid above her/his guarantee. If a Reserve Flight Attendant bids to attend training only on scheduled reserve days, the training pay will be applied to her/his guarantee.

6. OVERLAP

A. An overlap occurs when a Flight Attendant has a contract and/or FAR illegality between the current bid period and the new bid period. Contractual illegalities may be waived by the Flight Attendant. FAR illegalities may not be waived by the Company or the Flight Attendant. Initial overlap adjustments will be made to correct the more restrictive illegality. No Flight Attendant will be required to rejoin the remainder of a pairing that is less than four (4) TFP as the result of an overlap adjustment.

1. Overlap from a bid line to a bid line, or from a bid line to vacation relief line, will be adjusted as follows:

a. Crew Scheduling will make all overlap adjustments of the pairings to comply with all crew rest requirements and duty limitations.

b. All overlap adjustments that involve complete pairings and an equal number of day/days, will be the option of the Flight Attendant to choose which pairing they would like to fly, if within three (3) legs.

c. The Flight Attendant may exercise an option to change her/his overlap correction, as long as the change is within three (3) legs (a take off and a landing equals one leg), of the original overlap adjustment made by Crew Scheduling, but if the adjustment is more than three (3) legs (a take off and a landing equals one leg), the Flight Attendant has the option to fly the greater.

d. The Flight Attendant may fly the entire overlap pulled for the adjustment if legal by the FARs. The only time an overlap pulled for the adjustment may be flown less than its entirety is to remain legal under the FAR's. All flights picked up that were pulled for the overlap will be paid at time and one-half.

e. All adjustments to correct illegalities will be made at the domicile.

2. Overlap from a bid line to a reserve line will be adjusted as follows:

a. All adjustments will be made to keep the Flight Attendant legal under all crew rest requirements and duty limitations.

b. If such assignment carries over into scheduled day/days off of a new reserve month and does not create an overlap, thereby reducing the Flight Attendant's guaranteed day/days off in the reserve month, the Flight Attendant may:

1. Be pulled from the number of day/days equal to the day/days flown in the new reserve month and receive the straight pay towards the guarantee and the premium pay above the guarantee without waiving any duty limitations.

2. Not be pulled from any reserve day/days and all trips flown into the new reserve month will be paid above the monthly guarantee at one and one-half (1.5) times the applicable trip rate. The carried over assignment will not count towards the duty limitations for the month.

c. If such reserve assignment carries over into scheduled day/days off of the new bid line month and does not create an overlap, all trips flown by the Flight Attendant on those scheduled day/days off will be paid at one and one-half (1.5) times the applicable trip rate and will not waive any duty limitations.

d. All reserve line to reserve overlaps will be adjusted to no more than five (5) reserve days and will comply with all crew rest and duty limitations. These overlap adjustments will be made no later than midnight on the 27th.

e. Reserve day(s) picked up at the end of the month may be liable for a RON assignment. The reserve liability is based on the liability of the Flight Attendant who gave the reserve day away.

f. Legal overlap combinations are as follows:
Four day pairing;
Four day pairing preceded by or followed by a single day pairing;
Three day pairing preceded by or followed by a single day pairing;
Three day pairing preceded by a single day pairing and a reserve day without duty;
Three day pairing preceded by a reserve day followed by a reserve day without duty and a single day pairing;

- 2 two day pairings back to back;
- 2 two day pairings separated by a single reserve day without duty;
- Two day pairing followed by three single day pairings;
- Five single day pairings.

7. GENERAL

A. A Scheduling Committee composed of Flight Attendant representatives, selected and appointed by the Union, will be established for the purpose of reviewing, at appropriate intervals, the rules and procedures, other than those set forth in this Agreement, affecting scheduling procedures; to maintain a written Flight Attendant Scheduling Policy; and to adopt and implement such action as may be necessary to accomplish these things. This committee will meet monthly for the purpose of reviewing problems with scheduling.

B. The Inflight Crew Scheduling Department will be responsible for keeping the reserve status updated, sick calls, open time, charters, and any emergencies that may arise out of irregular operations.

C. The responsibility of the Inflight Crew Scheduling Department is to carry out the provisions of this Agreement and Schedule Policy. Any differences with a Flight Attendant as to the meaning or application of the Agreement or Schedule Policy shall be referred to the Flight Attendant Supervisor.

D. Flight Attendants will not be disciplined for Crew Scheduling and/or Dispatch mistakes.

E. A Flight Attendant is required to be at the aircraft thirty (30) minutes prior to departure. Flight Attendants are responsible for themselves.

8. DEADHEADING

A. A scheduled or unscheduled deadhead to protect a flight, or a scheduled deadhead from a flight, will be considered a must ride to include two seats and the fourth Flight Attendant seat.

B. An unscheduled deadhead requires positive space seating, including the fourth Flight Attendant seat. If the Flight Attendant does not make her/his scheduled deadhead, and does not have a positive space reservation, the Flight Attendant will be treated as a revenue standby. When a flight is not available after four (4) hours, the Flight Attendant will be given a hotel room and remain overnight, if she/he chooses.

C. At the end of a scheduled pairing, if a Flight Attendant with a positive space reservation, or a Flight Attendant who is being treated as a revenue standby, does not get on the next flight, such Flight Attendant may, at her/his option, contact Crew Scheduling and be released from further duty at that time and will be paid for the scheduled deadhead.

D. A Flight Attendant on a 600 series pairing will be allowed to deadhead either earlier or later than the scheduled deadhead. A Flight Attendant will be subject to reschedule if contacted by Crew Scheduling.

9. TELEPHONES/COMPUTERS

A. The Company will provide at each domicile airport a designated crew telephone and computers for scheduling check-ins. If more than one concourse is utilized, a crew telephone will be placed in each concourse. The designated crew telephone and computer must be easily accessible.

B. The Company will provide a toll free 800 number for Flight Attendants to use to contact Crew Scheduling. All Crew Scheduling lines must be taped.

ARTICLE 11

RESERVE

1. INTRODUCTION

A Reserve Flight Attendant shall be governed by all aspects of this Agreement unless otherwise specified hereunder in Article 11.

2. DAYS OFF

All Reserve Flight Attendants will be scheduled for and receive a minimum of thirteen (13) days off in a thirty (30) day bid month and fourteen (14) days off in a thirty one (31) day bid month. Such scheduled duty free periods shall be preplanned and indicated on the Flight Attendants monthly schedule and shall be separated by not less than forty-eight (48) hours (block plus thirty to check-in). A Reserve Flight Attendant cannot be JA'd on unscheduled days.

3. RESERVE SYSTEM

The Reserve system will be on a month to month rotating basis. All Flight Attendants below the top thirty five (35) percentile in each domicile will sit reserve. A Reserve Flight Attendant who is awarded a Vacation Relief Line or Open Time line will be treated as a regular Bid Line holder for that month but the month will count toward such Flight Attendant's Reserve rotation requirement. Flight Attendants are responsible for ensuring that Scheduling has a proper contact number. There will be two (2) classifications of Reserve Flight Attendants: Ready Reserve (RR) and Call Out Reserve (COR).

A. Ready Reserve (RR)

1. Contact time for a RR Flight Attendant will be two (2) hours prior to the first scheduled departure in her/his domicile until 2400 hours that day. On subsequent days of the reserve block will be available as stated in the contract and the Flight Attendant manual. Charters which operate prior to the first scheduled departure may not be assigned the first day of the reserve block. On all subsequent days of the reserve block scheduled departures do include any charters.

2. Reserve Assignments will have at least a two (2) hour report time.

3. It is the responsibility of the RR Flight Attendant to check-in with Scheduling upon completion of her/his assigned pairing. At this time the Scheduler will advise the RR of any further assignment of flying or

her/his reserve status. Failure of a RR to check with Scheduling will result in a No-Show if the Reserve has been assigned additional flying. If released from duty, Scheduling is to advise the reserve of the time she/he must be available for contact. This is the time that a reserve would be considered an UTC if Scheduling is unable to contact them. If the last assignment of a reserve month carries over into a bid line month, upon completion of such assignment the reserve obligation is complete and the Flight Attendant is not required to call Scheduling.

4. For the first three (3) days of each month all Reserve Flight Attendants will be RR. Thereafter, 60% of the Flight Attendants on Reserve will be RR.

5. If a Reserve is assigned to Airport Standby the following will apply:

a. RR's can be required to sit in the Flight Attendant lounge as Airport Standby at any given time.

b. A duty period for Airport Standby will begin when the Reserve signs in at the designated time to sit Airport Standby. The maximum duty time to sit as an APSB will not exceed five (5) hours in a day. Reserve Flight Attendants assigned to Airport Standby will not be assigned a pairing which departs more than one (1) hour beyond the end of the five (5) hour Airport Standby limit without her/his agreement. If the Reserve is assigned to fly while sitting Airport Standby, the total scheduled duty time including hours as Airport Standby may not exceed twelve and one-half (12:30) hours from check-in to block. If the Flight Attendant is released from Airport Standby without being scheduled for a pairing, s/he will be put at the bottom of the Reserve pool seniority list, and if later called out to fly on that day, the total duty time scheduled, including hours as an APSB may not exceed twelve and one-half (12:30) hours.

c. Airport Standby compensation will commence upon check-in as Airport Standby and will continue until release from Airport Standby or check-in for the assigned pairing. Compensation will be at the rate of one-tenth (.1) TFP for each six (6) minutes up to a maximum of five (5) TFP. The Flight Attendant will be credited additionally for each trip that is actually flown.

d. Per diem will commence when the Flight Attendant signs in to sit Airport Standby. Per diem will continue until the Flight

Attendant is released from duty, or if assigned a pairing until thirty (30) minutes after block-in at home domicile, whichever occurs later.

B. Call Out Reserve (COR)

1. A COR is responsible to call Scheduling between the hours of 1800 and 2359 Central time prior to the first day her/his reserve block begins. If there is no assignment for such COR at the time of call in, Scheduling may not contact such Flight Attendant before 0800 Central time the following day. This is on the first day only and ONLY if Scheduling does not have an assignment for her/him when s/he calls in. IF a COR fails to call in the evening before her/his block begins, she/he will be converted to RR status for the first day of that block of reserve. On subsequent days COR's may be contacted by scheduling for trip assignments between the hours of 0700 hours through 1100 hours central time and 1900 hours through 2300 hours central time. Trip assignments will have at least a two (2) hour report time. To prevent JA'ing, COR's may be contacted at times other than designated contact hours. In the event a COR is contacted outside the designated contact hours, she/he will be paid at double time (2.0) for the trips assigned.

Days given away or picked up establish a new reserve block and create an adjusted obligation to call in before the start of such new reserve block.

2. Reserve assignments will have at least a two (2) hour report time.

3. COR's may be converted to RR status at contact time. There is a limit of two conversions for each COR per month. Conversions are for one day at a time. (Example: a Flight Attendant who is converted to RR and given a multiday pairing is credited for one (1) conversion. After returning to DOM the Flight Attendant returns to COR status unless converted again). If a COR is converted, such Flight Attendant will be credited with three (3) standard trips if not used, towards the guarantee. A COR may be used as an APSB only after being converted to RR status. Two hours notice must be given prior to the conversion from COR to RR. A COR may be converted to RR/APSB while on duty without an additional two hours' notice.

4. It is the responsibility of the COR Flight Attendant to check-in with Scheduling upon completion of her/his assigned pairing. At this time the Scheduler will advise the COR of any further assignment of flying or of her/his reserve status. Failure of a COR to check with Scheduling will

result in a No-Show if the Reserve has been assigned any additional flying. If released from duty, Crew Scheduling is to advise the reserve of the time she/he must be available for contact. This is the time that a Reserve would be considered a UTC if Scheduling is unable to contact them. If the last assignment of a reserve month carries over into a bid line month, upon completion of such assignment the reserve obligation is complete and the Flight Attendant is not required to call Scheduling.

C. If a Reserve is assigned a pairing and not released for DOM break, she/he must maintain telephone/beeper availability until check-in time for that pairing. Any assigned pairing may be changed by Scheduling, provided the Flight Attendant still maintains a two (2) hour report time.

D. On scheduled work days, Reserve Flight Attendants may call in twice per day to ask their status on reserve. This right to call in does not relieve a Reserve from being on call.

E. A Flight Attendant assigned to Reserve must be able to be onboard the aircraft in full uniform within two (2) hours after notification.

4. PAGERS

The Company will make available reserve pagers to be used by the Flight Attendants holding Reserve lines on the first day of the month. Reserves must turn in the pagers by the last day of the month. If a Flight Attendant has a Reserve to Reserve overlap, she/he is not required to turn in the beeper at the end of the month, but must notify the base coordinator that she/he will be retaining the same beeper for the following month. If the pagers are not turned in, the Flight Attendant holding the pager will lose her/his pairing trade and giveaway privileges for the following month. Reserve Flight Attendants with pagers will be responsible to answer their pagers within twenty (20) minutes of the page. The two hour report time will begin at the time the reserve is first called or paged. A Flight Attendant who is unavailable for contact as a result of an inoperative pager will be considered a No-Show.

5. ORDER OF ASSIGNMENT

A. Reserve Flight Attendants shall be assigned pairings to provide for as even a distribution of flying as possible. 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. Computer displays and/or printouts will be made available in the Flight Attendant lounges showing order of rotation, availability and credited TFP. Said displays and/or printouts will be updated every two hours.

B. A Flight Attendant shall not be assigned to Reserve during her/his vacation month.

C. When a bid line holding Flight Attendant is moved up and a Reserve is called out to fly the same pairing, the more senior Flight Attendant may choose which position she/he will fly.

D. If a bid line holding Flight Attendant is moved up, and the Reserve arrives in time for the assigned flight, the bid line holder will revert back to her/his original pairing.

E. If two (2) Reserves are called out to fly the same pairing, the more senior Flight Attendant may choose the position she/he wishes to fly if both Flight Attendants are the same reserve designation.

F. If a crew is to be split because of a reschedule and a Reserve is a member of the crew, the Reserve must be used prior to the rescheduling of a bid line holding Flight Attendant.

G. A Reserve Flight Attendant may be assigned several pairings or portions of pairings including an RON pairing on the last day of the month. The maximum scheduled duty time of twelve and one-half (12:30) hours may not be exceeded (except as stated in Article 8, paragraph 2(B)). Any hours on duty over twelve and one-half (12:30) will be paid the same as a bid line holder.

6. CROSS UTILIZATION OF RESERVES

A. A Reserve assigned an RON without further assignment, or assigned a pairing from another domicile, will be given eleven (11) hours block to block crew rest upon completion of the pairing. At the end of crew rest, Scheduling must assign the Reserve to one of the following:

1. A deadhead to return to the home domicile; or

2. An assignment that checks in within five (5) hours after the completion of crew rest. Once an assignment is given, the Reserve is not deemed on duty until she/he checks in for the assignment and may not be contacted until such time.

7. SENIOR PAY

A Flight Attendant designated by the Company as Senior Ready Reserve (SRRR) or Senior Call Out Reserve (SRCOR) or who bids a SRRR or SRCOR position will be paid senior trip pay for all flights flown during the reserve month.

8. RESERVE EXCHANGE OF LINES, BLOCKS AND DAYS

A. The Reserve exchange of lines, blocks, and days will be as follows:

1. Any line trades between a bid line holder and a Reserve will be for the original Reserve designation.

2. Any line trades (block or day), giveaways, or pickups, between two Reserves will be for the original Reserve designation.

B. Reserve exchange of reserve days will count toward her/his trip limitations of 118.2 for pay or 90 takeoffs and landings.

9. PICKUPS/TRADES ON RESERVE

A. A Reserve may pick up pairings on her/his days off from any source, including open time. All pickups will be counted over and above the monthly Reserve guarantee, but will not count toward the Reserve Flight Attendant's monthly maximum trip limitations.

B. Reserves may trade or give away entire blocks of Reserve working days at any time within the trading limitations and may trade or give away less than an entire block (1, 2 or 3 days) once per month.

10. DOMICILE/RON CREW REST

DOM and RON crew rest breaks are to be scheduled in the same manner as bid line holders.

A Reserve Flight Attendant may be contacted only once during crew rest, and must be guaranteed seven (7) consecutive hours of uninterrupted crew rest between block in and block out. If a Flight Attendant is contacted during the crew rest and does not receive seven (7) consecutive hours of uninterrupted crew rest the Flight Attendant will receive one and one-half (1.5) times the applicable trip rate for that assignment until such Flight Attendant receives legal crew rest.

11. UNSCHEDULED RON

A. If a Flight Attendant flies a scheduled or unscheduled RON 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 that reserve day of the new month.

B. A Reserve Flight Attendant who is sent on an unscheduled RON on the last day of a reserve block (other than the overlap) will be compensated as follows:

1. Compensation will be at one and one-half (1.5) times the applicable trip rate for all deadhead or worked flights on the unscheduled day plus a RIG of one TFP for each four (4) hours from block in at the overnight city until thirty (30) minutes after block arrival at the home domicile. The straight time will go toward the guarantee and the premium will be paid above the guarantee.

2. The Flight Attendant will be pulled from an additional day of reserve without suffering a loss of guarantee.

12. RON LAST DAY OF THE MONTH

Regarding an RON which is assigned to a Reserve on the last day of any month:

A. If such assignment is an out-of-domicile pairing and carries over into a new month, the Flight Attendant must be given a scheduled deadhead back to the home domicile upon assignment of the overlapping pairing.

B. If such assignment carries over into scheduled days off of a new reserve month and does not create an overlap, thereby reducing the Flight Attendant's guaranteed days off in that new reserve month, the Flight Attendant may:

1. Be pulled from an equal number of days flown into the new reserve month and receive the straight pay towards the guarantee and the premium pay above the guarantee without waiving any duty limitations;

2. Not be pulled from any reserve days and all days flown into the new reserve month will be paid above the monthly guarantee at one and one-half (1.5) times the applicable trip rate. The carried over assignment will not count toward the duty limitations for that month.

The Reserve Flight Attendant will notify Scheduling at the time of the assignment which of the above options she/he chooses.

C. If such assignment carries over into scheduled days off of the new bid line month, and does not create an overlap, all trips flown by the Flight Attendant on those scheduled days off will be paid at one and one-half (1.5) times the applicable trip rate and will not waive any duty limitations.

13. RESERVE SICK CALLS

A Reserve sick call will be treated as follows:

A. A Reserve Flight Attendant who is sick and unable to fly will call in, as soon as the condition is known, to notify Scheduling of the illness. A Reserve who is called to perform reserve duty and is ill must report the illness at that time. A Reserve who calls in sick after being notified of an assignment must present, at the Company's request and expense, a letter from the Company physician verifying the illness.

B. A bid line holder calling in sick at the end of the month and starting reserve the beginning of the new month will be treated as a bid line holder until the completion of the scheduled pairing. Such Flight Attendant may be contacted to find out if she/he is still sick, and will be assigned a pairing if she/his is well enough to fly. If the Flight Attendant cannot be contacted, she/he will not be given a UTC (No-Show) until the time she/he would have actually been available for reserve. This provision applies to overlap from a bid line to reserve status only.

14. DOMICILE BREAK

A. A reserve block of days will be complete at the end of the block, and the reserve will be returned to her/his home domicile for her/his domicile break as follows:

1. On days other than the last day of a block of reserve days, a Flight Attendant who has completed an assignment will be released from reserve duty no later than the time that the last scheduled flight departs the domicile if the Reserve has not been given a release time or additional assignment. If a Flight Attendant has not flown that day, she/he may contact Scheduling after the last scheduled departure from that domicile to determine if a release is possible.

2. On the last day of a block of reserve days, a Flight Attendant will be released from reserve no later than when the last scheduled flight departs which the reserve could fly and still return to the domicile that evening. This release time will be posted in the same manner as stated in Article 11, paragraph 5(A).

B. Consecutive picked up reserve days will be subject to RON regardless of how they are picked up. Consecutive picked up days will be treated as a separate block from originally scheduled blocks.

15. COMPENSATION

A. A Reserve Flight Attendant who a) calls in sick on a Reserve day; b) drops or trades a reserve day; or c) is pulled for overlap, will have 5.5 TFP deducted from the Reserve guarantee for each day. A Reserve pulled for overlap will have no more than 5.5 TFP deducted as a result of such overlap. A Flight Attendant who picks up a reserve day and does not fly will be paid 5.5 TFP per day. If a multiday

block is picked up, the minimum compensation for the block of days will be computed by multiplying the number of days in the reserve block by 5.5 TFP.

B. A Reserve who is called and assigned a pairing, reports to work, and there is nothing to fly, will be credited with three (3) TFP. If the Reserve is given an Airport Standby Reserve assignment she/he will receive Airport Standby compensation or call out/no fly compensation, whichever is greater, toward the monthly guarantee, in addition to any TFP flown that day.

C. For each month of reserve flying, a Flight Attendant will be guaranteed the greater of:

1. A monthly TFP total of 93.5 for sitting reserve; or
2. The number of TFP actually flown on scheduled reserve days during the bid period.

16. CANCELLATIONS

When a Reserve is assigned a pairing and encounters a cancellation, the Reserve will be credited the appropriate TFP for such cancellation for that day. In the event the Reserve is reassigned, she/he will be credited for the TFP flown or canceled that day, whichever is greater.

17. CHARTERS

If a Reserve is assigned to a Charter, the charter must comply with all contractual duty limitations.

ARTICLE 12

EXCHANGE OF TRIPS

1. A Flight Attendant may trade pairings, reserve days, lines of time, reserve months and vacations with other Flight Attendants or Reserve Flight Attendants. Flight Attendants may trade pairings an unlimited number of times.

2. PAIRING TRADES WITH OTHER FLIGHT ATTENDANTS

A. Flight Attendants are entitled to unlimited pairing trades with other Flight Attendants. Only two (2) Flight Attendants may participate in a pairing trade. Three way trades are not permitted. A pairing previously traded with a Flight Attendant may be given away to another Flight Attendant or traded with another Flight Attendant or Open Time.

B. Pairing trades will be allowed between Flight Attendants for any domicile.

3. LINE TRADES WITH OTHER FLIGHT ATTENDANTS

Complete line trades are permitted including line trades between bid line holders and Reserves in the same domicile. The following trades between Flight Attendants will be allowed under the following circumstances:

A. Bid line holders (with vacation) may trade with other bid line holders. Bid line holders may trade with a reserve bid position and must turn in the trade by the end of bid line protest. **A bid line holder who trades for a reserve bid position will be placed at the reserve bid position for which they traded.** This will allow Crew Planning to create the vacation relief lines and reserve seniority list with correct information.

B. Bid line holders trading with other bid line holders (no vacation involved) have until the end of bid line protest to turn in the trade. Line trades turned in after the end of bid line protest may be approved if the trade does not create an overlap which the Flight Attendant could not fly, or create an FAR illegality.

C. After reserve bids are awarded, line trades involving Reserves with Reserves and Reserves with bid line holders (no vacation involved) or vacation relief line holders must be made by the twenty-eighth (28th) of the month provided neither line will require an overlap adjustment, create an FAR illegality or contains a vacation.

4. TRADES WITH OPEN TIME

Flight Attendants are entitled to unlimited trades with Open Time. A pairing previously traded with Open Time may be given away to another Flight Attendant; traded with another Flight Attendant; or traded with Open Time in the domicile in which the pairing originated. The following trades with Open Time will be allowed:

A. All pairings considered Open Time can be traded within a three (3) trip difference if the pairings involved in the trade are for an unequal number of days. If the pairings being traded are for an equal number of days there will be no limit on the trip difference. If a Flight Attendant is picking up or trading for more than she/he is giving to Open Time, the trip difference is unlimited.

B. The maximum number of pairings allowed in Open Time in each domicile on any given day will be based on one (1) pairing for each two hundred (200) Flight Attendants on the domicile seniority list for that month. More than one hundred and fifty (150) Flight Attendants will be rounded up to two hundred (200).

5. BREAKING PAIRINGS AND OUT OF BASE PICK UPS

A. Flight Attendants may give-away, trade to or pick up any time the aircraft comes through the domicile in which the pairing originated, (i.e. an OAK pairing can be broken anytime it comes through OAK). The Flight Attendant scheduled for the first portion must remain with the aircraft until the relief Flight Attendant or Reserve arrives. If nobody shows, the Flight Attendant will stay with the pairing and receive time and one-half (1.5) for the remainder of the pairing flown.

B. Flight Attendants may pickup from any crew domicile for the next bid month on the last day of the current bid month. Flight Attendants are responsible for ensuring that sufficient time is allowed to position themselves for the pairing picked up.

6. LOSS OF PAIRING TRADES/GIVEAWAYS

A Flight Attendant will not lose her/his pairing trades or give-aways as disciplinary action except in the event of a No-Show on a traded or picked up pairing, or as a result of not turning in a Reserve beeper by the last day of the month if not sitting Reserve the following month.

7. VACATION TRADES

Vacations may be traded an unlimited number of times, provided however that the trade must be approved by the fifth (5th) day of the month preceding the month in which the slot falls. No vacation slots may be traded between domiciles.

8. DOUBLE COVERED PAIRINGS

A. A double covered pairing is one which has been awarded to two Flight Attendants in the same position. When a double covered pairing occurs, the Company must offer a comparable pairing as well as the awarded pairing to the Flight Attendants. The Flight Attendant who was awarded the pairing first has the first option of the following:

1. Fly the pairing as scheduled;
2. Fly a comparable pairing and receive compensation for the greater of the scheduled or comparable pairing; or
3. Not fly either pairing and receive no compensation. The second Flight Attendant involved in the double covered pairing will have an option of selecting Option 2 or 3 only if the first Flight Attendant opts to fly the pairing as scheduled.

B. A comparable pairing shall be on the same day as the double covered pairing, and may be either an AM or a PM pairing. When comparable pairings are assigned, the hours between the pairings will be as great as the Flight Attendant already allowed her/himself if under twelve (12) hours from block arrival to check-in. If the Flight Attendant has kept her/himself legal, legalities will be honored up to a maximum of twelve (12) hours from block arrival to check-in between pairings.

C. If the double covered pairing occurs during the first fifteen (15) days of a month, Crew Scheduling must offer a comparable pairing no later than forty-eight (48) hours prior to the first day of the month or the Flight Attendant opting for the comparable pairing will be compensated for the double covered pairing. If the double covered pairing occurs after the fifteenth (15th) day of the month, Crew Scheduling must offer a comparable pairing at least forty-eight (48) hours prior to the sixteenth (16th) of the month or the Flight Attendant will be compensated for the double covered pairing.

9. PICK UP OF RESERVE DAYS

Consecutive picked up reserve days will be subject to RON, regardless of how they are picked up.

10. PAIRING TRADES OR PICKUPS

Pairing trades or pickups must be submitted at least nine (9) hours prior to the departure of the first trip involved in the trade. Written or electronic notification will be provided to the Flight Attendant on the same day they are approved.

ARTICLE 13

UNIFORMS

1. Standard uniforms as prescribed by the Company in the Flight Attendant Manual shall be worn by the Flight Attendant at all times while on duty and at such other times as may be required.

2. Each Flight Attendant will be required to bear the cost of the first basic uniform, required accessories and optional uniform pieces selected by the Flight Attendant. A Flight Attendant will be required to maintain her/his uniform in a neat and clean condition at all times.

3. At such time after the Flight Attendant has purchased her first uniform that the Company elects to completely or partially change to a new uniform, the Company, at its expense, shall provide Flight Attendants with new replacement basic uniform pieces and any required accessories.

4. Any items of the basic uniform or required accessories that must be repaired or replaced during the current uniform because of normal wear or manufacturer's defect shall be furnished and paid for by the Company, provided however, that no Flight Attendant shall receive more than one replacement coat at Company expense. If any part of the basic uniform or required accessories is changed or added to during the life of the then current uniform, such item will be paid for by the Company. Flight Attendants will be required to bear the initial and replacement cost of optional pieces.

5. The Company will furnish insignias required to be worn by the Flight Attendants.

6. All uniform fabrics will be flame retardant.

7. The Union will be given notice of the Company's intent to change the uniform or any portion thereof. The Company will consult with the Flight Attendant Uniform Committee and consider their recommendations before making any change in the style, color or material of the uniform. In addition, the Company will consider the recommendations of the Union Safety Committee chairperson in regard to materials available, including applicable FAA or NTSB flammability standards.

8. If footwear of a particular style and brand is prescribed or furnished by the Company and is proven to be injurious to the foot or is uncomfortable to the individual Flight Attendant, she/he may purchase approved footwear comparable in style and price to the footwear prescribed or furnished by the Company and be reimbursed with proof of purchase.

9. To be entitled to replacement of Company issued luggage, the Flight Attendant must turn in the luggage to be replaced.

10. The Company will loan Flight Attendants two maternity uniforms which must be returned in usable condition, cleaned and pressed, within thirty (30) days after the Flight Attendant goes on maternity leave.

11. In the event that a Flight Attendant's Company-issued luggage is stolen from the aircraft while on duty or from the crew hotel room, the Company will, at the Company's expense, replace the stolen basic uniform items and Company-required accessories, provided documentation satisfactory to the Company is provided, including police reports for luggage stolen from the crew hotel. If the contents of the stolen luggage includes the Flight Attendant's Manual, the Company will replace the Manual at no cost to the Flight Attendant.

ARTICLE 14

VACATIONS

1. COMPUTING VACATION

A Flight Attendant will be entitled to and will receive vacations with pay as follows:

A. Employment begins with the first day a Flight Attendant is placed on the Company payroll. A Flight Attendant, who as of December 31 of any year, has had less than one (1) calendar year of employment with the Company will be entitled to a vacation on the basis of one and one-sixth (1 1/6) days for each month of employment, rounded to the nearest full day.

B. Vacation days will accrue at the following rate:

1. As of December 31 of any year, a Flight Attendant who has had one (1) year or more of employment, but less than five (5) years, will receive fourteen (14) days.

2. As of December 31 of any year, a Flight Attendant who has had five (5) years or more of employment, but less than ten (10) years, will receive twenty-one (21) days.

3. As of December 31 of any year, a Flight Attendant who has had ten (10) years or more of employment, but less than eighteen (18) years, will receive twenty-eight (28) days.

4. As of December 31 of any year, a Flight Attendant who has had eighteen (18) years or more of employment will receive thirty-five (35) days.

C. For purposes of computing vacation, fifteen (15) days or more of employment in a calendar month will be considered a full month and less than fifteen (15) days will not be considered.

D. Floating Vacations: A Flight Attendant with three weeks or more vacation is allowed to take one week as a floating vacation. A Flight Attendant will notify Inflight Crew Planning she/he is designating a week of vacation as a floating week no later than the last round of vacation bids. A floating vacation week will pay 26.25 TFP (straight pay) regardless of TFP pulled.

2. VACATION NOTICE AND BIDDING

A. By October 1 of each year, the list of available vacation slots will be posted. Flight Attendants will be given fifteen (15) days in which to bid for available vacation slots. Vacation slots will be granted on a seniority basis. Flight Attendants not bidding or who have not designated a floating vacation week will be assigned a vacation slot after the last round of vacation bids is awarded.

B. Vacations may be traded an unlimited number of times, provided however that the trade must be approved by the 5th day of the month preceding the month in which the slot falls. No vacation slots may be traded between domiciles.

C. 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. However, a Flight Attendant may be requested by the Company to forego her/his vacation if such request is in writing and agreed to by the affected Flight Attendant. In such event, the Flight Attendant shall be paid double, with vacation time to be taken later in the year at the Flight Attendant's choosing or accumulated to be used during the succeeding year. If, due to error by the Company, the Flight Attendant is not given accrued vacation to which she/he is entitled, such Flight Attendant shall be deemed to have been requested by the Company to forego her/his vacation and will be treated accordingly.

D. Flight Attendants with two (2) weeks or more vacation may split vacation into increments of not less than seven (7) days. Any Flight Attendant splitting fourteen (14) days or more will receive their first two (2) choices in order of seniority. Splits will be designated on the lead bid sheet. Any Flight Attendant splitting their vacation into more than two segments will bid the remaining slots after all other slots have been awarded.

E. There will be available vacation slots in all fifty-two (52) weeks of the year. The percentage of available slots will vary during the thirty day months. The start dates for vacation slots will vary during the month.

F. Bidding and using a floating week:

1. Planning will post all available weekly floating vacation slots. No less than one (1) slot per week will be made available, except for the period incorporating Thanksgiving Day and the last two (2) vacation weeks of December, which are black out periods. In domiciles with two hundred (200) or more bid lines, two (2) slots per week will be made available.

2. Flight Attendants with floating vacation available may bid an available seven (7) day vacation slot in their respective domicile prior to the

posting of monthly bids. Such available vacation slots shall be posted by noon on the 1st day of the month (for the following month) and will close at noon (central time) on the 4th day of the month.

3. Floating vacation slots will be awarded in order of seniority no later than noon (central time) on the 5th of the month (for the following month) prior to monthly bids being posted.

4. After the Flight Attendant's monthly bid award is final, the Flight Attendant will drop the pairing within the floating week. A pairing may not be split. If the vacation slot overlaps only one (1) pairing this will then require a shift of the vacation in order to encompass the complete pairing. If the vacation slot overlaps more than one (1) pairing, the shift would be made as to drop the pairing with the least number of pay trips. If a Flight Attendant is unsuccessful in bidding a floating vacation week she/he may bid again in later bid periods that calendar year.

5. The Flight Attendant has the option to turn in her/his floating vacation for pay only at any point during the calendar year prior to being awarded a specific floating vacation slot. If Inflight Crew Payroll is notified at least 10 days before payday, such floating vacation pay will be included in the next paycheck.

6. A floating vacation cannot be taken in a Reserve month. [This language will apply if the Rotating Reserve option is chosen by majority vote of Flight Attendants. If Straight Reserve is selected, this paragraph will read, "A floating vacation can be taken in a Reserve month."]

7. A floating vacation not taken in the calendar year will be paid on the last pay check of that year.

G. No vacation slots may be traded between domiciles.

3. VACATION PAY

A. A Flight Attendant, while on vacation, shall be paid for all trips lost from her/his bid line, or three and three quarter (3.75) standard trips per day, whichever is greater. Pay shall be at the Flight Attendant's applicable trip rate at her/his current bid month and bid position.

B. Flight Attendants may request early vacation pay. The request must be made at least seven (7) days before vacation. Scheduled vacation days must fall on a payday (5th/20th) before a Flight Attendant may request an early check. The check

that will be issued early will be the proper check for that pay period. If scheduled vacation does not fall on a payday, no early check will be issued.

4. VACATION PROCEDURES

A. A Flight Attendant with five (5) days or less vacation may slide her/his vacation so that her/his vacation will begin on the first scheduled working day after any day or days off that may fall during her/his scheduled vacation.

B. The Flight Attendant may fly the entire pairing and drop her/his vacation down equivalent to the amount of days the Flight Attendant flew into her/his scheduled vacation.

C. When a pairing overlaps the beginning of a vacation period and the Flight Attendant does not choose to drop her/his vacation down to fly the entire pairing, or when a pairing overlaps the end of a vacation period, the following will apply:

1. A Flight Attendant may choose not to fly any of the pairing, and be paid for trips on vacation days only; or

2. A Flight Attendant may choose to fly the pairing overlapping the beginning of her/his vacation period, and the following will apply:

a. A Flight Attendant must be scheduled to return to her/his domicile by 2400 hours the day prior to her/his vacation beginning.

b. All trips passing through the domicile after 1800 hours and for the last time prior to the RON will be broken in order to recover the Flight Attendant.

c. Pairings which do not pass through the domicile after 1800 hours will be broken prior to 1800 hours (domicile time), in order to facilitate timely recovery of each Flight Attendant to her/his domicile by 2400 hours on the day prior to her/his vacation beginning. All trips lost by the above procedure will be paid by the Company. Deadheads will not be paid, unless they are part of a bid pairing.

3. If the Flight Attendant has a pairing beginning during her/his vacation that flies into the days past the scheduled vacation time the Flight Attendant:

- a. is not responsible for picking up the remainder of the pairing and will not be paid for the remainder of that pairing; or
- b. may pick up the remainder of the pairing and the following will apply:
 - i. If there is a SIP on the first day following the vacation, the Flight Attendant will be allowed to pick up the pairing at the SIP and will be paid for the entire pairing.
 - ii. If there is no SIP on the first day following the vacation, the Flight Attendant will be allowed to pick up her/his bid line at the earliest possible point staying within all duty limitations and be paid for the entire pairing. The Flight Attendant may elect to waive contractual duty limitations. All trips lost by the above procedures will be paid by the Company. Deadheads will not be paid, unless they are part of a bid pairing.

5. GENERAL

A. A Flight Attendant may pick up from other Flight Attendants or, by agreement with Scheduling, open time, and fly such trips during her/his vacation.

B. Any Flight Attendant taking vacation which interferes with recurrent training will reschedule recurrent training in order to stay legal.

C. A Flight Attendant who has been employed by the Company for six (6) months or more and resigns with two (2) weeks or more notice or is furloughed by the Company due to reduction in force shall receive pay at her/his applicable rate as of such date for all vacation accrued and unused to the date of resignation or furlough.

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 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. If a Flight Attendant voluntarily transfers to an existing domicile and does not meet the previous criteria, she/he will forfeit such vacation slots, and must choose vacation slots from vacation Open Time in the domicile to which she/he voluntarily transfers. Such forfeited vacation slots will go into vacation Open Time in the domicile in which the slots were forfeited. If there are no available vacation slots to make up for the

forfeited vacation slots, she/he will be paid 26.25 TFP for each week of vacation forfeited on the last paycheck of the year. A Flight Attendant awarded a vacation slot which includes the week(s) of Thanksgiving and/or the last two weeks of December, may voluntarily, or involuntarily transfer such vacation slots to a newly established domicile.

E. All vacation slots vacated due to a leave of absence will be placed into vacation Open Time in the domicile in which the slot was vacated. A vacation slot will not be deemed to be vacated unless the Flight Attendant has been paid for it.

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 four (4) years. A Flight Attendant may use her/his accrued sick leave for any leave or extension thereof taken on account of sickness or injury.

2. MEDICAL LEAVE DUE TO PREGNANCY

A. Any Flight Attendant who becomes pregnant shall notify her supervisor and present a medical certificate confirming the pregnancy, expected date of delivery, and containing an authorization for the Flight Attendant to continue to work, within fourteen (14) days of learning of her condition. A Flight Attendant cannot continue to work unless she furnishes the Company with medical authorization every thirty (30) days on a form supplied by the Company. Whenever such Flight Attendant's Doctor will not provide the required medical authorization, the Flight Attendant can request maternity leave, but cannot continue to work. When maternity leave is requested, such leave 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 one hundred twenty (120) days after termination of the pregnancy. During such period she will retain and continue to accrue seniority. Her accrued sick leave may be used for maternity leave. In the event a Flight Attendant exhausts her sick leave during maternity leave, she will be entitled to use accrued vacation during such leave.

B. A Flight Attendant shall notify the Company in writing of the termination of her pregnancy within fourteen (14) days and of her expected date of return to active service within thirty (30) days after termination of pregnancy. If a Flight

Attendant is unable to return to active service because of certified, bona fide medical incapacitation, she shall be entitled to receive a medical leave of absence under the provisions of paragraph 3 of this Article 15.

C. In the absence of a bona fide medical incapacitation, 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 (1) to three (3) month additional personal leave of absence after the baby is born without losing her seniority.

3. LEAVE REQUEST

A Flight Attendant will be given a medical leave of absence for physical or mental reasons when the employee submits a written request for such leave to the Company accompanied by a statement from a qualified physician recommending such leave. Such physician's statement shall contain a sufficient description of the reason for the leave to enable the Company to determine the necessity for 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. The Company's action granting or denying the requested leave shall be noted on the request.

4. PERSONAL LEAVE

A Flight Attendant that adopts a dependent child that is not currently living in her home will be granted a personal leave of absence for a period not to exceed ninety (90) days and shall retain and accrue seniority during such leave.

5. FMLA LEAVE

Flight Attendants shall be afforded the provisions of the Family and Medical Leave Act of 1993 as those provisions apply to Southwest Airlines. The Company has promulgated a corporate policy pursuant to the Act covering its employees, including Flight Attendants. This policy will be updated to stay current with any changes in federal law.

6. FUNERAL LEAVE

The Company will grant to Flight Attendants four (4) days leave of absence with pay at the Flight Attendant's regular rate of pay for the purpose of attending funeral services for a member of her or his family. Members of the immediate family shall consist of Mother, Father, Grandmother, Grandfather, Wife, Husband, Son, Daughter, Brother, Sister, Mother-in-Law, Father-in-Law, step children, and grandchildren. If additional days are required, such days may be deducted from the Flight Attendant's

vacation allowance. In the event of death of the Flight Attendant's Spouse, Child, Mother or Father, the Flight Attendant may utilize up to (4) accrued sick days as additional leave. If sick days are utilized for this purpose, it shall not constitute a chargeable occurrence under the Attendance Policy.

7. JURY DUTY LEAVE

The Company should be notified by a Flight Attendant of any impending Jury Duty as soon as possible. If the Flight Attendant does serve on Jury Duty, she/he will be paid for trips actually scheduled and missed. If a Reserve Flight Attendant does serve on Jury Duty, she/he will be credited for five and one-half (5½) TFP for each day of Reserve actually scheduled and missed. (The Flight Attendant will furnish written proof of the time served on Jury Duty.

8. MILITARY LEAVE

A. Flight Attendants obligated to take short term military leave (such as weekend duty or two weeks' active duty) because of commitments to either the military Reserves or the National Guard will make every attempt to bid off, trade or give away pairings or training that conflict with military service. All TFP or training that are pulled due to unsuccessful bidding, trading or giveaway will be pulled as a Military Leave without pay.

B. During any quarter in which a Flight Attendant has active service with the Company, record improvement under the Attendance Policy will proceed as if no time for Military Leave from the job had occurred. The record improvement will reduce only to zero (0). Flight Attendant/Military Personnel will not be allowed to bank points during the leave.

C. The Military Leave Policy for Flight Attendants will be updated to stay current with any changes in federal law.

9. UNION LEAVE

A Flight Attendant may be granted a leave of absence for a period not to exceed three (3) years to accept an official elected full-time position with the Union and shall continue to accrue seniority during such leave.

10. GENERAL

A. A Flight Attendant will receive a seven (7) scheduled working day leave of absence with pay if she/he is subjected to a hijacking or is involved in an aircraft accident requiring emergency evacuation where the slide is deployed.

B. Vacation days will continue to accrue for up to one year during leaves of absence except in the case of personal leaves of absence in which case vacation days will accrue only for the first ninety (90) days of such leave; provided, however, that vacation days accrued during a leave of absence may not be paid or taken until the Flight Attendant has returned to active service.

C. Failure of a Flight Attendant to return to active service at the end of any leave of absence or extension thereof shall be deemed a voluntary termination of employment.

ARTICLE 16

SICK LEAVE/ON THE JOB INJURY

1. SICK LEAVE

A. A Flight Attendant will accrue one (1) TFP sick leave for each ten (10) TFPs for pay flown or credited during the month. Sick leave will not be accrued on trips credited for sick leave.

B. A Flight Attendant with perfect attendance during the month of December will accrue sick leave at 1.5 times the normal rate for that month. (e.g. If a Flight Attendant flies 100 trips during December she/he will be credited with 15 trips.)

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

D. A Flight Attendant holding a regular line will be charged on a TFP basis for each day of scheduled flying for which she/he fails to perform as a result of illness or injury.

E. A Flight Attendant holding a reserve line for the month will be paid at five and one-half (5.5) TFP per day from the Flight Attendant's sick leave bank for each day she/he is unavailable for duty on a reserve day on account of illness or non-related job injury, continuing to but not including the day she/he is cleared for duty. A reserve Flight Attendant who calls in sick on a reserve day or trades away a reserve day will have five and one-half (5.5) TFP deducted from the reserve guarantee for each day. The new guarantee reflects what the reserve Flight Attendant will be guaranteed for the remaining portion of her/his reserve month, excluding sick leave paid.

F. Pay for sick leave will be based on the Flight Attendant's appropriate trip pay. Sick leave will not be paid for accepted pairings not flown during scheduled vacation days.

G. Unused sick leave will continue to accumulate up to a maximum of 1600 TFP until a Flight Attendant terminates. Sick leave is not payable upon termination of employment. Upon termination of employment, if the Flight Attendant is at least 62 years of age and has ten (10) years of service, the Flight Attendant may trade accrued sick leave for continued medical coverage at the rate of one month of coverage for each twenty (20) TFP accrued, or until age sixty-five (65), whichever occurs first.

H. 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 request.

I. During a leave of absence in excess of thirty (30) days, granted to a Flight Attendant, sick leave will continue to accrue at a rate of seven (7) TFP per month for a period not to exceed ninety (90) days.

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

2. OJI

A. During a Flight Attendant's absence due to an occupational illness or injury compensable under the applicable Workers Compensation Law, or an alternative program of medical and indemnity benefits adopted by the Company in lieu of the Workers Compensation program, she/he shall receive the following benefits from the Company:

1. For the first twelve (12) calendar weeks absent, the difference between her/his base pay and Workers Compensation payments or payments under the alternative program adopted in lieu of Workers Compensation. The base rate for the purpose of establishing such payments will be determined by adding together the trip pay (including vacation, sick pay, and any premium pay) earned for the 13 weeks of active duty immediately preceding the date of injury, excluding bonus payments, per diem payments or any other payment. The sum of the 13 weeks pay shall be divided by 13 and the result will be the base rate.

Employees working less than 13 weeks preceding the date of injury will have the base rate established by adding together all trip pay earned for the total number of weeks worked preceding the date of injury. The sum of the wages shall be divided by the total number of weeks worked and the result will be the base rate.

2. At the conclusion of the period referred to in 1) above, a disabled Flight Attendant may, at her/his option, draw upon accrued sick leave up to the extent of her/his accrual to make up the difference between her/his base rate and the payment received from Workers Compensation or the alternative program adopted in lieu of Workers Compensation. Corresponding deductions will be made from the Flight Attendant's available sick leave accrual.

3. These benefits shall be in lieu of any other payment provided for in this Article for all absence due to the same illness or injury.

B. Payment under §2.A.1. above will commence upon a determination by the Company, its insurer, or an appropriate governmental body or court through a final nonappealable order that the claim for industrial illness or injury is compensable under the applicable Workers Compensation Law or alternative program adopted in lieu of Workers Compensation.

1. Until the claim has been deemed compensable under the applicable Workers Compensation Law or alternative program adopted in lieu of Workers Compensation and a definite rate has been established, the employee will be paid her/his normal base rate from accrued sick leave.

2. When the claim has been deemed compensable under the Workers Compensation Law or the alternative program adopted in lieu of Workers Compensation, the employee's sick leave accrual shall be replenished by the number of trips used for purposes of the payment described in §2.B.1., and payments will continue as defined in §2.A.1. above.

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. The laws governing occupational injuries and illness shall be the laws of the jurisdiction in which the Flight Attendant is domiciled.

E. Any alternative program adopted by the Company in lieu of Workers Compensation coverage shall provide benefits to covered Flight Attendants at least equal to benefits which would be provided through Workers Compensation coverage.

F. Any time a Flight Attendant is required by the Company to undergo a medical examination, such examination shall be at Company expense.

3. RETURN FROM SICK LEAVE/OJI

A. When a Flight Attendant on sick leave sufficiently recovers to resume flying before the end of a scheduled pairing, he/she shall immediately notify scheduling, which may, if agreed by the Flight Attendant:

1. Assign the Flight Attendant to pick up his/her pairing in a timely and cost efficient manner (unless the pairing has been assigned to the Flight Attendant from the VJA list or Open Time);

2. Assign the Flight Attendant another pairing which will not violate legal rest time before the beginning of the Flight Attendant's next scheduled pairing;

3. Allow the Flight Attendant to sit reserve for the remaining day(s) of his/her scheduled pairing with guaranteed reserve pay of five and one-half (5.5) TFP a day (the Flight Attendant must be available for a full day of reserve duty); or

4. If none of the foregoing is agreed to by the Flight Attendant, allow the Flight Attendant to remain off duty for the remainder of the pairing, in which event accrued and unused sick pay may be collected for the remainder of the pairing.

In no event will a Flight Attendant be paid for sick leave after he/she resumes flying or assumes reserve status.

4. **SICK LEAVE ON LINE**

A Flight Attendant who reports in sick on line will be returned to her/his domicile on the first available flight and will be treated as positive space.

ARTICLE 17

MEDICAL EXAMINATION

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/his option, have a review of her/his case in the following manner:

- (a) Within fifteen (15) days of the date she/he is presented the Company's interpretation, she/he may employ a qualified medical examiner of her/his own choosing and at her/his 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 occupational 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 her/his own, shall receive two weeks notice or two weeks pay in lieu of notice, but she or he shall receive no pay if one or more of the following conditions exist:

- (a) She or he 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/his address with the appropriate representative of the Company having jurisdiction over Flight Attendants at the time of lay-off and she/he shall thereafter promptly advise the Company of any change in address.

4. The order of recall shall be by seniority. Flight Attendants will remain on the recall list for a period not to exceed five (5) years.

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/his seniority with the Company if she/he does not signify her/his intention to accept reemployment within fifteen (15) days after the posted date of the notice or if she/he does not return to the service of the Company on the date specified in the notice offering reemployment.

6. The Flight Attendant will retain her/his sick leave credit accrued prior to furlough.

7. The Company shall notify the local Union executive board prior to announcing or utilizing a reduction in force or recall of Flight Attendants.

8. In the event of a recall, if a Flight Attendant on furlough is a full-time student in an accredited college or university, such Flight Attendant may at her/his option be bypassed for recall without forfeiting her/his right to recall. The right to bypass shall extend only to the semester in which the Flight Attendant is enrolled at the time of initial recall and may be utilized only if the bypass would not necessitate additional hiring.

9. Prior to a furlough, the Company will post a notice indicating the approximate number of Flight Attendants to be furloughed and will furnish a list of the employees to be furloughed to the Executive Board.

10. A Flight Attendant being furloughed will receive severance pay as follows:

<u>Years Completed</u>	<u>Severance Allowance</u>
1 year but less than 5 years	2 weeks
5 years but less than 6 years	5 weeks
6 years but less than 7 years	6 weeks
7 years but less than 8 years	7 weeks
8 years but less than 9 years	8 weeks
9 years but less than 10 years	9 weeks
10 years but less than 11 years	10 weeks
11 years but less than 12 years	11 weeks
12 years or more of service	12 weeks

The amount of furlough pay due shall be based on the reserve guarantee due the Flight Attendant for the last full month worked.

11. An employee on furlough shall retain but not accrue seniority. An employee who resigns from the Company loses all seniority immediately upon termination.

12. A Flight Attendant who has completed probation and is furloughed shall continue to be covered by the insurance provided in this Agreement for a period of three months.

13. A Flight Attendant who has completed probation and is placed on furlough will retain space available pass privileges on Southwest Airlines routes as follows:

Less than one year of service	-	3 months
1 year of service	-	6 months
2 years of service	-	9 months

3 years of service	-	12 months
4 years of service	-	18 months
5 years of service and thereafter	-	24 months

14. Flight Attendants may Job Share when available. Job Sharing occurs when two (2) Flight Attendants elect to share one line-of-time. The number of job shares available will be reflected on the bid sheet. Both Flight Attendants will bid at the higher seniority level and each will be paid at his/her appropriate pay level. The two Flight Attendants awarded a job sharing bid must submit in writing to scheduling which sequences each will work 48 hours prior to the beginning of the bid period. Job sharing bids will be awarded in order of seniority. Flight Attendants may not job share until they are off probation. Both Flight Attendants job sharing will continue to receive all company benefits.

ARTICLE 19

GRIEVANCE PROCEDURES

1. DISMISSAL OR DISCIPLINARY PROCEDURE

A. A Flight Attendant shall not be dismissed from the service of the Company or disciplined without notification of such disciplinary action. Such notification shall contain a precise statement of the charges. Notice of the disciplinary action shall be given within seven (7) working days, exclusive of Saturdays, Sundays and Holidays, from the date the Company could reasonably have knowledge of the incident giving rise to the disciplinary action. Notice of disciplinary action involving suspension or termination will be made in writing, and delivered in person, with receipt acknowledged, or sent by certified mail, return receipt requested. If notice is sent by certified mail, such notice will be deemed to be accomplished on the date mailed to the last address furnished by the Flight Attendant. It is the responsibility of the Flight Attendant to keep the Company advised of a current address.

B. A Flight Attendant shall be entitled to a hearing on such disciplinary action provided such Flight Attendant makes written request for such hearing within seven (7) days from receipt of notification. Such written request for hearing shall be addressed to the Vice President - In-Flight Services.

C. A Flight Attendant may be held out of service by the Company pending investigation and hearing and appeals therefrom and will be compensated for all lost time if returned to work.

D. Such hearing shall be held by the Vice President - In-Flight Services, or his designee, within ten (10) days, exclusive of Saturdays, Sundays and holiday, of the receipt of the Flight Attendant's written request therefor. A decision shall be rendered within ten (10) days, exclusive of Saturdays, Sundays and holidays, of the hearings.

E. If the decision of the Vice President - In-Flight Services or his designee is not satisfactory to the Flight Attendant whose grievance is being considered, the matter may be appealed to the Flight Attendant Board of Adjustment, as provided for in Article 20 of this Agreement, provided said appeal must be submitted within ten (10) days of receipt of the decision by the Vice President In-Flight Services.

F. The appeal to the Board of Adjustments may be waived to expedite the grievance, if mutually agreed to by the Union and the Company. The grievance would then proceed directly to arbitration.

2. GRIEVANCES NOT INVOLVING DISCIPLINARY ACTION

A. Should any controversy arise between the Company and a Flight Attendant or a group of Flight Attendants as to the meaning of any of the terms of this Agreement concerning rates of pay, rules of working conditions, or should any Flight Attendant feel that in the application by the Company to her/him of any of the terms of this Agreement concerning rates of pay, rules or working conditions, she/he has been treated unjustly, such Flight Attendant may present her/his grievance in person or through her/his representative within ten (10) days of the infraction to the Vice President In-Flight Services, who shall evaluate the grievance and render his decision as soon as possible, but not later than (10) days, exclusive of Saturdays, Sundays, and holidays following receipt of said grievance.

B. If no settlement is reached under this Article, an appeal may be made in writing within thirty (30) days to the Flight Attendant's Board of Adjustment established under Article 20 of this Agreement.

C. The appeal to the Flight Attendant's Board of Adjustment may be waived to expedite the grievance if mutually agreed to by the Union and the Company. The grievance would then proceed directly to Arbitration.

3. GENERAL

A. If any decision made by an official of the Company under the provisions of this Article is not appealed by the Flight Attendant affected or by the Union in the case of a protest within the time limit prescribed herein for such appeals, such decision shall be 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/him will be dropped.

B. 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.

C. When, under the operation of this Agreement, a Flight Attendant hereunder is chosen to act as the representative of, or a witness for another Flight Attendant against whom charges have been preferred, such Flight Attendant shall be given a Union leave of absence for a time sufficient to permit her/him to appear as such representative or witness.

D. It is understood that all written notifications referred to herein in appeal steps shall be made by Certified Mail, Return Receipt Requested.

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

F. All Flight Attendants, including those in their probationary period, shall have access to the grievance procedure, except that a probationary employee may not appeal a disciplinary or discharge action.

G. In the event a termination is grieved, insurance benefits will continue until all grievance procedures have been exhausted and a final decision has been rendered.

H. A Union representative may, at the option of the Flight Attendant, be present at all Flight Attendant meetings that involve separation of employment from Southwest Airlines.

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 Board shall be known as "Southwest Airlines Flight Attendant's 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 for 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 556 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, 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 (1) 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 made Vice Chairperson and vice versa.

7. Regular meetings of the Board shall be held monthly, or as needed, 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 twenty (20) 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 twenty (20) days, either the Company or the Union may petition for the use of an arbitrator who may sit with the Board of Adjustment as a member thereof. Such Board of Adjustment, as then constituted, or the Arbitrator, shall hear the parties with reference to the dispute pending before it, and a majority vote of the Board, or decision of the Arbitrator, shall be final, binding, and conclusive between the Company and the Union and anyone they may represent having an interest in the dispute.

14. If either party desires to arbitrate the grievance after having been fully processed according to the provisions of this contract, it shall be submitted to arbitration as follows:

- (a) The parties will attempt to agree upon an arbitrator, but failing to agree the parties will request the National Mediation Board to submit a list of seven (7) arbitrators from which each party will alternately strike three names. The remaining name will be the arbitrator.
- (b) The Employer and the Union shall jointly prepare and sign for the arbitrator a submission setting forth the issue or issues in dispute. If a submission cannot be agreed upon between the Employer and the Union, each party shall submit to the arbitrator and to each other a statement of the issues it considers to be in dispute.

15. The arbitrator shall not have the power to add to or subtract from or modify any of the terms of this Agreement.

16. Each party shall bear its own expense with respect to the preparation and presentation of the matter to the arbitrator, but the cost or expense of the arbitrator and the conference room shall be borne equally by the Employer and the Union.

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

18. 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.

COMPENSATION

1. Flight Attendants shall be compensated on the basis of standard trip pay as follows. For purposes of this Article, the "New Contract Date" shall be January 1, 1998, the first day of the month following ratification of this Agreement. The "Steps" described below refer to the pay level held by the Flight Attendant as of the New Contract Date. Thereafter, each Flight Attendant shall move up one Step on her/his Anniversary Date, in the manner described in Article 21, Section 11. Flight Attendants in their first or second six months on the New Contract Date, and those hired thereafter, shall move to Step 1 at the completion of one year of employment with the Company, and will thereafter move up one Step on her/his employment anniversary date, in the manner described in Article 21, Section 11.

	<u>New Contract Date (1/1/98)</u>	<u>Effective 1/1/2000</u>
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First 6 months	\$14.02	\$14.67
Second 6 months	\$14.25	\$14.90

Thereafter:

Step 1	\$16.69	\$17.34
Step 2	\$17.77	\$18.42
Step 3	\$18.85	\$20.40
Step 4	\$19.93	\$21.48
Step 5	\$21.01	\$22.56
Step 6	\$22.57	\$24.12
Step 7	\$24.05	\$25.60
Step 8	\$25.86	\$27.41
Step 9	\$27.75	\$29.30
Step 10	\$29.72	\$31.27
Step 11	\$34.61	\$36.06
Step 12	\$35.58	\$37.03
Step 13	\$36.51	\$37.93
Step 14	\$37.43	\$38.88
Step 15	\$38.70	\$40.15
Step 16	\$39.81	\$41.26

Retro Pay from June 1, 1996, through the New Contract Date, shall be calculated as follows:

First and Second Six Months	\$0.50
Steps 1-10	\$1.00
Steps 11-16*	\$0.75

*Step 16 Flight Attendants who received a 1996 profitability bonus in April 1997 will receive retro pay from January 1, 1997. See Article 21.1.s.

a. For Flight Attendants currently in the first six months of seniority as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.50	Retro Pay from date of beginning service until New Contract Date
\$14.02	From New Contract Date until Six Month Anniversary
\$14.25	From Six Month Anniversary until One Year Anniversary
\$16.69	Step 1
\$17.77	Step 2 through 12/31/99
\$18.42	Step 2 effective 1/1/2000
\$20.40	Step 3
\$21.48	Step 4

b. For Flight Attendants currently in their second six months of seniority as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.50	Retro Pay from date of beginning service until New Contract Date
\$14.25	From New Contract Date until One Year Anniversary
\$16.69	Step 1
\$17.77	Step 2 through 12/31/99
\$18.42	Step 2 effective 1/1/2000
\$20.40	Step 3
\$21.48	Step 4
\$22.56	Step 5

c. For Flight Attendants currently at Step 1 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.50	Retro Pay from 6/1/96 until One Year Anniversary
\$ 1.00	Retro Pay from One Year Anniversary until New Contract Date (Step 1)
\$16.69	New Contract Date (Step 1)
\$17.77	Step 2
\$18.85	Step 3 through 12/31/99
\$20.40	Step 3 effective 1/1/2000
\$21.48	Step 4
\$22.56	Step 5
\$24.12	Step 6

d. For Flight Attendants currently at Step 2 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.50	Retro Pay from 6/1/96 until One Year Anniversary (if applicable)
\$ 1.00	Retro Pay from One Year Anniversary until New Contract Date (Steps 1 and 2)
\$17.77	New Contract Date (Step 2)
\$18.85	Step 3
\$19.93	Step 4 through 12/31/1999
\$21.48	Step 4 effective 1/1/2000
\$22.56	Step 5
\$24.12	Step 6
\$25.60	Step 7

e. For Flight Attendants currently at Step 3 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$18.85	New Contract Date (Step 3)
\$19.93	Step 4
\$21.01	Step 5 through 12/31/99
\$22.56	Step 5 effective 1/1/2000
\$24.12	Step 6
\$25.60	Step 7
\$27.41	Step 8

f. For Flight Attendants currently at Step 4 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$19.93	New Contract Date (Step 4)
\$21.01	Step 5
\$22.57	Step 6 through 12/31/99
\$24.12	Step 6 effective 1/1/2000
\$25.60	Step 7
\$27.41	Step 8
\$29.30	Step 9

g. For Flight Attendants currently at Step 5 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$21.01	New Contract Date (Step 5)
\$22.57	Step 6
\$24.05	Step 7 through 12/31/99
\$25.60	Step 7 effective 1/1/2000
\$27.41	Step 8
\$29.30	Step 9
\$31.27	Step 10

h. For Flight Attendants currently at Step 6 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$22.57	New Contract Date (Step 6)
\$24.05	Step 7
\$25.86	Step 8 through 12/31/99
\$27.41	Step 8 effective 1/1/2000
\$29.30	Step 9
\$31.27	Step 10
\$36.06	Step 11

i. For Flight Attendants currently at Step 7 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$24.05	New Contract Date (Step 7)
\$25.86	Step 8
\$27.75	Step 9 through 12/31/99
\$29.30	Step 9 effective 1/1/2000
\$31.27	Step 10
\$36.06	Step 11
\$37.03	Step 12

j. For Flight Attendants currently at Step 8 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$25.86	New Contract Date (Step 8)
\$27.75	Step 9
\$29.72	Step 10 through 12/31/99
\$31.27	Step 10 effective 1/1/2000
\$36.06	Step 11
\$37.03	Step 12
\$37.96	Step 13

k. For Flight Attendants currently at Step 9 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$27.75	New Contract Date (Step 9)
\$29.72	Step 10
\$34.61	Step 11 through 12/31/99
\$36.06	Step 11 effective 1/1/2000
\$37.03	Step 12
\$37.96	Step 13
\$38.88	Step 14

I. For Flight Attendants currently at Step 10 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 until New Contract Date
\$29.72	New Contract Date (Step 10)
\$34.61	Step 11
\$35.58	Step 12 through 12/31/99
\$37.03	Step 12 effective 1/1/2000
\$37.96	Step 13
\$38.88	Step 14
\$40.15	Step 15

m. For Flight Attendants currently at Step 11 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 1.00	Retro Pay from 6/1/96 (Step 10)
\$ 0.75	Retro Pay until New Contract Date (Step 11)
\$34.61	New Contract Date (Step 11)
\$35.58	Step 12
\$36.51	Step 13 through 12/31/99
\$37.96	Step 13 effective 1/1/2000
\$38.88	Step 14
\$40.15	Step 15
\$41.26	Step 16

n. For Flight Attendants currently at Step 12 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$1.00	Retro Pay from 6/1/96 (Step 10, if applicable)
\$ 0.75	Retro Pay from 6/1/96 until New Contract Date (Steps 11 and 12)
\$35.58	New Contract Date (Step 12)
\$36.51	Step 13
\$37.43	Step 14 through 12/31/99
\$38.88	Step 14 effective 1/1/2000
\$40.15	Step 15
\$41.26	Step 16

o. For Flight Attendants currently at Step 13 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.75	Retro Pay from 6/1/96 until New Contract Date
\$36.51	New Contract Date (Step 13)
\$37.43	Step 14
\$38.70	Step 15 through 12/31/99
\$40.15	Step 15 effective 1/1/2000
\$41.26	Step 16

p. For Flight Attendants currently at Step 14 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.75 Retro Pay from 6/1/96 until New Contract Date

\$37.43 New Contract Date (Step 14)

\$38.70 Step 15

\$39.81 Step 16 through 12/31/99

\$41.26 Step 16 effective 1/1/2000

q. For Flight Attendants currently at Step 15 as of the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$ 0.75 Retro Pay from 6/1/96 until New Contract Date

\$38.70 New Contract Date (Step 15)

\$39.81 Step 16 through 12/31/99

\$41.26 Step 16 effective 1/1/2000

r. For Flight Attendants currently at Step 16 as of the New Contract Date, and who did not receive a 1996 profitability bonus in April 1997, standard trip pay for the duration of this Agreement shall be:

\$ 0.75 Retro Pay from 6/1/96 until New Contract Date

\$39.81 New Contract Date (Step 16)

\$41.26 Step 16 effective 1/1/2000

s. For Flight Attendants currently at Step 16 as of the New Contract Date, and who did receive a 1996 profitability bonus* in April 1997, standard trip pay for the duration of this Agreement shall be:

\$ 0.75	Retro Pay from 1/1/97 until New Contract Date
\$39.81	New Contract Date (Step 16)
\$41.26	Step 16 effective 1/1/2000

*Flight Attendants at Step 16 as of January 1, 1996, received a profitability bonus, based on the profitability of Southwest Airlines during 1996, in accordance with the contract previously in effect. Because the profitability bonus exceeded the amount that would have been payable by making increased trip pay retroactive to June 1, 1996, the profitability bonus was paid, and the retroactive trip pay increase will commence as of January 1, 1997.

t. For Flight Attendants starting duty after the New Contract Date, standard trip pay for the duration of this Agreement shall be:

\$14.02	First Six Months (through 12/31/99)
\$14.67	First Six Months (effective 1/1/2000)
\$14.25	Second Six Months (through 12/31/99)
\$14.90	Second Six Months (effective 1/1/2000)
\$16.69	Step 1 (through 12/31/99)
\$17.34	Step 1 (effective 1/1/2000)
\$17.77	Step 2 (through 12/31/99)
\$18.42	Step 2 (effective 1/1/2000)
\$18.85	Step 3 (through 12/31/99)
\$20.40	Step 3 (effective 1/1/2000)
\$19.93	Step 4 (through 12/31/99)
\$21.48	Step 4 (effective 1/1/2000)

2. STANDARD/NON-STANDARD

A. For the purposes of pay computation, a standard trip shall be any trip for which the nonstop mileage according to the CAB or DOT Book of Airport to Airport mileage is 243 miles or less. A non-standard trip shall be any trip for which the nonstop mileage exceeds 243 miles. In the event, however, there is in effect during the term of this Agreement, a non-standard trip pay formula for Southwest Airlines' pilots which would, if applied to flight attendants, be more beneficial to the Flight Attendants, then the non-standard trip formula used for pilots shall also apply to Flight Attendants.

B. Flight Attendants will be paid for non-standard trips at the rate of one standard trip as set forth in paragraph 1 above, plus one-tenth (.1) trip for each forty mile increment over 243 miles, rounded up or down to the nearest forty (40) mile increment, unless a formula more favorable to the Flight Attendants is required under Article 21, Section 2.A. above.

3. OVERSCHEDULE/OVERFLY

A. An overschedule override will be computed for each flight based upon each flight equal to one (1) paid trip, plus one tenth (0.1) for each five (5) minutes in excess of fifty-five minutes, truncated to the nearest five (5) minutes. If the value exceeds the value under the non-standard trip formula, the flight will pay the override value.

B. In addition to the non-standard trip adjustment contained herein, Flight Attendants will be paid, where applicable, an additional overfly premium component for flights which actually operate in excess of the scheduled block time. Such premium will apply to each flight segment and will be paid at the rate of one-tenth (0.1) trip for each five (5) minutes in excess of such flight's scheduled block time, truncated to the nearest five (5) minutes, excluding, however, the first seven (7) minutes which such flight segment is in excess of schedule. Inflight diversions/enroute stops are subject to the overfly premium.

COMPUTATION OF OVERFLY PREMIUM PAY	
# Minutes over Scheduled Block Time	Time for Pay
0 to 11	0.0
12 to 16	0.1
17 to 21	0.2
22 to 26	0.3
27 to 31	0.4
32 to 36	0.5
37 to 41	0.6
42 to 46	0.7
47 to 51	0.8
52 to 56	0.9
57 to 61	1.0
62 to 66	1.1
67 to 71	1.2
72 to 76	1.3
77 to 81	1.4
82 to 86	1.5
87 to 91	1.6
92 to 96	1.7
97 to 101	1.8
102 to 106	1.9
107 to 111	2.0
112 to 116	2.1
117 to 121	2.2

4. SENIOR PAY

Each trip shall have a Senior ("A" position) Flight Attendant. Each Flight Attendant who flies in the Senior position shall receive \$2.00 for each trip flown or credited.

5. SPECIAL ASSIGNMENT PAY

When a Flight Attendant is assigned to publicity, promotional or other special assignments and as a result is removed from her/his regular trip assignment in order to participate in the special assignment, she/he should receive the appropriate trip pay for trips missed as a result of the special assignment. If the Company requests a Flight Attendant accept a special assignment on her/his duty 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 six (6) standard trips at the Senior position.

6. CHARTER PAY

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.

7. DEADHEAD PAY

A Flight Attendant who deadheads at Company request shall be paid or credited the appropriate standard or non-standard trip for the flight on which she/he deadheads.

8. TRAINING PAY

A Flight Attendant who is scheduled for recurrent training will be paid or credited for trips missed at the appropriate rate, or four (4) standard trips, whichever is greater.

9. CANCELLATION PAY

If any flights appearing on a Flight Attendant's line of time are canceled due to weather, mechanical or to suit Company convenience, and such flights are not made up the same day or days in the case of a multiday pairing including an overnight, the Flight Attendant shall be paid according to her/his schedule bid for the trips scheduled.

10. STRANDED PAY

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

- (a) As in 9 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 in at the home domicile, each Flight Attendant will be paid one (1) trip for each four (4) hours of such period (over two (2) hours shall count as a full four (4) hours; two (2) hours or less shall not count), whichever is greater.

11. PAY RATE CHANGES

Seniority raises shall be computed as follows: changes occurring from the first day of the month through the fifteenth day of the month will be effective on the first day of that month. Changes occurring from the sixteenth of the month through the end of the month will be effective on the first day of the following month.

12. Should this Agreement continue in effect beyond May 31, 2002, while the parties negotiate a new contract, Flight Attendants who reach an Anniversary Date entitling them to a step increase shall move to the appropriate Step, and shall receive pay in accordance with the standard trip pay then in effect for that Step.

ARTICLE 22

EXPENSES

1. A Flight Attendant shall receive an hourly per-diem allowance for each hour she/he is away from her/his domicile, starting at the time of required check-in and ending thirty (30) minutes after arrival of her/his last trip in her/his sequence. This per-diem is designated as compensation for meals. The per-diem allowance will be \$2.00 per hour.

2. The Company will provide transportation to and from airport and hotel at RON stations. If transportation is not available within thirty (30) minutes from the time Flight Attendants require such transportation, the use of a cab is authorized subject to proper receipts.

3. The Company will provide at all RON stations suitable hotel accommodations with single rooms for each Flight Attendant.

4. The Company will pay directly for any hotel rooms and local transportation required. Upon request, Flight Attendants will be provided a hotel room when given an unscheduled RON in domicile.

ARTICLE 23

INSURANCE BENEFITS

The Flight Attendants' insurance plan shall be separated from the company-wide plan, and shall provide benefits comparable to those offered under the pilots' insurance program.

ARTICLE 24

GENERAL & MISCELLANEOUS

1. All SWA Flight Attendants and their immediate families shall be allowed the same pass and reduced fare privilege afforded other SWA employees in accordance with Company policy.

2. Suspensions shall be based on calendar days, and shall begin with the first pairing after the decision to suspend has been rendered.

3. All letters of discipline (warning or suspension) will be null and void after eighteen (18) months after the date of issuance and, at the request of the Flight Attendant, will be removed from the Flight Attendant's personnel file.

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

5. A Flight Attendant will not be required to perform work normally assigned to a cleaner, provisioner or ramp or operations agent. The Flight Attendant will make a reasonable effort to tidy up the aircraft.

6. In the event there is a shortage of payment in a Flight Attendant's pay check of \$100 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.

7. A Flight Attendant will be entitled to receive from the Company a copy of her/his entire personnel file upon request within five (5) days.

8. The Company will provide security in all parking areas designated as Flight Attendant parking areas.

9. The Company will provide uniform pieces in all graduated sizes to be available in the Flight Attendant lounge at all times to all Flight Attendants.

10. Operational orders for charters must be posted with duties expected and flight schedules.

11. If transit time through any out station exceeds four (4) hours, the Company will provide single hotel rooms for each Flight Attendant.

12. A Flight Attendant who, at the Company's request or who is subpoenaed, appears in connection with any occurrence arising out of the Flight Attendant's service with the Company will be paid for any such trips missed and such trips will count toward her/his monthly credit.

13. The basic Agreement shall be reopened for the purpose of negotiating rates of pay, rules and working conditions in the event that the Company places into service an aircraft other than the Boeing 737-200/300/500/600/700, or institutes meal service or international flights. Either party will give the other a sixty (60) day notice of intention to reopen the Agreement, unless a shorter period is mutually agreed upon. Notice to reopen hereunder shall be given in accordance with Section 6, Title I of the Railway Labor Act, as amended.

14. Flight Attendants are not required to wear their uniform when riding on the jump seat and not on duty. Flight Attendants will be required to wear their Company identification badge and comply with the Company dress code for non-revenue passengers.

15. Official check-rides may be conducted only by Southwest Airlines In-Flight Service Department management personnel or supervisors.

ARTICLE 25

HEALTH & SAFETY

1. The Company recognizes the importance of health and safety to Southwest Airlines and all Flight Attendants, and agrees to the formation and utilization of the Health and Safety Committee to be appointed by the Union.

2. Flight Attendants shall be provided safe equipment, working areas, and working conditions.

3. The Committee will review all job related Flight Attendant accidents, illnesses and Hazard Reports and will issue written recommendations which will be considered by the Company. The Committee will be provided with copies of all Flight Attendant occupational accident or illness reports. The Company will supply the results of any health or safety surveys conducted which affect Flight Attendants as they become available to Southwest Airlines.

4. The Company will inform Flight Attendant's of potential environmental hazards.

5. Air contamination and noise level information, if monitored by government agencies and furnished to the Company will be furnished to the Safety Committee.

6. Each Flight Attendant will be provided with one pair of ear plugs, and will be provided with one pair each year thereafter at Company expense.

7. The Flight Attendants' Health and Safety Committee will be notified and may send a representative to any and all Company health and safety meetings affecting Flight Attendants.

8. All stations shall be equipped with proper equipment, and personnel trained and qualified to assist crew members to clean up bodily fluids.

ARTICLE 26

UNION SECURITY

1. Any Flight Attendant who, on the effective date of this Agreement, is eligible to become a member of the Union, will do so as a condition of continued employment with the Company. A Flight Attendant will become a Union member upon the completion of his/her initial probationary period. (First six (6) months of employment.) For the purpose of Article 26, a Flight Attendant shall be considered a member of the Union if she/he tenders the initiation fees and periodic dues uniformly required as a condition of membership.

2. All new Flight Attendants of the Company hired on or after the effective date of this Agreement, shall make application for membership in the Union within sixty (60) days after date of employment with the Company, and shall thereafter maintain membership in the Union as provided for in Paragraph 1 of this Article.

3. If a member becomes delinquent in the payment of his/her initiation fee or membership dues, such member shall be notified by registered mail, return receipt requested, copy to the Company, that she/he is delinquent in the payment of initiation fee or membership dues as specified herein and is subject to discharge as an employee of the Company. Such letter shall also notify the Flight Attendant that she/he must remit the required payment within a period of fifteen (15) calendar days, or be discharged.

4. If upon the expiration of the fifteen (15) days, the Flight Attendant still remains delinquent, the Union shall certify in writing to the Company, copy to the Flight Attendant, that the Flight Attendant has failed to remit payment within the grace period allowed, and is, therefore, to be discharged. The Company shall then take proper steps to discharge such Flight Attendant from the services of the Company. Such discharge shall be deemed to be for just cause.

5. Any determination under the terms of this Article shall be based solely upon the failure of the Flight Attendant to pay or tender payment of initiation fee or membership dues, and not because of denial or termination of membership in the Union upon any other grounds.

6. Dues Check Off. 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 furnished by the Union. The Company will not be required to deduct monthly membership dues unless the Company has received a Check-Off Form

and has not received a notice of revocation thereof as provided in the "Check-Off Form". The wording of the check-off form shall be as follows:

ASSIGNMENT AND AUTHORIZATION CHECK OFF OF UNION DUES

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 556, 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 (1) year and shall continue in 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 except 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 Signature _____

Employee No. _____

7. All Check-Off Forms will be submitted through the Secretary/Treasurer of the Union who will forward the original signed copy to the payroll manager of the SWA Accounting Department. A properly executed Check-Off Form will become effective not later than two (2) weeks after it is received by the payroll section of the Accounting Department. Improperly executed forms will be returned to the Union.

ARTICLE 27

GENERAL - UNION INFORMATION

1. The Company shall cause to be printed and distributed to each Flight Attendant a copy of this Agreement within a reasonable amount of time after ratification of the Agreement. All new Flight Attendants will be given a copy of this Agreement during training.

2. Any deviation from this Agreement may be made by mutual agreement between the Company and the Union. Such mutual agreement must be in writing and signed by the parties thereto and will be printed and distributed by the Company to all Flight Attendants for addition to their Union contract.

3. 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 slowdown, sitdowns, work stoppage, striking or picketing of Company premises.

4. At least five (5) Flight Attendants will be granted relief from flight status for purposes of official Union business. Relief will be requested by the President of Local 556, TWU, AFL-CIO. Such Flight Attendants shall be paid by the Company during such period, and the Union will reimburse the Company.

5. A bulletin board, including a locked, glass enclosed bulletin board, will be provided by the Company at all Flight Attendant domiciles created under this Agreement for use by the Transport Workers Union of America, AFL-CIO, Local 556, for posting notices of Local 556 recreation and social affairs, Local 556 elections, Local 556 membership meetings and official notices from the Union. Posted notices shall not contain anything of a defamatory or personal nature attacking the Company or its representatives.

6. The Company will provide to the Union a monthly copy of current addresses and phone numbers of all Flight Attendants with the exception of unlisted numbers.

7. The Union will be permitted by the Company to utilize the individual mail boxes in the Flight Attendant lounge for all official Union business.

8. The In-Flight Services Department will recognize and utilize Union committees.

9. The Union will have a locked deposit box in the Flight Attendant crew lounge to be used for official Union business.

10. The Company will provide the Union upon hiring, the names and addresses of Flight Attendants who are eligible for Union membership.

11. A copy of the permanent Flight Attendant Seniority List will be mailed to the President of Local 556, TWU, AFL-CIO, monthly during the term of this Agreement.

12. The Company will provide positive space passes for Union business.

13. Upon request, the Company will provide the Local President with a list of all Flight Attendants on leaves of thirty (30) days or more and of Flight Attendants who have transferred to non-flying or supervisory duties. Current additions or deletions may be requested on a monthly basis. Such list shall include names, employee numbers, dates leaves began and expected dates of return, if known.

14. The Company will provide thirty (30) minutes for the purpose of Union orientation on a regularly scheduled training day during the new hire class period.

ARTICLE 28

SCHEDULING POLICY

1. PAIRING CONSTRUCTION

A. Turnarounds will consist of a maximum of eight (8) legs and a minimum of four (4) TFP.

B. No Flight Attendant will be scheduled for an eight (8) leg duty period on a Friday or Sunday night (first duty flight departing at Noon or after).

C. Each day of a multiday pairing will be scheduled for a maximum of eight (8) legs and a minimum of four (4) TFP, except that pairings may be constructed with three full days of flying with a single deadhead only on the first or fourth day. Duty period minimums will not apply to the day with the single deadhead or the second day of shortback.

D. If during the term of this Agreement, the Company chooses to operate scheduled "Red Eye" or Night Flight service, the applicable trip rate, in addition to \$1.00/TFP will apply. This language does not apply to charters. To designate a pairing as a night flight, check-in times will commence at 2000 until 0429 local time in the departing city. The maximum duty period for a night flight will be ten (10) hours. A Reserve may not be assigned additional legs before or after a night flight.

2. LINE CONSTRUCTION

A. Whenever multiday pairings (2, 3, or 4 day pairings) appear on a line of time, check-in times will be consistent. If an excess of either A.M. trips or P.M. trips necessitates mixed check-in times on a line of time, the pairings will be scheduled so that there will be only one change from A.M. to P.M. or vice versa per line.

B. After two (2) consecutive two (2) day pairings, a Flight Attendant must have at least a continuous forty-eight (48) hour break free from all duty.

C. One turnaround may be scheduled before or after a three (3) day pairing, followed by a continuous forty-eight (48) hour break free from all duty (debrief to check). Check-in times for the turnaround and three (3) day pairings will be consistent.

D. All bid line holders will be guaranteed a minimum of thirteen (13) days off per month.

E. To the extent possible, Flight Attendant bid lines will be constructed in accordance with the following guidelines. It is understood and agreed that these are guidelines only and that under no circumstances will the Company be required to increase staffing to meet these percentages.

1. 15% with sixteen (16) days off with weekends and holidays off; 5% of these will not have RONS;
2. 20% with fifteen (15) days off with weekends and holidays off;
3. 10% with fifteen (15) days off with three (3) weekends and holidays off;
4. 15% with fifteen (15) days off with two (2) weekends off;
5. 20% with sixteen (16) days off; 5% with no RONS;
6. 20% with minimum of thirteen (13) days off.

ARTICLE 29

DOMICILES

1. DOMICILE BIDS

If, during the term of this Agreement, the Company chooses to open additional Flight Attendant domiciles, the following rules shall apply:

A. All Flight Attendant, regardless of seniority, must maintain bids for all domicile listings on the "Southwest Airlines Domicile Bid" (hereinafter known as the Domicile Bid). Newly hired Flight Attendants will submit a Domicile Bid prior to completion of initial training.

B. A Flight Attendant may revise her/his Domicile Bid at any time. Every change to the Domicile Bid will have the date/time automatically recorded.

C. Each Domicile Bid will have provisions so that a Flight Attendant may bid on a contingency basis based on percentage position from the top of the seniority list for a specific domicile.

D. All new domicile vacancies will be posted for bid at all domicile lounges and sent to TWU Local 556 offices not less than thirty (30) days prior to closing. If the original posted vacancy bid is changed, a new bid will be posted immediately. No new domicile bid will be altered within seven (7) days of closing. Such bids will include the date that the bid is effective, the number of vacancies, date of closing and any other relevant information. At closing, these vacancies will be awarded from Domicile Bid choices on file at the time of closing.

E. The results of each vacancy bid will be posted at all domicile lounges and TWU Local 556 offices.

F. All new vacancies put up for bid as well as all secondary vacancies left open by successful bidders will be available to all Flight Attendants in the system. No Flight Attendant will be involuntarily displaced from a domicile, except as provided herein. In the event that a reduction in Flight Attendants occurs in a domicile, this reduction will be posted as a domicile bid and the Domicile Bids on file at the time of closing will govern. If insufficient Flight Attendants have bid to leave the base, any Flight Attendants displaced will be done so in reverse seniority.

G. All hours of service and scheduling regulations will apply to all domiciles.

H. All training will be done at a site designated by the Company. Flight Attendants required to deadhead from their domicile shall be compensated for

deadhead flights, plus per diem and hotel room, as well as applicable training compensation.

2. MOVING EXPENSES

Moving expenses incurred in connection with transfer to a new domicile shall be compensated as follows:

A. A newly established domicile shall be considered to be a "new domicile" for a period of four consecutive months. Flight crews transferred during such period shall be considered as transferred at Company request and their moving expenses shall be paid by the Company per Paragraph 2.E. of this article.

B. Moving expenses incurred during the training period incident to original employment shall be borne by the individual. Flight Attendants who are recalled from furlough into a base other than their last assigned base will be moved at Company expense subject to the provisions of this section.

C. Moving expenses of Flight Attendants who are assigned during a vacancy bid to domiciles which are not new domiciles shall be paid by the Company per Paragraph 2.E. of this article. A Flight Attendant is considered to be assigned for purposes of this paragraph if, due to his/her seniority, he/she would have been required to accept a vacancy bid regardless of the choices expressed on his/her Domicile Bid.

D. Successful bidders on a vacancy bid shall pay their own moving expenses.

E. Flight Attendants eligible for Company paid moving expenses under the provisions of this section shall be reimbursed per the following provisions:

1. Actual moving expenses, including packing, unpacking, and insurance for household effects up to 14,000 pounds or 1,400 cu. ft., including up to 60 days' storage.

2. Eighteen cents (18¢) per mile or Company policy whichever is greater, for the first vehicle, and twelve cents (12¢) per mile for the second vehicle, based on the shortest AAA mileage between old and new domicile.

3. Actual expenses (within reason supported by receipt) for meals and lodging enroute for the Flight Attendant and members of his/her dependent family with a maximum of \$65.00 per night per family for lodging.

4. Travel time shall be allowed at the rate of one calendar day for each 350 miles or fraction thereof.

5. For each day of travel time, a Flight Attendant shall receive pay for all lost trips, or three trips per day, whichever is greater.

6. If a Flight Attendant's present residence is other than the present domicile, the Company shall pay for the move from the Flight Attendant's present residence to the new domicile, but not greater than an amount equivalent to be paid for a move from his/her present domicile.

7. The Company's obligation for a paid move to the new domicile shall terminate if not used within 12 calendar months.

8. A Flight Attendant will be reimbursed for moving expenses associated with a self move, not to exceed the commercial move limits. Expenses will be substantiated by receipts.

3. VACANCY BIDS

A. The Company will determine when a vacancy exists at a domicile due to additional aircraft to the schedule, new Flight Attendant classes and attrition.

B. Domicile vacancies will be posted for a period of 14 days prior to closing. The bid will include the number of vacancies in each domicile, the date the bid is effective and any other relevant information.

C. The vacancies will be awarded by system seniority using the Domicile Bids on file. Any vacancies assigned will be done in reverse seniority.

D. Any Flight Attendant may submit an updated Domicile Bid (with contingency) at any time prior to a vacancy bid closing.

E. Moving expenses incurred by a successful vacancy bid will be paid by the Flight Attendant per paragraph 2.D. of this Article.

F. Moving expenses of Flight Attendants who are assigned during a vacancy shall be paid by the Company per paragraph 2.E. of this Article.

G. The Company will furnish TWU Local 556 with an updated seniority list reflecting any Flight Attendants successful in bidding a vacancy bid.

H. If the Company elects to fill the vacancy, the Company, at its option after the sixth (6th) transfer, may fill the vacancy by hiring a new Flight Attendant.

ARTICLE 30

PROFIT SHARING AND RETIREMENT

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

2. The Company will match any Flight Attendant's contribution to the 401(k) Plan maintained by the Company, at the rate of \$1.00 for each \$1.00 contributed by the Flight Attendant, up to a maximum Flight Attendant contribution of 6%, with a maximum Company contribution of \$5,000.00 per year.

3. Effective January 1, 1998, the Company will match any Flight Attendant's contribution to the 401(K) Plan maintained by the Company, at a rate of \$1.00 for each \$1.00 contributed by the Flight Attendant, up to a maximum Flight Attendant contribution of 6.3%, and the \$5,000 cap on annual Company contributions will be eliminated.

4. Effective January 1, 2002, the Company will match any Flight Attendant's contribution to the 401(K) Plan maintained by the Company, at a rate of \$1.00 for each \$1.00 contributed by the Flight Attendant, up to a maximum Flight Attendant contribution of 7.3%.

5. Vesting in General for 401(k) Company Match. A Member shall have a vested and nonforfeitable interest in that vested percentage portion of the balance credited to the Member's Matching Contributions Account at any time determined by reference to her/his completed years of Vesting Service in accordance with the following schedule:

<u>Completed Years of Vesting Service</u>	<u>Vested Percentage</u>
Less than 1 year	0%
1 year	20%
2 years	40%
3 years	60%
4 years	80%
5 years	100%

6. Accelerated Vesting. A Member shall be fully vested and have a nonforfeitable interest in the balance credited to her/his Matching Contributions Account if:

- a) The employee becomes medically disabled; or
- b) The employee retires at or after age 65; or

- c) The employee retires at or after age 60 with a minimum of 12 year's service with the Company, or at or after age 61 and one-half (61½) with a minimum of 10 years' service with the Company.

ARTICLE 31

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 32

DURATION AND TERMINATION

This Agreement shall become effective June 1, 1996 and shall continue in full force and effect through May 31, 2002, 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, 2002, or any June 1 thereafter.

SIGNED this 18 day of DECEMBER, 1997.

SOUTHWEST AIRLINES CO.

TRANSPORT WORKERS UNION OF
AMERICA, AFL-CIO

By: Herbert D. Kelleher
Herbert D. Kelleher
President and
Chief Executive Officer

By: Edward Koziatek
Edward Koziatek
International Vice President
Director-Air Transport Division

By: Gary A. Barron
Gary A. Barron
Executive Vice President and
Chief Operations Officer

By: Garry Drummond
Garry Drummond
International Representative

By: Bill Miller
Bill Miller
Vice President -
Inflight Services

By: Paul D. Sweetin
Paul D. Sweetin
President, Local #556, T.W.U.

By: Sandra M. Stephenson
Sandra M. Stephenson
Director, Inflight Crew Scheduling

By: Julia Wolfswinkel
Julia Wolfswinkel
Recording Secretary and
Negotiating Committee Representative

By: James F. Parker
James F. Parker
Vice President - General Counsel

By: Mark L. White
Mark L. White
Executive Board Member and
Negotiating Committee Representative

By: David K. Kirtley
David K. Kirtley
Negotiating Committee Representative

By: Arthur M. Luby
Arthur M. Luby
Counsel

Ratification Date: December 16, 1997

SIDE LETTER 1

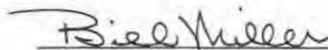
COMMUTER POLICY

The following sets forth the rules concerning Flight Attendants that live in other cities and commute to the assigned domicile on Southwest Airlines:

1. The rules set forth in this Agreement apply only to Flight Attendants who list themselves with the Inflight Department as commuters and designate an airport on the Southwest Airlines flight schedule as a point of commuter origination (i.e. a Flight Attendant living in Memphis would designate Little Rock as the commuter city). A Flight Attendant living in a metropolitan area served by Southwest must designate an airport served by Southwest in that metropolitan area as the commuter city (for example, a Flight Attendant living in Reno, Nevada must designate Reno as the commuter city and could not designate Las Vegas, Nevada).
2. The commuter must make all reasonable efforts to arrive in their domicile prior to their scheduled checkin time (one hour prior to departure of the scheduled pairing). However, if two consecutive scheduled flights from the commuter's designated city to the domicile are canceled due to weather in the designated city or in the domicile, mechanical problems, Company conveniences, or the flights are significantly delayed (the second flight is posted at least 30 minutes or more late), and such flights would have arrived in the domicile 30 minutes prior to scheduled checkin time, the Flight Attendant shall notify Crew Scheduling prior to scheduled checkin and Crew Scheduling will have the option of assigning the Flight Attendant to any one of the following:
 - a) Allow the Flight Attendant to rejoin the Flight Attendant's scheduled pairing at the SIP or at a point mutually agreed upon between the Flight Attendant and Crew Scheduling;
 - b) Give the Flight Attendant another pairing from the Flight Attendant's commuter city or a later pairing in the Flight Attendant's domicile;
 - c) Assign the Flight Attendant as Airport Standby Reserve in the designated commuter city;
 - d) If the Flight Attendant is assigned as airport reserve under c) above and not assigned a pairing within four hours after being designated Airport Standby Reserve, the Flight Attendant will be assigned to a pairing the following day from the domicile city;
 - e) If the options above are not used by Crew Scheduling, the Flight Attendant will be granted a personal leave for the Flight Attendant's scheduled pairing.

If the Flight Attendant is granted a personal leave, she/he will be required to pick up comparable open time to replace the pairing lost within thirty (30) days after the date of the personal leave. If the Flight Attendant does not pick up open time within thirty (30) days, Crew Scheduling will assign the Flight Attendant to comparable open time and provide notification of the assignment.

3. In commuting itineraries that involve an intermediate stop or connection, once the commuting Flight Attendant boards in the originating Designated City, the intermediate stop or connection will be treated as the Flight Attendant's Designated City. In such cases, for the Flight Attendant to be eligible for the benefits of paragraph 2 above, flights from the intermediate point or connecting city must be cancelled or delayed as described in paragraph 2.
4. As used in Paragraph 2 above, the term "comparable open time" shall mean a 3-day for a 3-day; a 4-day for a 4-day; a 2-day for a 2-day; and a 1-day for a 1-day. In the event of a disagreement as to comparability, the Vice President of Inflight Services shall make the final determination.
5. The commuter will not be compensated for the trips lost due to the personal leave. Flight Attendants will be compensated for trips actually flown if given another assignment. If the Flight Attendant is assigned as an airport reserve and not used that day, the Flight Attendant will be credited as an Airport Standby Reserve.



Bill Miller
Vice President - Inflight Services



Paul Sweetin
President, Local #556, T.W.U.

Date: Dec. 18, 1997

SIDE LETTER 2

ATTENDANCE POLICY

The Attendance Policy for Southwest Airlines Flight Attendants is, unless otherwise specified, based upon calendar Quarters, and shall be as follows:

1. REPORTING PROCEDURE

In all cases of absence, a Flight Attendant will be required to call Crew Scheduling.

- a) Unless otherwise specified, the call will be valid only for the Flight Attendant's next scheduled pairing. The Flight Attendant may specify a longer period, covering pairings beginning within the five (5) consecutive calendar days following the call. A period of more than five (5) consecutive calendar days may be pulled by the Flight Attendant's Supervisor, if supported by a doctor's statement provided to the Supervisor during the first five (5) consecutive calendar days following the initial sick call.
- b) Unless otherwise specified, a Reserve Flight Attendant's call shall be valid only for one day. The Reserve Flight Attendant may specify a longer period, up to five (5) consecutive calendar days following the call. A period of more than five (5) consecutive calendar days may be pulled by the Flight Attendant's Supervisor, if supported by a doctor's statement provided to the Supervisor during the first five (5) consecutive calendar days following the initial sick call.

2. TIMELINESS OF REPORTING

A Flight Attendant must check in with Crew Scheduling via the computer in the Flight Attendant lounge or the designated checkin telephone for each domicile at least one (1) hour prior to scheduled push of the aircraft. Sick calls must be made to Crew Scheduling at least two (2) hours prior to scheduled push of the aircraft.

3. DEFINITIONS

- a) No Show. 1) When a Flight Attendant fails to check in with Crew Scheduling at the time designated or checks in and does not make the scheduled departure either on an originator flight or at an outstation; 2) being unavailable for contact while on reserve; 3) being unavailable for contact on unscheduled ground time caused by irregular operations; or 4) being unavailable for contact because the Flight Attendant failed to take a scheduled deadhead.

- b) Failure to Report. When a Flight Attendant fails to check in at the time designated, the No Show will be reduced to a Failure to Report if:
- i) The Flight Attendant contacts Scheduling prior to another Flight Attendant being assigned the pairing; or if
 - ii) Scheduling contacts the Flight Attendant in the Flight Attendant lounge prior to assigning the No Showed pairing. However, Scheduling has no obligation to attempt to contact the Flight Attendant.
- c) Reported Illness. When a Flight Attendant calls prior to two (2) hours of scheduled departure to report that she/he will not report to work because of her/his personal illness/injury. (Limited to one continuous occurrence of illness per Quarter, and must be supported by a doctor's statement.)
- d) Reported Illness (no doctor's statement or after utilizing one (1) doctor's statement in the Quarter). When a Flight Attendant calls prior to two (2) hours of scheduled departure to report that she/he will not report to work because of her/his personal illness/injury, and does not provide a doctor's statement or has already utilized a doctor's statement in the same Quarter. See Section 3(i).
- e) Reported Illness Less Than Two Hours Prior to Scheduled Flight Departure. When a Flight Attendant calls in sick less than two hours prior to scheduled flight departure.
- f) Sick Leave on Line (no doctor's statement or after utilizing one (1) doctor's statement in the Quarter). When a Flight Attendant reports to work but fails to complete her/his scheduled pairing because of personal illness, and does not provide a doctor's statement or has already utilized a doctor's statement in the same Quarter. See Section 3(i).
- g) M.B.L. (Might be Late). When a Flight Attendant calls prior to checkin and reports that she/he might be late. Registered commuters cannot use the M.B.L. Policy.
- h) Failure to Report to Training Class. When a Flight Attendant fails to report to a scheduled training class by the scheduled time of class.
- i) Single Continuous Occurrence of Illness. When a Flight Attendant is continuously ill or disabled due to a single illness or occurrence.

Separate sick calls relating to a Single Continuous Occurrence of Illness must be made within fourteen (14) days after the ending of the last day of absence due to the initial report of illness. Such separate sick calls must be linked by a written doctor's statement verifying that the sick calls relate to a Single Continuous Occurrence. If the Flight Attendant returns to active duty between incidents of illness and completes the pairing, the incidents may not be considered a Single Continuous Occurrence of Illness. Such incidents will be considered separate occurrences. If the Flight Attendant returns to active duty and is unable to complete the pairing, the incidents will be considered a Single Continuous Occurrence of Illness if linked by a written doctor's statement and occurs within the fourteen (14) day period.

4. DOCTOR'S STATEMENT

A Flight Attendant utilizing a doctor's statement to excuse her/his absence must furnish it to a Supervisor prior to or on the next scheduled pairing.

Failure to report an absence due to illness/injury, whether or not verified by a doctor's statement, will be chargeable as a No Show.

The doctor's statement for verification of an illness/injury must contain the following information, or it will be deemed unacceptable:

1. Date(s) of illness/injury.
2. Date(s) of treatment.
3. Diagnosis.
4. Date Employee can return to full duty.
5. Doctor's signature.

The following standards are intended to clarify the procedures required under this paragraph 4 for furnishing a doctor's statement prior to or on the next scheduled pairing, and are the agreed upon procedures to be followed in the event a doctor's statement, provided under this paragraph 4, is deemed unacceptable because it fails to provide the information required:

1. Flight Attendants are strongly encouraged to turn in doctor's statements directly to their Supervisor to avoid any misunderstandings.
2. If the Flight Attendant turns in the doctor's statement directly to a Flight Attendant Supervisor, it is the Supervisor's obligation to determine whether the statement is acceptable at that time and inform the Flight Attendant. If the Supervisor does not tell the

Flight Attendant at that time that the statement is unacceptable, the note is deemed to be acceptable.

3. If the Flight Attendant provides the doctor's statement in any manner other than directly to such Flight Attendant Supervisor, the Supervisor will notify the Flight Attendant of the note's unacceptability by making a notation in the Message Section of the Lounge Computer Screen showing the Flight Attendant's schedule that the note is unacceptable. The Flight Attendant who provided a doctor's statement in a manner other than by directly furnishing it to the Supervisor is obligated, at the termination of the scheduled pairing, to check the Computer Screen to determine whether the doctor's statement has been deemed acceptable.
4. If the doctor's statement is deemed unacceptable because it has failed to provide required information (whether the notice of unacceptability is provided in person or through the Computer Screen), the Flight Attendant must provide a statement that is acceptable within three (3) calendar days from the termination of the scheduled pairing that such Flight Attendant is working. If the corrected statement is not provided within that three (3) calendar day period, the occurrence will be treated as if no doctor's statement had been provided.
5. The procedure outlined above does not extend the time for providing the original doctor's statement and is intended only to provide a procedure for correcting deficiencies in a doctor's statement.

5. CONTROL PROCEDURE

Absences as described above will be recorded in the following manner.

<u>Occurrences</u>	<u>Points Assigned</u>
No Show	2½
Failure to Report	1
Reported Illness - One Doctor's Statement per Quarter	0
Reported Illness - No Doctor's Statement or after utilizing one in the Quarter	½ point per day on the sick list, with a maximum of 2½ points per single

continuous occurrence of illness. See Section 3(i).

Reported Illness Less Than Two (2) Hours
Prior to Scheduled Push

2½

Sick Leave on Line - No Doctor's Statement or
after utilizing one in the Quarter

½ point for each day or
part of a day missed.

M.B.L.

½

Failure to Report to Training Class

1

Employees receiving chargeable occurrences for absenteeism will receive the following disciplinary action as the points associated with those occurrences accumulate:

0 - 4½	No action taken
5 - 6½	Counseling
7 - 9	Written Warning
9½ - 11½	Final Warning (possible termination for overall job performance)
12	Termination of Employment

NOTE: It is up to the individual Flight Attendant to know the status of her/his own point accumulation. Flight Attendants should feel free to contact their supervisors at any time for counseling regardless of their accumulated points. Points will continue to accumulate even if warning letters are unable to be sent or received or counseling is unable to be timely given due to the rapid accumulation of points by the Flight Attendant.

6. RECORD IMPROVEMENT

A. A Flight Attendant may Record Improve in one of the following ways each Quarter:

1. **No Chargeable Occurrences During A Quarter:** For each calendar Quarter during which a Flight Attendant is active for the entire Quarter and has no chargeable occurrences during the entire Quarter, two (2.0) points will be deducted from the Flight Attendant's accumulated point total until the total reaches zero (0). Time on leave of absence *other* than funeral leave and jury duty will not permit Record Improvement.

2. **Perfect Attendance During A Quarter:** For each Calendar Quarter during which a Flight Attendant is active for the entire Quarter and has perfect attendance during the Quarter, two (2.0) points will be deducted from the Flight Attendant's accumulated point total. If the total reaches zero (0), any remaining points up to a maximum of (2.0) points will go into the Flight Attendant's "Attendance Points Bank." *Having no chargeable occurrences does not equate with having perfect attendance.* Time on leave of absence other than funeral leave or jury duty will not permit Record improvement.
3. **Fourth Quarter Record Improvement Bonus (only available in the Fourth Quarter):** A Flight Attendant who has four (4) or fewer points at the end of the Fourth Quarter and who did not accumulate more than one (1) point since October 1st will have her/his record reduced to zero (0) points.

NOTE: At the end of the Fourth Quarter, a Flight Attendant's record will be reviewed and if the Fourth Quarter Record Improvement Bonus applies, the Flight Attendant will be accorded the greater points benefit from among the alternative methods of record improvement for which the Flight Attendant qualifies for that Quarter.

B. December Record Improvement Bonus: A Flight Attendant's point accumulation will be reduced by one (1.0) point (or the Flight Attendant's Attendance Points Bank increased by one (1.0) point, whichever is applicable) if the Flight Attendant has perfect attendance in the month of December. Time on leave of absence other than funeral leave or jury duty will not permit the Flight Attendant to receive the December Record Improvement Bonus. The December Record Improvement Bonus will be in addition to any Record Improvement earned under Sections A. 1-3.

C. Attendance Points Bank: The maximum points that a Flight Attendant may "bank" is six (6.0) points. Exception: The maximum will be seven (7.0) points to include the December Bonus Point, if applicable.

D. 16 Month Roll Off: Points will be deducted from the Flight Attendant's accumulated point total 16 months after the event for which the points were charged. Once a Flight Attendant reaches zero (0) points, the Flight Attendant has a "fresh start" in point accumulation. However, attendance events that happened prior to the Flight Attendant reaching zero points, but that are within 16 months, although deducted from the Flight Attendant's total point accumulation, may be considered in the Company's assessment of a Flight Attendant's overall job performance.

7. **ABUSE OF SICK LEAVE**

Using sick leave or sick pay for a purpose other than a legitimate illness constitutes abuse. Abuse of sick leave or sick pay shall subject an employee to termination.

8. **EXCUSED TIME OFF**

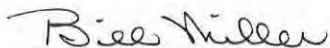
Approved leaves of absence will not result in point accumulation under the Attendance Policy. Similarly, other than as stated above, they will not permit a Flight Attendant to Record Improve.

9. **EFFECTIVE DATE**


The Effective Date of this Attendance Policy is the date indicated below as the date of execution of this Letter Agreement. As of the Effective Date, all Flight Attendants shall have their point accumulation reduced by three points, or their Points Attendance Bank increased by three points (up to the maximum allowed), as applicable.

10. **SPECIAL CIRCUMSTANCES**

Special circumstances will be handled on an individual basis at the sole discretion of the Company.



Bill Miller
Vice President - Inflight



Paul Sweetin
President, Local #556, T.W.U.

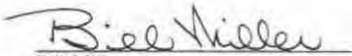
Date: DEC. 18, 1997

SIDE LETTER 3

This letter will confirm the agreement concerning Article 7, Section 4. No two (2) new hire Flight Attendants will be allowed to hold the same line of time their first month on the line.

It is agreed that the necessary number of positions, in each base, to prevent two (2) new Flight Attendants from holding the same line of time, will be blocked. In order to comply with this, it may be necessary to assign the most junior line holder another line of time. (Flight Attendants that fail to bid enough times or fail to bid at all will be assigned those lines of time first.

It will be necessary for Crew Planning to post the number of new class Flight Attendants assigned to each base. This information will be included on the cover sheet of the bid packets.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

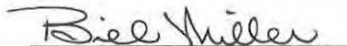
Date: Dec. 18, 1997

SIDE LETTER 4

This letter will confirm compensation in regard to FAR pulls.

A Flight Attendant scheduled for the 9 hour break or the 24 in 7 regulation and is late more than one hour due to reroute, company convenience, weather, pax delay, etc., would be pulled and paid due to FAR regulation from enough flights to make them legal. If they are less than one hour late, the Flight Attendant will be pulled for the FAR regulation, without pay, from enough flights to make them legal.

This language currently exists for Contract legalities as well as pickup language. In cases of recovery, scheduling will insure that the Flight Attendant is recovered at the earliest point possible to reduce the loss of pay to the Flight Attendant. In FAR pulls without pay, the deadhead flights will be compensated. In FAR pulls with pay, the deadhead flights will not be compensated except when the deadhead exceeds the trips pulled (ie: pulled from 2 TFP for legality, deadhead is for 2.5 TFP: the Flight Attendant would be compensated for the 2.5 TFP).



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

Date: Dec. 18, 1997

SIDE LETTER 5

This will confirm Flight Attendants who, on a multiday pairing have more than one day over twelve and one-half (12½) hours will be adjusted as per Article 8, Section 2.C. for each day over twelve and one-half (12½) hours.

As an Example: Flight Attendant has a thirteen (13) hour duty day on day one of a three (3) day, and a thirteen (13) hour day on day two, Flight Attendant will be adjusted to fifty-two (52) hours free of duty at completion of pairing.



Bill Miller
Vice President
Inflight Services



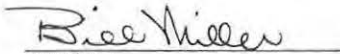
Paul Sweetin
President
Local #556, TWU

Date: DEC. 18, 1997

SIDE LETTER 6

This letter is to confirm Flight Attendants bidding through Compuserve.

Paper bids will take precedence over a computer bid in reference to bid disputes until such time the bidding procedures change.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU


Date: DEC. 18, 1997


SIDE LETTER 7

This letter will confirm Reserves being able to break up blocks after they begin will be as follows:

Only one block of reserve may be broken per month. A Flight Attendant trying to break a block of reserve may give away or trade their day(s) 1500 prior to the reserve day as long as a reserve assignment has not been made that will affect that day.

I.E. If a reserve is assigned a three (3) day pairing and someone picks up the 4th day prior to the 1500 the day before, it will be approved. If a reserve is assigned a four (4) day pairing, no reserve days in the block may be given away.


Bill Miller
Vice President
Inflight Services


Paul Sweetin
President
Local #556, TWU

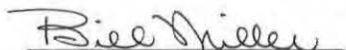
Date: Dec. 18, 1997

SIDE LETTER 8

The letter will confirm recovery of Flight Attendants to domicile prior to 2400 hours the day before vacation starts.

The Company will not schedule a Flight Attendant more than twelve and one-half (12½) hours for vacation recovery to home domicile. A Flight Attendant that arrives back to her/his domicile after 2400 hours will receive another day of vacation which will be added at the end of the vacation block.

This clarification of policy is for vacation purposes only and will not apply to any other article of the contract.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

Date: DEC - 18, 1997

SIDE LETTER 9

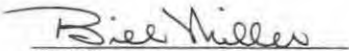
This letter is to confirm conversion of sick day(s) to sick trip(s) and sick trip(s) to sick day(s). As per the conversation on September 1, 1986 between Bill Miller and Mary Ravella.


This amount was arrived at by:

1650 hrs Teamsters contract divided by 8 hours a day. Maximum accrual equals 206 days.

1000 trips in Flight Attendant Bank divided by 7 trips (agreed upon number in 1981 conversion) equals 142 days.

206 days times 7 trips equals 1443 trips.


Bill Miller
Vice President
Inflight Services

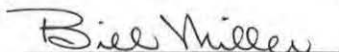

Paul Sweetin
President
Local #556, TWU

Date: Dec. 18, 1997

SIDE LETTER 10

With respect to medical and dental insurance coverage subsequent to the expiration of salary continuation while on OJI leave.

The Company will continue to provide both medical and dental coverage to the affected Employee (at the same rate, if any, as the Employee pays as an active Employee) for so long as such Employee remains on the payroll of Southwest Airlines (subsequent to expiration of the salary continuation period) and receives a check from the Company through use of accumulated sick leave and/or vacation allowance, applied to all scheduled work days, plus a maximum of 120 days thereafter.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

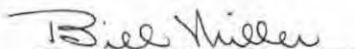
Date: Dec. 18, 1997

SIDE LETTER 11

The Company shall have the right to implement, in addition to the compensation described in the Agreement, a Productivity Pay program. Productivity Pay under any such program would be based on trips actually flown, over a specified number, during a given month (including charters and trips credited for union business), but excluding vacation pay, sick pay, salary continuation for occupational injury or illness, etc.

Before implementing any such Productivity Pay program, the Company will give notice of its intent and will consult with the Union. After any such Productivity Pay program has been in effect for at least three (3) months, the Union may require the Company to discontinue the program, on sixty (60) days' advance notice.

Except as stated above, the Company reserves the right to extend, modify, or discontinue any such program, at its discretion.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

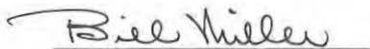
Date: DEC. 18, 1997

SIDE LETTER 12

This is to confirm our agreement for short crew pay for the 737-300 and 727-200 aircraft as follows:

If the number of passengers on a flight involving a 737-300 aircraft exceeds 122 and a fourth Flight Attendant is not assigned to the flight, each Flight Attendant working the flight will be paid \$5.00 in addition to trip pay.

If the number of passenger on a flight involving a 727-200 aircraft exceeds 122 and a fourth Flight Attendant is not assigned to the flight, each Flight Attendant working the flight will be paid \$10.00 in addition to trip pay.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

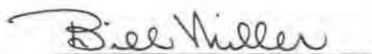
Date: Dec. 18, 1997

SIDE LETTER 13

JETWAY TRADES

Flight Attendants will be able to trade from the jetway under the following circumstances:

1. Both Flight Attendants must be present and notify Scheduling.
2. A jetway trade will apply only to the last live (working) leg of a pairing.
3. If the last live (working) leg is followed by a deadhead, the deadhead will be dropped and neither Flight Attendant will receive compensation for the deadhead.
4. Both Flight Attendants must be legal by the FAR. If contractually illegal, the Flight Attendant who picks up the leg will receive straight time for the flight.
5. At the time they call Crew Scheduling, Scheduling must not have a planned reroute for either crew member.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

Date: Dec. 18, 1997

SIDE LETTER 14

Re: Busing

This will confirm that Flight Attendants that are involved in busing will be compensated at \$15.00 per hour less the first fifteen (15) minutes.

Busing will count toward the Flight Attendant's duty day as follows:

Busing at the beginning of the day - the duty day begins 15 minutes from departure of the bus.

Busing at the end of the day - duty day is extended until the crew reaches their destination less 15 minutes.

The busing form will be provided to the Flight Attendant by Crew Scheduling by sending it to the appropriate Ground Ops station.

Busing does not include normal hotel transportation.

FLIGHT ATTENDANTS IRREGULAR OPERATIONS BUSING FORM	
To be filled Out by Driver:	
Departure Time: _____	Place: _____ Date: _____
Arrival Time: _____	Destinations: _____
Driver's Signature: _____	
To be Filled Out by Flight Attendant Crew (Please Print):	
A. Name _____	Emp. #: _____
B. Name _____	Emp. #: _____
C. Name _____	Emp. #: _____
We verify that all information is true and correct (Please sign):	
A: _____	
B: _____	
C: _____	
This form must be filled out completely and turned in to Crew Payroll in order to be compensated for irregular busing.	

Bill Miller
Bill Miller
Vice President
Inflight Services

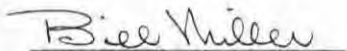
Paul Sweetin
Paul Sweetin
President
Local #556, TWU

Date: DEC. 18, 1997

SIDE LETTER 15

The Company will provide, no later than June 1, 1998, a procedure, approved by both the Company and the Union, for the breaking of pairings in Open Time for trade and/or pickup.

The procedure will allow multi-day pairings listed in Open Time to be broken no more than once a day when the pairing passes through the pairing's home domicile.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

Date: DEC. 18, 1997

SIDE LETTER 16

CONTRACT IMPLEMENTATION SCHEDULE

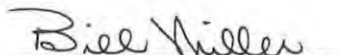
With respect to the implementation dates for issues not specifically addressed elsewhere, it is agreed as follows:

ARTICLE NO.	PROVISION	IMPLEMENTATION DATE
Article 1	Nondiscrimination	12/17/97
Article 2	Purpose of Agreement	12/17/97
Article 3	Scope of Agreement	12/17/97
Article 4	Status of Agreement	12/17/97
Article 5	Definitions	12/17/97
Article 6	Seniority	1/1/98
Article 7	Probation Period	12/17/97
Article 8	Hours of Service	12/17/97
Article 9	Additional Flying	12/17/97
Article 10	Scheduling (Except Paragraph 8)	1/1/98
Article 10	Scheduling - Paragraph 8, Deadheading	12/17/97
Article 11	Reserve (Except the following Paragraphs)	1/1/98
Article 11	Reserve - Paragraph 3.A., Ready Reserve	12/17/97
Article 11	Reserve - Paragraph 3.5.c., Airport Standby	12/17/97
Article 11	Reserve - Paragraph 4, Pagers	12/17/97
Article 11	Reserve - Paragraph 10, DOM/RON Crew Rest	12/17/97
Article 11	Reserve - Paragraph 11, Unscheduled RON	12/17/97
Article 11	Reserve - Paragraph 12, RON Last Day of the Month	12/17/97
Article 11	Reserve - Paragraph 13, Reserve Sick Calls	12/17/97
Article 11	Reserve - Paragraph 16, Cancellations	12/17/97
Article 12	Exchange of Trips - Paragraphs 1-7 & 9-10	12/17/97
Article 12	Exchange of Trips - Paragraph 8, Double Covered Pairings	1/1/98
Article 13	Uniforms	12/17/97
Article 14	Vacations	12/17/97
Article 15	Leave of Absence	12/17/97

ARTICLE NO.	PROVISION	IMPLEMENTATION DATE
Article 16	Sick Leave/On the Job Injury, Paragraph 1.A.-1.D.	12/17/97
Article 16	Sick Leave/On the Job Injury, Paragraph 1.E.	1/1/98
Article 16	Sick Leave/On the Job Injury, Paragraphs 1.F. - 1.J.	12/17/97
Article 16	Sick Leave/On the Job Injury, Paragraphs 2-4	12/17/97
Article 17	Medical Examination	12/17/97
Article 18	Reduction in Force	12/17/97
Article 19	Grievance Procedures	12/17/97
Article 20	Board of Adjustment	12/17/97
Article 21	Compensation	1/1/98
Article 22	Expenses	12/17/97
Article 23	Insurance Benefits	12/17/97
Article 24	General and Miscellaneous	12/17/97
Article 25	Health and Safety	12/17/97
Article 26	Union Security	12/17/97
Article 27	General - Union Information	12/17/97
Article 28	Scheduling Policy (Except 2.D.)	12/17/97
Article 28	Scheduling Policy 2.D.	Bids scheduled after 1/1/98 (i.e., Feb. 1998 bid month)
Article 29	Domiciles	12/17/97
Article 30	Profit Sharing and Retirement	12/17/97
Article 31	Savings Clause	12/17/97
Article 32	Duration and Termination	12/17/97
Side Letter 1	Commuter Policy	12/17/97
Side Letter 2	Attendance Policy (Except for Paragraphs 6.B. and 9)	1/1/98
Side Letter 2	Attendance Policy, Paragraphs 6.B. and 9	12/17/97
Side Letter 3	No Two New Hire Flight Attendants Will Be Allowed to Hold the Same Line of Time Their First Month on the Line	12/17/97
Side Letter 4	Compensation in Regard to FAR Pulls	12/17/97
Side Letter 5	Adjustment of Hours for Flight Attendants Who Have Multiday Pairings	12/17/97

ARTICLE NO.	PROVISION	IMPLEMENTATION DATE
Side Letter 6	Flight Attendants Bidding Through Compuserve	12/17/97
Side Letter 7	Reserves Being Able to Break Up Blocks After They Begin	12/17/97
Side Letter 8	Recovery of Flight Attendants to Domicile Prior to 2400 Hours the Day Before Vacation Starts	12/17/97
Side Letter 9	Conversion of Sick Days to Sick Trips and Sick Trips to Sick Days	12/17/97
Side Letter 10	Medical and Dental Insurance Coverage Subsequent to Expiration of Salary Continuation While on OJI	12/17/97
Side Letter 11	Productivity Pay Program	12/17/97
Side Letter 12	Short Crew Pay for 737-300 and 727-200	12/17/97
Side Letter 13	Jetway Trades	12/17/97
Side Letter 14	Busing	12/17/97
Side Letter 15	Procedure For Breaking of Pairings in Open Time for Trade And/Or Pickup	12/17/97

Provisions contained in the previous contract between the parties shall control circumstances up to the effective dates as described herein.



Bill Miller
Vice President
Inflight Services



Paul Sweetin
President
Local #556, TWU

Date: JAN. 7, 1998



Gary A. Barron
Executive Vice President
Chief Operations Officer

P.O. Box 36611
Dallas, Texas 75235-1611
214-792-4116
Facsimile: 214-792-6756

November 11, 1997

VIA FACSIMILE TRANSMISSION NO. 202-682-9276

Mr. Art Luby
O'Donnell, Schwartz & Anderson
Suite 1200
1300 L Street N.W.
Washington, D.C. 20005

Dear Art:

As stated in the Tentative Agreement between Southwest Airlines and TWU Local 556, it was our intent to give Step 16 Flight Attendants who received the 1996 profitability bonus in April 1997 the greater of the profitability bonus or Retro Pay from June 1, 1996 through December 31, 1996.

Accordingly, if any Step 16 Flight Attendant's profitability bonus (based on the June 1 - December 31, 1996 time period) was less than would have been received for Retro Pay at the Step 16 rate for that time period, he or she will receive the difference, provided they contact the Payroll office in the Finance Department to advise us of the situation.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Gary A. Barron', written over the typed name.

Gary A. Barron

GAB/cn
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F:\WPWIN60\7026CN





SOUTHWEST AIRLINES CO.

Gary A. Barron
Executive Vice President
Chief Operations Officer

P. O. Box 36611
Dallas, Texas 75235-1611
(214) 904-4116

November 12, 1997

Mr. Art Luby
O'Donnell, Schwartz & Anderson
1300 L Street, N.W.
Suite 1200
Washington, D.C. 20005

Via Fax: 202-682-9276

Dear Art:

This is to confirm our conversation concerning retroactivity of the new vacation daily trip rate of 3.75 trips per day.

While we made no provision in our original agreement to make retroactive the new rate of 3.75 trips per day or trips lost, whichever is greater, we are agreeable to making this provision retroactive.

Sincerely,

A handwritten signature in dark ink, appearing to read "Gary A. Barron", with a long horizontal flourish extending to the right.

Gary A. Barron

GAB/sh