
READ BEFORE FLY



2013-091

DATE: July 11, 2013
TO: All Flight Attendants
FROM: Mike Mankin, Director Labor Relations
RE: Flight Attendant Reserve Obligation

As outlined in Article 11 of the Collective Bargaining Agreement (CBA), a Reserve Flight Attendant must be available to report to work within two hours during reserve contact hours. In February 2011, the Company issued a Work Rule for Flight Attendants sitting reserve clarifying that, in order to fulfill one's reserve obligation, a Flight Attendant must be within two hours driving-distance of her/his domicile (of the reserve assignment) during reserve contact hours (please refer to the Flight Attendant Binder>Company Policy & Procedures>Work Rules & Expectations>Class I, #17). Unfortunately, since the implementation of this Work Rule, we have continued to have Flight Attendants who have chosen to not fulfill their reserve obligation, and as a result have lost their employment.

There are several key points relating to Work Rule I, #17 that I would like to make sure everyone understands:

- This Work Rule applies to all Flight Attendants sitting reserve (including commuters and non-commuters).
- As outlined in Article 11.14 of the CBA, a Reserve Flight Attendant who is sick and unable to fly is required to call in as soon as the condition is known to notify Scheduling of the illness. Failure to promptly report an illness while on reserve is a violation of Article 11.14. Additionally, if the reserve calls in sick during contact hours and is more than two-hours driving distance from domicile at that time, she/he also violates Work Rule I, #17.
- Should an AM/PM Reserve self-assign a pairing, as addressed in Article 11.19, or a Ready Reserve self-assign a pairing as addressed in Side Letter 10.6.A.1 of the CBA, she/he is still required to fulfill the reserve obligation of being within two hours driving distance during reserve contact hours (AM Reserve 0300-1100 local, PM Reserve 1000-1800 local, RR two hours prior to first departure from domicile). Self-Assignment or Self-Notification of an assignment does not relieve a Flight Attendant of her/his obligation to be on call or within two hours driving distance during contact hours.
- A Flight Attendant who is more than two hours driving-distance from domicile during reserve contact hours is in violation of Work Rule I, #17 even if she/he also receives a UTC or a NS for the reserve assignment.
- Being outside of a two-hour driving distance from domicile (of the reserve assignment) for any reason during reserve contact hours gives the appearance that a Flight Attendant does not intend to fulfill the reserve obligation for which she/he is being compensated. Failure to adhere to this Work Rule shall warrant termination from employment with Southwest Airlines.

I understand this RBF is not necessary for most Flight Attendants, and these obligations may seem like common sense. However, I don't want any Flight Attendant to receive discipline because she/he does not clearly understand the obligations of her/his job.

If you have any questions, concerns, or need further clarification, please contact your Base Leaders.

FILE: 3 months

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