



SOUTHWEST AIRLINES Co.

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March 15, 2011

Allyson Parker-Lauck
Grievance Committee Chairperson
Transport Workers Union Local 556
7929 Brookriver Drive, Suite 750
Dallas, TX 75247

Re: Grievance #19-35 (Co. # 3672)- GROUP

Dear Allyson,

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

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

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

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

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

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