

## **ARTICLE 32**

### **ATTENDANCE POLICY**

Overall updates were made to modernize the language to include the system and how Flight Attendants will be able to notify Crew Scheduling of sick calls and MBLs.

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 notify Crew Scheduling via telephone or use of the system.

- a) Unless otherwise specified, the notifications will be valid only for the Flight Attendant's next scheduled pairing. Sick notifications may be reported to Crew Scheduling a maximum of two calendar (2) days prior to scheduled departure. 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 notification.
- b) Unless otherwise specified, a Reserve Flight Attendant's notifications 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 notification. 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 notification.

#### **2. TIMELINESS OF REPORTING**

A Flight Attendant must check in for her/his assignment by their required checkin time with Crew Scheduling via the computer in the Flight Attendant lounge, the designated check-in telephone for each domicile, or Company designated check-in system(s).

Sick notifications must be made to Crew Scheduling at least two (2) hours prior to scheduled check-in of the pairing.

Sick notifications for a Flight Attendant on Reserve must be made to Crew Scheduling prior to being contacted by Crew Scheduling for an assignment. Sick notifications for Flight Attendants on Reserve will be treated as follows:

- a) Sick notifications for Flight Attendants on Reserve reported at the time of assignment; or after receiving an assignment, but more than two (2) hours prior to scheduled check-in of the pairing, will be treated as stated in Article 11.14.A; or
- b) Sick notifications for Flight Attendants on Reserve reported less than two (2) hours prior to scheduled check-in of the pairing or Airport Standby assignment will be treated as a "Reported Illness Less Than Two (2) Hours" prior to scheduled check-in of the pairing.

### **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 on unscheduled ground time caused by irregular operations; or 3) being unavailable for contact because the Flight Attendant failed to take a scheduled deadhead.
- b) Failure to Report (FTR). 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 Crew Scheduling prior to another Flight Attendant being assigned the pairing; or if
  - ii) Crew Scheduling contacts the Flight Attendant in the Flight Attendant lounge prior to assigning the No Showed pairing. However, Crew Scheduling has no obligation to attempt to contact the Flight Attendant; or if
  - iii) A Flight Attendant meets the provisions as stated in Sections 11 and 12 of this Article.
- c) Reported Illness. When a Flight Attendant notifies prior to two (2) hours of scheduled check-in of the pairing 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 personal illness note or a doctor's statement.)

- d) Reported Illness for Recurrent Training. Sick notification for Recurrent Training will be treated as a reported illness, and consistent with past practice, will be without pay. Sick notification less than two (2) hours prior to the scheduled time of class will be treated as a Failure to Report to Training Class.
- e) Reported Illness (no personal illness note or doctor's statement or after utilizing one (1) personal illness note or doctor's statement in the Quarter). When a Flight Attendant notifies prior to two (2) hours of scheduled check-in of the pairing to report that she/he will not report to work because of her/his personal illness/injury, and does not provide a personal illness note or doctor's statement or has already utilized a personal illness note or doctor's statement in the same Quarter. See Section 3(j).
- f) Reported Illness Less Than Two Hours Prior to Scheduled Check-in of the Pairing. When a Flight Attendant provides sick notification less than two (2) hours prior to scheduled check-in of the pairing.
- g) Sick Leave on Line (no personal illness note or doctor's statement or after utilizing one (1) personal illness note or 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 personal illness note or doctor's statement or has already utilized a personal illness note or doctor's statement in the same Quarter. See Section 3(j).
- h) M.B.L. (Might be Late). When a Flight Attendant notifies Crew Scheduling prior to check-in and reports that she/he might be late.
- i) Failure to Report to Training Class. When a Flight Attendant fails to report to a scheduled training class by the scheduled time of class.
- j) 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 notifications must be linked by a written doctor's

statement verifying that the sick notifications relate to a Single Continuous Occurrence.

- k) Unable to Contact (U.T.C.). Being unavailable for contact during contact hours while on reserve. A U.T.C. will be treated the same as a No Show.

Your Negotiating Team proposed a driver commuter policy eight separate times during negotiations but the Company was unwilling to agree to one. However, the WDA was negotiated so that a Flight Attendant commuting to work who receives a no-show for a weather event or natural disaster will have the no-show removed without affecting their ability to record improve.

- l) Weather or Natural Disaster Related Absence (WDA). Adverse weather conditions and/or natural disasters of such unusual and severe conditions that prevent a Flight Attendant's ability to report on time for an assignment and/or affects Southwest's operations.

No shows under these conditions will be converted to a WDA if all of the following requirements are met:

- i. Proper documentation of the disaster's impact will be provided to the Company within five (5) calendar days after the date of the incident. The timeframe to submit and/or review documentation may be extended due to exigent circumstances as determined at the discretion of the Company; and, (Note: define proper documentation and MBL in Q and A)
- ii. The documentation is substantiated through the National Weather Service or an official government declaration at the federal, state, or local level; and,
- iii. Upon review, the Company deems the documentation valid.

When a No Show is converted to a WDA, the Flight Attendant will not be paid for trips missed. The WDA will be a non-chargeable occurrence and will not affect the Flight Attendant's record improvement.

#### **4. DOCTOR'S STATEMENT**

A Flight Attendant utilizing a doctor's statement to excuse her/his absence must furnish it to a Supervisor or Leave Specialist prior to or on the next scheduled pairing or within seven (7) working days, exclusive of Saturdays, Sundays, and

Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier.

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. If applicable, connection to any other illness or occurrence which would constitute a Single Continuous Occurrence (i.e. the doctor's statement indicates the absences are related.)
4. Date Employee can return to full duty.

The list of healthcare providers of who can fill out a doctor's statement was expanded as there had been problems with Attendance and Leave denying doctor's statements from some of the providers that are now on the list. Additionally, virtual services like Teladoc will now qualify for a doctor's statement.

5. Healthcare provider signature as defined in this Article is as follows:  
Doctor of Medicine (M.D.), or Osteopathy (D.O.), Dentist, Orthodontist or Oral Surgeon, Clinical Psychologist, Doctor of Chiropractic (DC), Advanced Practice Registered Nurse (APRN), Nurse Practitioner, Physician Assistants

The statement of verification can include virtual or telemedicine services provided all the requirements of section 32.4 above are met.

The following standards are intended to clarify the procedures required under this section 4 for furnishing a doctor's statement prior to or on the next scheduled pairing, or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier and are the agreed upon procedures to be followed in the event a doctor's statement, provided under this section4, is deemed unacceptable because it fails to provide the information required:

- A. Flight Attendants are strongly encouraged to turn in doctor's statements directly to their Supervisor to avoid any misunderstandings.
- B. 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.

- C. If the Flight Attendant provides the doctor's statement in any manner other than directly to such Flight Attendant Supervisor, the Company will notify the Flight Attendant of the note's unacceptability through electronic means 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 electronic system to determine whether the doctor's statement has been deemed acceptable.
- D. 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 electronic means), the Flight Attendant must provide a statement that is acceptable as follows:
  - 1. within seven (7) working days exclusive of Saturdays, Sundays, and Company designated Holidays from the date the Company notified the Flight Attendant of the statement's unacceptability; or
  - 2. within five (5) calendar days from the termination of the scheduled pairing that such Flight Attendant is working, whichever is earlier.

If the corrected statement is not provided within the time frame stated above, the occurrence will be treated as if no doctor's statement had been provided.

- E. 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.
- F. Once it is determined that a Flight Attendant's attendance points will not be reduced by a doctor's statement or a personal illness note, the Company will record in the Flight Attendant's Personnel File any Letter of Discipline issued as a result of the recent sick call(s). If letters of discipline pertaining to attendance warnings are incorrectly recorded in a Flight Attendant's personnel file, such entries will be obliterated to make them unreadable.

- G. In situations that a Flight Attendant reports ill for a Single Continuous Occurrence of Illness and such illness is not broken by the Flight Attendant returning to work, the Flight Attendant must submit a doctor's statement prior to, or on, the next scheduled pairing, or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence of the illness, whichever is earlier.
- H. In situations that a Flight Attendant reports ill and returns to work, but later reports ill for a Single Continuous Occurrence of Illness, the Flight Attendant must submit a timely doctor's statement or PIN in accordance with sections 32.4 & 32.5 of this agreement for the first portion of the illness, and provide a separate doctor's statement linking the illness prior to, or on, the next scheduled pairing, or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence of the Single Continuous Occurrence of illness, whichever is earlier.

## **5. PERSONAL ILLNESS NOTE (PIN)**

- a) In order to facilitate the timely removal/reduction of attendance points, a Flight Attendant utilizing a personal illness note to excuse her/his absence must furnish the note to a Supervisor or Leave Specialist prior to, or on, the next scheduled pairing, or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier.
- b) A personal illness note may not be utilized to excuse an absence falling on Black Out Dates as defined below. Personal illness notes may be used no more than once per quarter up to four (4) times a year and will only reduce attendance points associated to timely sick calls. The maximum allowable duration of a personal illness note is not to exceed seven (7) consecutive days.
  - i. PINs may reduce attendance points for chargeable occurrences of illness (sick calls) reported at least two (2) hours prior to scheduled check-in of a pairing or two (2) hours prior to the beginning of an assigned Airport Standby duty.
  - ii. PINs will not reduce attendance points associated with No Show, FTR, Reported illness less than two (2) hours to scheduled check-in of a pairing, MBL, Failure to report to training class, or Reserve – Untimely Report of Illness.

- iii. PINs may be accepted in lieu of a quarterly doctor's statement only as stated above.
- iv. PINs may not be used during the same quarter as a quarterly doctor's statement unless they are used in conjunction with a Single Continuous Occurrence as stated in 3(j).
- v. **Black Out Dates**
  - 1. New Year's Day (January 1<sup>st</sup>)
  - 2. Valentine's Day (February 14<sup>th</sup>)
  - 3. Easter Sunday
  - 4. Memorial Day
  - 5. Independence Day (July 4<sup>th</sup>)
  - 6. Labor Day
  - 7. Thanksgiving Day
  - 8. The Friday after Thanksgiving Day
  - 9. Christmas Day (December 25<sup>th</sup>)
  - 10. New Year's Eve (December 31<sup>st</sup>)
- c) Flight Attendants are encouraged to submit personal illness notes directly to a Base Supervisor or Leave Specialist.
- d) E-mailed PINs will be accepted only when received from the Flight Attendant's SWA e-mail account routed to a designated e-mail account established by the Company for receipt of PINs.
- e) PINs must contain the following information in order to be accepted:
  - i. Date(s) of illness/injury
  - ii. Brief statement from Flight Attendant confirming their wish to utilize their PIN for the specified illness/injury
  - iii. The Flight Attendant's signature and Employee number will be accepted via electronic means (only through SWA email accounts—the signature requirement is satisfied by the use of this email account) or may be submitted in person. The Company will send confirmation of receipt of the PIN.

## 6. CONTROL PROCEDURE

Points associated with reported Illnesses will be applied by domicile days. No more than one-half (1/2) point will be applied for multiple reported illnesses in a domicile day.

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



**Occurrences****Points Assigned**

No Show

2 ½

Failure to Report

1

Reported Illness (including Recurrent Training) -  
Up to one Doctor's Statement per Quarter  
(unless PIN used)

0

One Personal Illness Note in a Quarter

0

Reported Illness (including Recurrent Training) –  
No Personal Illness Note or 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(j)  
for Doctor's Statement  
requirement.

Reported Illness Less Than Two (2) Hours  
Prior to Scheduled Check-in of a Pairing

2½

Sick Leave on Line - No Personal  
Illness Note or Doctor's Statement or  
after utilizing one in  
the Quarter  
of a day missed.

½ point for each day or part

Bonus M.B.L. (once per calendar year)

0

M.B.L. (First time in the calendar quarter)

0 - providing the Flight  
Attendant arrives at the  
A/C at least fifteen (15)  
minutes prior to scheduled  
departure for non-  
Regulatory Requirements  
flights and up to forty-five  
(45) minutes prior to  
scheduled departure for  
Regulatory Requirements  
(RR) flights; may be utilized  
once per Calendar quarter.  
If a Flight Attendant

M.B.L.'s and does not arrive at the A/C at least fifteen (15) minutes prior to scheduled departure for non-Regulatory Requirements flights and up to forty-five (45) minutes prior to scheduled departure for Regulatory Requirements (RR) flights, it may be considered a No Show.

M.B.L. (any additional times in the calendar quarter except designated Bonus M.B.L.)	1/2
Failure to Report to Training Class	1
Reserve - Untimely Report of Illness	1/2

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

0 - 4 1/2	No action taken
5 - 6 1/2	Counseling
7 – 9	Written Warning
9 1/2 - 11 1/2	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. The Company shall provide the Flight Attendant's current point status via electronic means or on paper upon request. Flight Attendants should feel free to contact their supervisors at any time for counseling regardless of their accumulated points. Warning letters will be sent to the Flight Attendant's SWA email account. 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.

7. **RECORD IMPROVEMENT**

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

Currently, a Flight Attendant can only go down to 0 points with a no-chargeable occurrence quarter and intermittent FMLA counts against it. With this new language, intermittent FMLA will NOT count against a no chargeable occurrence quarter AND you can go down to negative two (-2) points.

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 negative two (-2).

Time on leave of absence other than a single OJI occurrence of seven (7) working days or less (limited to once per calendar year), intermittent FMLA, funeral leave, and jury duty will not permit Record Improvement. An M.B.L. for which no points are charged will not count as a chargeable occurrence.

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. An M.B.L. for which no points are charged will not count against perfect attendance.

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. An M.B.L. for which no points are charged will not count against the Fourth Quarter Record Improvement Bonus.

**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. An M.B.L. for which no points are charged will not count against 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.

Attendance was an area the Company had in their sights, and while your Negotiating Team was able to fight off trimesters and any minimums, this was an area the Company was able to gain. This does NOT mean a Flight Attendant's points will never fall off as there is still quarterly record improvement and the December bonus. Ultimately, this was a bargaining chip that led to multiple improvements in other areas. This change will not go into effect until the new Reserve system goes into place and the change will be communicate in advance.

The 16-Month Roll Off will remain in effect until the 24-hour contact period for Reserves has been removed and replaced by modified Reserve structure as defined in Article 11.

## **8. ABUSE OF SICK LEAVE**

Using sick leave or sick pay for a purpose other than a legitimate illness constitutes abuse unless otherwise permitted by this Agreement. Abuse of sick leave or sick pay shall subject an employee to termination.

## **9. 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.

#### **10. SPECIAL CIRCUMSTANCES**

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

#### **11. NO-SHOW POLICY**

A Flight Attendant who has no-showed a pairing may elect to recover her/his originally assigned pairing by contacting Crew Scheduling. Upon being contacted, Crew Scheduling will determine if it is operationally feasible to recover the pairing if the original pairing is available. Crew Scheduling and the Flight Attendant will determine the best point to recover the pairing.

The Flight Attendant will be returned to her/his original schedule as quickly and economically as possible. However, returning a Flight Attendant to her/his original scheduled pairing will not result in additional cost to the Company. Any deadhead(s) required to position the Flight Attendant will not be paid and the Flight Attendant will not be paid for any TFP missed.

If the Flight Attendant cannot be returned to her/his original schedule, she/he may be offered, but is not obligated to accept, a reassignment to another pairing or portion of a pairing. If available, Crew Scheduling will offer the Flight Attendant an assignment for the same number of workdays, but may offer a shorter or longer pairing.

If the Flight Attendant accepts the assignment she/he will be paid the actual TFP flown. Premium pay will only apply if the Flight Attendant's original assignment was paid at a premium. The pay for the new pairing will serve as the original pay for later reassignments.

A Flight Attendant who no-shows at an outstation will be returned to her/his original assignment when possible (without generating additional costs) once she/he contacts Crew Scheduling. If the Flight Attendant deadheads to recover her/his pairing, the deadhead will not be paid. If it is not operationally feasible to recover the pairing, the Flight Attendant may be used to cover flying out of the station where the no-show occurred. In the event of an operational necessity, Crew Scheduling may deadhead the Flight Attendant to another station to cover flying not part of her/his original assignment. In this case, the Flight Attendant will be paid for the deadhead and work performed.

**A. Converting a No-Show to a Failure to Report (FTR)**

If a no-showed Flight Attendant reports for duty prior to departure of the flight and is available to replace the Airport Standby (APSB), Reserve, or rescheduled Flight Attendant without causing a delay, she/he will be allowed to work her/his original assignment. The no-show will be converted to a FTR. The Flight Attendant will be assessed one (1) attendance point for the FTR.

If an APSB covered the no-show, she/he will be returned to APSB status. If a Reserve covered the no-show, the Reserve may be assigned another pairing, assigned to APSB, placed back on call, or released from duty. If a Flight Attendant was rescheduled to cover the no-show, she/he will be returned to her/his original pairing, rescheduled to another pairing, or released from duty. If the Flight Attendant is released from duty, her/his release time will be adjusted accordingly in the computer system. The Flight Attendant will be pay-protected from her/his original pairing.

If the Flight Attendant does not accept a pairing from Open Time on the day of the no-show, she/he will be allowed to accept a pairing from Open Time only (during the life of the originally no-showed pairing). The Flight Attendant must speak directly to a Scheduler to be assigned a pairing from Open Time.

With a change in the Reserve system to include shifts, it was important to give Flight Attendants the ability to sit one of the Reserve shifts if they agree to it so they aren't losing out on pay should they want to work after a No-Show.

If there is no available Open Time to offer the Flight Attendant at the time of the no-show, the Flight Attendant has the option to call Crew Scheduling at a later time and pick up flying that may have been added to Open Time since the no-show. If no Open Time is available over the entire no-show period, Crew Scheduling has the option to allow the Flight Attendant to sit Reserve for the remaining day(s) of her/his scheduled pairing. The Reserve block will pay the greater of 6.5 TFP times the number of Reserve days in the block, or what is actually flown during the block. The Flight Attendant and Crew Scheduling will mutually agree upon which Reserve shift will be accepted and will not violate FAR rest before the beginning of the Flight Attendant's next scheduled pairing. The Flight Attendant must be available the entire length of the accepted reserve contact hours.

**B. Unable to Contact (UTC)**

Reserves who cannot be contacted for a Reserve assignment will be given a UTC for the Reserve day and charged 2.5 attendance points per the Contract. If a Reserve contacts Crew Scheduling after being assessed a UTC, she/he will be returned to Reserve status if there are six (6:00) hours or more left in her/his callout period that day and her/his guarantee of ~~6.0~~ 6.5 TFP will be restored for that day. If the Reserve flies the pairing that she/he was originally scheduled/contacted to fly, the UTC will be reduced to a FTR. If the original assignment is unavailable, the UTC remains.

**C. No-Show of a Scheduled Deadhead**

A Flight Attendant is required to take her/his scheduled deadhead(s) unless released from the requirement by Crew Scheduling. A Flight Attendant who does not take her/his deadhead(s) and has not been released by Crew Scheduling will be assessed a no-show if the Flight Attendant is needed for a reassignment.

**D. Might Be Late (MBL)**

Crew Scheduling will accept a MBL from the individual Flight Attendant who might be late only; Crew Scheduling will not accept a MBL from a third party.

**12. MBL, FTR, NO-SHOW, AND UTC POLICY FOR AIRPORT STANDBY RESERVES**

- A. If Crew Scheduling contacts a Reserve for an APSB assignment and the Reserve receives a UTC, the UTC will be reduced to a FTR if the Reserve reports for APSB at the originally scheduled time or if she/he received a flying assignment pushing within one (1:00) hour of the original APSB time.
- B. If a Reserve is assigned Airport Standby and Crew Scheduling has assigned a flying assignment to the Reserve that departs within one (1:00) hour of the original report time of the APSB assignment, the following will apply:
  - 1. If the Reserve notifies Crew Scheduling to MBL for the APSB assignment, the Reserve will be considered a no-show if she/he is unable to make the original flying assignment without causing a delay.
  - 2. A Reserve who has received a no-show for the APSB assignment and is able to make the original flying assignment without causing a delay, will have the no-show removed and will be given a FTR.

- C. If a Reserve is assigned Airport Standby and Crew Scheduling has not assigned a flying assignment to the Reserve that departs within one (1:00) hour of the original report time of the APSB assignment, the following will apply:
1. If the Reserve notifies Crew Scheduling to MBL for the APSB assignment, the Reserve will be considered a no-show if she/he has not reported for duty one (1:00) hour after the original report time of the APSB assignment.
  2. A Reserve who has received a no-show for the APSB assignment and reports for duty no later than one (1:00) hour after the original report time will have the no-show removed and will be given a FTR.