

**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**



The following are **questions and answers** relating to various issues addressed in the collective-bargaining agreement (or Contract). The purpose of this section is to answer questions of interpretation on different aspects of the agreement. It is intended to aid in understanding the context of the agreement. The answers provided were agreed to by the Union and the Company. In the event such answers are in conflict, or imply a conflict, with the language contained in the agreement, the agreement shall govern.

Q and A Table of Contents

TABLE OF CONTENTS	1
ARTICLE 3: SCOPE OF AGREEMENT	2
ARTICLE 5: DEFINITIONS	3
ARTICLE 6: SENIORITY	4
ARTICLE 7: PROBATION PERIOD	5-6
ARTICLE 8: HOURS OF SERVICE	7-11
ARTICLE 9: ADDITIONAL FLYING	12-15
ARTICLE 10: SCHEDULING/BIDDING	16-19
ARTICLE 11: RESERVE	20-25
ARTICLE 12: EXCHANGE OF TRIPS	26-28
ARTICLE 13: UNIFORMS	29
ARTICLE 15: LEAVE OF ABSENCE	30-32
ARTICLE 16: SICK LEAVE/ON THE JOB INJURY	33
ARTICLE 20: BOARD OF ADJUSTMENT / ARBITRATION	34
ARTICLE 21: COMPENSATION	35-42
ARTICLE 22: EXPENSES	43
ARTICLE 23: INSURANCE BENEFITS	44
ARTICLE 24: GENERAL & MISCELLANEOUS	45
ARTICLE 25: SAFETY, HEALTH, AND SECURITY	46-47
ARTICLE 28: SCHEDULING POLICY	48
ARTICLE 29: DOMICILES	49
ARTICLE 32: ATTENDANCE POLICY	50-55
ARTICLE 33: COMMUTER POLICY	56-58
ARTICLE 34: PASSPORTS AND LODO PROGRAM	59
ARTICLE 35: HOTELS & TRANSPORTATION	60
APPENDIX: Letter(s) of Agreement	TBD

ARTICLE 3: SCOPE OF AGREEMENT | Q&A

3.1 **What “onboard sales” need to be negotiated with the Union?**

The sale of any additional products or services in the future that affect the Flight Attendants' ability to do their jobs must be negotiated with the Union. Example: Onboard Wi-Fi and promotional announcements do not have to be negotiated with the Union because it does not materially affect our jobs.

3.2 **What are “me-too” clauses in our Contract?**

A “me-too” clause in our Contract gives our Flight Attendants the option for an automatic benefit resulting from an improvement in other Contracts such as our Pilots. Our Contract contains multiple “me-too” clauses; for example, one is in our Scope Article regarding job protection and another is in our Expenses Article regarding per diem increases. If our Pilots are offered something better in these areas, we will be offered the same benefit and have the option of implementing it into our Contract.

ARTICLE 5: DEFINITIONS | Q&A

5.1 **What is the difference between a Regulatory Requirements Flight and an International flight?**

Any flight to a destination for which passengers and Flight Crews are subject to governmental entry and/or exit requirements is considered a Regulatory Requirements Flight. International flying includes destinations that are presently a part of the United States and do not fall under the jurisdiction of U.S. Customs and Border Protection. Flights to/from Hawaii are treated as International and are Regulatory Requirement Flight. Flights to/from Alaska, and Puerto Rico are International but not Regulatory Requirements flights.

ARTICLE 6: SENIORITY | Q&A

- 6.1 Are Inflight Training Instructors covered by the language in Article 6.5.A?**
Yes.

ARTICLE 7: PROBATION PERIOD | Q&A

7.1 **When do the ‘five (5) days off’ after training start?**

Generally, a New Hire class graduates on a Friday with an Inflight Seniority Date starting the next day, Saturday. The five (5) days off after graduation is calculated as Saturday being the first day off.

7.2 **What is ‘Straight Reserve’?**

“Straight Reserve” means that prior to going into the Reserve rotation in their assigned domicile, a Flight Attendant will sit Reserve until the end of their six (6) month probationary period. This six (6) months is an estimated probation period but on occasion could be extended due to unforeseen circumstances (Ex: leaves, etc.)

The exceptions to sitting “straight Reserve” would be if the probationary Flight Attendant has an awarded vacation in the bid period or has a situation where she/he can hold a line. This could happen if a sufficient number of Flight Attendants bid down to Reserve during the line bidding process.

7.3 **What does it mean to be awarded “Straight Reserve” as described in Article 7.8?**

A probationary Flight Attendant will be awarded in the secondary bidding process, unless there is a sufficient number of Flight Attendants junior to them to satisfy the line bidding requirement.

7.4 **What is considered a New Hires first awarded bid line?**

- If the New Hire graduates on or before the 4th of the month, that month will be considered their first awarded bid line.
- If the New Hire graduates on or after the 5th of the month, the remainder of that month plus the next month will be considered their first awarded bid month.

7.5 **From which domicile will the New Hires initial pairing be assigned?**

All New Hires submit a Vacancy Bid while in Initial Training. This, along with class seniority, will determine which domicile their initial pairing will be assigned to originate out of. The intention is to assign this original multi-day pairing from a domicile closer to the New Hires top vacancy choice. Assigning a pairing from their top vacancy selection may not always be possible, so the New Hire may receive an assignment out of a different domicile for their initial pairing.

Example: In Initial Training, I submitted a Vacancy Bid that listed my vacancy choices as PHX (Contingency 100%), LAS (Contingency 100%), LAX (Contingency 100%), DEN (Contingency 100%), and so on through all SWA Inflight Bases. I was awarded DEN for my first domicile as a Southwest Airlines Flight Attendant. Dependent on my Inflight Class seniority, Crew Planning will first look to assign my initial multi-day pairing in PHX. If there is no uncovered flying that meets the New Hire requirements (i.e., position, one New Hire per trip, and required time off after graduating from Initial Training) in PHX, they will look to assign me a trip in LAS. Crew Planning will continue down my Vacancy Bid looking to assign me a pairing in a domicile in the order of my vacancy choices, until they reach my awarded domicile. So, in my situation, if there isn’t an available pairing in PHX, LAS or LAX, Crew Planning will assign me a pairing in DEN.

- 7.6 **Will a New Hire Flight Attendant be assigned an initial pairing out of a Satellite Base?**
No.
- 7.7 **Can a New Hire Flight Attendant be assigned an initial pairing that contains Red Eye Flying?**
No.
- 7.8 **If a New Hire is given a pairing outside of the domicile they are assigned, will it impact their vacancy bid?**
No. All New Hires will be awarded their domicile based on operational need, vacancy availability and Inflight Seniority. Domicile bidding procedures will continue to follow the contractual language in Article 29.1 and awards will be made in order of seniority (most senior to most junior).
- 7.9 **What happens after the New Hire completes their initial pairing?**
The Probationary Flight Attendant will be given at least seventy-two (72) hours off, free from assignment then she/he may be assigned Junior Reserve blocks in their awarded domicile. These partial-month Reserve blocks will be constructed by Crew Planning dependent on operational needs.
- 7.10 **Will the Reserve blocks that are constructed and assigned for a partial month out of training have a monthly block guarantee?**
Yes, all assigned Reserve blocks for a New Hire will be treated as original (K label) and go towards a monthly guarantee based on the number of Reserve days assigned. The calculation for this monthly guarantee will be the same as in Article 11.16.C.1. of our Contract - 6.5 TFP per day of assigned Reserve.
For Example: If the New Hire is assigned 9 days of Reserve, their monthly guarantee will be 58.5 TFP (9 days x 6.5 TFP per assigned day).
- 7.11 **How will Crew Planning assign the New Hires Reserve blocks?**
Crew Planning will determine the need for constructing these partial month Junior Reserve blocks, based on operational need, in the New Hires' assigned domiciles. These blocks will be constructed with consistent reserve designations and duration. These blocks will then be assigned to the New Hires in class seniority order (most senior to most junior).
- 7.12 **How many days will the Junior Reserve blocks consist of?**
The Junior Reserve blocks will be the same duration as those in the Secondary Bid Packet.
For Example: If the Secondary Bid Packet in a specific domicile consists of all 3-day Reserve blocks, the Probationary Flight Attendant will be assigned the same number of days in the block (3-day).

ARTICLE 8: HOURS OF SERVICE | Q&A

- 8.1 **How do I sign up to be notified via electronic means if my first flight of the day is delayed?**
Until other electronic means is developed, you can be notified of a flight delay(s) by utilizing fsm.swacrew.com. Alternatively, a Flight Attendant can use a Company application when the functionality is approved for use in the future. If you sign up and are not notified that your flight is over two (2) hours late, you will be paid 2.0 TFP.
- 8.2 **What should I do if I am notified electronically that my flight is over two (2) hours late?**
You can either contact Crew Scheduling who may allow you to remain at the hotel or home and give you a new report or check-in time, or you may simply report at your scheduled time.
- 8.3 **If my flight is running over two (2) hours late and I contact Crew Scheduling, am I guaranteed the choice to stay at the hotel or at home?**
No, however, if there is not an operational need for the Flight Attendant to report at their original report time, they may be given the choice to stay at the hotel or at home. If you choose to remain at home or at the hotel, you must be available for reschedule from the time of your original report.
- 8.4 **Who can require me to stay with the aircraft beyond my scheduled day?**
Crew Scheduling is the only authority that can make this request, which means that if you are notified that Crew Scheduling requested you to contact them, you are required to do so. If Crew Scheduling does require you to stay with the aircraft, your duty day will be extended for the length of time you are required to remain on duty and all applicable rest and pay provisions of the Contract will apply.
- 8.5 **Do Flight Attendants have to stay with the aircraft until the new Crew arrives?**
Only if it's a through flight or you are directed by Scheduling to remain with the aircraft. An earlier release is possible if a request is made to Crew Scheduling.
- 8.6 **If I have to report to an outstation (like Hawaii) early with the Pilots due to their requirement to perform ETOPS checks, will my duty day start at the same time as the Pilots?**
Yes.
- 8.7 **How will Scheduling know if I had to report to the airport early because the Pilots were required to be the aircraft/airport?**
Unless the earlier report time is pre-arranged through Planning/Scheduling, you should call Scheduling as soon as you know this could be a requirement, but before reporting to the airport.

8.8 Can Scheduling change my report time?

Yes, in situations involving reschedule or for FAR purposes on an RON. Scheduling cannot adjust your report time only to prevent you from receiving premium pay for any legality. Scheduling can only adjust your report time in domicile at your request as detailed in Article 8.2.A.1.g&h.

8.9 Can the Company utilize check-in times between thirty (30) minutes and forty-five (45) minutes for 737 MAX 7, even though the seat configuration is not 150?

Yes, language provided for a maximum seating capacity for the planned configuration for 737 MAX 7 of no more than one hundred fifty (150), but it will still be greater than current 737-700 aircraft seating capacity. The contract provides for a reopener if seating is increased greater than this, in Article 24.

8.10 Is my report time to the aircraft the same as commencement of boarding?

No. A Flight Attendant must be given enough time after reporting to complete required duties. If more time is needed, the "A" Flight Attendant will communicate with Ground Ops how much time the Crew needs and when passenger boarding can begin. Required duties include, but are not limited to: Stowing luggage, briefing with the Captain, required safety/security checks, and assuming boarding positions. Flight Attendants will not be required to board prior to the established reporting times outlined in Article 8.2.A.1.c. or prior to the originally scheduled arrival time of the inbound flight.

8.11 How will the different reporting times to the aircraft be displayed?

It will be indicated on your pairing display. In addition, there will be a notification to the Union 90 days prior and an RBF will be sent to Flight Attendants.

8.12 Do I need to check in again if I have more than one pairing(s) in a day?

- No, if the pairing(s) is within 6 hours you will be automatically checked-in.
- Yes, if the pairing(s) checks in more than 6 hours from the initial pairing check in time, you will need to check in again.

8.13 How do I remove a check-in for a pairing, when automatically checked in for subsequent pairings?

After completion of the first pairing, notify Crew Scheduling.

8.14 If I give myself two (2) hours between pairings and run late on a subsequent pairing(s), will I receive premium pay or straight time if an illegal duty day occurs?

You will only receive straight time unless your subsequent pairing(s) encounters illegalities independent of your combined duty day. Duty periods will not be combinable for determining premium pay for extended duty days.

8.15 If an illegal duty occurs on the first pairing (or 2nd pairing of 3) where I otherwise would have been pulled, do I get additional pay for the subsequent pairing(s)?

Yes, if one or more of the duty periods experience an extended duty day, independent of the combined duty period(s) in one day, double time off pay begins at debrief of the pairing that experienced the extended duty day.

- 8.16 **What if my pairing runs late into my subsequent scheduled pairing(s) and I need to be pulled/rescheduled because I was unable to make push; will I be compensated for trips pulled/rescheduled?**
The pull/reschedule will not result in a loss of pay. You will be guaranteed the greater of the sum of your originally assigned pairings or what you actually flew.
- 8.17 **What are “critical circumstances,” and who can require early boarding?**
“Critical circumstances” refer to events that would affect the ability of the aircraft to depart as scheduled, such as severe weather moving in that could shut down airport operations, etc. Dispatch may direct the Captain to an early departure, which could require early boarding. “Critical circumstances” are NOT operational issues such as excessive wheelchairs or full flights.
- 8.18 **How do I extend my duty day if I needed more time to clear customs?**
A Flight Attendant must call Crew Scheduling immediately after clearing Customs to notify of the time they cleared Customs. This will be reflected on their pairing and count towards their duty period. All applicable CBA provisions apply.
- 8.19 **If I have already worked more than thirteen (13) hours in a day and I divert into a Domicile, can I opt to be pulled?**
Yes, If there is a return to the gate and it is feasible and all other conditions of 8.2.C.3 apply.
- 8.20 **What is considered “Sufficient Reserves”?**
For the purposes of 8.2.C.3 only, “Sufficient Reserves” will be determined by the number of unassigned Reserves in the domicile where the request was made and based on forecasted operational needs.
- 8.21 **If I elect to be pulled under 8.2.C.3., how will I be paid?**
Any pulls under these conditions will be unpaid. Per diem will stop at the time the Flight Attendant is granted the pull.
- 8.22 **If I am being pulled due to my duty projected to exceed sixteen (16) hours, how will I be returned to domicile or home?**
A Flight Attendant will be provided a must-ride to the originating domicile of the pairing or their home, limited to the Southwest system. The must-ride will be unpaid.
- 8.23 **If my duty day exceeds 16:00, does the debrief count when calculating triple time (3.0x)?**
Yes.
Example: Flight Attendant checked in at 0705 CT and arrived at 2236 CT, with debrief ending at 2306 CT, they would be paid triple time on $2.50 \text{ TFP} \times 3 = 7.50 \text{ TFP}$ for their leg DEN - AUS on September 7.

Trip CAIW on 09/07/2024											
Legalities:		(C) Duty of 16:01 hours exceeds Contract max of 13:00 hours of Duty at 2306 on 07Sep24 (F) FAR ILLEGAL - Excessive Duty! Duty of 16:01 hours exceeds FAA max of 14:00 hours at 2306 on 07Sep24									
Trip Fleet: 737		Time Away From Base: 3620									
Class:											
Trip Type: C											
Trip Status:											
Herb Time							Totals				
Date	Flight	Depart	Arrive	Block	Ground	Code	Block	Duty	GTP	Credit	Overfly
7-Sep	2378	Rpt 0705 DEN 0805	SFO 1040	235	546					300	
7-Sep	1527	SFO 1626	DEN 1856	230	50				196	290	
7-Sep	1225	DEN 1946	AUS 2236	250	1339	TT				250	
			Rls 2306				715	1601		1185 D	
AUS: 1239											
8-Sep	4540	Rpt 1145 AUS 1215	ORD 1500	245	100					320	
8-Sep	1309	ORD 1600	DEN 1855	155	0					340	
							540	740		660	
Total:							1255	2341		1845	

8.24 **What happens if I do not contact Scheduling to exercise my option to be pulled for double the time spent on duty following a pairing with a duty day over 12:30 hours into domicile or thirteen (13) hours into an RON?**

You will automatically get one and one-half time (1.5) pay for the portion that would have been pulled.

8.25 **Is LRO paid above all RIG calculations?**

Yes.

8.26 **Does LRO apply to Reserves?**

No.

8.27 **Does LRO apply to split pairings in 21.22.f?**

Yes.

8.28 **Does LRO apply to a jetway trade?**

Yes. If the flight subsequently becomes delayed greater than 120 minutes, the Flight Attendant accepting the trade will be paid LRO.

8.29 **If a lineholder is rescheduled, but returned to the last leg of their original assignment, would the Late Return Override (LRO) apply?**

Yes. 8.2.C.6

8.30 What is the difference between scheduled contractual crew rest and FAR minimum crew rest?

Scheduled Contractual Crew Rest must be a minimum of 11:00 hours (from end of debrief to report) in pairings that are generated by Crew Planning. FAR minimum rest is no less than 10:00 hours (from end of debrief to report.) If a Flight Attendant incurs a delay or is rescheduled or reassigned by Crew Scheduling, their rest cannot go below 10:00 hours (from end of debrief to report).

See chart below:

Table for Crew Rest

Domicile & RON Rest	Minimum Crew Rest
Scheduled Domicile Break	11:30 Hours (end of debrief to check-in)
Scheduled RON Break	11:00 Hours (end of debrief to report)
Scheduled Minimum Break Between Picked up and Traded Assignments	11:00 Hours (end of debrief to check-in) If the rest period has already begun, 10:00 Hours (end of debrief to check-in)
Rescheduled FAR Minimum RON	10:00 Hours (end of debrief to report)
FAR Minimum Crew Rest	10:00 Hours (end of debrief to check-in)

8.31 What is an example of circumstances that would significantly delay my arrival to a hotel (8.4)?

These are unusual events that disrupt your hotel transportation or ability to check into your hotel, such as excessive wait time for hotel van, hazardous weather, etc.

8.32 When does my Domicile break begin?

The domicile break will begin 30 minutes after release by Crew Scheduling or 30 minutes after block arrival, whichever is later.

ARTICLE 9: ADDITIONAL FLYING | Q&A

9.1 Can I trade my VJA pairing (including VJA overlap) for another pairing in Open Time?

Yes, but you will only retain VJA pay if trading for a pairing that is also available for VJA.

9.2 Which kinds of pairings must remain in Open Time for more than a few minutes?

All uncovered legal pairings (starting and ending in the same domicile) caused by non-operational events must remain in Open Time for more than a few minutes.

9.3 What time can I self-assign on Reserve?

Reserve Designation	Self- Assignment - Day Prior	Pairing Check-In Times	APSB Self-Assignment	Crew Scheduling - Assigning
Senior AM Reserve (SAR)	1800 Local Time	Pairings originating at or before 0959 Local Time	No	1900 Local Time: may begin assigning pairings originating at or before 0959 Local Time.
Junior AM Reserve (JAR)	1830 Local Time	Pairings originating at or before 0559 Local Time	Yes 1830 Local Time Day Prior for APSB shifts that check-in at or after start of contact time	1900 Local Time: may begin assigning pairings originating at or before 0959 Local Time.
Senior PM Reserve (SPR)	2200 Local Time	Pairings originating at or after 1000 Local Time	No	2300 Local Time: may begin assigning pairings originating at or after 1000 Local Time.
Junior PM Reserve (JPR)	2230 Local Time	Pairings originating between 1000 and before 1159 Local Time	Yes 2230 Local Time Day Prior for APSB shifts that check-in at or after start of contact time	2300 Local Time: may begin assigning pairings originating at or after 1000 Local Time.
Junior Late Reserve (JLR)	2230 Local Time	Pairings originating between 1500 and before 1659 Local Time	Yes 2230 Local Time Day Prior for APSB shifts that check-in at or after start of contact time	2300 Local Time: may begin assigning pairings originating at or after 1000 Local Time.

9.4 On a reschedule how will I know what time to report to the aircraft?

It will be indicated on your pairing display.

- 9.5 **If I am on my overnight and one of us is needed for a reschedule, how will I know it was assigned to my junior Crew Member? What if I want to fly it instead?**
You will not know about the reschedule of the junior Crew Member unless she/he contacts you letting you know about the reschedule or Scheduling is not able to contact the more junior Flight Attendant(s). If you become aware of the reschedule early enough, you will be able to exercise your seniority to work the reschedule instead of the junior Flight Attendant.
- 9.6 **How will the Flight Attendants scheduled to work a -800 only pairing (i.e. a pairing or pairings scheduled in all four (4) positions be rescheduled if it is determined prior to push of the first working leg that a smaller aircraft will be used for the entire pairing?**
If all duty periods in the "D" position for that pairing are cancelled without reschedule, the "D" Flight Attendant will be sent home or allowed to remain at home and will be paid cancellation pay.
- 9.7 **If I elect to waive my deadhead in an unscheduled RON or stranded situation, when can I exercise my options?**
You may exercise your options between the time you waive the deadhead up to sixty (60) minutes of originally scheduled debrief.
- 9.8 **How will the Flight Attendants scheduled to work a -800 flight be rescheduled if the aircraft for that flight is downgraded to a smaller aircraft?**
If all four (4) Flight Attendants will be working/deadheading on the smaller aircraft, the deadheading position will be assigned to the "D" position Flight Attendant.
- 9.9 **What if my reschedule is less than what I was originally scheduled to fly as a Lineholder, how will I be compensated?**
You will be paid your actual or scheduled flying, whichever is greater over the life of the pairing for the number of day(s) you were originally scheduled to work.
- 9.10 **If I am a Line Holder who does not exercise my options within 60 minutes from end of debrief, what will happen?**
If a Flight Attendant does not designate their option within 60 minutes, they will be paid 2x for all flights flown or credited on the unscheduled day.
- 9.11 **Can I waive my contractual duty day to avoid an unscheduled RON or being stranded?**
Yes. To exercise this option you must contact Crew Scheduling.
- 9.12 **If exercising the option above, where am I able to deadhead to avoid an unscheduled RON or being stranded?**
You may request to deadhead to the domicile associated with the pairing, designated residence in a SWA City or closest SWA city to the designated residence.

9.13 What are “compensatory days”?

These are days off owed to a Flight Attendant to restore their day(s) off as the result of an unscheduled RON, being stranded, or a move-up resulting in additional days of flying.

9.14 How will I be paid if I am released later than originally scheduled on last day of my pairing due to a reschedule?

You will be paid 1.5x the applicable trip rate for all legs that block in after your originally scheduled block-in time, this is the Last Day Late Premium (LDLP).

9.15 If I am owed a compensatory day off, what are my options?

If you encounter an unscheduled overnight while on Reserve, you will be pulled from a Reserve day in the current bid month. If you do not have a Reserve day in current bid month, you will be pulled from a Reserve day in the next bid month, provided the lines have been loaded or be compensated double time for the unscheduled day.

If you encounter an unscheduled overnight as a Lineholder on a pairing, you may choose to be pulled from a future pairing or a Reserve Day in the current bid month. If you do not have any pairings or Reserve days in the current bid month, you may be pulled from a day in the next bid month, provided the lines have been loaded or be compensated double time for the unscheduled day.

9.16 Am I paid for compensatory days?

Lineholders are paid for compensatory days. Reserves will not have their Reserve guarantee reduced due to compensatory day(s).

9.17 If I am originally supposed to be released in domicile before 0300 Local Time and I get delayed so I release in domicile after 0259 Local Time, would I automatically be entitled to the contractual provisions outlined in Article 9.3.E.2 of the Contract?

No. You would only be eligible for the contractual provisions in Article 9.3.E.2 if

Scheduling changes your assignment to have you release on a flight originally scheduled to release you after 0259 Local Time. If Scheduling reschedules you to a flight that is running late, this language only applies if the flight's originally scheduled arrival time (as published in the flight schedule) would release you after 0259 Local Time.

9.18 Does LDLP apply to Reserves?

No.

9.19 How is Last Day Late Premium (LDLP) applied?

This premium will be paid above all RIGs, VJA and JA. This premium will stop when the extended duty period premiums apply.

9.20 If a reschedule occurs for less than an entire Crew and a Reserve Flight Attendant is part of the Crew, who will be rescheduled first?

A Reserve will always be reassigned before a Line Holder, as long as the Reserve is legal to work the pairing. The change will be assigned based on reverse seniority.

- 9.21 **What happens if I fly into a compensatory day due to an unscheduled RON, stranded RON, or a move up?**
You will be paid time and one-half (1.5) for flying on the compensatory day, receive another day off to compensate for your original choice and the option to receive another day off and the RIG for the new unscheduled RON, stranded RON, or move up.
- 9.22 **What does “self-notify” mean?**
Self-notify means the Flight Attendant will use the system to acknowledge a new or changed assignment.
- 9.23 **If I am a Line Holder who is stranded and works a flight back to domicile who does not exercise my options under 9.4.A within 60 minutes from end of debrief, what will happen?**
If a Flight Attendant does not designate their option within 60 minutes, they will be paid triple time (3.0) for all flights flown or credited on the unscheduled day.
- 9.24 **What is the difference between stranded and unscheduled RON?**
Both stranded and unscheduled RON result in you not returning to domicile as scheduled and incurring an additional day(s) of flying. An unscheduled RON happens when you are rescheduled by the Company. A stranded RON happens when circumstances beyond the Company’s control prohibit them from being able to return you to domicile (e.g., inclement weather, natural disasters, acts of terrorism, misconnect).
- 9.25 **What is my option after being stranded, if the scheduled deadhead would cause me to go below 10 hours rest?**
You may request to take a later deadhead of your choice with no increase of pay.
- 9.26 **Am I required to confirm assignments electronically once I am notified?**
As a Reserve on duty, if you are given an assignment or your pairing is altered, you are required to utilize the system to acknowledge the assignment or change.
As a Lineholder on duty, if your pairing is altered, you are required accept the assignment or acknowledge the change via the system.
If you have questions, you may call Crew Scheduling to notify you of the assignment or change.
- 9.27 **Is a Move Up treated the same as a reschedule and does it qualify for all reschedule pay and premiums?**
Yes.
- 9.28 **Am I required to acknowledge a change to my schedule while on duty?**
Yes, if you have been notified, you should acknowledge utilizing the system. However, when the system is not available or you have questions about the assignment, you may call Crew Scheduling.

ARTICLE 10: SCHEDULING/BIDDING | Q&A

- 10.1 **What is the latest date I can bid for a line if I am returning from inactive status?**
A Flight Attendant must have a return-to-work status on or before the fourth (4th) of the month in order to bid for the following month. If a Flight Attendant submits a return to work on the fifth (5th) of the current month, they can contact Crew Planning if they would like to be included in the bidding process.
- 10.2 **Can I be awarded a Charter over my vacation?**
No. However, you may pick up a Charter from Open Time.
- 10.3 **Do RIGs apply when flying a Charter?**
No.
- 10.4 **What does contingency basis mean for Job Share and MRT?**
You may bid for contingency MRT, or Job Share if you do not want it to count towards the maximum three (3) times or if you have already reached your maximum three (3) times. Contingency slots will only be awarded if slots remain unawarded after considering all non-contingency bidders. You can specify when you are bidding whether it is a contingency bid.
- 10.5 **Can the Company offer DRT slots for Reserve Blocks (only) on the first 3 days of a bid period and the last day of a bid period?**
Yes. The Company may offer DRT on the first 3 days and the last day of a bid period for pairings and Reserve Blocks: or Reserve blocks only.
- 10.6 **I have multiple pairings in one day (like two (2) small turns), and one (1) DRT slot is offered that I could bid and hold, will I get pulled from them?**
Yes, assuming the pairings are from the same base. Pairings from different bases will be awarded in accordance with in-base and out-of-base seniority provisions.
- 10.7 **Will all overlap adjustments involve complete pairings?**
No. Overlap adjustments may include complete pairings or partial pairings. Pairings may be broken at a SIP in order to adjust for a legal overlap combination in the new month. No Flight Attendant will be required to rejoin the remainder of a pairing that pays less than four (4.0) TFP as a result of an overlap adjustment.
- 10.8 **As a Lineholder in the new month, do I have the option to fly my overlap adjustment in the new month for time and one-half?**
Yes. You may choose to fly the entire overlap pulled for the adjustment if legal by the FARs. The only time an overlap may be flown less than its entirety is to remain legal under the FARs. All flights picked up by the Flight Attendant that were pulled for the overlap will be paid at time and one-half. The option to fly your overlap adjustment must be made by the 19th of the current month.

10.9 Do I have the option to fly the pairing in the new month versus the pairing in the current month?

If your overlap adjustment involves a complete pairing and the pairing that is pulled in the new month pays more, you will have the option to fly the pairing in the new month and have the lower paying pairing in the current month pulled. This option must be made by noon Central time on the 19th of the current bid month.

10.10 When will Scheduling make overlap adjustments for the Lineholders?

Scheduling will make all overlap adjustments of the pairings in the new month by noon Central time on the 18th of the current bid month. The Flight Attendant may choose to fly their entire overlap pulled for the adjustment if legal by FARs and must contact Scheduling by noon Central time on the 19th of the current month.

10.11 When will Scheduling make Reserve overlap adjustments?

There are two types of Reserve overlap - Reserve to Reserve and Reserve to Lineholder. Adjustments will be made as follows:

Reserve to Reserve – The overlap adjustment will be made in the new month by noon Central time on the 19th of the current month.

Reserve to Lineholder – The overlap adjustment for the new month will be made at the time the Reserve is given an assignment for her/his last Reserve obligation in the current month.

Any Flight Attendant holding Reserve in the new month may exercise their option by noon Central time on the 24th of the current month.

10.12 Do all overlap legalities apply to pairings picked up at the end of the current month or beginning of the new month?

No. Overlap adjustments for picked up pairings will only be made to correct the FAR illegalities with the exception of the Flight Attendants' option to notify Scheduling to adjust for an eleven and one-half (11:30) hours from end of debrief to check-in domicile break between pairings (See Article 10.10.I).

10.13 How do contractual overlap illegalities apply to traded pairings?

If your trip trade corrected the contractual overlap illegality, no adjustment will be required. If your trip trade was for a pairing starting on the same day for the same number of days, the overlap adjustment will be made in the new month based on the pairing acquired in the trade. Otherwise, overlap adjustments will be made in the new month based on what the Flight Attendant's original overlap illegality required (or the option outlined in Article 10.10.I, allowing Flight Attendants to notify Scheduling to adjust for an eleven and one-half (11:30) hours from end of debrief to check-in domicile break between pairings).

- 10.14 **If I have the option during overlap to call Crew Scheduling and have a pairing (or piece of a pairing to the applicable SIP) pulled to allow for my domicile break (eleven and one-half (11:30) hours from end of debrief to check-in), can I also request to keep the pairing (or piece of a pairing to the applicable SIP) and fly it for time and one-half (1.5)?**
Yes.
- 10.15 **When does an overlap occur?**
When a Flight Attendant has a contract and/or FAR illegality between the current bid period and the new bid period. A 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 period is calculated from end of debrief to check- in.
- 10.16 **Should my line require an overlap adjustment, how will I know which bid period Scheduling will make the adjustment?**
Scheduling may only make overlap adjustments in the new bid period. This protects the pay for the current bid period.
- 10.17 **If I waive a deadhead during a VJA trip, will I still receive premium pay for the deadhead?**
Yes.
- 10.18 **I know I can take an earlier deadhead if Scheduling approves the request, but does that apply anywhere in the pairing?**
Yes, however, you will not receive any additional pay even if the earlier deadhead will cause your duty day to exceed any contractual legality.
- 10.19 **Can I waive my deadhead on a Charter?**
Yes, but any deadheads waived at the beginning of the Charter must be scheduled to depart from and arrive at a station that Southwest serves (it cannot be a non- SWA city or military base).
- 10.20 **If my first day consists of deadheads only and I waive them all, when do I check-in?**
You must check-in no later than your report time the next day.
- 10.21 **When can I waive my deadhead as a Lineholder?**
At the beginning of a pairing when the first leg(s) is/are a deadhead(s), you can waive your deadhead anytime up to twenty-four (24) hours before check-in. At the end of a pairing, you can waive your deadhead any time after your last working leg and before the deadhead leg(s) departs as long as Scheduling does not have a reschedule for you at that time.
- 10.22 **When can I waive a DH at the beginning of a pairing?**
As a lineholder, you may waive your deadhead up to 24 hours before the scheduled check-in time but no later than the scheduled check-in time of a Lineholder pairing.

10.23 If the first or last day of my pairing is only a deadhead and I waive it, do I still receive a hotel room?

Yes, you will still receive a hotel room. Keep in mind that your per diem will begin thirty (30) minutes before your first working leg at the beginning of your pairing and will stop right after you waive the deadhead(s) at the end of your pairing.

10.24 When does per diem stop when I choose to waive a DH?

Per diem will stop at the time the Flight Attendant is released from their DH by Crew Scheduling, but no earlier than 30 minutes after block-in of the last active leg.

10.25 When and where can I be required to take an offline deadhead?

You could be required to take an offline deadhead as part of your scheduled (original) or rescheduled pairing. You will get paid the same rate for an offline deadhead as if you were deadheading on Southwest Airlines. If you have to take ground transportation before or after an offline deadhead you will be compensated according to the "Ground Transportation" language in Article 21.20.

ARTICLE 11: RESERVE | Q&A

11.1 What are the hours of contact for Reserves?

Reserve Designation	Local Contact Times
Senior AM Reserve (SAR)	0300 – 1100 *Not prior to 0300 Central.
Junior AM Reserve (JAR)	0300 - 1500 or 2 hours prior to the first scheduled check-in, whichever is earlier. *Not prior to 0300 Central on the first day of the block.
Senior PM Reserve (SPR)	1000 - 1800
Junior PM Reserve (JPR)	1000 - 2200
Junior Late Reserve (JLR)	1500 - 0259

Note: As of December 5, 2024, technology issues exist in CSS/CWA that prevents Junior AM Reserve (JAR) and Senior AM Reserve (SAR) on-call times beginning prior to 0300 Central Time. Until these technology issues are fixed, no Junior AM Reserve (JAR) and Senior AM Reserve (SAR) will go on call earlier than 0300 Central Time on the first day of a Reserve block and no Junior Late Reserve (JLR) will remain on call later than 0259 Central on the last day of a Reserve Block. Prior to implementing any solutions related to this issue, or FARs, the Union and the Company will meet to decide whether, and to what extent, modifications are needed to the parties' collective bargaining agreement.

11.2 If I am pulled from the first day of my Reserve block (e.g. sick call, Jury duty, etc.), when do my contact hours begin the next day?

You will go back on call at the start time stipulated in Article 11 for your individual Reserve type.

11.3 Can Crew Scheduling contact a Reserve Flight Attendant outside of their contact hours?

Yes, however the Reserve Flight Attendant is not obligated to answer their phone. If a Reserve Flight Attendant answers their phone outside of their contact hours and are given an assignment, it will pay double time.

11.4 If there is no assignment on a Reserve's schedule within thirty (30) minutes after block-in, do I have to call to be released by Crew Scheduling?

No, a Reserve will be automatically released at thirty (30) minutes after block-in, by the system, if no further assignment is on their schedule.

- 11.5 How long can Crew Scheduling leave “Status Pending” on my schedule in the system?**
A Reserve will be automatically released at thirty (30) minutes after block-in, if no further assignment is on their schedule.
- 11.6 What Reserve designation can be assigned APSB?**
Only Junior Reserve (JAR, JPR, JLR) designations will sit APSB. Senior Reserve (SAR and SPM) will not be assigned APSB assignment.
- 11.7 If a Flight Attendant has already sat APSB 5 times and is next to go according to the order of assignment; will Scheduling call them and offer them a sixth APSB assignment?**
Yes, however, the Reserve is not obligated to accept the assignment and will remain first to go for the next assignment.
- 11.8 If I self-assign APSB will this count towards my five (5) monthly max for APSB?**
No.
- 11.9 Do RIGs apply during APSB?**
No.
- 11.10 Is Crew Scheduling allowed to assign a pairing or APSB the day prior to my reserve block beginning?**
Yes, after Reserves have been allowed to self-assign, Crew Scheduling can place an assignment on your board. You are encouraged, but not required, to self-acknowledge the assignment prior to your contact time.
- 11.11 What are the requirements for pairings assigned to a Senior AM Reserve (SAR)?**
Senior AM Reserves (SAR) may be assigned a pairing or pieces of a pairing to fly; however, a SAR must be scheduled to be released no later than 1800 Local Time (end of debrief) on the last day of each Reserve block. An inbound SAR may be given an additional assignment including an RON ending after 1800 Local time, as long as it is scheduled to return to the home domicile by 1800 (end of debrief) Local Time on the last day of each Reserve block.

An SAR who chooses to self-assign is required to remain on call for a change of assignment during her/his contact hours as outlined in Article 11 until check-in time of that pairing.

The requirements for an SAR who utilizes the Commuter Policy are listed in Article 33.1.B.

Example:

An SAR is obligated for a 4-day block. On the first day, she/he is assigned a 3-day pairing, and on arrival in domicile, Scheduling assigns an additional RON. On the 4th day, (last day of Reserve obligation) the SAR must be scheduled to return back to domicile no later than 1800 Local Time (end of debrief).

Q&A

21

- 11.12 What are the requirements for pairings assigned to a Senior PM Reserve (SPR)?**
Senior PM Reserves (SPR) may be assigned a pairing or pieces of a pairing to fly. Check-in times for SPR assignments will be no earlier than 1200 Local Time on the first day of each assignment. An SPR who chooses to self-assign is required to remain on call for a change of assignment during her/his contact hours as outlined in Article 11 until check-in time of that pairing requirements for a SPR who utilizes the Commuter Policy are listed in Article 33.1.B.
- 11.13 Can Crew Scheduling offer a Flight Attendant an assignment that allows them to check in more than four (4) hours after the end of their contact time?**
Yes; however, the Reserve is not obligated to accept the assignment. If the Flight Attendant does accept the assignment, it will pay 2x for all trips credited or flown.
- 11.14 If a Flight Attendant has already worked an assignment that checks in more than two (2) hours after the end of their contact time but less than four (4) hours after the end of their contact time during a bid period, can Crew Scheduling call and offer another assignment that checks in more than two (2) hours after the end of their contact time?**
Yes. However, the Reserve is not obligated to accept the assignment if it of the same reserve designation. If the Flight Attendant does accept the assignment, it will pay 1.5x for all trips flown or credited during the first duty period of that assignment.
- 11.15 Am I required to utilize the system while on duty or during my Reserve contactability once I have been notified?**
Yes. However, if the system is inoperable, a Flight Attendant will call Crew Scheduling.
- 11.16 Under what conditions would Scheduling designate pairings not available for self-assignment?**
Self-Assignment will not be allowed if the number of pairings would drop below the maximum number allowed in Open Time. Also, Crew Scheduling may designate pairings as not available for self-assignment due to operational needs.
- 11.17 Is order of assignment for Reserves different during the overlap period?**
Yes, during the overlap period, Reserves may be assigned in an order that protects pairings in the new month.
- 11.18 If a Reserve is contacted by Scheduling and given an assignment, then calls in sick for such assignment, what is the penalty?**
If the Reserve calls in sick two (2) hours or more prior to check-in (SLA), she/he will be assessed a 0.5 penalty for the sick call in addition to the points associated with the sick call.
If the Reserve calls in sick less than two (2) hours to check-in (SL1), she/he will be assessed a 2.5 penalty.

11.19 Will the penalty (i.e. 0.5 or 2.5, as appropriate) for calling in sick after being given a Reserve assignment be removed with a Doctor's statement?

No. The penalty (SLA or SL1) will only be removed through record improvement under Article 32.7 – Attendance Policy.

11.20 If a Reserve becomes sick on line, will she/he be assessed the 0.5 or 2.5 penalty?

No, but the Reserve will receive the 0.5 per day associated with the sick call.

11.21 What combinations of shifted reserve blocks am I able to pick up?

The following legal combinations are determined by the required rest between the two blocks and the Flight Attendants Reserve availability.

Similar to hours of contact for Reserves, as of publication of this document, technology issues exist that may be resolved at a later date. Once these technology issues are fixed, the combinations below may be modified.

Reserve Designation	Reserve Types that can be picked up after by Reserve Designation
SAR	SAR, SPR, JAR, JPR, JLR
SPR	SPR, JPR, JLR
JAR	SAR, SPR, JAR, JPR, JLR
JPR	SPR, JPR, JLR
JLR	JLR

11.22 Can I block different shifted reserve designations and work 6 days back-to-back?

Yes.

11.23 What is the cutoff time for trading or giving away Reserve day(s)?

A Flight Attendant on Reserve may giveaway or trade Reserve day(s) by 1600 Central time prior to the Reserve day, as long as a Reserve assignment has not been made that will affect that day.

11.24 Can a Reserve pick-up a Senior AM Reserve(SAR) or Junior AM Reserve (JAR) day following a Senior PM Reserve (SPR) day or a Junior Reserve or a Junior day?

No. However, once a Reserve is released from duty following an assignment, the Reserve may pick up as long as that Reserve allows herself/himself minimum FAR rest.

11.25 If I drop less than four (4) days from my 4-day Reserve block, what Reserve label will the remaining days have?

They will be labeled as original Reserve days.

11.26 What is the monthly Reserve guarantee based on?

The Reserve guarantee is 6.5 TFP times the number of Reserve days scheduled to work per month. The Reserve lines will vary in pay based on the number of Reserve days scheduled to work per month from 78 to 110.5 TFP, 12 – 17 days worked.

- 11.27 **What is the minimum line value for Reserve lines?**
78 – 110.5 TFP.
- 11.28 **If I self-assign on Reserve over 118.2 TFP, will I receive premium pay of time and one-half (1.5) for the additional flying on Reserve?**
Yes.
- 11.29 **If, as a Reserve, I am scheduled for the maximum duty day of twelve and one-half (12:30) hours, will I receive double time (2.0) for time on duty over twelve (12) hours?**
Yes, for all flights flown after the duty period exceeds twelve (12) hours. The additional extended duty day pay of two (2.0) times the applicable trip rate will be paid above all RIG calculations in accordance with Article 21.22.
- 11.30 **If a Flight Attendant receives premium pay while on a Reserve assignment will the premium pay be above the monthly guarantee?**
Yes. The straight-time value will be applied towards the block and/ or monthly guarantee, and the premium pay will be compensated above the block and/or monthly guarantee.
- 11.31 **Do I accrue sick leave on a VJA pairing?**
Yes, but only on the straight time value of a VJA pairing. For example, a pairing with a value of 20 TFP at VJA = 30 TFP, so the sick accrual would be 2 TFP for that pairing.
- 11.32 **Who qualifies for Reserve Longevity Pay?**
Only Flight Attendants with twelve (12) or more years of Flight Attendant seniority who are required to sit Reserve (VR Line or Reserve) in her/his domicile.
- 11.33 **How is Longevity Pay compensated?**
A Reserve or a Flight Attendant holding a VR Line who qualifies will be paid \$1.00 per TFP for trips credited or flown to include RIGs, overschedule/overfly, and premium pay calculation (sick trips excluded).
- 11.34 **Will I receive the Reserve Longevity Pay if I choose to bid down to sit Reserve?**
No. A Flight Attendant who is in the top 35% in her/his domicile will not be eligible to receive Longevity Pay.
- 11.35 **Will I receive the Reserve Longevity Pay if I choose to sit Reserve outside of my required Reserve Rotation period?**
No. Any Flight Attendant who chooses to sit Reserve outside of her/his required Reserve rotation will not be eligible to receive Longevity Pay.
- 11.36 **If I am not required to sit Reserve during my required Reserve Rotation period due to a Flight Attendant in the top 35% bidding to sit Reserve, will I receive Longevity Pay if I choose to sit Reserve anyway?**
Yes.

- 11.37 If a Flight Attendant is sitting Reserve in her/his required Reserve rotation period and picks up additional Reserve day(s), will she/he be compensated Longevity Pay for the picked up Reserve day(s)?**
No. The Reserve will only be compensated longevity pay on trips credited or flown for the original number of days scheduled on her/his line.
- 11.38 If a Reserve who qualifies for the Longevity Pay trades her/his block of day(s) with another Reserve that may or may not qualify for the longevity pay, will the Reserve who qualifies be compensated Longevity Pay for the traded days?**
Yes, the Reserve who qualifies will be compensated Longevity Pay for the original number of days scheduled on her/his line.
- 11.39 If a Reserve who qualifies for the Longevity Pay trades her/his block of Reserve day(s) to increase or decrease the original Reserve line, will she/he lose any Longevity Pay?**
Yes. Any increase/decrease from the original number of days scheduled on a Reserve line will not be compensated as Longevity Pay. This also includes give away, pick up and sick calls.
- 11.40 If a Flight Attendant holding a VR Line trades her/his pairings to increase the line total, will she/he receive Longevity Pay for the increased trip pay on the VR line?**
No. The longevity pay is only for the original line total (including RIGs, overschedule/overfly, and premium pay calculations). The same applies if a VR Lineholder decreases her/his line total through the trip trade giveaway process, as well as any trips associated with a sick call.

ARTICLE 12: EXCHANGE OF TRIPS | Q&A

12.1 **What is the timeline rule for trip trading, giving away, or picking up a pairing from another Flight Attendant?**

You can trade any pairing with another Flight Attendant until two (2:00) hours prior to check-in of the earliest trip involved in the trade. However, pairing trades will be allowed prior to the required report time at the gate of the first pairing involved in the trade provided the trade is in a domicile and both Flight Attendants are checked in. The trade must not create duty day, crew rest, or FAR illegalities for either Flight Attendant at the time of the trade.

12.2 **Are RIGs included in the 6.5 TFP difference calculated when trading pairings with Open Time?**

Yes.

12.3 **If I am trading a pairing with Open Time for a pairing that pays more, does the 6.5 TFP difference apply?**

No. You may trade your pairing for any pairing in Open Time that pays more. The trip difference is unlimited and the number of domicile days does not apply.

12.4 **How does the 6.5 TFP work if I'm trading my pairing with Open Time for a pairing that pays less than mine?**

When trading a pairing with Open Time, the difference between the two pairings must be within 6.5 TFP, unless the two pairings have an equal number of domicile days. The difference can be up to 6.5 TFP, but not greater than 6.5 TFP between the two pairings if the two pairings have an unequal number of domicile days.

Example:

F/A Trip: 4-Day which pays 27.0 TFP Open Time Trip: 3-Day which pays 22.0 TFP

The difference between the pairings equals 5.0 TFP - which is within the 6.5 TFP

12.5 **Does the 6.5 TFP difference for trading pairings with Open Time apply to pairings with an equal number of domicile days?**

No. You may trade a 4-day for a 4-day, 3-day for a 3-day etc., without any TFP limitation between the two pairings involved in the trade.

12.6 **Can I break a single-day pairing (turn) that is listed in Open Time?**

No. You must pick up or trade for the turnaround as a whole pairing.

12.7 **Can I break a pairing listed in Open Time on any day that was previously broken in Open Time?**

No. Pairings listed in Open Time may only be broken once a day when the pairing passes through the pairing's home domicile; however, you may break another day of the same pairing that has not previously been broken.

- 12.8 What is the timeline rule for picking up a pairing from Open Time?**
You can pick up any pairing from Open Time until two (2) hours prior to check-in; however, a Flight Attendant may contact Scheduling to pick up an assignment with a report time of less than two (2:00) hours.
- 12.9 If I pick up/trade into a pairing from Open Time that has unpaid deadheads, will the deadheads now pay?**
Yes, you should call Scheduling to recode the deadheads with pay. The pairing or portion of a pairing from Open Time must not have been pulled from the Flight Attendant's line of time and replaced with a non-fly. (See Letter of Agreement (LOA) - Open Time pairings that contain a non-paying deadhead(s) (Article 12)).
- 12.10 Must both Flight Attendants be on the same call to execute a Jetway trade?**
No. Both Flight Attendants must contact Scheduling at the same time, preferably on the same call, after the block-in of the flight prior to the jetway trade, until technology is implemented.
- 12.11 Can I perform a Jetway Trade before a Regulatory Requirements flight? If so, are there different requirements?**
Yes. U.S. Customs and Border Protection currently requires Crew information to be received at least one hour (1:00) prior to departure. Therefore, you must call Scheduling at least one hour and fifteen minutes (1:15) prior to the departure of the flight for the trade to be processed. If this time requirement changes, the Jetway Trade cutoff would adjust to fifteen minutes before the new requirement.
- 12.12 How much time must Flight Attendants allow for a jetway trade to be processed on a non-regulatory flight?**
At least fifteen (15) minutes before scheduled or actual departure time for a non-regulatory flight.
- 12.13 If I Jetway Trade to work-to-domicile for my next pairing and allow at least one (1) hour prior to check-in under the Commuter Policy, but I miss my next pairing due to Irregular Ops, will I be pay protected?**
No.
- 12.14 If I Jetway Trade before a scheduled pairing, but experience a combined duty day over twelve (12) hours, will I receive any premium pay for flights over twelve (12) hours?**
No, the pairings will not be combined to determine contractual illegalities. Each pairing is considered separate for contractual illegalities and the premium pay for flights over twelve (12) hours will only be compensated if one of the separate pairings exceeds twelve (12) hours.
- 12.15 As a Reserve Flight Attendant, will I be able to utilize the automated system to process a jetway trade?**
No. Both Flight Attendants will need to call Crew Scheduling after block-in of the flight, prior to the jetway trade.

12.16 If I am trading or giving away part of a trip to another Flight Attendant, can I break the pairing(s)?

You can break a pairing, including a single-day pairing (turn), anytime the pairing passes through the home domicile.

ARTICLE 13: UNIFORMS | Q&A

13.1 Is a Flight Attendant responsible for purchasing their uniform?

No, the Company will provide New Hire Flight Attendants an initial uniform allotment for four complete uniforms and an annual allotment thereafter. If a Flight Attendant desires to purchase additional pieces, they may do so. The allotment balance may be combined with a personal credit card payment if the balance exceeds funds available in the Employee's allotment account.

13.2 How do I get maternity uniforms?

The Company will provide three (3) loaner maternity uniforms within fourteen (14) calendar days of the request. If a Flight Attendant desires to purchase additional maternity pieces, they may do so using their allotment or personal credit card.

13.3 Is a Flight Attendant allowed to wear an official union insignia pin?

Yes, it is an approved uniform item. Flight Attendants are permitted to wear one official union insignia pin.

ARTICLE 15: LEAVE OF ABSENCE | Q&A

15.1 Can I go out on maternity leave prior to the birth of my child?

Yes, you may take a maternity leave and all contractual provisions apply. Once your baby has been born and notice has been provided to the Company, the six (6) or eight (8) weeks of paid maternity leave will begin.

15.2 When does paid maternity leave begin and how do I get paid?

Pay for maternity leave will start once the Company has been notified of the date and type of birth (natural/vaginal or c-section). The six (6) weeks will be paid at 19.5 TFP per week or 2.79 TFP per day for up to forty-two (42) days. The eight (8) weeks will be paid at 19.5 TFP per week or 2.79 TFP per day for up to fifty-six (56) days.

15.3 Do I lose my health insurance on Maternity leave, Parental Leave or Extended Bonding Leave?

No.

15.4 Am I able to take a medical leave unrelated to my pregnancy during the time that I am pregnant?

Yes, if your doctor requires a medical leave for an illness or injury unrelated to your pregnancy, you can take a medical leave prior to the birth of your child. Medical leave insurance end of coverage applies.

15.5 Is a Flight Attendant entitled to maternity leave if they have a miscarriage?

If there is a pregnancy loss after twenty (20) weeks, the Flight Attendant will qualify for paid maternity leave. If a Flight Attendant suffers a loss of pregnancy at twenty (20) weeks or prior, they may utilize medical leave or FMLA.

15.6 What is the pay during maternity leave?

The Flight Attendant will be paid nineteen and one half (19.5) TFP per week (daily rate of 2.79 TFP) for the six (6) or eight (8) weeks of maternity leave. She may also supplement her pay from her sick bank up to a combined (maternity, sick, and vacation) maximum of 130 TFP per month.

15.7 What is the pay during parental leave?

The Flight Attendant will be paid nineteen and one half (19.5) TFP per week (daily rate of 2.79 TFP) for the first two (2) weeks of parental leave. They may supplement their pay from their sick bank up to a combined (parental, sick, and vacation) maximum of 130 TFPs per month.

15.8 When does a paid maternity end and paid parental leave begin for the birth mother?

Paid maternity leave concludes on the last day of either the six (6) weeks or eight (8) weeks of pay. The two (2) weeks of paid parental leave begins on the day one of the parental leave and parental leave must begin within three (3) months of the child's date of birth. If a Flight Attendant desires to take leaves consecutively (maternity, parental, extended bonding leave), they may request the leaves at same time they request maternity leave, when notifying the Company of child's DOB.

15.9 Can a non-birth parent take multiple paid parental leaves in a 12-month period?
No.

15.10 Can a Flight Attendant take adoption leave, and what are the available options?
Yes, a Flight Attendant has the option to take adoption leave. They can either utilize the Parental Leave and Extended Bonding outlined in the Collective Bargaining Agreement (CBA) or take advantage of the Company's adoption leave policy, whichever they choose.

15.11 What is the difference between Bereavement Leave and Emergency Family Leave?
Emergency Family Leave allows a Flight Attendant to take time off prior to an immediate or extended family member passing away.

15.12 Is Emergency Family Leave paid?
No, however you can use your accrued unused vacation by submitting the Company provided form. This may only be applied in the current year.

15.13 What documentation do I need to provide for Emergency Family Leave?
Any documentation that may assist the Company in granting the request including, but not limited to admittance paperwork into a hospital, long term care facility, or hospice care.

15.14 If I am released from Jury Duty prior to the end of a scheduled pairing and I choose to sit Reserve for the remaining days, what Reserve designation will I be assigned?
The Flight Attendant and Crew Scheduling will mutually agree upon which Junior Reserve shift will be accepted and will not violate legal rest time before the beginning of the Flight Attendant's next scheduled assignment.

15.15 How do I use Witness Leave (duty or non-duty related)?
A Flight Attendant should contact their base.

15.16 If a birth mother is out on extended bonding leave and becomes pregnant again, can they transition to a new consecutive maternity leave?
Yes.

15.17 If a Flight Attendant's scheduled vacation overlaps with a current contractual leave and they have not been awarded a line for the month what options are available?

If a Flight Attendant's scheduled vacation overlaps with their leave and they have not been awarded a line for the month, they will automatically receive a minimum of 34 TFP in the "A" position or if the Flight Attendant has not been awarded a line and could have held a line that would have paid more than thirty-four (34) TFP for her/his vacation, in order to be paid the greater, she/he should submit required information to Company.

15.18 If I am out on Extended Bonding Leave, am I paid or can I use my sick bank?

No, however if you have a scheduled vacation during your leave, you will be paid 34 TFP in "A" pay. If you could have held a line where the vacation exceeds 34 TFP, you may request to be paid the value of the that vacation. You may also request to be paid out a future accrued vacation that does not fall during your leave and you will be paid 26.25 TFP. This may only be applied in the current year. For example, if you are on Extended Bonding Leave that ends in July, but you have a vacation scheduled in October, you may request to be paid out prior to your leave ending. To exercise these options, a Flight Attendant must notify utilizing the Company provided forms.

ARTICLE 16: SICK LEAVE/ ON JOB INJURY (OJI) | Q&A

16.1 Does requesting to participate in the Southwest Flight Attendant Supplemental OJI Program prohibit me from appealing my initial Workman's Compensation/OJI claim denial?

No.

ARTICLE 20: BOARD OF ADJUSTMENT / ARBITRATION | Q&A

- 20.1 **How would the Union present its position or objection about an interpretation and/or application of the collective-bargaining agreement during an arbitration hearing in a matter where the Union has waived its sole representation of the Flight Attendant but is present at the arbitration for the purposes outlined in Article 20.18?**

The Union representative should raise the issue on the record and the Arbitrator will determine how to proceed.

ARTICLE 21: COMPENSATION | Q&A

- 21.1 How will I know when a month has been designated a Productivity Pay month?**
The Company will put a notice on the cover page of the bid packet for applicable months.
- 21.2 How do I reach the 102 TFP Productivity Pay threshold?**
- You can reach the threshold in the following ways:
 - Bid a line or a Reserve line that pays at least 102 TFP.
 - If your bid line or Reserve line pays less than 102 TFP, pick up from Open Time (including the straight time portion of a VJA or JA pairing) to reach the 102 TFP threshold.
 - You can line improve trip trade (trade your pairings with higher paying pairings) with Open Time to get to the threshold.
 - If your Reserve line pays less than 102 TFP, you can reach the threshold by flying 102 TFP or more on those original Reserve days.
 - Canceled flights on pairings that meet the criteria above will count towards meeting the threshold
- 21.3 If my Reserve line originally pays 102 TFP, but I am not used 2 days, am I still qualified to earn Productivity Pay or do I have to make up those 2 days?**
You are still qualified for Productivity Pay, as your Reserve guarantee is included in the 102 TFP threshold calculation.
- 21.4 If my line pays 95 TFP and it's a Productivity Pay month, may I pick up from another Flight Attendant to reach the 102 TFP threshold?**
No. You must pick up all trips from Open Time in order to receive Productivity Pay.
- 21.5 If my original line pays 112 TFP, and it's a Productivity Pay month, will I receive the extra \$5.00 per TFP for those trips on my line over 102 TFP?**
No; however, you will already have met your 102 TFP threshold; therefore, any trip you pick up from Open Time will be paid an additional \$5.00 per TFP. Again, as long as you meet your original line value of 112, anything you pick up from Open Time will pay the additional \$5.00 per TFP.
- 21.6 After meeting the 102 TFP threshold, if I call in sick during a Productivity Pay month on a trip that I picked up out of Open Time that qualified for Productivity Pay, will I be paid Productivity Pay for the sick trips?**
No. You only receive Productivity Pay for trips flown.

- 21.7 **If my bid line or Reserve bid line pays less than 102 TFP and I call in sick, will I have to pick up additional trips from another Flight Attendant or Open Time to make up for my sick call trips in order to participate in the Productivity Pay Program?**
Yes. Calling in sick reduces your TFP count for purposes of reaching the threshold for Productivity Pay. You will need to pick up from another Flight Attendant or Open Time to make up for the sick call TFPs (i.e. up to your original line value). You must pick up from Open Time to cover the difference between your original line value and the 102 TFP threshold.
- 21.8 **If I have a vacation slot during a Productivity Pay month, how will the rules apply to me?**
Your trips credited for vacation will count towards meeting the 102 TFP threshold. Your line will start as if your vacation was not pulled. So, if your line paid 95 TFPs before the vacation trips were pulled, that is where you will start when picking up trips from Open Time to earn Productivity Pay over 102 TFPs.
- 21.9 **Will I be paid Productivity Pay if my trip that I picked up out of Open Time above the 102 TFP threshold is pulled for Bereavement and Emergency Leave, Jury Duty/Witness Leave, Company Convenience, Union Business, Medical, Maternity, or Personal Leave?**
No. Productivity Pay is for trips flown.
- 21.10 **If I have trips pulled from my schedule for Bereavement and Emergency Leave, Jury Duty/Witness Leave, or Company Convenience, will my TFP count for purposes of reaching the 102 TFP threshold?**
Yes. These pulls will count towards the 102 TFP threshold.
- 21.11 **Will canceled flights count towards the 102 TFP threshold or above the 102 TFP threshold?**
Canceled Flights qualify for Productivity Pay and will be paid in both instances.
- 21.12 **If my TFP calculation is affected by overschedule/overfly or a gate return, will I receive Productivity Pay on the overschedule/overfly portion?**
Yes, if the overschedule/overfly or gate return pay is associated with a flight that qualifies for Productivity Pay.
- 21.13 **If I am rescheduled to fly more than I was originally scheduled during a Productivity Pay month, will those additional TFPs be calculated to help me reach the Productivity Pay threshold? Also, if I am already at or over the 102 TFP threshold, will I be compensated Productivity Pay for those additional TFPs?**
Yes, once you have reached your original bid line value, any pairing picked up or traded from Open Time will help you get to 102 TFP. If you are already at or over 102 TFP threshold, any pairing that is picked up from Open Time will pay Productivity Pay.

21.14 If I VJA or am JA'd and it's a Productivity Pay month, will I receive Productivity Pay?

Yes. If you qualify for Productivity Pay by reaching the 102 TFP threshold, you will receive Productivity Pay for the straight time TFPs over 102 TFP in addition to VJA or JA pay.

21.15 If I pick up a trip out of Open Time on September 30 for example, and September is a Productivity Pay month and October is not, will I be paid Productivity Pay on the whole pairing?

No. You will only be paid Productivity Pay on the duty period(s) that begin within the designated Productivity Pay month.

21.16 Will the 15% Red Eye Premium (REP) be paid on all Red Eye Flights?

The Red Eye Premium will always apply, but it could be absorbed into RIGs on a duty period (DPM, DHR) or pairing (ADG, THR). You will be paid the greater of the flight credits (including REP and other premiums) or RIGs with exception of premiums that pay above the RIGs per Article 21.22. REP calculations are shown in example below. Keep in mind the \$1.00/TFP for Red Eye flights will be paid regardless of the RIGs and REP.

Trip PAEZ on 03/23/2025

Trip Fleet: 737

Class:

Trip Type: C

Trip Status:

Time Away From Base: 5230

Herb Time

Totals

Date	Flight	Depart	Arrive	Eq	Pax	Pos	I	L	MT	RE	Block	Ground	Meal	Code	Block	Duty	GTP	Credit	Overfly
Rpt 2045																			
23-Mar	3762	PHX 2145	DEN 2330	7M8	0						145	115						200	
24-Mar	1044	DEN 0045	BWI 0400	7M8	0					RE	315	1410						472 *	
		Rls 0430													500	745		672	

BWI: 1310

Rpt 1740																			
24-Mar	991	BWI 1810	LAS 2340	700	0						530	1725						650	
25-Mar	991	LAS 0030	SMF 0205	700	0						135	1655						180	
		Rls 0235													705	855		830	

SMF: 1555

Rpt 1830																			
25-Mar	3162	SMF 1900	ONT 2020	700	0						120	35						150	
25-Mar	2679	ONT 2055	SMF 2220	700	0						125	35						160	
25-Mar	503	SMF 2255	PHX 0045	700	0						150	0						210	
		Rls 0020													435	645		520	

> Unassigned FAA Position

> Unassigned FAB Position

> Unassigned FAC Position

Total: 1640 2325

2022 *

*Includes Red Eye Premium

21.17 Does the \$5.00 Premium language apply to the MAX-7 and MAX-8?

Yes. The \$5.00 Premium will apply to flights where the number of passengers exceeds 122 (-300/-700/MAX-7) and 162 (-800/MAX-8).

21.18 If I am deadheading and flying “A” position on the pairing, will I receive “A” pay for the deadhead?
Yes.

21.19 How will I be compensated Holiday Pay for a day with RIGs?
You will receive double time (2.0) for the day, including RIGs.

21.20 If I am on Reserve and do not receive contractual crew rest in accordance with Article 8.3.D. the night before a designated day that receives Holiday Pay, how will I be compensated?
You will receive triple (3.0) time for that Holiday.

21.21 If I am scheduled to fly on a day with Holiday Pay, and I am entitled to double the time off spent on duty over 12:30 hours, how will I be paid?
If you fly your scheduled pairing, you will be paid double time and a half (2.5). If you choose to be pulled for double the time off, you will be paid the straight time value of the flights you are pulled from and will not receive Holiday Pay for any flights not actually flown.

21.22 What happens if I start a trip on December 30th, have a 30-hour layover in Tampa over New Year’s Eve (the 31st) and don’t have to report for my flight until the 1st? Do I still receive Holiday Pay?
Yes. You still get Holiday Pay if you’re on a trip that spans a holiday (even if there’s no flying on the holiday). You will receive Holiday Pay (double time) on the first duty period following the holiday. Using the example in the question above, you would get double time for the duty period starting on the 1st even though the 31st is designated as the “holiday”.

21.23 If I have a 3-day pairing that reports on the first day of a bid month (the 1st) at 0200 Central Time and doesn’t finish until 1400 on the 3rd, on which month’s paycheck will I be paid for each duty period of this pairing?
Each duty period will be paid in the month in which the duty period begins. Using the example above, the pay for the first duty period will be paid in the previous month (because the first duty period is considered to have reported in the previous month) and the remaining duty periods will be paid in the current month.

21.24 Do the answers to the vacation pay scenarios above change how pairings are pulled for vacation?
No. The answers only apply to how vacation is paid.

21.25 What will indicate a pairing is affected by RIGs?
A Pairing affected by RIGs will display a letter next to the affected duty period total or pairing total as follows:

- ‘M’ for Duty Period Minimum (DPM)
- ‘D’ for the Duty Hour Ratio (DHR)
- ‘T’ for Trip Hour Ratio (THR)
- ‘A’ for Average Daily Guarantee (ADG)

21.26 Do I receive premium pay (VJA, etc.) on RIGs?

No. Premium pay is calculated on the TFP value of flights flown.

Example 1: If a 3-day VJA pairing had duty periods paying 8.0/5.0/5.0 totaling 18.0 TFP, ADG would be applied to bring it up to 19.5 TFP (1.5 TFP ADG RIG credit). The premium pay will be calculated on the 18.0 TFP value (e.g. $18.0 \times 1.5 = 27.0$ TFP). This value is then compared to the RIG (19.5 TFP), and the greater is paid (i.e. 27.0 TFP).

21.27 If I am pulled and paid from a pairing affected by RIGs, will I receive the RIG TFP credit even though I did not fly?

Yes, unless your pull results in VJA pay; RIGs will not apply. The other exception is when the trips pulled will be paid from your sick bank. RIG TFP are not paid on sick leave. Sick leave will only be paid on the TFP value of the flights pulled.

21.28 What is Average Daily Guarantee (ADG)?

This RIG provides a minimum TFP value for each domicile day in a pairing. The pairing will pay a minimum of 6.5 TFP times the number of originally scheduled domicile days. ADG will be applied per domicile day to multi-duty period pairings. ADG will be applied per duty period, rather than domicile day, for all single duty period pairings.

21.29 What is Duty Period Minimum (DPM)?

This RIG provides a minimum TFP value of 4.0 TFP for each original duty period.

21.30 What is Duty Hour Ratio (DHR)?

This RIG provides a minimum TFP value for all time on duty (including report time, ground time, and FAR debrief) in a duty period. DHR is paid .74 TFP per hour for each hour on duty. DHR is calculated from check-in/report through the end of debrief or release from Scheduling, whichever is later. Ex: ten (10) hour duty day would pay a minimum of 7.4 TFP.

21.31 If I am flying on an original duty period (Lineholder or Reserve) and Scheduling adds an additional assignment to my duty period, how will the RIGs be calculated?

You will be guaranteed the greater of what you flew, DPM, or DHR for the duty period. The sum of the duty periods will be compared to ADG and THR, and the greatest of the three will be paid.

21.32 What is Trip Hour Ratio (THR)?

This RIG provides a minimum TFP value for all time away from base in a pairing. THR is paid 1.0 TFP for each 3 hours away from base in the pairing. THR is calculated from check-in through the end of debrief at the completion of the pairing.

21.33 How are RIGs used to calculate my pairing pay?

The pay for each duty period will be the greater of the DHR, DPM, or TFP flown for that duty period. The pay for the pairing will be the greater of THR, ADG, or the sum of the duty periods. Extended Duty Day, Late Return Override, Last Day Late pay, and Extended Ground Time pay will all pay above RIGs.

21.34 How would the RIGs be calculated if I flew separate multiple pairings on the same day? For example: I flew a turn in the morning, gave myself the two (2) hour required time period between duty periods, and checked in for another pairing that afternoon?

If applicable, RIGs will be calculated for each duty period on that day separately. There is no pay associated with the time between the completion of the first pairing and the beginning of the subsequent pairings.

21.35 Is there any difference to the way RIGs are calculated for Reserves than Lineholders?

Yes. DHR and THR will be reapplied for Reserves.

Examples of RIG affected pairings:

- a. I was scheduled for a duty period that pays 7.4 TFP. I reported at 0600 and was due to land at 1530 and be released from duty at 1600. Due to weather delays, I landed at 1700 and was released at 1730. What will I be paid for that duty period?

Your minimum pay for the duty period will be 8.51 TFP since the DHR of .74 TFP (11.5 hours on duty x .74 = 8.51 TFP) for each hour on duty is calculated from Check-in/Report until end of debrief.

- b. I was scheduled for a duty period paying Duty Period Minimum (DPM) of 4.0 TFP (the leg credit was 3.5 TFP). On that duty period, one of the flights received an additional .25 TFP in overfly.

21.33 Is the overfly premium paid in addition to the Duty Period Minimum (DPM)?

No. The overfly is added to the trips actually flown for pay. In this case, the additional overfly added to the trips actually flown (3.5 + 0.25 = 3.75 TFP) would not exceed the DPM guarantee of 4.0TFP. You would be paid 4.0 TFP for that day.

21.37 If I am provided a hotel room ("day room") for ground time that exceeds 4 hours would I receive Extended Ground Time Pay if applicable?

Yes.

21.38 Can Scheduling build a 4-day Optimized Pairing in Open Time in my base if there were no 4-day pairings on the original lines for that month?

No. Optimized pairings will not be built and placed in Open Time to exceed the maximum RONS in each domicile's bid packet.

21.39 How are RIGs applied when a pairing is split by a Flight Attendant?

If the pairing has ADG or THR RIG, that portion of the RIG will be applied to the lowest paying duty period(s) in the pairing until all RIG is exhausted or all duty periods are equal. Any remaining ADG or THR RIG will then be split equally to each duty period until the RIG is exhausted.

On the duty period that is split, if that duty period has DHR, DPM, or prorated trip RIG, the RIG credited for that duty period will be applied to the lowest paying new duty period(s) until all RIG is exhausted or all duty periods are equal. Any remaining DHR,

Q&A

40

DPM, or prorated trip RIG will then be split equally to each duty period until the RIG is exhausted.

On the duty period(s) that was not split, the RIG credit associated with DHR, DPM, or prorated trip RIG will stay attached to the duty period(s) from which the RIG was generated.

Example 1: If an original 3-day in the bid packet had duty periods paying 8.0/5.0/5.0 totaling 18.0 TFP, ADG would be applied to bring it up to 19.5 TFP (1.5 TFP ADG RIG credit). When the pairing is split, the 1.5 TFP of ADG RIG is distributed evenly to the 2 duty periods that paid 5 each, bringing them to 5.75 TFP each (Note: This value includes .75 prorated RIG). If you split the pairing on the second day so that the value of the flights in each new duty period paid 2.0 TFP and 3.0 TFP, the prorated RIG on that day of .75 TFP would then be distributed to the 2.0 TFP duty period, bringing it up to 2.75 TFP. The two new pairings pay: Pairing #1 8.0 /2.75 TFP and Pairing #2 3.0/5.75 TFP respectively.

Example 2: An original 3-day in the bid packet has duty periods paying 7.0/8.0/7.4D totaling 22.4 TFP. The duty period on the third day has three flights paying 1.0/2.5/2.5 TFP and has a 10-hour duty day. As a result of the 10-hour duty day, DHR of 1.4 TFP applies. If the pairing is split on the third day after the first flight, resulting in two new duty periods paying 1.0 TFP and 5.0 TFP respectively for the flights, the entire 1.4 TFP in prorated RIG will be applied to the duty period paying 1.0 TFP, bringing it to 2.4 TFP. The two new pairings pay: Pairing #1 7.0/8.0/2.4 TFP and Pairing #2 5.0 TFP respectively.

21.40 When a pairing is split, is there a difference in the application of the RIGs if the Company splits the pairing as compared to if a Flight Attendant splits the pairing?
Yes. If a pairing is split by a Flight Attendant to trade with Open Time, or by Scheduling to be placed in Open Time, or assigned to a Flight Attendant, RIGs will be prorated. If a Flight Attendant splits a pairing through Trip Trade/Giveaway with another Flight Attendant, the Flight Attendant posting the trade will be able to select one of the following three RIG options: Prorate RIG Contractually, Keep RIG, or Give Away RIG. The selected option will be applied in the event the trade occurs after the Flight Attendant has checked in for the pairing. Otherwise, the split will be applied in accordance with Article 21.22.F.

21.41 If Crew Scheduling splits an Open Time pairing that has RIGs, how will those RIGs be calculated?

If no deadheads are added by Scheduling as a result of the split, then RIGs will be applied in accordance with Article 21.22.F.

Additionally, if applicable, DHR will be applied to the split duty periods, and THR will be applied to the new pairings.

If Scheduling splits a duty period(s) and adds deadheads to the new duty period(s), RIGs will be applied as stated in the paragraph above after any deadheads have been added (i.e., DHR will be applied to the split duty period and THR will be applied after any deadheads have been added).

If Scheduling splits an Open Time pairing and assigns a portion of the split pairing to a Reserve, DPM will be added to that portion.

21.42 If I am on a split pairing, will I receive Extended Duty Day Pay, Late Return Override, Last Day Late, and/or Extended Ground Time pay, when applicable?
Yes.

21.43 Do I receive my South America override if my flights to and/or from South America are cancelled or if I am rescheduled off my flights to and/or from South America?
No, the flights have to be flown for the override to pay.

21.44 How will the South America override apply if my flight to or from South America diverts?

- If a flight departs for a city in South America and diverts to a non-South America city and does not subsequently continue to a South America city, the South America override will pay on the diverted flight.
- If a flight departs for a city in South America and diverts to a non-South America city and subsequently continues to a South America city, the South America override will pay on the flight that diverted and also on the subsequent flight into South America.

21.45 Do I receive my South America override if I call in sick or am pulled from a pairing containing South America flying?
No, the flights have to be flown for the override to pay.

21.46 How will I know how much my line pays if RIGs applied to any of the pairings on the line I am awarded?
The line totals displayed in the bid packet include all applicable pay, including RIGs.

ARTICLE 22: EXPENSES | Q&A

22.1 How is International per diem different from Domestic per diem?

International per diem is more than Domestic per diem. This per diem is defined in Article 22.1.B. International per diem begins at report time of a duty period that contains an International flight and continues until the termination of the pairing, including deadheads.

22.2 Will my per diem remain the same for the duration of this contract?

No, your per diem amount will increase 2.5% each year on January 1st.

22.3 If a Flight Attendant is scheduled to work a flight of four (4) hours or longer, but ends up blocking in ahead of schedule, will they receive the \$20.00 crew meal per diem?

Yes. The \$20.00 crew meal per diem is paid for scheduled flights of four (4) hours or longer.

22.4 If my flight encounters an unplanned stop or diversion, will I receive the \$20.00 Crew Meal Per Diem?

Yes. The \$20.00 Crew Meal Per Diem is paid for scheduled flights of four (4) hours or longer.

22.5 Will I be provided a crew meal on domestic flights?

No, you will be provided \$20.00 additional per diem on flights with a scheduled block time of four (4) hours or longer, whether working or deadheading. International turns where one or both flights exceed four (4) hours will not qualify for the additional \$20.00 meal per diem as Crew Meals are provided.

22.6 If my flight is scheduled for 3:59 hours or less and my flight exceeds four (4) hours, would I receive the additional \$20.00 meal per diem?

No.

22.7 If I choose not to park in the company designated parking location, what is my option?

The Flight Attendant may elect to submit receipts for reimbursement up to \$60.00 a month for parking at another location.

22.8 Will I receive a check for my reimbursement or will it be directly deposited into my bank account?

If you have a direct deposit set up with the Company, the reimbursement will be deposited directly into your "Main Bank" account. If you do not have direct deposit, a check will be mailed to your home address on file with the Company.

ARTICLE 23: INSURANCE BENEFITS | Q&A

23.1 What happens if I get hurt or need medical attention while I'm at an International destination?

SWA partners with MedAire to provide a service to assist Employees while on duty outside of the United States. Information regarding MedAire is available on the IEFB (iPad) in the International Resources folder. In addition, Southwest Airlines has a designated point person in our Benefits Department that will work directly with the Flight Attendant and MedAire to assist with the arrangement of services and advancement of any money that may be necessary to pay for emergency medical services.

ARTICLE 24: GENERAL & MISCELLANEOUS | Q&A

24.1 How does a Flight Attendant get a complete copy of their personnel file?

The Flight Attendant should email their Inflight Base Leadership. A Flight Attendant will receive an entire copy of their personnel file upon each request.

24.2 Are Flight Attendants able to use the complimentary SWA Wi-Fi when traveling on personal time?

Yes, Flight Attendants will receive Free Internet for one device.

- Flight Attendants will receive access while in the cabin, when not operating a flight, whether they are nonreving, commuting, have a purchased, confirmed seat, on a deadhead, union business travel, or training travel.
- Flight Attendants will use the A-List Preferred/Business Select (ALP/Bsel) log in page to access their Crew Wi-Fi benefit for one (1) device.
- Flight Attendants will be required to associate their Rapid Rewards account and apply to their PNRs to be able to use the benefit.

ARTICLE 25: SAFETY, HEALTH, AND SECURITY | Q&A

- 25.1 **Will gloves be available onboard the aircraft in at least three (3) sizes?**
Yes. Gloves will be provided in small, medium, and large.
- 25.2 **Will the Company provide paid leave for Flight Attendants involved in hijacking, terrorist incidents, aircraft accidents, or serious incidents?**
Yes, the Company will provide a paid leave for at least fourteen (14) calendar days.
- 25.3 **If I deem myself unsafe to fly or unable to perform required duties due to fatigue, what will happen?**
Scheduling will provide you with a minimum eleven (11) hours uninterrupted rest. You will be returned home or reassigned either at the initial phone call or during your required phone call to Scheduling following the rest period.
- 25.4 **Will I receive a chargeable occurrence or lose pay if I utilize the fatigue policy?**
No, providing the fatigue was caused by operational or duty-related factors and that you are willing and able to accept reassignment following the period of rest. These operational or duty-related factors may occur during your duty day, RON, or between back to back pairings.
- 25.5 **If I call out fatigued in between back-to-back pairings or reserve days, am I required to report to the airport?**
No.
- 25.6 **How long do I have to complete and submit the Inflight Fatigue Report after notifying Crew Scheduling of the report of Fatigue?**
Within seventy-two (72) hours.
- 25.7 **If I use the fatigue policy, will I be paid?**
The Flight Attendant is required to submit the necessary paperwork within seventy-two (72) hours of the fatigue call for review by the fatigue committee. If approved it will be paid, if not approved, it will be unpaid.
- 25.8 **Who decides if I get paid for the flights pulled due to fatigue?**
The Fatigue Review Committee will review submitted information. You will be pulled with pay unless the Fatigue Review Committee decides it was not duty-related, at which point it will be converted to a Leave Without Pay.
- 25.9 **If I am on a VJA pairing and call out fatigued, am I pay protected for my VJA pay?**
If your fatigue call is determined to be duty-related and you receive pay for your fatigue call, you will not lose your VJA premium.

- 25.10 What happens if there is a natural disaster or political unrest at an international destination? Am I still required to fly there?**
You are expected to fulfill your flying obligation as long as the Company maintains operations at a particular destination. However, the Company is required to ensure a safe and secure working environment as well as adhere to travel advisories and warnings issued by the Government.
- 25.11 Does the Company maintain a passenger no-fly list regarding assaults and unruly passengers?**
Yes.
- 25.12 If I am assaulted while on duty, what protections do I have?**
You will receive the Company's full support, including appropriate legal assistance, reasonable travel expenses, and paid absence for time away from work necessary to attend criminal proceedings associated with the prosecution of the offender.
- 25.13 Does the Company have an infectious disease policy if the US Department of Health and Human Services or a similar federal government body declares a pandemic or public health emergency?**
Yes.

ARTICLE 28: SCHEDULING POLICY | Q&A

28.1 Are International Pairings and Regulatory Requirements (RR) flights notated differently in CWA?

Yes. International Pairings and pairings with Regulatory Requirements are specially marked in CWA to make them easily identifiable to Flight Attendants for bidding, trading, etc. Some International pairings (Alaska, Puerto Rico) may not have Regulatory Requirements flights. Therefore, there are two different designations, "N" for international flights and "R" for RR flights.

28.2 How many Junior Late Reserve (JLR) lines will be constructed each bid period?

A minimum of one JLR line will be constructed per base for each bid period.

28.3 What is the minimum line value for Primary and Vacation Relief (VR) lines?

80 TFP.

ARTICLE 29: DOMICILES | Q&A

29.1 When will new domicile vacancy awards be posted?

Within twenty-four (24) hours of the closing of the vacancy bid.

29.2 How long do I have to protest a vacancy bid award?

Up to seventy-two (72) hours after the award is posted.

29.3 Who is eligible for a Company-paid move to a new domicile?

A Flight Attendant who voluntarily moves to a new domicile within the first twelve (12) months from the opening date or an involuntarily displaced Flight Attendant.

29.4 Where can I establish a new permanent residence to be eligible for Company-paid move?

A flight attendant must relocate to a location within two hundred fifty (250) highway miles of the new domicile or within seventy-five (75) highway miles of a Southwest city that is not greater than the equivalent of 1.6 TFP from the new domicile. This Company-paid move must be within a distance of seventy-five 75 or more miles from the current residence.

29.5 29.2.E.4 Do I get paid for my move days?

Yes, for a maximum of ten (10) days for all lost trips, or 3.0 trips per day, whichever is greater.

29.6 If my company-paid move results in a trip or reserve block being pulled, will that affect record improvement?

No.

29.7 If I qualify for relocation, am I allowed to move myself in lieu of a Company-paid move?

Yes, all receipts should be turned in for reimbursement. Reimbursement will not exceed the cost of a Company-paid move.

29.8 29.2.E.10-11 Will I be reimbursed if I sell my primary residence or have to terminate a lease?

Yes, up to \$1,200.00.

29.9 29.2.E.12 Do I receive travel assistance once I start my move?

The Company will provide five (5) round trips must-ride passes to each eligible family member (listed in work perks) of the Flight Attendant in association with the Company-paid move. Travel must be between your current residence and the new domicile of the Flight Attendant in association with the Company-paid move.

ARTICLE 32: ATTENDANCE POLICY | Q&A

32.1 **What is the difference between “sick call” and “sick notification”?**

The term “sick call” is interchangeable with “sick notification.” Flight Attendants may use the ERS to inform the Company they are unable to report for duty due to personal illness or injury. If unable to access the ERS for any reason, the Flight Attendant must contact Crew Scheduling.

32.2 **How long does a Flight Attendant have to provide documentation to have their NS converted to a WDA by the Company?**

Within five (5) calendar days after the date of the incident.

For example, if I incurred a NS I want to convert to WDA on Monday, May 1st, I would need to email documentation by end of day that same Saturday, May 6th.

32.3 **What if circumstances related to the weather or natural disaster prevented me from turning in the documentation within 5 days after the incident?**

The Company may extend the timeframes when appropriate.

32.4 **Where do I send the documentation to apply for WDA?**

Flight Attendants will submit an e-mail request to their base email DG; e.g. An OAK-based FA would submit their request to InflightBase-OAK-DG@wnco.com

32.5 **What are some examples of documentation that can be provided to the Company to help substantiate a WDA?**

- Local, State, or Federal Authority Declaration or Warnings: text message, email alerts, or automated voice messages
- National Weather Service Alerts, including watches and warnings
- Orders to evacuate residence or to shelter in place
- Pictures and/or videos documenting real-time conditions
- Public transportation closure(s)
- Map view of driving routes, conditions, and/or Weather App screenshot(s)

NOTE: This list is not exhaustive, and a Flight Attendant may choose to provide other types of documentation if they were impacted.

32.6 **If I lose power as a result of a weather condition or natural disaster, will I be eligible for a WDA?**

It depends on the severity of the situation and the individual circumstances surrounding the power loss.

32.7 **What conditions need to be met for a Flight Attendant to have a No-Show converted to a Weather or Natural Disaster Related Absence (WDA)?**

A Flight Attendant who No-Shows (NS) due to 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 affect Southwest's operations must provide proper documentation to the Company within five (5) calendar days after the date of incident.

32.8 If a Flight Attendant receives a No-Show or UTC and they submit documentation to the base within timeframes, but is denied, how long do they have to file a grievance?

The Flight Attendant will have ten (10) business days to file a grievance from the date the Company sends an email denial that the NS or UTC will not be converted to a WDA.

32.9 Can the WDA be applied to a Flight Attendant that lives outside of a domicile or satellite base?

Yes.

32.10 Can a WDA be used to remove an MBL or FTR?

No, the WDA only applies to a NS or UTC, however the Company may consider special circumstances.

32.11 If a Reserve Flight Attendant receives a UTC due to unusual or severe weather conditions and/or natural disasters, are they eligible for a WDA?

Yes.

32.12 What type of healthcare providers can provide a doctor's statement?

Eligible healthcare providers as defined in Article 32.4 are 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, or Physician Assistants.

32.13 Is a physical signature required for a healthcare provider's note under 32.4 or are there electronic substitutes that can be utilized?

There are several electronic methods available for providing a healthcare provider's "signature" on a doctor's note. As long as the Company can verify the authenticity of the note and it meets all the other requirements outlined in Section 32.4 of the CBA, it will be considered valid.

32.14 If the last day of my sick call is on a Saturday, when does my seven (7) working days' time limit start to bring in a Doctor's statement?

The seven (7) days to submit your Doctor's statement would begin Monday (if it is not a Company recognized holiday). If Monday is a Company recognized holiday, then Tuesday would be the first day of your seven (7) days to submit your statement. The timeframe for timely submission of a Doctor's statement is this seven (7) working days, or your next scheduled pairing, whichever is earlier.

32.15 Can I extend a doctor's statement with a PIN?

No.

32.16 Can I link a Doctor's statement to a preceding PIN?

Yes, if you turned in a PIN and are still ill beyond the seven (7) consecutive calendar days, you may then turn in a Doctor's statement that can be used to include a maximum of fourteen (14) consecutive calendar days. The fourteen (14) days are counted after the ending of the last day of the initial absence due to your illness or injury. Example: Call in Sick on August 15, 16 & 17; begin counting the fourteen (14) consecutive calendar days on August 18. A Doctor's statement would cover your illness or injury until August 31.

32.17 If I want to link a Doctor's statement to a PIN, how do I inform the Company?

You should indicate on the Doctor's statement your desire to link the Doctor's statement to the PIN or you should attach a comment to the Doctor's statement indicating the desire to link to the PIN.

32.18 If I use a PIN, do I still need to report sick to Crew Scheduling or via the Electronic Report Sick (ERS) feature?

Yes.

32.19 If my sick call overlaps two quarters, and I use a PIN or Doctor's statement, which quarter will the PIN or Doctor's statement apply?

The PIN or Doctor's statement will apply to the quarter in which the sick call begins.

32.20 If I have a pairing/Reserve block dated February 12th-14th, can I use a PIN to remove attendance points?

No, February 14th is one of the designated blackout dates (Article 32.5.b.v). Your pairing/Reserve block may not include any PIN blackout dates.

32.21 If I have a pairing/Reserve block dated February 11-13th and another pairing/Reserve block on February 15-17th, can I submit my quarterly PIN?

Yes. Because your actual sick call didn't include a PIN Black Out date, you could use your PIN to excuse this absence and not accrue attendance points.

32.22 Can I use a PIN and a Doctor's statement in the same quarter?

No, unless linked as described in Article 32.3.j.

32.23 Can I use a PIN to excuse more than one pairing/Reserve block?

Yes, as long as the days/Reserve days fall within seven (7) consecutive calendar days from the first day of the initial sick call.

32.24 Can a PIN be used to excuse more than one pairing/Reserve day(s) even if any of the days fall beyond the seven (7) consecutive calendar days?

Yes, but it will only excuse days per the Attendance Policy that fall within the seven (7) consecutive calendar days.

- 32.25 If I have already turned in a PIN and then call out sick again within the seven (7) consecutive days, can I revise my PIN and turn it in again to cover the second sick call?**
Yes, both sick calls for the same illness must fall within seven (7) consecutive days in order to be covered by a revised PIN.
- 32.26 Do I have to notify Crew Scheduling when I want to use my Bonus MBL?**
Yes, you must inform Crew Scheduling at the time of your call to MBL.
- 32.27 If I self-assign on Reserve, and then call out sick at least two (2) hours before my scheduled check-in, will I receive any additional point penalty?**
No, however you will receive the applicable attendance points for your sick call.
- 32.28 How many points would I accrue if I call in sick for a pairing that has two (2) duty periods but spans three (3) domicile days?**
One and one-half (1.5) points. The pairing is considered a 3-day trip for pay purposes and Crew Scheduling will have to utilize a Reserve Flight Attendant good for at least three days to cover the pairing.
- 32.29 How many points would I accrue if I call in sick for a pairing with one (1) duty period but spans two (2) domicile days?**
Since this is considered a 1-day trip for pay purposes, you will accrue a half (0.5) point. The half point will be applied to the domicile day in which the pairing checks in.
- 32.30 If I have more than one duty period (e.g. Two turns or one turn and then a 3- day trip) in a domicile day how many points will I accrue for calling in sick on that day?**
If you have more than one duty period in a domicile day and you call in sick, you will accrue a half (0.5) point for that day.
- 32.31 When will the 16 month roll off no longer be in effect?**
Any points received on or after February 1, 2025, will no longer be subject to the 16 month roll off.
- 32.32 Without the 16-month roll off, how does a Flight Attendant's point balance get reduced?**
Point balances will be reduced using the provisions of 32.7 Record Improvement - Perfect Attendance During a Quarter, No Chargeable Occurrences During a Quarter, Fourth Quarter Record Improvement Bonus, and December Record Improvement Bonus.
- 32.33 When a Flight Attendant is allowed to sit Reserve to recover after a No-Show, what Reserve shift will they be assigned?**
The Flight Attendant and Crew Scheduling will mutually agree upon which Junior Reserve (JAR, JPR, JLR) shift will be accepted. The Flight Attendant must be contractually legal and available for the entire length of the Reserve contact hours in order to use this No-Show recovery option.

Attendance Event and the CWA/Pullsheet Code	Accumulated Points	Chargeable Occurrence	Perfect Attendance	4th Quarter Bonus	December Bonus
No Show (NS)	2.5	Yes	No	No	No
Failure To Report (FTR)	1.0	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Might Be Late-1st time in the calendar Quarter (FMBL) or bonus MBL (BMBL)	0	No	Yes	Yes, if no more than 1 point is accumulated in the 4th Quarter	Yes
Might Be Late-Any additional time in calendar Quarter (MBL)	0.5	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Unable To Contact (UTC)	2.5	Yes	No	No	No
Personal Leave (LVN)	0	Yes	No	No	No
Company Convenience (CC/CCN/CCP/CCR/CCS)	0	No	Yes	Yes	Yes
Weather and Natural Disaster (WDA)	0	No	No	Yes	No
Fatigue Call Non-Duty Related (FTG)	0	Yes (inactive)	No	No	No
Fatigue Call Duty Related (FTC)	0	No	No	Yes	No

Attendance Event and the CWA/Pullsheets Code	Accumulated Points	Chargeable Occurrence	Perfect Attendance	4th Quarter Bonus	December Bonus
Reported illness (Including RT) with a Valid DN, INT or PIN; 1 per Quarter (DN1, DN2, DN3, DN4 or PN1, PN2, PN3, PN4)	0 None with a valid DN/INT/PIN	No	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Reported illness (Including RT) No DN or PIN or after utilization of a DN/PIN in the Quarter (SLP/SLN/SLT)	0.5 Per day	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Reported illness less than 2 hours prior to check-in (SL1)	2.5 DN/INT/PIN may not be used to remove the points	Yes	No	No	No
Sick Leave On Line with No DN or PIN or after utilization of a DN/PIN in the Quarter (SLP/SLN)	0.5 For each day or fraction of a day missed	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Failure To Report to Training Class- Reporting Sick for RT less than 2 hours (NST/SL2)	1.0	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Reserve-Untimely Report of illness (SLA)	0.5 Penalty cannot be removed with Quarterly DN/PIN	Yes	No	Yes, if no more than 1 point is accumulated in the 4th Quarter	No
Single OJI occurrence-7 days or less allowed once per Calendar Year (WCN/WCP)	0	No	No	No	No
Bereavement Leave (LVP) Emergency Leave (ELN)	0	No	Yes	Yes	Yes
Jury Duty (JD)/Witness Leave (WTL)	0	No	Yes	Yes	Yes
Military Leave (LMI)	0	No	Yes	Yes	Yes
Intermittent FMLA (INT)	0	No	No	Yes	No
OSCK/LSCK/AZPH/MDPH/CO PH/ILPH	0	No	No	Yes	No
Non-Work-Related Court Appearance (LVN)	0	Yes	No	No	No

ARTICLE 33: COMMUTER POLICY | Q&A

33.1 Will I be covered under the Commuter Policy if I accept a Jetway Trade to get to domicile?

If your Jetway Trade was scheduled to arrive one (1) hour prior to the scheduled check-in time of your pairing or thirty (30) minutes prior to your Reserve contact time on the first day of your Reserve block, then you will be covered under the Commuter Policy.

33.2 Do I have to check-in for my pairing after using the commuter policy?

Yes, you are still obligated to check-in for your scheduled pairing by utilizing the system or calling Crew Scheduling.

33.3 Do the two (2) consecutive flights on an off-line carrier need to be on the same carrier and on the same day?

No, any 2 consecutive flights will be sufficient as long as they meet the rest of the criteria under the commuter policy, but you should give yourself a reasonable backup based on the airport(s) and flight availability.

Example 1: a Flight Attendant is commuting for a check in at 12:00 central on October 28th and has listed and presented for 2 offline flights that both land prior to 11:00 central. The first flight is a Delta flight that is scheduled to land at 10:15 central. The second flight is an Alaska flight that lands at 10:45 central.

Example 2: a Flight Attendant is commuting for a check in at 9:00 central on December 7th and has listed and presented for 2 offline flights that both land prior to 8:00 central. The first flight is a Delta flight that is scheduled to land at 22:45 central on December 6th. The next flight option is a Silver Airways flight that lands at 7:30 central on December 7th.

33.4 If I am assigned a pairing from another domicile, will SWA provide me with a hotel room?

SWA will provide a hotel before the pairing if you are required to RON in a domicile other than your own before the start of the pairing. SWA will provide a hotel room after the pairing if the pairing arrives, and all SWA flights that would have allowed you to commute back to your home domicile (or the domicile of your next scheduled pairing if it checks in the next day) have left.

33.5 If I utilize the Commuter Policy, how is my pay protection handled?

Once a Flight Attendant has been deemed covered under the Commuter Policy and Article 33.1.A.3 is exercised by Crew Scheduling, the Flight Attendant will be paid the greater of their actual flying or scheduled flying on the pairing they checked in for, whichever is greater over the life of the pairing for the number of days they were scheduled to work.

33.6 What do I do if my domicile has no SWA flights departing or arriving on the day of my commute?

This is considered a Domicile Airport Closure, and you should contact Crew Scheduling before your originally scheduled report time or the beginning of contact for a Reserve block for your options. You will be pay-protected.

- 33.7 What happens if I am unable to list and present for a commuter flight?**
If you are unable to list and present due to a canceled flight, significant airport disruption, unexpected airport closure, or technological breakdown of SWA systems, you may be considered a covered commuter. To work through the next steps of the commuter policy, you must contact Crew Scheduling.
- 33.8 If I use another carrier, how will I prove that I was listed for flights?**
You will need documentation from the carrier(s) showing that you were listed for the two (2) consecutive flights if the carrier(s) provides such documentation.
- 33.9 Does the Commuter Policy cover me on Reserve on any other day than the first day of my Reserve block?**
No, the provision in the Commuter Policy for Reserve Flight Attendants only applies to the first day of your Reserve block.
- 33.10 Does the Commuter Policy cover international flights?**
Yes, as long as the flights are arriving into the domicile in which the pairing originates.
- 33.11 Will I be covered under the Commuter Policy if I waive a deadhead at the beginning of my pairing, and my commuter flight runs late?**
No, a Flight Attendant is not covered commuting to any city other than the domicile where the pairing begins and ends.
- 33.12 Am I entitled to reschedule commuter protections, in accordance with Article 33.3, on any trip I am rescheduled or only on a trip that I utilized the commuter policy at the beginning of the trip?**
Yes, you are entitled to reschedule commuter protections, regardless of utilizing the commuter policy in Article 33.1, at the beginning of your trip.
- 33.13 What happens if I am rescheduled to a later release time and my last available commuting flight on SWA has departed?**
SWA will provide a hotel room upon your request and must-ride you home on the first available flight the next day to your commuter city. If there are seats available, you can mutually agree to a later flight.
- 33.14 If I am a commuter who is rescheduled because of a diversion on the last day, am I able to request a hotel and must-ride?**
Yes.
- 33.15 Will I be covered under the Commuter Policy if I pick up out of base?**
Yes.
- 33.16 Will I be covered under the Commuter Policy if I waive my deadhead on the first day of my pairing?**
No.

33.17 If I have a mandatory drug or alcohol test at the end of my assignment, am I covered by the rescheduled commuter protections?

Yes, as long as the last commutable flight on SWA has departed.

33.18 What options does Crew Scheduling have in the event of a Domicile Airport Closure?

Lineholders can be assigned to recover the original pairing, sit APSB at an outstation, or be assigned a substitute pairing. Reserves will be available for a Reserve assignment (including APSB) in an outstation or domicile.

ARTICLE 34: PASSPORTS AND LODO PROGRAM | Q&A

34.1 Why do I still need to carry a passport if not all international destinations require a passport?

All Flight Attendants must carry their passports for all flying (including domestic and international destinations that do not require a passport) and Airport Standby assignments due to the possibility of being assigned or rescheduled to a pairing containing a destination that requires a passport (i.e. Regulatory Requirements flight(s)).

34.2 If I am scheduled to work a Domestic Pairing and for whatever reason I do not have my passport/visa with me, when should I notify Scheduling I cannot work a passport-required flight?

You should notify Scheduling as soon as you become aware you do not have your passport.

34.3 Are there exemptions if I do not have a passport while on duty? (e.g., lost, stolen, being renewed)

Yes, The Company will provide an approved passport exemption via email that the Flight Attendant must carry while flying and sitting on airport standby.

34.4 Will the Company reimburse for fees associated with expedited services for expired, lost, or stolen replacement passports?

If the passport is stolen while on duty or overnight, the Company will reimburse the Flight Attendant for fees, including expedited services. A Flight Attendant will not be reimbursed for the cost associated with a lost passport.

34.5 Is there a separate Language of Destination/Origin (LODO) Program agreement?

Yes, there is a separate agreement for Flight Attendants who participate in the LODO Program.

ARTICLE 35: HOTELS | Q&A

- 35.1 **Does the language regarding Hotel Irregularities mean that the Company is no longer required to get Flight Attendants a hotel room on our overnight?**
No. In accordance with Article 35.1.C, the Company is required to provide hotel accommodations on an overnight. The language regarding Hotel Irregularities provides the Flight Attendant with the OPTION of securing their own hotel room in the unlikely event the Company is unable to secure hotel accommodations.
- 35.2 **Will Crew Scheduling ask or require a Flight Attendants to share a hotel room?**
No, but you can offer to share a room on your own accord. The hotel may ask you to share, but you are not required to do so.
- 35.3 **How long do I have to wait for the Company to get me a hotel room before I get my own?**
You may secure your own hotel accommodations after thirty (30) minutes from block-in or thirty (30) minutes after the last scheduled change occurs, whichever is later.
- 35.4 **Do I need to notify the Company that I have acquired my own hotel room due to irregular operations?**
Yes, as soon as you have acquired the room.
- 35.5 **Are there monetary restrictions when acquiring our own hotel rooms?**
No.
- 35.6 **Can one Flight Attendant pay for his/her room along with another Flight Attendant's room and get reimbursed for both?**
Yes. Appropriate documentation (receipts) will be required and an expense report must be submitted.
- 35.7 **When does my duty day end if I secure my own hotel room?**
Scheduling will adjust your duty day to end at the time you acquire your hotel room, not when you arrive at the hotel.