

Article 1 – Purpose of Agreement

Article 2 – Status of Agreement

Article 3 - Recognition and Scope

Article 4 - Groups and Classification

Article 5 - Hours of Service

Article 6 - Overtime

Article 7 - Reservation Overtime

Article 8 - Seniority

Article 9 - Filling of Vacancies

Article 10 - Temporary Employees

Article 11 – Seasonal Employee Transfer

Article 12 - Reductions in Force

Article 13 - Voluntary Furlough

Article 14 - Recall

Article 15 - Furlough Benefits

Article 16 - Medical Examinations

Article 17 - Leaves of Absence

Article 18 - Sick Leave

Article 19 - Holiday Vacation

Article 20 - Vacations

Article 21 - Limited Duty

Article 22 - Probation

Article 23 - Uniforms

Article 24 - Shift Definitions and Premiums

Article 25 - Grievance Procedure

Article 26 - System Boards of Adjustment

Article 27 - Insurance, Retirement, and Other Benefits

Article 28 - Retirement Plan

Article 29 - Training, Travel Pay and Meal Per Diem

Article 30 - Safety and Health

Article 31 – Part-time Employees

Article 32 - Call Monitoring

Article 33 - Union Security and Maintenance of
Membership

Article 34 - General and Miscellaneous

Article 35 – Amendments to this Agreement

Article 36 - Compensation

Article 37 - Duration

Article - Security Identification Display Area (SIDA)

Article - Profit Sharing

Tentative Agreement



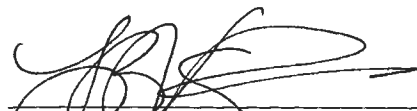
Article 1 – Purpose of Agreement


- A. The purpose of this Agreement is in the mutual interest of the Company and the employees, to provide for operation of the services of the Company under methods which will further, to the fullest extent possible, the safety of air transportation, the efficiency of operation, and the continuation of employment under conditions of reasonable hours, proper compensation and working conditions. It is recognized by this Agreement to be the duty of the Company and of the employees to cooperate fully for the attainment of these purposes. To further these purposes, the Company may request a meeting with the Union or an International Representative of the Union may request a conference with the Company's Labor Relations Department at any time to discuss and deal with any general condition that may arise under the application of this Agreement.
- B. No employee covered by this Agreement shall be interfered with, restrained, coerced or discriminated against by the Company, its officers or agents, because of membership in or lawful activity on behalf of the Union.
- C. Should any part or provision of this Agreement be rendered invalid by reason of any existing or subsequently enacted legislation and/or applicable court decision, such invalidation of any part or provision of this Agreement shall not invalidate the remaining portions thereof, and they shall remain in full force and effect. Further, if a part or provision of this Agreement is rendered or held invalid with regard to a particular employee or group of employees, the part or provision shall remain valid and enforceable with regard to all other employees.
- D. The Company and the Union agree to comply fully with all applicable federal and state statutes and regulations prohibiting discrimination with respect to all aspects of employment with the Company. Further, the Company and the Union agree that neither shall discriminate against employees covered by this Agreement on the basis of race, color, religion, sex, national origin, age, sexual orientation, disability, membership in uniformed military services, status as a veteran, disabled veteran or veteran of the Vietnam Veterans era.
- E. The Company will notify the Union and, upon request, will meet to discuss the establishment of, or major change to, any significant Company policy applicable to Passenger Service employees systemwide.

Tentative Agreement

For the Company:

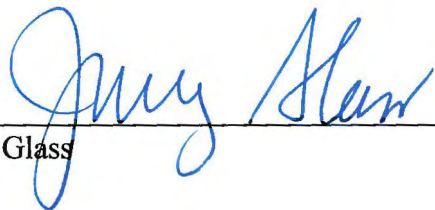
For the Union:


Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

11/2/22

Date



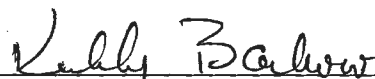
Jerry Glass

11/2/22

Date

11-02-22

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

11-2-22

Date

Article 2 – Status of Agreement

- A. It is expressly understood and agreed that when this Agreement is accepted by the parties and signed by their authorized representatives, it will supersede any and all agreements existing or previously executed between American Airlines, Inc. or US Airways, Inc. and any Union or individual affecting the crafts or classes of employees covered by this Agreement.
- B. The Agreement shall be binding upon American Airlines, Inc. (the “Company”) and any Successor, defined as a purchaser, assignee or transferee of all or substantially all of the assets or stock of the Company or American Airlines Group Inc. Neither the Company nor American Airlines Group Inc. shall enter into an agreement with a Successor which creates a Successor transaction unless the Successor agrees, in writing, as a prior condition of the Successorship transaction, to cause the Company and American Airlines Group Inc. to continue to be bound by the Agreement, as it may be amended pursuant to the provisions of applicable law, and to cause any operating airline which obtains the assets of the Company to honor and be bound by the Agreement as it may be amended pursuant to the provisions of applicable law.
- If a Successor is an air carrier, and the Successor conducts an operational merger between the Company and the Successor or another air carrier, then the Successor will provide the employees covered by this Agreement with a seniority integration governed by Sections 2, 3 and 13 of the Allegheny-Mohawk Labor Protective Provisions.
- If the Successorship transaction is a hostile takeover by a person, partnership, corporation or other entity with whom or with which the Company has no agreement concerning the terms of the Successorship transaction, the Company shall request that the employees covered by this Agreement shall be provided seniority integration governed by Sections 2, 3 and 13 of the Allegheny-Mohawk Labor Protective Provisions.
- C. It is understood and agreed that the Company will not lock out any employees covered by this Agreement, and the Union will not authorize or take part in any strikes, sitdown, slowdown, or picketing of Company premises during the life of this Agreement until the procedures for settling disputes as provided herein and provided by the Railway Labor Act, as amended, have been exhausted. The Company will not require the employees covered by this Agreement to cross picket lines of the Company’s employees legally established under contractual provisions and the Railway Labor Act on or in front of the premises. The individual or concerted refusal to pass such picket lines shall not constitute grounds for discipline, discharge, lay-off, or be considered a violation of this Agreement.
- D. The Company agrees that, in the event of a merger with another air carrier, where all or substantially all of the assets and operations of the other air carrier are integrated with those of the Company, the Company shall provide to the Company’s employees covered by this Agreement the seniority integration procedures of Sections 3 and 13 of the Allegheny-Mohawk Labor Protective Provisions: provided, however, that said procedures will not be provided, if and to the extent they are in conflict with applicable law.

Tentative Agreement

ARTICLE 3 -Recognition and Scope

- A. In accordance with Certification Case No. R-7395 by the National Mediation Board, the CWA/IBT Association (the "Union" or "Association") is the representative union of the craft or class of Passenger Service employees ("Passenger Service").
- B. Each airport station is identified as either Class I or Class II for the purpose of applying this Agreement. Those airport stations are defined as follows:
1. Class I stations shall be those stations that have greater than eighty-four (84) mainline (wherever the word "mainline" appears in this Agreement it shall mean American Airlines, Inc. jet aircraft) scheduled jet departures weekly.
 2. Class II stations shall be those stations that have eighty-four (84) or fewer mainline scheduled jet departures weekly.
 3. At Class I stations, Company managers may perform one (1) hour of passenger service work daily in the event an employee is not readily available. At Class II stations, Company managers may perform two (2) hours of passenger service work daily in the event an employee is not readily available. Passenger Service employees may be assigned and will perform other station work not covered by this Agreement as required by the Company.
- C. The initial determination of weekly mainline departures at each station for the purposes of Paragraph B above and Paragraphs D and E below will be based on the twelve (12) month weekly average of scheduled mainline jet departures calculated for the twelve (12) months preceding December 1st of each year immediately preceding the effective date of this Agreement.
- D. Except as provided in Paragraph F, aAt stations with more than thirty-five (35) weekly mainline departures ~~within one (1) year after the effective date of this Agreement~~ the Company shall insource the Passenger Service work as set forth in this Agreement to the extent not already insourced. Notwithstanding any other provision of this Agreement, ~~t~~The Company however may continue to outsource Passenger Service work at its discretion at McAllen airport (MFE) and at all stations (current or future) in Hawaii except Honolulu airport (HNL) regardless of the number of weekly mainline departures at such stations.
- E. Except as provided in Paragraph F, aAt stations with thirty-five (35) or fewer weekly mainline departures, the Company may outsource Passenger Service work at its discretion; provided, however, that the Company will not outsource any such station so long as at least one Passenger Service employee who is on the Passenger Service Seniority List (and not on furlough) at such station as of on the date of signing of this December 1, 2015 Agreement and who remains in active status at such station. When an employee meeting these requirements leaves such station for any reason, the Company may replace the employee with a vendor or another Passenger Service employee at its discretion. For purposes of this Paragraph, "active status" shall mean an employee who is working or on a leave for a period of less than six (6) months. An employee who is on any type of leave for six (6) months or more shall not be considered in active status for purposes of this Paragraph.
- F. Notwithstanding any other provision of this Agreement, for five (5) years from the Date of Signing , all insourced stations as of the day prior to the Date of Signing shall remain

Tentative Agreement

insourced, and all outsourced stations as of the day prior to the Date of Signing shall remain outsourced, regardless of the number of weekly mainline departures. A new station added to Company service during this five (5) year period shall be treated as set forth in Paragraph 3.G.4, except that the initial designation of being insourced or outsourced shall not change during this five (5) year period.

Thereafter, Paragraphs D, E, G, and H, shall govern the insourcing or outsourcing of station work, except that, in each subsequent twelve (12) month period after the five (5) year status quo period in the paragraph above, the Company shall only be permitted to outsource the work of up to two (2) previously insourced stations, and the Company shall only be required to insource the work of up to two (2) previously outsourced stations. If the Company would be permitted to outsource the work of more than two (2) previously insourced stations or be required to insource the work of more than two (2) previously outsourced stations under Paragraphs D, E, G, and H, in any such twelve (12) month period, the Company in its discretion would determine the specific station(s) to insource and/or outsource. The remaining station(s) shall stay insourced or outsourced, and any change in the station(s) status shall be based on the schedule described in this Paragraph F and Paragraph G.3. On a yearly basis, the Company and the Association (Association Director and Co-Chair) shall review the insourcing or outsourcing of a station upon the request of either party.

- G. Following the initial determination of the number of weekly mainline departures, pursuant to Paragraph C above, a station's status for the purposes of Paragraphs B, D, E and F above can change as follows:
1. If a Class I station's scheduled mainline weekly jet departures are reduced to a level of eighty-four (84) or fewer on an annualized basis, that station shall become a Class II station.
 2. If a Class II station's scheduled mainline weekly jet departures increase to greater than eighty-four (84) on an annualized basis, such station shall become a Class I station.
 3. Changes in station Class and changes in the number of weekly mainline departures for the purposes of this Article shall be based on a twelve (12) month weekly average, with the first average to be calculated one (1) year from the effective date of this Agreement, and others to be calculated every twelve (12) months thereafter.
 4. A new station added to Company service after the date of signing of this Agreement shall be treated as a Class II station until its station class is determined based on the schedule described in Paragraph G.3 above. For purposes of determining whether Paragraph E or Paragraph F above applies to a new station added after the date of signing of this Agreement, an initial determination shall be made based on the initial forecasted weekly mainline departures at the new station, which shall be applicable until a determination is made based on the schedule described in Paragraph G.3 above.

Tentative Agreement

5. Any changes in a new station's status for the purposes of Paragraphs B, D and E above shall be based on a twelve (12) month weekly average, on the same schedule as described above in Paragraph F.3.
- H. **Except as provided in Paragraph F, if** and when a station with thirty-five (35) or fewer weekly mainline departures increases to more than thirty-five (35) or more weekly mainline departures as measured on the same schedule as described above in Paragraph ~~FG~~.3, within one-hundred and eighty (180) days, the Company shall insource the work covered by this Agreement at such station to the extent it is not already insourced.
- I. Each Company Reservation Center facility is considered to be a separate location for the purposes of this Article. A center with multiple facilities or buildings will be considered a single location. All HBRs will be affiliated with a Company Reservation Center as designated by the Company for purposes of administering this Agreement. **Through March 31, 2029, the Company will maintain a physical location for OBRs in each of the metropolitan areas of Raleigh/Durham, North Carolina, Dallas-Fort Worth, Texas, and Phoenix, Arizona.**
- J. It is understood that the Company reserves the right to contract out any Passenger Service work when the Company's personnel, equipment or facilities are not reasonably available. Examples of the application of this paragraph include subcontracting facilities and personnel at White Plains airport (HPN) where all facilities are county owned and operated by county employees, and subcontracting personnel to handle a diverted flight at a location where Company personnel are not available.
- K. The following work shall not fall within the scope of this Agreement except for when and where so directed:
 1. All regional and/or express work.
 2. Internet travel services, or any related service.
 3. Work performed at a travel agency.
 4. Work performed by the Washington desk.
 5. Installation, testing, removal, repair, relocation, maintenance, programming, engineering, technical assistance or similar functions associated with any computer system, internet reservation system, telecommunications system, automated ticketing device, passenger processing device or any other new technology or equipment.
 6. Charter flights operated into non-Union represented cities.
- L. **If the Company, as a result of irregular operations or unusual events, is experiencing a greater than ten percent (10%) abandon rate at any given time** ~~as to incoming calls originating in the United States, the Company shall have the right after exhausting all voluntary overtime provisions pursuant to Article 7 of this Agreement to route~~ **outsources** a percentage of such calls, **including** to other employees of the Company not covered by this Agreement or a vendor, **up to** and in **the following** years:

2024:	10%
2025:	10%
2026+::	15%

Tentative Agreement

~~until such time that the abandon rate abates to ten percent (10%) or less; provided, however, that the Company may not route more than ten percent (10%) of the total incoming call volume originating in the United States to other employees of the Company or a vendor in a calendar quarter. The Company shall notify the Union as soon as reasonably practical of the routing of calls pursuant to this provision.~~ On a quarterly basis, upon request, the Company will provide the Union with information necessary to determine compliance with this Paragraph.

- M. Notwithstanding other provisions of this Article, employees not covered by this Agreement may perform Passenger Service work in cases of irregular operations, emergencies, or for providing unscheduled individualized customer assistance. A situation shall not be deemed to be an emergency or irregular operation within the meaning of this Paragraph where scheduled or overtime employees are reasonably available to adequately handle the requirement.
- N. The Union recognizes that the Company shall have sole jurisdiction, subject to the terms of this Agreement, over the management and operation of its business, the direction of its working force, the right to establish rules and regulations, to maintain efficiency in its place of employment, and the right of the Company to hire, promote, demote, select for training, discipline and discharge employees for just cause. It is agreed that the rights listed here shall not be deemed to exclude other rights of management not listed which do not conflict with other provisions of this Agreement.
- O. The Company reserves the right to implement new technology or equipment or passenger self-service processes or procedures at the time and in the manner designated by the Company. Work that falls within the scope of this Agreement associated with the operation of the new equipment or technology or a self-service process or procedure will be assigned to employees covered by this Agreement. If the introduction, modification or expansion of new technology or equipment or of a self-service process or procedure will result in a direct reduction in force of Passenger Service employees, the Company will consult in advance with the Union regarding efforts to minimize the impact of such changes on affected Passenger Service employees.
- P. At stations employing ten (10) or fewer Premium Customer Service Group employees, managers may perform Passenger Service work in clubs and lounges as needed once voluntary overtime provisions have been exhausted.
- Q. The Union recognizes that the Company shall have the right to enter into marketing, alliance or code-sharing agreements with other carriers under which the Company may perform Passenger Service work for the other carrier, and/or the other carrier agrees to perform Passenger Service work for the Company. The Company agrees that any such agreement shall provide for a fair pro rata allocation of work (based on enplaned passengers or other appropriate measurements) between Passenger Service employees and United States based employees of the other carrier.
- R. Job Protection

Tentative Agreement

Effective on the date of signing of this Agreement, and provided that the employee exercises his seniority to the fullest extent possible, no Passenger Service employee will be furloughed to the street during the five (5) year term of this Agreement. The job protections provided in this Paragraph will apply only to those employees whose names appear on the Passenger Service Seniority List as of the date of ratification of this Agreement and shall not apply in circumstances where the Company's non-compliance is caused in substantial part by circumstances over which the Company does not have control as defined in Articles 12 and 15 of this Agreement.

~~Effective on the date of signing of this Agreement, there shall be no involuntary displacement from a station as a direct result of outsourcing of Baggage Services Office (BSO) services.~~

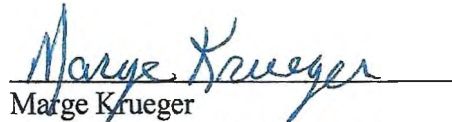
Tentative Agreement

For the Company:

For the Union:



Lynn Vaughn
Managing Director of Labor



Marge Krueger
Co-Chair, CWA-IBT Association

12/19/23

Date

12/19/23

Date

Jerry Glass

Kimberly Barboro
Co-Chair, CWA-IBT Association

Date

Date

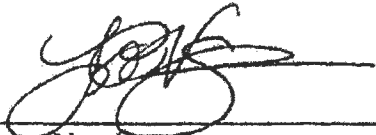
Tentative Agreement

circumstances over which the Company does not have control as defined in Articles 12 and 15 of this Agreement.

~~Effective on the date of signing of this Agreement, there shall be no involuntary displacement from a station as a direct result of outsourcing of Baggage Services Office (BSO) services.~~

Tentative Agreement

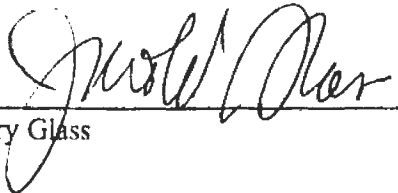
For the Company:



Lynn Vaughn
Managing Director of Labor

12/19/23

Date




Jerry Glass

12/19/23

Date


For the Union:



Marge Krueger
Co-Chair, CWA-IBT Association

12/19/23

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

12-19-23

Date

Tentative Agreement

ARTICLE 4- Groups/Classifications

- A. Passenger Service consists of the following five (5) groups and the following classifications within each group:
1. The Customer Service Group, which consists of the following classifications:
 - a. Customer Service Coordinator (CSC); and
 - b. Customer Service Agent (CSA).
 2. The Customer Assistance Group, which consists of the Customer Assistance Representative (CAR) classification
 3. The Premium Guest ~~Customer~~ Services Group, which consists of the following classifications:
 - a. Premium Guest ~~Customer~~ Services Coordinator (PEGSC);
 - b. Lead Premium Guest ~~Customer~~ Services Representative (LPEGSR); and
 - c. Premium Guest ~~Customer~~ Services Representative (PEGSR).
 4. The Travel Center Group, which consists of the Travel Center Representative (TCR) classification.
 5. The Reservations Group, which consists of the following classifications:
 - a. Office Based Representative (OBR); and
 - b. Home Based Representative (HBR).
- B. For the Customer Service Group, there is work that: (1) shall be performed exclusively by CSCs and CSAs; (2) may be performed by CSCs, CSAs or CARs; (3) may be performed by CSCs, CSAs, CARs or contractors; and (4) may be performed by CSCs, CSAs, CARs, contractors or other employees of the Company:
1. The following work is performed exclusively by CSCs and CSAs at airport terminals:
 - a. issuing, reissuing and refunding of passenger tickets;
 - b. booking and confirming flight reservations;
 - c. rebooking passengers on oversold flights and during irregular operations;
 - d. passenger check-in and passenger seat assignment (except curbside);
 - e. issuing, reissuing and refunding of non-revenue tickets;
 - f. issuing vouchers for passenger accommodations, meals and transportation;
 - g. passenger boarding, including ticket lift and/or boarding pass lift/verification;
 - h. operating gate reader/scanner and associated duties;
 - i. issuing upgrades;
 - j. operation of jetways for purposes of boarding and deplaning passengers;
 - k. making on-board arrival announcements;

Tentative Agreement

- l. making boarding and departure announcements;
 - m. delivery of domestic flight documents;
 - n. passenger service flight close-out procedures;
 - o. accepting, checking and tagging passengers' baggage at resolution centers, full-service ticket counters and first class ticket counters;
 - p. maintaining timeline of flight boarding process; and
 - q. performing customer service on the job training.
2. Work that may be performed by CSCs, CSAs or CARs at airport terminals includes:
 - a. accepting, checking and tagging passengers' baggage at kiosks in the ticket counter area and activation stations;
 - b. processing and completing credit card baggage transactions at kiosks in the ticket counter area and activation stations;
 - c. assisting passengers with self-service kiosk check-in and kiosk baggage processing at ticket counters;
 - d. queuing lines at ticket counter kiosks and ticket counters;
 - e. customer greeting at the door at Flagship check-in locations;
 - f. accept and activate passengers' self-tagged bags at activation stations; and
 - g. clearance of international documents at kiosks in the ticket counter area and activation stations.
3. Work that may be performed by CSCs, CSAs, CARs or by a contractor at airport terminals includes:
 - a. delivering gate checked baggage to fleet service (except for CARs);
 - b. assisting boarding, deplaning and transporting non-ambulatory or other special assist passengers;
 - c. assisting, boarding, deplaning and transporting unaccompanied minors;
 - d. assisting customers needing special assistance or in-station transportation;
 - e. accepting and checking passengers' baggage at non-airport locations;
 - f. customer service work associated with handling regional flights and charter/ground handling agreements or contracts;
 - g. all curbside work (other than ticketing transactions **and collection of fees**); and
 - h. handling of oversized and/or heavy checked baggage (not limited to overweight bags) in ticket counter areas.
4. Work that may be performed by CSCs, CSAs, CARs, contractors or other Company employees includes:
 - a. accepting, processing and delivering cargo, small packages and material;

Tentative Agreement

- b. providing connecting passengers with gate information;
 - c. paging;
 - d. classroom customer service instruction and training of employees;
 - e. operating air-stair vehicles;
 - f. Admirals Club and frequent traveler enrollment;
 - g. coordinating with contractors in regards to hotel accommodations and/or transportation for distressed passengers;
 - h. assisting international passengers through customs/immigration, including baggage recheck;
 - i. delivery of boarding passes, international flight documents and customs/immigration forms;
 - j. transporting of checked baggage;
 - k. BSO work (e.g., processing and tracing mishandled or damaged baggage, including but not limited to lost and found items);
 - l. auditing of all accountable items, documents and monies associated with customer service work;
 - m. cart/vehicle transportation of customers;
 - n. load planning and related operations work; and
 - o. any other passenger assistance or station work not listed above
- C. As set forth above, the work of CSCs shall include the same work as that of a CSA and/or CAR. When and where CSCs are utilized by the Company, they will be responsible for the overall performance within their work area. In addition, as working members of the Customer Service Group, CSCs may be required to lead and direct the work of other employees, which includes but is not limited to:
- 1. providing verbal coaching to employees related to their performance;
 - 2. providing verbal and/or written input to management regarding the overall or individual employee performance of the workforce within their work area; provided, however, that Management, not a CSC, will make any determination as to whether discipline will be imposed;
 - 3. temporarily resolving extreme personnel emergencies when management is not present or available, to include sending employees home pending management investigation and action; provided, however, that management, not a CSC, will make any determination as to whether an unpaid suspension will be imposed;
 - 4. performing the functions of Ground Security Coordinator, Complaint Resolutions Officer, or other applicable federal, state, local, or airport required responsibilities;
 - 5. performing reasonable and customary administrative duties;

Tentative Agreement

6. instructing and training employees covered by this Agreement and other employee groups where so directed; and
7. resolving customer complaints and performing any other airport work where so directed.

The supervisor and administrative responsibilities of CSCs listed above are also performed by other Company employees not covered by this Agreement.

- D. In addition to the work described in Paragraphs B.1 through B.4 above, where a CSC—Tower or CSA—Tower duty assignment is utilized, their work will also include normal and customary tower work as so directed.
- E. In addition to the work described in Paragraphs B.1 through B.4 above, where a CSC—POC or CSA—POC duty assignment is utilized, their work will also include normal and customary passenger operation control work as so directed.
- F. In addition to the work described in Paragraphs B.1 through B.4 above, where CSC—Training are utilized, their work also includes normal and customary training work as so directed.
- G. For the Premium ~~Customer~~ Guest Services Group, there is work that: (1) shall be performed exclusively by PGSCs, LPGSRs and PGSRs; (2) may be performed by PGSCs, LPGSRs and PGSRs or contractors; and (3) may be performed by PGSCs, LPGSRs, and PGSRs, contractors or other Company employees:
 1. The following work is performed exclusively by PGSCs, LPGSRs, and PGSRs at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers or other areas within the airports established to service the Company's premium customers:
 - a. servicing premium customers (ConciergeKey, Five Star Service, Executive Services and International Premium) to include ticketing and problem resolution, domestic and international ticketing functions, management of guest needs, concierge services, and operational functions (e.g., assistance with boarding and assistance with tight connections) (except where performed by CSCs and CSAs when a PGSC, LPGSR or PGSR is not available);
 - b. Admirals Club enrollment/sales;
 - c. Frequent traveler enrollment;
 - d. passenger check-in and/or passenger seat assignment;
 - e. booking of club and lounge conference rooms and arranging associated catering services/business services;
 - f. issuing, reissuing and refunding passenger tickets;
 - g. issuing upgrades;
 - h. booking and confirming flight reservations;
 - i. customer check-in, ticketing and baggage acceptance at Flagship check-in locations; and

Tentative Agreement

- j. assisting premium customers with technology provided in lounges and clubs.
- 2. Work that may be performed by a PGSC, LPGSR, PGSR or a contractor at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers or other areas within the airports established to service the Company's premium customers includes:
 - a. providing food and beverages to club and lounge customers;
 - b. transporting customer bags to and from Flagship check-in locations (e.g., moving bags from a Flagship check-in location to a screening area); and
 - c. maintaining the appearance of the lounges and clubs.
- 3. Work that may be performed by a PGSC, LPGSR, PGSR, a contractor or other Company employees at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers, or other areas within the airports established to service the Company's premium customers includes:
 - a. work performed by bar stewards; and
 - b. any other premium services work not listed above.
- H. As set forth above, the work of PGSCs and LPGSRs shall include the same work as that of a PGSR. When and where PGSCs and LPGSRs are utilized by the Company, they will be responsible for the overall performance within their work area. In addition, as working members of the Premium ~~Customer-Guest~~ Services Group, PGSCs and LPGSRs may be required to lead and direct the work of other employees, which includes but is not limited to:
 - 1. providing verbal coaching to employees related to their performance;
 - 2. providing verbal and/or written input to management regarding the overall or individual employee performance of the workforce within their work area; provided, however, that Management, not a PGSC or LPGSR, will make any determination as to whether discipline will be imposed;
 - 3. temporarily resolving extreme personnel emergencies when management is not present or available, to include sending employees home pending management investigation and action; provided, however, that management, not a PGSC or LPGSR, will make any determination as to whether an unpaid suspension will be imposed;
 - 4. performing reasonable and customary administrative duties;
 - 5. premium ~~customer~~ guest services instruction and training of employees covered by this Agreement and other employee groups where so directed; and
 - 6. resolving customer complaints and performing any other airport work where so directed.

The supervisor and administrative responsibilities of PGSCs and LPGSRs listed above are also performed by other Company employees not covered by this Agreement.

Tentative Agreement

- I. For the Travel Center Group, there is work that: (1) shall be performed exclusively by TCRs at travel center facilities; or (2) may be performed by TCRs, contractors or other Company employees at travel center facilities:
 1. The following work is performed exclusively by TCRs at travel center facilities:
 - a. issuing, reissuing and refunding of passenger tickets;
 - b. booking and confirming flight reservations;
 - c. issuing upgrades and/or passenger seat assignments;
 - d. issuing, reissuing and refunding non-revenue tickets; and
 - e. Admirals Club and frequent traveler enrollment.
 2. Work that may be performed by a TCR, a contractor or other Company employees at travel center facilities includes:
 - a. voluntary outside sales calls;
 - b. inside sales calls;
 - c. maintaining the appearance of the travel center facility; and
 - d. any other travel center work not listed above.
- J. For the Reservations Group, there is work that: (1) shall be performed exclusively by OBRs and HBRs; and (2) may be performed by OBRs, HBRs, contractors or other Company employees:
 1. The following work is performed exclusively by OBRs and/or by HBRs at Company Reservation Centers or at HBR residences:
 - a. Normal and customary work associated with a customer calling from one of the fifty (50) United States, for assistance from an OBR or HBR for:
 - i. booking, re-accommodating and confirming flight reservations;
 - ii. issuing seat assignments;
 - iii. soliciting and providing ticketing options when applicable;
 - iv. providing required and/or requested information to callers; and
 - v. handling sales and reservations calls.
 - b. Normal and customary work associated with the handling of support functions for:
 - i. Resolution Service Desks;
 - ii. Queues;
 - iii. Group and Meeting Travel;
 - iv. Tariffs;
 - v. AAdvantage and Elite traveler award redemption;
 - vi. Admirals Club member services;

Tentative Agreement

- vii. frequent traveler enrollment;
 - viii. Special Assistance Coordinator Desk;
 - ix. servicing premium customers guests (Gold, Platinum, Platinum Pro, Executive Platinum, ConciergeKey, and Five Star Service);
 - x. Around the World (ATW) desk;
 - xi. AirPass; and
 - xii. Vacations, including the selling, servicing and administration of all components of vacation packages.
- c. Normal and customary work associated with the handling of telephone calls to the Reservations Group regarding mishandled baggage claims:
- i. providing passengers with status updates on their baggage claims;
 - ii. reviewing/amending/updating damaged, delayed/lost and pilfered baggage reports;
 - iii. creating reports for missing carry-on property;
 - iv. creating claims for damaged and/or pilfered baggage;
 - v. interfacing with station personnel to obtain updated baggage and/or delivery information;
 - vi. providing basic baggage claim processing information;
 - vii. authorizing reimbursement for consequential expenses allowable under the Company and departmental rules; and
 - viii. handling System Baggage Service Desk calls.

Note: The work listed in this Paragraph may also be performed by other Passenger Service employees.

2. Work that may be performed by OBRs, HBRs, a contractor or other Company employees includes:
- a. training and instructing other employees;
 - b. foreign language calls;
 - c. web and mobile technical assistance, including completing any ticketing; transaction necessary to avoid transferring the call;
 - d. social media, including completing any ticketing transaction necessary to avoid transferring the call;
 - e. government calls and other work performed by the Washington desk;
 - f. testing of new or updated reservations computer programs, functions and systems;
 - g. Text Telephone (TTY);
 - h. Air Marshal bookings;

Tentative Agreement

- i. rental car or other service solicitation;
- j. home based technical support;
- k. AAdvantage account servicing calls;
- l. non-revenue travel reservations;
- m. Chat work; provided, the Company will train and qualify Reservations employees equal to ten percent (10%) of the number of Company employees who are dedicated to chat work as of Date of Signing of this Agreement and the Company shall maintain at least that number for the term of this Agreement, as measured on a rolling 6-month average); and**
- n. any other reservations work not listed above.

3. The ~~Company, if it operates an~~ HBR program shall operate ~~it~~ according to the following:
- a. To be eligible for an HBR position, the employee must satisfy the minimum qualifications and performance standards, as applicable, established by the Company.
 - b. The Company retains the right to determine how many positions are designated as OBR positions and how many are designated as HBR positions (an HBR on the seniority list as of the effective date of this Agreement shall not be adversely affected by the operation of this provision).
 - c. An employee who holds an HBR position shall reside within seventy-five (75) linear miles of a Company facility. The Company may increase the radius of any HBR at its discretion. HBRs may be required to report to a Company facility as directed by the Company (e.g., for training or meetings, during power failures or technical hardware or software failures, failure to maintain sufficient and stable upload/download speeds, to address performance issues, etc.).
 - d. An employee who holds an HBR position shall reside where there is access to the communication services required by the Company.
 - e. Subject to the limitations in Paragraphs 3.a, 3.c and 3.d above, if the Company decides to fill a vacancy in a HBR position, the vacancy shall be filled in accordance with Article 9 of this Agreement; provided, however, the filling of an HBR vacancy will be voluntary, notwithstanding the provisions of Article 9 of this Agreement.
 - f. The employee will provide, at their sole expense, computer hardware and its maintenance. The employee will be responsible, at their sole expense, for the monthly cost and installation, if applicable, of internet services and, if required by the Company, any additional phone line(s).
 - g. Employees in HBR positions will be:
 - i. Required to submit and maintain on file with the Company a current residential address and telephone number.

Tentative Agreement

- ii. Required to provide an adequate space in their home that, to the extent reasonably possible, is free from all outside distractions (e.g., noise from children, animals, television/radio or any other noise distractions).
- iii. Required to obtain any necessary office equipment/supplies including but not limited to a desk, chair, pens, paper, storage, etc.
- iv. Required to maintain adequate transportation and be available to report, as required by the Company, to a facility designated by the Company.
- v. Responsible for the cost of necessary utilities, including any additional ongoing utility cost associated with a HBR position.
- ~~h. Employees awarded HBR positions will be assigned to a transition desk in order to become familiar and proficient with all HBR procedures including but not limited to troubleshooting, software and hardware repairs, computer and telephone set up and familiarization with technical assistance procedures. Once the employee achieves the necessary proficiency as determined by the Company, the employee will be released to begin working from home.~~
- h. An HBR employee who moves his or her residence, will be responsible for all costs associated with moving, and must notify the Company not less than seventy-two (72) hours prior to working from a new address.
- i. HBR employees who transfer to another position in the Company or terminate employment will be responsible to disconnect and personally return all Company-owned HBR assigned equipment to the location as designated by the Company in good working order and in a timely fashion.
- K. Duty assignments and functions will be defined based on the needs of the service and may be redefined at management discretion. Duty assignments may be location-specific and may consist of a single job assignment or a combination of two or more job assignments.
- L. Qualified employees may be cross-utilized between groups, classifications and/or duty assignments within the location and may back up other duty assignments under this Agreement based on the needs of the service as described in Article 5 of this Agreement. "Qualified" as used in this Article shall have the same definition as set forth in Article 5.S.
- M. An employee designated as open time/relief will bid work schedules as determined on a local basis based on the needs of service. Such work may be a mixture of shifts, classifications and/or duty assignments within a work week.
- N. In the event the Company establishes any new job classification or job title involving work covered by this Agreement, the Company shall meet with the Union to establish the rates of pay and other conditions of employment for the new classification or title. If agreement is not reached within ninety (90) days of the first meeting, the Company and the Union will promptly submit the unresolved pay and conditions of employment issues to an independent arbitrator for final determination, using the panel list of arbitrators as described in Article 26 of this Agreement. The arbitrator shall base his/her review on comparisons to similarly situated employees of the following companies: Delta Air Lines and United Airlines. The Company may implement and staff the new position at any time within its discretion, but any

~~Tentative Agreement~~

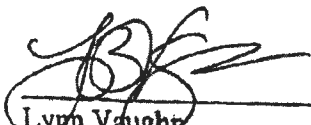
Tentative Agreement

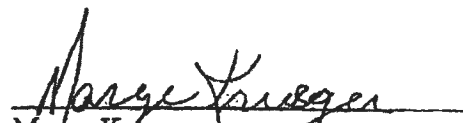
negotiated changes or changes as a result of an arbitrator's award will be retroactive to the first day.

Tentative Agreement

For the Company:

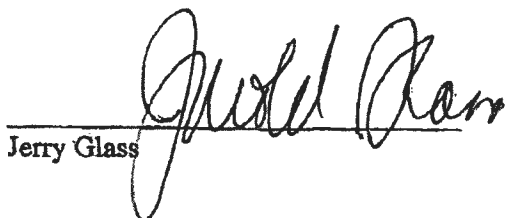
For the Union:

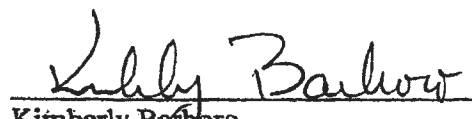

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/18/23
Date

12/18/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/19/23
Date

12-19-23
Date

Tentative Agreement

ARTICLE 5 –HOURS OF SERVICE

- A. For purposes of computing pay, the work week shall begin at 0000 hours Monday morning, and last through and until 2359 hours Sunday evening and includes any tour of duty that begins during this period.
- B. For full-time employees, a work week will consist of (i) five (5) scheduled work days, and two (2) consecutive calendar days off, or (ii) four (4) scheduled work days and three (3) consecutive calendar days off, except for:
 1. schedule rebids;
 2. employee shift trades; or
 3. open-time/relief employees as described in Paragraph D below.
- C. For part-time employees, a work week will consist of a minimum of two (2) consecutive days off.
- D. For open-time/relief employees, a minimum of four (4) scheduled days off will be provided within each two (2) week pay period. The Company will make every effort to post lines of work with consecutive days off each week.
- E. A work day shall be a twenty-four (24) hour period beginning at 0000 hours local time. All consecutive time worked in any tour of duty, including overtime and shift trades, shall be considered as work performed on the day during which the employee's regular shift began.
- F. Shift periods for full-time employees will be as follows:
 1. A full-time shift for an employee whose work week consists of five (5) scheduled work days will consist of eight and one-half (8.5) consecutive hours, including a one-half (0.5) hour unpaid meal period.
 2. A full-time shift for an employee whose work week consists of four (4) scheduled work days will consist of ten and one-half (10.5) consecutive hours, including a one-half (0.5) hour unpaid meal period.
- G. Shift periods for part-time employees will be a minimum of twelve (12) hours per work week and a maximum of thirty (30) hours per work week.
 1. In Class I stations, shift periods for part-time employees will be a minimum of four (4) consecutive hours and a maximum of six and a half (6.5) consecutive hours per day.
 2. In Class II stations, shift periods for part-time employees will be a minimum of three (3) consecutive hours and a maximum of six and a half (6.5) consecutive hours per day.
 3. In all reservations locations, shift periods for part-time employees will be a minimum of four (4) consecutive hours and a maximum of six (6) consecutive hours per day, except for Saturdays and Sundays, when the Company may schedule a part-time employee for a maximum of ten and one-half (10.5) hours; provided however, that no more than fifteen percent (15%) of the schedule bid lines at each location contain shifts of more than six (6) consecutive hours per day.
- H. Reservations employees will be provided one (1) five (5) minute work readiness period on each scheduled workday. The timing of the work readiness period shall be designated by the Company at its discretion. Reservations employees shall use this**

Tentative Agreement

work readiness period to review Company-issued communications and notices directly impacting their Reservations work.

- I. Break and meal periods shall be as follows; provided, however, that to the extent applicable law requires that employees covered by this Agreement be provided with different break and meal periods than are set forth in this Agreement and such law cannot be waived by the parties, an employee shall be entitled to the more generous break and meal period schedule provided by applicable law or this Agreement:

Scheduled Shift	Paid Breaks/Unpaid Meal Periods
3.0 – 4.9 Hours	One 15 minute paid break.
5.0 – 6.5 Hours	One 15 minute paid break or one 30 minute unpaid meal period except in reservations centers an employee who is scheduled for 6.0 hours shall receive two 15 minute paid breaks.
6.6 – 7.9 Hours	One 15 minute paid break and one 30 minute unpaid meal period
8.0 – 10.5 Hours	Two 15 minute paid breaks and one 30 minute unpaid meal period.

1. Breaks may not be scheduled concurrent with the meal period, start time or end time of a shift, except as provided in Paragraph I.3 below.
- J. Meal periods shall be assigned as follows:
1. The Company will make every effort to provide meal periods within ninety (90) minutes before or after the midpoint of a scheduled shift, except as provided in Paragraph I.3 below. An employee who, at Company request, is unable to begin his meal period during such time will be provided a thirty (30) minute meal period paid at straight time rates.
 2. An employee who, at Company request, is unable to take any meal period will receive pay for the thirty (30) minute meal period at time and one-half (1.5) rates.
 3. In all reservations locations, employees who are scheduled for eight and one-half (8.5) hours or more may elect a creative break schedule. The following choices for break pattern selection will be selected by employees at bid time and will remain in effect for the duration of the bid:
 - a. 15 minute break (paid) and 45 minute lunch (30 minutes unpaid and 15 minutes paid);
 - b. 45 minute lunch (30 minutes unpaid and 15 minutes paid) and 15 minute break (paid);
 - c. 30 minute lunch (unpaid) and 30 minute break (paid);
 - d. 60 minute break or lunch (30 minutes paid and 30 minutes unpaid); or

Tentative Agreement

e. 15 minute break (paid) and 30 minute lunch (unpaid) and 15 minute break (paid).

K. In the event that circumstances beyond the Company's control as defined in Articles 12 and 15 (e.g., acts of God, strikes, etc.) cause the operation to be reduced or stopped, the Company may release employees from duty. In the event full-time employees are released from duty pursuant to this Paragraph, employees who have reported for work and are released will be paid for actual hours worked or a minimum of four (4) hours whichever is greater. In the event part-time employees are released from duty pursuant to this Paragraph, employees who have reported for work and are released will be paid for actual hours worked or a minimum of two (2) hours, whichever is greater. Based on the needs of service, the Company will identify affected employees to be released from their shifts and solicit volunteers, and where there are insufficient volunteers, employees will be released in reverse seniority order.

Employees released from duty under this provision may elect to be paid for that time in a shift not paid in accordance with the above by using unbid vacation, or the time off shall be unpaid.

L. The following will apply to schedule bidding:

1. Separate work schedules will be posted for each applicable duty assignment in paper form at a station or location or in the Company's electronic scheduling system. Award of work shifts, including scheduled start time, shift length and scheduled days off, shall be based on Passenger Service seniority. The Company will meet with the Association (telephonically or in person) to consider input from the Association when establishing shift schedules at each location; provided, however, that the Company may proceed without the Association's input if an Association representative is not available.
2. Employees will be given a minimum of fourteen (14) days notice when a schedule rebid is to take place. Work schedules, with seniority rosters and bid times where applicable, are posted for bid by active employees as far in advance as practical, or a minimum of seven (7) calendar days. The posting shall contain the scheduled start time, shift length, scheduled days off and effective date. Once the bidding process is completed, schedule bid awards will be posted in paper or electronic form at a station or location, a minimum of fourteen (14) calendar days, or seven (7) calendar days for open-time/relief, prior to the effective date of the new work schedule. The Company will post schedule bid awards for open-time/relief in the Company's electronic scheduling system as soon as practical, and will make all reasonable efforts to do so no later than five (5) calendar days prior to the effective date of the new work schedule. The Company will post all other schedule bid awards in the Company's electronic scheduling system as soon as practical and will make all reasonable efforts to do so no later than fourteen (14) calendar days prior to the effective date of the new work schedule; provided, however, that if the Company establishes an electronic scheduling system that is remotely accessible by employees, the Company may post all other schedule bid awards at airport locations no later than ten (10) calendar days prior to the effective date of the new work schedule and at reservations locations no later than eight (8) calendar days prior to the effective date of the new work schedule.
3. At airport locations **that do not bid electronically**, employees will be allowed to bid in person at their appointed bidding time. ~~At reservations locations, employees shall continue to bid electronically. Employees a~~At airport locations **that bid electronically, employees** who are working at their appointed bidding time will be

Tentative Agreement

released for a sufficient amount of time in order to bid with no loss of pay. If unavailable to bid, employees may bid by proxy or by other means established by local management (e.g., electronically or telephonically). At airport locations, Employees who bid electronically shall receive an electronic ~~mail~~ confirmation of receipt of their bid within ~~twenty-four (24)~~ one (1) hours of its submission, when that functionality is available in the electronic bidding system. An employee at a reservations location shall receive training in the bid system. At reservations locations, employees who bid electronically shall receive an electronic confirmation of receipt of their bid the next calendar day.

4. The Shop Steward on duty or other on duty employee designated by the Association is allowed to be present during the bidding process if not electronic, and is allowed to review the results of the bidding process if electronic.
 5. An active employee who fails to bid will be assigned an available work schedule within his duty assignment after completion of the bid. An active employee who reports late for bidding, but while the bidding process is ongoing, will be permitted to bid on remaining available lines at the time he reports.
 6. An employee on an authorized leave of absence as defined in Article 17 of this Agreement, or off due to occupational injury or on a Company temporary deployment on the date a bid is posted will not be permitted to bid. This provision does not apply to employees on intermittent Family Medical Leave, Jury Duty, Bereavement Leave, Short Term Union Leave or annual two (2) week Military Reservist Training. Employees returning to active duty will be assigned to their previous duty assignment. Such employees who were not permitted to bid the most current work schedule will be assigned a shift and days off within their duty assignment consistent with their seniority. If needs of service do not allow the employee to be assigned a shift and days off consistent with their seniority, the Company will rebid the work schedule within thirty (30) days of the employee's return to active duty.
 7. Each scheduled line of work will contain the same days off each week and will contain the same shift start time on the same day of each week throughout the bid period, except where otherwise provided for in this Agreement.
 8. Work schedules will be rebid based on the needs of the service or a minimum of three (3) times per calendar year and will not remain in effect longer than one hundred fifty (150) days.
- M. During a bid period, if it becomes necessary to temporarily adjust employees' work schedules, duty assignments, scheduled start times or scheduled days off, the following procedures shall apply to affected employees:
1. When it becomes necessary to adjust scheduled days off, employees subject to adjustment will be given a minimum of five (5) calendar days' notice.
 2. When it becomes necessary to adjust scheduled start times, employees subject to adjustment will be given a minimum of forty-eight (48) hours notice.
 3. Employees may be reassigned between duty assignments/classifications and job assignments on a given shift based on the needs of the service.

Tentative Agreement

4. The Company will identify the affected employees, considering existing staffing levels in classifications, job assignments/duty assignments, starting times and/or days off. Schedule adjustments and reassignments involving changes to shift start times and/or days off will be offered to affected employees in seniority order. When the Company knows that a temporary change to a duty assignment will last more than one (1) day, days beyond the first day will be offered to qualified employees in seniority order.
 5. When there are insufficient volunteers, employees will be assigned in reverse seniority order, and if an adjustment is expected to exceed thirty (30) days in duration, then within the first thirty (30) days after such adjustment, the Company shall post the work schedule in the affected duty assignment for rebid as provided for in Paragraph L ~~K~~ above.
- N. Employees temporarily assigned to a higher rated classification shall be paid the applicable rate for all time worked in such classification. Employees temporarily assigned to a lower rated classification shall not have their rates of pay reduced.
- O. Employees returning from furlough, transferring or displacing into the classification and/or duty assignment who were not permitted to bid the most current work schedule will be assigned an available work schedule (shift start times and scheduled days off) within the duty assignment until the next work schedule rebid.
- P. The Company will establish as necessary the number of employees for the needs of the service on each shift in all duty assignments at any location, subject to the terms of this Agreement.
- P. Shift Trades

An employee may trade shifts or days off with another qualified employee in the location within the group, **except employees in the reservation group who may trade with any other qualified employee in the group regardless of location if manual processing is not required**, in accordance with the following provisions; provided, however, that to the extent applicable law requires the Company to pay any employees covered by this Agreement for shift trades at overtime wage rates and such law cannot be waived by the parties, such affected employees will not be eligible for shift trades:

1. The request must be in writing and signed by both employees involved and submitted for approval to the appropriate local administrative area, or submitted electronically where a location utilizes Workbrain or a similar electronic reporting method.
2. Employees are expected to submit shift trades as far in advance as practical. The deadline for submitting shift trades is **4 6:00 PM** local time for any shift trades to be effective the following day, except that at all reservations locations, the deadline will be ~~one (1) hour~~ **thirty (30) minutes** prior to the trade to be worked. The Company in its discretion may approve an untimely shift trade request based on extenuating circumstances.
3. Employees who trade shifts become responsible to work the shift so agreed to as if it were part of their regular work schedule. Employees shift trading to work another employee's shift will assume the lunch/break **and duty assignment** schedule associated with that shift.
4. Probationary employees, as defined in Article 22 of this Agreement, are not eligible to participate in shift trades under these provisions until they have completed ~~one~~

Tentative Agreement

~~hundred and twenty (120)~~ **ninety (90)** calendar days of active service employment which will include training.

5. No overtime payment will be paid to an employee as a result of working another employee's shift under these provisions. The employee who trades to work will be compensated at straight time rates for the hours worked.
6. An employee who has an approved shift trade to work for another employee may shift trade this entire obligation with one other employee and this shift trade will count toward the ~~quarterly~~ **semi-annual** maximum as described in Paragraph P.11 below.
7. An employee at an airport or travel center may trade their full shift or a portion thereof with up to two (2) other employees. A partial trade shall be for a minimum of one (1) hour, and thereafter in ~~one-half (0.5) hour~~ **fifteen (15) minute increments** (e.g., one (1) hour, one hour and ~~one-half (1.5)~~**fifteen (15) minutes, one hour and thirty minutes (1.5)**, etc.). The trade(s) in relation to a shift will count as a single transaction towards the ~~quarterly~~ **semi-annual** shift trade maximum as described in Paragraph P.11 below.
8. An employee at a reservations location may trade their full shift or a portion thereof with up to ~~four (4)~~ **six (6)** other employees, **if manual processing is not required**. A partial trade shall be for a minimum of ~~one (1) hour~~ **thirty (30) minutes**, and thereafter in fifteen (15) minute increments (e.g., ~~one (1) hour and fifteen (15)~~ **forty-five (45) minutes, one (1) hour, and thirty (30) one hour and fifteen (15) minutes**, etc.). The trade(s) in relation to a shift will count as a single transaction towards the ~~quarterly~~ **semi-annual** shift trade maximum as described in Paragraph P.11 below.
9. At airport locations and travel centers, shift trades resulting in an overlap of up to one-half (0.5) hour during the first and last thirty (30) minutes of the scheduled shift may be approved subject to the needs of service.
10. Employees may work a maximum of sixteen (16) hours during a twenty-four (24) hour period, i.e., 0000 hours through 2359 hours, as a result of shift trades, excluding meal periods. Employees will be permitted to work, excluding meal periods, up to fourteen (14) hours on consecutive days as a result of shift trades.
11. Employees may shift trade off their regularly scheduled shift a maximum of ~~thirty-two (32)~~ **sixty four (64)** times per ~~calendar quarter~~ **each six (6) month period from January 1st through June 30th and July 1st through December 31st**. A shift trade involving an exchange of shifts in a ~~thirty (30)~~ **ninety (90)** day period will not count toward the ~~thirty-two (32)~~ **quarterly** **semi-annual** maximum.
12. Cancellation of an approved trade must be submitted on the appropriate form, electronically or on paper, and submitted within the same time frames established for submission of shift trades. If a trade is cancelled, it will not count toward the ~~quarterly~~ **semi-annual** maximum.
13. In circumstances where shift trades have been approved and where the employee who is scheduled to work for another employee is unable to do so (e.g., due to a leave of absence (paid or unpaid), transfer, termination, jury duty, schedule rebid, occupational injury), the Company reserves the right to cancel an approved shift trade provided ten

Tentative Agreement

(10) days notice is given to affected employees. **The Company will notify employees of shift trade cancellations electronically.**

14. Employees shift trading to a lower rated classification shall not have their rates of pay reduced. Employees shift trading to a higher rated classification shall not receive a premium.

Q. Employees may not be scheduled for less than ~~an eight (8)~~ **nine (9)** hour rest period between shifts, **except HBR employees, who may be scheduled for a rest period no less than eight (8) hours.** This provision does not apply to employees who voluntarily bid into situations involving less than ~~eight (8)~~ **nine (9)** hours of off duty time or participate in shift trades which result in less than ~~eight (8)~~ **nine (9)** hours of off duty time.

R. Severe Weather/Natural Disaster

1. Employees are expected to make every reasonable effort to report to work during periods of inclement weather (e.g., snowstorms, ice storms, haboobs, hurricanes, tornados, earthquakes, etc.). Employees are not required to report to work if travel is prohibited by state or local authorities. Employees who are verifiably unable to report to work or report late to work during these conditions may account for lost time in one of the following ways:
 - a. unbid vacation; or
 - b. accrued compensatory time (where applicable); or**
 - b. make up time (the employee will be eligible to work a like period of time on a scheduled shift at a time selected by the employee. Such employee will notify the Company of the shift to be worked as far in advance as practical but no later than the day prior to the shift they have selected to work. The shift must be worked within thirty (30) calendar days of the absence and will be paid at straight time rates); or
 - c. If the employee does not elect one of the options above, the absence will be unpaid.
2. If less than a full complement of employees is required due to severe weather, employees at affected locations may be granted time off within the group, classification, duty assignment and shift in seniority order. Employees granted time off under this provision may elect to be paid using unbid vacation or may take the time off as unpaid.
3. As a result of severe weather/natural disaster, the Company may in its discretion provide hotel rooms, meal vouchers and transportation to and from the hotel to those employees necessary to maintain the operation.

S. Definition of Qualified

“Qualified” as used in this Article shall mean an employee who is trained and possesses current knowledge that enables the employee to perform all job functions of a duty assignment as well as any necessary clearances (e.g., security).

Tentative Agreement

T. Reservations Flextime


1. Reservations flextime shall be pursuant to Company policy.
2. Before the Company changes its policy regarding reservations flextime, it shall meet and confer with the Union regarding any proposed changes at least sixty (60) days in advance of any changes.

Tentative Agreement

For the Company:

For the Union:

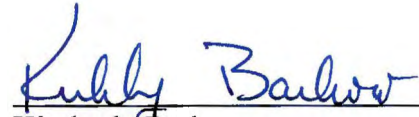

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date

12/7/23
Date

Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

Date

12-7-23
Date

Tentative Agreement

T. Reservations Flextime

1. Reservations flextime shall be pursuant to Company policy.
2. Before the Company changes its policy regarding reservations flextime, it shall meet and confer with the Union regarding any proposed changes at least sixty (60) days in advance of any changes.

Tentative Agreement

For the Company:

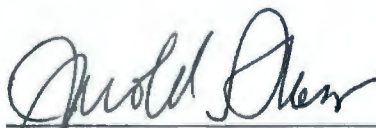
For the Union:

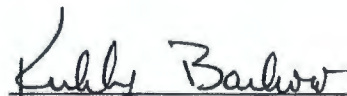

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date

12/7/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/7/23
Date

12-7-23
Date

Tentative Agreement

ARTICLE 6- Overtime – Customer Service

- A. The Company shall determine the number of overtime hours to be worked. Overtime hours are defined as additional hours worked at the Company's request over and above an employee's scheduled hours, and does not refer to rate of pay.
- B. Where the Company determines that overtime is required, such overtime will be offered on a voluntary basis to qualified and eligible employees on an equalized basis, with the employee with the lowest equalization being offered overtime first; provided that in the event two (2) or more employees have the same equalizations, the overtime shall be offered in seniority order. The equalization number will be reset to zero for all employees each calendar quarter. The quarterly resets will occur prior to offering overtime for January 1, April 1, July 1, and October 1 of each year.
- C. Employees are considered qualified for overtime when they are trained and possess current knowledge that enables the employee to perform all job functions of the overtime assignment and the necessary clearances (e.g., security).
- D. Employees are considered eligible for overtime except when:
 1. not available to work the entire overtime period. A one-half (0.5) hour overlap of the scheduled or swapped on shift and the overtime period may be permitted based on needs of service. The one-half (0.5) hour overlap will be paid as part of the scheduled or swapped on shift, and will not be considered part of the overtime shift; or
 2. scheduled off for an entire shift for vacation, voluntary time off (VTO), training, authorized Company business, authorized Union business, jury duty, sick leave (paid or unpaid) for an entire shift, any type of leave of absence (paid or unpaid), disciplinary suspension, bereavement leave, occupational injury leave (paid or unpaid) or mandatory reservist training with orders. In these instances, employees will be ineligible for the entire day except that they may volunteer to work prior to mandatory assignment of overtime; or
 3. on an awarded vacation week; an employee's vacation shall be considered to commence at the conclusion of their last shift (scheduled or extended by mandatory overtime) prior to their first day of vacation and shall end at the start of their first regularly scheduled shift following the conclusion of their vacation, although an employee may sign-up on the availability list for overtime during the period following their last regularly scheduled shift up to the start of their first vacation day and for the period following the conclusion of their last vacation day up to the start of their regularly scheduled shift following the conclusion of their vacation. Employees on vacation, including those who sign up for such periods, will not be subject to any mandatory overtime assignments.
- E. Employees shall be equalized based on the actual overtime hours worked and, if signed up on the overtime lists, for actual overtime hours offered and refused and for those overtime hours for which the signed-up employee could not be contacted. Overtime lists will be established, combining full-time and part-time employees, for each duty assignment and classification. Only those employees signed up on the overtime lists will be contacted. The Company will maintain two (2) voluntary overtime lists: one (1) list for those employees volunteering to work less than four (4) hours of anticipated overtime, which shall be referred to as the "shift

Tentative Agreement

extension overtime list," and one (1) list for those employees volunteering to work four (4) hours or more of voluntary overtime, which shall be referred to as the "overtime list."

- F. The Company will offer, subject to the equalization procedures in Paragraph B above, shift extension overtime to those employees on the shift extension overtime list, unless otherwise specified below, whose shift ends closest to but within one (1) hour of the start time of the shift extension overtime period or those employees whose start time is closest to but within one (1) hour of the end of the shift extension overtime period, in the following order:
1. Employees within the location, duty assignment and classification.
 2. Employees within the location and classification, but outside the duty assignment.
 3. Employees within the location, duty assignment and group, but outside the classification.
 4. Employees within the location and group, but outside the classification and duty assignment.
 5. Employees within the location and Passenger Service, but outside the group.
 6. Volunteers not on the shift extension overtime list at the same location and within Passenger Service.
 7. Mandatory assignment as described in Paragraph U of this Article.
- G. The Company will offer, subject to the equalization procedures in Paragraph B above, all other voluntary overtime to employees on the overtime list, unless otherwise specified below, in the following order:
1. Employees within the location, duty assignment and classification.
 2. Employees within the location, duty assignment and group, but outside the classification.
 3. Employees within the location and group, but outside the duty assignment.
 4. Volunteers not on the overtime list within the group from other locations at the Company's discretion related to the availability of overtime within the Premium Services group.
 5. Employees within the location and Passenger Service, but outside the group.
 6. Volunteers within the location and Passenger Service not on the overtime list, or at the Company's discretion, volunteers from other locations within Passenger Service.
 7. Mandatory assignment as described in Paragraph U of this Article.
- H. Employees will be contacted at the phone number on the overtime list(s). It is the employee's responsibility to ensure that the overtime list(s) have the correct phone number for contact. In the event of "no answers" or "voicemail answers" for employees off-duty, the Company will continue the overtime calling process but will leave a voicemail. Should an off-duty employee return the overtime call, they will be permitted to accept any remaining available overtime. In the event of "no answers" or "voicemail answers" for employees on duty, the Company will contact the employee at work. Employees may also accept overtime by indicating an auto-accept on the overtime list. The auto-accept option will only be

Tentative Agreement

available for overtime offered for future dates (i.e., auto-accept will not be available if the overtime is for the same day). It shall be the responsibility of an employee who has auto-accepted to check by a method designated by the Company to determine if overtime has been assigned.

- I. Open-time employees, on scheduled workdays, are considered for overtime within the classification and duty assignment in which they are working. An open-time employee on a scheduled day off will be considered available for overtime offered within the duty assignment and classification the employee last worked on a regularly scheduled work shift except that shift trades are not considered.
- J. Employees entering a new duty assignment will be assigned the average overtime hours in the new duty assignment for the purpose of equalization. Upon their return to work, employees absent for more than fourteen (14) consecutive days, with the exception of employees on vacation, will be assigned the average of the overtime equalization list or their previous overtime hours, whichever is greater.
- K. When operational conditions change which would no longer necessitate the overtime that has been awarded to an employee, such overtime may be canceled, provided a minimum of four (4) hours' notice is given. If less than four (4) hours' notice is provided, the employee awarded the original overtime shift will be offered a minimum of four (4) hours work at the applicable rate, except that shift extension overtime assignments which follow an employee's completed shift may be canceled at any time.
- L. Employees who accept overtime will have sixty (60) minutes in which to relinquish the award. Following the sixty (60) minute period, employees will be responsible to work the overtime shift, may not trade this obligation with another employee and are not entitled to compensation for the overtime shift if they do not work it.
- M. Overtime equalization lists will be maintained by duty assignment and employees' names shall be listed in Passenger Service seniority order. Equalization lists will be made available to the Union upon request.
- N. ~~An employee bypassed for overtime in violation of these overtime procedures will be eligible to work a like period of time on a scheduled shift at a time selected by the employee. Such employee will notify the Company of the shift to be worked as far in advance as practical but no later than the day prior to the shift they have selected work. The shift will be the same rate of pay, in the same duty assignment as bypassed; contain the same number of hours as those bypassed and must be worked within fourteen (14) calendar days of the determination that the bypass occurred. Only the employee who should have been offered the overtime as provided for in this Article will be entitled to this remedy.~~ If an employee(s) is bypassed for overtime, they will be paid the equal number of hours bypassed at the applicable rate. The bypass payment will be limited to only the employee(s) who should have been offered the overtime, based solely on the information on the overtime call sheets which are used at the time of the overtime distribution. The employee(s) will be charged the appropriate hours for equalization purposes. An employee who was not signed up for overtime, cannot be considered bypassed.

Tentative Agreement

O. Employees will not work overtime where it would result in more than sixteen (16) hours in any workday, excluding unpaid meal periods. Employees who have worked sixteen (16) hours may only:

1. volunteer for additional overtime before others are mandatorily assigned, except that no employee shall work more than twenty (20) consecutive hours; or
2. in the event of an emergency, be assigned additional overtime when no other employees are available.

P. Workdays are defined as regularly scheduled or "shift swap worked" days.

1. Except as provided for in Paragraph U below, ~~There~~ will be a minimum daily eight (8) hour overtime qualifier which must be satisfied prior to being eligible for overtime rates.
2. The daily qualifier for determining overtime eligibility will include all regularly scheduled hours worked, plus any shift swap hours worked, up to a combined maximum of eight (8) hours.
3. Except as provided for in Paragraph U below, ~~a~~After the daily overtime qualifier has been met, overtime will be paid at one and one-half (1.5) times the regular rate for the first four (4) hours worked and two (2) times the employee's regular rate for all hours worked thereafter.
4. With respect to flexible scheduling, employees are paid straight-time rates for regularly scheduled hours worked and shift swapped hours worked, regardless of the length of the shift.

Q. Days off are defined as regularly scheduled or "shift swap off" days.

1. Except as provided for in Paragraph U below, ~~There~~ will be a weekly forty (40) hour overtime qualifier which must be satisfied prior to being eligible for overtime rates on any day off.
2. The weekly qualifier for determining overtime eligibility will include all:
 - a. regularly scheduled hours worked;
 - b. additional hours offered by the Company worked at straight time rates;
 - c. shift swap hours worked not to exceed the total shift swap off plus VTO hours;
 - d. short term Union leave time; and
 - e. paid bid vacation hours, including Day at a Time (DAT) vacation.
3. After the weekly overtime qualifier has been met, overtime will be paid at one and one-half (1.5) times the regular rate for the first eight (8) hours overtime worked and two (2) times the regular rate for all overtime hours worked thereafter, except as provided for in Paragraphs Q.4 and U below.
4. Employees who shift trade to be off and who work overtime on that day off shall be paid a maximum rate of time and one-half (1.5) the regular rate for the first eight (8) hours of overtime worked and two (2) times the regular rate for additional hours worked that day, except as provided for in Paragraph U below.

Tentative Agreement

R. Employees who shift trade into duty assignments different from their scheduled duty assignments will be considered for overtime based upon their originally scheduled duty assignment, except as provided for in Paragraph U below.

S. All overtime shall be computed to the nearest minute.

Break and meal periods for overtime shifts will be provided as follows; provided, however, that to the extent applicable law requires that employees covered by this Agreement be provided with different break and meal periods than are set forth in this Agreement and such law cannot be waived by the parties, an employee shall be entitled to the more generous break and meal period schedule provided by applicable law or this Agreement:

Total Overtime Hours	Paid Breaks/Unpaid Meal Periods
2.5 3.0 - 4.0 hours	One 15 minute paid break.
4.1 - 5.0 hours	One 15 minute paid break or one 30 minute unpaid meal period.
5.1 - 6.5 hours	Two 15 minute paid breaks or one 30 minute unpaid meal period.
6.6 - 10.5 hours	Two 15 minute paid breaks and one 30 minute unpaid meal period.
10.6 - 12.9 hours	Three 15 minute paid breaks and one 30 minute unpaid meal period.
13.0 - 15.9 hours	Four 15 minute paid breaks and one 30 minute unpaid meal period.
16.0 hours	Four 15 minute paid breaks and two 30 minute unpaid meal periods.

Breaks may not be scheduled consecutively with meal periods less than one (1) hour of start time or end time of shift.

U. Mandatory Assignment of Overtime

1. Mandatory overtime may occasionally become necessary as a result of irregular operations or unusual events. Mandatory overtime will only be used when the Company determines it is essential to meet the minimum needs of service and all voluntary options have been exhausted.
2. Employees will be given as much notice as possible and, at a minimum, one (1) hour notice prior to the beginning of a mandatory overtime assignment. Notice will be given electronically or in writing and will contain the reason for the overtime and the approximate duration of the overtime. The Company will also notify the Union

when employees are being held on mandatory overtime. Notice will include the approximate duration of such mandatory overtime and the reason for the mandatory overtime. No later than twenty-four (24) hours from the end of the mandatory overtime assignment, a list of the names of the employees assigned will also be provided.

3. Following exhaustion of all voluntary overtime options as set forth in this Article, the Company shall assign mandatory overtime as follows:
 - a. When the mandatory overtime period is required for the current day, it will be assigned in inverse seniority order in the following order:
 - (i) Employees working part-time shifts within the duty assignment whose shifts end within one (1) hour of the required coverage period.
 - (ii) Qualified employees working part-time shifts in the location and classification but outside the duty assignment, whose shifts end within one (1) hour of the required coverage period.
 - (iii) Employees working full-time shifts within the group and duty assignment whose shifts end within one (1) hour of the required coverage period.
 - (iv) Qualified employees working full-time shifts within the group but outside the duty assignment, whose shifts end within one (1) hour of the required coverage period.
 - (v) If no employees fall within these parameters, mandatory assignment will be in the order provided for in Paragraph U.3.c. of this Article.
 - (vi) At airport locations with multiple terminals, the Company will make reasonable efforts to assign mandatory overtime pursuant to Paragraph U.3.a.(i) through U.3.a.(iv); provided, however, that based on the needs of the operation, the Company may apply the provisions in Paragraph U.3.a.(i) through U.3.a.(iv) on a single terminal basis.
 - b. Overtime assigned under Paragraph U.3.a. will be continuous with the employee's shift.
 - c. When mandatory overtime is required for the next calendar day, it will be assigned in inverse seniority order in the following order:
 - (i) Part-time employees within the duty assignment.
 - (ii) Qualified part-time employees in the location and group but outside the duty assignment.
 - (iii) Full-time employees within the group and duty assignment.
 - (iv) Qualified full-time employees in the location and group but outside the duty assignment.
4. The Company shall maintain for each shift(s) a list, in inverse seniority order, of qualified employees subject to the assignment of mandatory overtime. An employee assigned and who works a day of mandatory overtime shall have their name moved to the bottom of the next day's list for use in consecutive days of

mandatory overtime. Each subsequent day of mandatory overtime shall be assigned beginning with the employee at the top of the list for such day. The particular list shall be reset when there is a break in days in the assignment of mandatory overtime.

5. An employee who has been assigned mandatory overtime will be afforded a period of not less than nine (9) eight (8) hours rest from the completion of the mandatory overtime until the start of the employee's next scheduled shift. In the event that this rest period extends into the employee's next scheduled shift, the employee may elect to have the scheduled start time of their next shift adjusted to provide for an off-duty period of a minimum of nine (9) eight (8) hours.
 - a. In circumstances where the reduced rest period is solely a result of a mandatory overtime requirement, the employee will be paid straight time rates for all hours lost due to such adjustment (e.g., an employee scheduled to work 0600 to 1430 whose start time is adjusted to 0800 will only be required to work to 1430, and will be paid at straight time hours for the two (2) hours lost due to the adjustment).
 - b. In circumstances where employee shift swaps or acceptance of voluntary overtime contribute to the reduced rest period, employees electing to adjust the start time of their next shift may either end their shift at their regularly scheduled end time and be paid for hours worked or adjust the end time of their next scheduled shift to provide for a full shift.
6. An employee who has worked sixteen (16) hours or a minimum of four (4) hours overtime during a workday will not be assigned mandatory overtime except when no other employees are available.
7. Employees will be released from mandatory overtime in the following order:
 - a. Full-time employees, in seniority order;
 - b. Part-time employees, in seniority order.
- ~~7. A rotation method for the assignment of mandatory overtime may be established locally when mandatory overtime coverage is known in advance for specified periods of time. The rotation method used will only be implemented when mutually agreed to by the Company and the Union.~~
8. ~~All~~ Mandatory overtime hours will be paid at the greater of an employee's applicable rate of pay or one and one-half (1.5) times the employee's applicable rate of pay. If an employee is required to work mandatory overtime on two or more consecutive days, the second and subsequent days will be paid at the greater of the employee's applicable rate of pay or two (2) times the applicable rate of pay. If any provision in the Article would result in a higher rate of pay, the higher rate will apply.

V. Employees will be offered a minimum of four (4) hours work at the applicable rate if:

1. The overtime is not continuous with their regular shift and is separated by more than one (1) hour.

Tentative Agreement

2. The employee is called in to work on their day off.

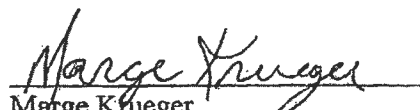
- W. An employee working overtime in a lower rated classification within their group will be paid the applicable rate for their own classification. An employee working overtime in a higher rated classification within their group will be paid the applicable rate for the higher rated classification. An employee working overtime in a different group will be paid the applicable rate for their own classification and group.
- X. Employees awarded overtime in a group will not be required to work such overtime in a different group.

Tentative Agreement

For the Company:

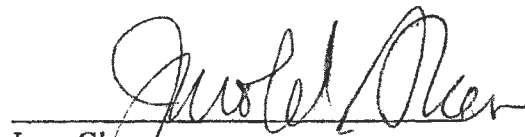
For the Union:

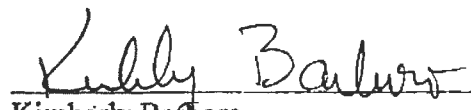

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/18/23
Date

12/18/23
Date


Jerry Glass


Kimberly Baboro
Co-Chair, CWA-IBT Association

12/19/23
Date

12-19-23
Date

Tentative Agreement

Article 7 – Overtime - Reservations

- A. The Company shall determine the number of overtime hours to be worked in at any location and/or duty assignment. Overtime hours are defined as additional hours worked at the Company's request over and above an employee's scheduled hours.
- B. Where the Company determines that overtime is required, such overtime will be posted in all locations. It will be offered on a voluntary basis to eligible and qualified employees in seniority order as follows:
 1. employees within the group and duty assignment;
 2. employees within the group, but outside the duty assignment; ~~and~~
 3. at the Company's discretion, other qualified Passenger Service employees; and
 4. mandatory assignment of overtime as described in Paragraph L ~~M~~ of this Article; provided, voluntary overtime is posted for at least one (1) hour prior to any assignment of mandatory overtime.
- ~~C. An employee who volunteers to work a minimum of five (5) hours of overtime on a regularly scheduled day off prior to the Company contacting the employee to assign mandatory overtime shall not be mandatorily assigned overtime, pursuant to the mandatory assignment provisions in Paragraph M below, beyond the hours for which the employee volunteered on such day.~~
- C. Employees are considered eligible for overtime except when:
 1. scheduled off for a partial shift for voluntary time off (VTO), or an entire shift for vacation, ~~(VTO)~~, authorized Company business, authorized Union business, jury duty, sick leave (paid or unpaid) for an entire shift, any type of leave of absence (paid or unpaid), disciplinary suspension, bereavement leave, occupational injury leave (paid or unpaid) or mandatory reservist training with orders. In these instances, employees will be ineligible for the entire day except that they may volunteer to work prior to mandatory assignment of overtime; or
 2. on an awarded vacation week; an employee's vacation shall be considered to commence at the conclusion of their last regularly scheduled shift prior to their vacation and shall end at the start of their first regularly scheduled shift following the conclusion of their vacation, although an employee may sign-up for overtime during the period following their last regularly scheduled shift up to the start of their first vacation day and for the period following the conclusion of their last vacation day up to the start of their regularly scheduled shift following the conclusion of their vacation. Employees on vacation, including those who sign up for such periods, will not be subject to any mandatory overtime assignments.
- D. When operational conditions change which would no longer necessitate the overtime that has been offered to an employee, such overtime may be canceled, provided a minimum of

Tentative Agreement

three (3) ~~four (4)~~ hours notice is given. If less than three (3) ~~four (4)~~ hours notice is provided, employees will be permitted to work the original overtime hours up to a maximum of three (3) ~~four (4)~~ hours at the applicable rate. Employees may cancel a voluntary overtime shift up to one (1) hour prior to the commencement of that shift, subject to any local policy that may allow for a cancellation less than one (1) hour prior to the commencement of a voluntary overtime shift.

- E. ~~An employee bypassed for overtime in violation of these overtime procedures will be eligible to work a like period of time on a scheduled shift at a time selected by the employee. Such employee will notify the Company of the shift to be worked as far in advance as practical but no later than the day prior to the shift they have selected to work. The shift will be at the same rate of pay, in the same duty assignment as bypassed, contain the same number of hours as those bypassed and must be worked within fourteen (14) calendar days of the determination that the bypass occurred. Only the employee who should have been offered the overtime as provided for in this Article will be entitled to this remedy.~~

If an employee is bypassed for overtime, they will be paid the equal number of hours bypassed at the applicable rate. The bypass payment will be limited to only the employee(s) who should have been offered the overtime, based solely on the information on the overtime call sheets which are used at the time of the overtime distribution. An employee who was not signed-up for overtime cannot be considered bypassed.

- F. Employees will not work overtime where it would result in more than sixteen (16) hours in any work-day, excluding unpaid meal periods. Employees who have worked sixteen (16) hours may only:
1. volunteer for additional overtime before others are mandatorily assigned, except that no employee shall work more than twenty (20) consecutive hours;
 2. volunteer in the event of an emergency.
- G. Work-days are defined as regularly scheduled or "shift swap worked" days.
1. Except as provided for in Paragraph L below, ~~T~~there will be a minimum daily eight (8) hour overtime qualifier which must be satisfied prior to being eligible for overtime rates.
 2. The daily qualifier for determining overtime eligibility will include all regularly scheduled hours worked, plus any shift swap hours worked, up to a combined maximum of eight (8) hours.
 3. Except as provided for in Paragraph L below, ~~A~~after the daily overtime qualifier has been met, overtime will be paid at one and one-half (1.5) times the regular rate for the first four (4) hours worked and two (2) times the regular rate for all hours worked thereafter.

Tentative Agreement

4. With respect to flexible scheduling, employees are paid straight-time rates for regularly scheduled hours worked and shift swapped hours worked, regardless of the length of the shift.

H. Days off are defined as regularly scheduled or "shift swap off" days.

1. Except as provided for in Paragraph L below, ~~T~~there will be a weekly forty (40) hour overtime qualifier which must be satisfied prior to being eligible for overtime rates on any day off.
2. The weekly qualifier for determining overtime eligibility will include all:
 - a. regularly scheduled hours worked;
 - b. additional hours offered by the Company worked at straight time rates;
 - c. shift swap hours worked not to exceed the total shift swap off plus any VTO hours;
 - d. short term Union leave hours; and
 - e. paid bid vacation hours, including DAT.
3. After the weekly overtime qualifier has been met, overtime will be paid at one and one-half (1.5) times the regular rate for the first eight (8) hours overtime worked and two (2) times the regular rate for all overtime hours worked thereafter, except as provided for in Paragraphs H.4 and L below.
4. Employees who shift trade to be off and who work overtime on the day off shall be paid a maximum rate of time and one-half (1.5) for the first eight (8) hours of overtime worked and two (2) times the regular rate for additional hours worked that day, except as provided for in Paragraph L below.

I. Employees who shift trade into duty assignments different from their scheduled duty assignments will be considered for overtime based upon their originally scheduled duty assignment, except as provided for in Paragraph L below.

J. All overtime shall be computed to the nearest minute.

K. Break and meal periods for overtime shifts will be provided as follows; provided, however, that to the extent applicable law requires that employees covered by this Agreement be provided with different break and meal periods than are set forth in this Agreement and such law cannot be waived by the parties, an employee shall be entitled to the more generous break and meal period schedule provided by applicable law or this Agreement:

Tentative Agreement

Total Overtime Hours	Paid Breaks/Unpaid Meal Periods
2.5 3.0 – 4.0 hours	One 15 minute paid break; provided, however, that an employee who is scheduled for ten (10) consecutive hours in conjunction with their overtime hours shall be eligible to take their 15 minute paid break when scheduled for two (2) to four (4) hours of overtime.
4.1 – 5.0 hours	One 15 minute paid break and, at the employee's election, one 30 minute unpaid meal period.
5.1 – 7.9 hours	Two 15 minute paid breaks and, at the employee's election, one 30 minute unpaid meal period.
8.0 – 10.5 hours	Two 15 minute paid breaks and one 30 minute unpaid meal period.
10.6 – 12.9 hours	Three 15 minute paid breaks and one 30 minute unpaid meal period, and at the employee's election, an additional 30 minute unpaid meal period.
13.0 – 15.9 hours	Four 15 minute paid breaks and one 30 minute unpaid meal period.
16.0 hours	Four 15 minute paid breaks and two 30 minute unpaid meal periods.

L. Mandatory Assignment of Overtime

1. Mandatory overtime may occasionally become necessary as a result of irregular operations or unusual events. Mandatory overtime will only be used when the Company determines it is essential to meet the minimum needs of service and all voluntary options have been exhausted. **The Company will make a reasonable effort to notify the Union prior to the assignment of mandatory overtime.**
2. Employees will be given a minimum of one (1) hour notice prior to the beginning of a mandatory overtime assignment. Notices will be given electronically ~~or in writing~~ and will contain the reason for the overtime and the approximate duration of the overtime. **Notice will include the approximate duration of such mandatory overtime and the reason for the mandatory overtime. No later than twenty-four (24) hours from the end of the mandatory overtime assignment, a list of the names of the employees assigned will also be provided.**

Tentative Agreement

3. Following exhaustion of all voluntary overtime options as set forth in this Article, the Company shall assign mandatory overtime as follows:
- a. When mandatory overtime is required ~~for the current day~~, it will be assigned to employees who are on duty that day in the following order:
 - (i) All part-time employees within the duty assignment for no more than eight (8) hours;
 - (ii) All qualified part-time employees in the group but outside the duty assignment for no more than eight (8) hours;
 - (iii) All employees within the duty assignment for no more than twelve (12) hours; and
 - (iv) All qualified employees within the group but outside the duty assignment for no more than twelve (12) hours.
 - (v) If all employees in one of the above categories are not needed, it will be assigned to employees, in that category, in inverse seniority order.
 - (vi) If an insufficient number of employees fall within the above parameters in this Paragraph L.M.3.a.i-v, the Company may will assign mandatory overtime to off-duty any on-duty employees not to exceed a total of twelve (12) hours in a day in the order provided for in Paragraph M.3.e of this Article. Prior to assigning such, the Company shall wait one (1) hour from the time of assignment of mandatory overtime.
 - b. Overtime assigned under Paragraph L.M.3 of this Article will be continuous with the employee's shift, unless mutually agreed otherwise between the Company and the employee.
 - ~~c. When mandatory overtime is required for future day(s), limited to current day plus two (2) immediately subsequent days, it will be assigned in inverse seniority order in the following order:~~
 - ~~(i) Part-time employees within the duty assignment for no more than twelve (12) hours;~~
 - ~~(ii) Qualified part-time employees in the classification but outside the duty assignment for no more than twelve (12) hours;~~
 - ~~(iii) Full-time employees within the duty assignment for no more than twelve (12) hours; and~~
 - ~~(iv) Qualified full-time employees in the classification but outside the duty assignment for no more than twelve (12) hours.~~

Tentative Agreement

- c. For the purposes of this Paragraph LM.3, hours include all hours worked on the applicable day.
- ~~4. When mandatory overtime is required for both a current and future day, mandatory overtime for the current day will be assigned as set forth above in Paragraph M.3.a and mandatory overtime for the future day(s) will be assigned as set forth above in Paragraph M.3.e.~~
4. An employee shall not be subject to assignment of mandatory overtime on ~~at least two (2) of his~~ their days-off ~~in a fourteen (14) day period.~~
5. An employee who has worked twelve (12) hours during a work-day will not be assigned mandatory overtime; provided, however, that in the event of extreme operational irregularity, the Company may assign mandatory overtime for up to fourteen (14) hours per day for both full-time and part-time employees. The Company will notify the Union prior to assigning overtime in excess of twelve (12) hours per day.
6. An employee who volunteers for overtime on a day-off shall not be subject to the assignment of mandatory overtime on such day.
7. The Company shall maintain for each shift(s) a list, in inverse seniority order, of qualified employees subject to the assignment of mandatory overtime. An employee assigned and who works a day of mandatory overtime shall have their name moved to the bottom of the next day's list for use in consecutive days of mandatory overtime. Each subsequent day of mandatory overtime shall be assigned beginning with the employee at the top of the list for such day. The particular list shall be reset when there is a break in days in the assignment of mandatory overtime. The mandatory overtime list for Reservations employees shall be a global list inclusive of the names of all affected Reservations employees.
8. An employee who has been assigned mandatory overtime will be afforded a period of not less than ~~nine (9) eight (8)~~ hours rest, **except HBR employees who shall be afforded a rest period no less than eight (8) hours**, from the completion of the mandatory overtime until the start of the employee's next scheduled shift. In the event that this rest period extends into the employee's next scheduled shift, the employee may elect to have the scheduled start time of their next shift adjusted to provide for an off-duty period of a minimum of ~~nine (9) eight (8)~~ hours, or **eight (8) hours for a HBR employee.**
 - a. In circumstances where the reduced rest period is solely a result of a mandatory overtime requirement, the employee will be paid straight time rates for all hours lost due to such adjustment (e.g., an employee scheduled to work 0600 to 1430 whose start time is adjusted to 0800 will only be

Tentative Agreement

required to work to 1430, and will be paid at straight time hours for the two (2) hours lost due to the adjustment).

- b. In circumstances where employee shift swaps or acceptance of voluntary overtime contribute to the reduced rest period, employees electing to adjust the start time of their next shift may either end their shift at their regularly scheduled end time and be paid for hours worked or adjust the end time of their next scheduled shift to provide for a full shift.

- 9. Employees will be released from mandatory overtime in seniority ~~the following order.:~~

- ~~a. Full-time employees, in seniority order;~~

- ~~b. Part-time employees, in seniority order.~~

- 10. All mandatory overtime hours will be paid at one and one-half (1.5) times an employee's applicable rate of pay. If an employee is required to work mandatory overtime on two (2) or more consecutive days, the second and subsequent days will be paid at two (2) times the applicable rate of pay. If any provision in the Article would result in a higher rate of pay, the higher rate will apply.

- M. At the Company's discretion, it may solicit qualified employees within Passenger Service to volunteer for overtime in other Passenger Service groups and locations provided that local airport security requirements can be satisfied. At the Company's discretion, it may offer such qualified volunteers overtime immediately prior to assignment of mandatory overtime.
- N. An employee working overtime in a different group will be paid the applicable rate for their own classification.
- O. "Qualified" as used in this Article shall have the same definition as set forth in Article 5.S.



Tentative Agreement

Tentative Agreement

For the Company:

Lynn Vaughn
Managing Director of Labor

12/19/23

Date

Jerry Glass

12/19/23

Date

For the Union:

Marge Krueger
Co-Chair, CWA-IBT Association

12/19/23

Date

Kimberly Barboro
Co-Chair, CWA-IBT Association

12-19-23

Date

Tentative Agreement

1 **Article 8 – Seniority**

2 A. Date of Hire Seniority is defined as continuous service in any department. Date of Hire
3 Seniority is applied to:

- 4 1. vacation accrual; and
- 5 2. service awards.

6 B. Passenger Service Seniority is defined as continuous service in an Association covered
7 position within Passenger Service. Passenger Service Seniority shall be applied to:

- 8 1. bidding of shifts/days off;
- 9 2. bidding of all vacation periods;
- 10 3. filling of vacancies;
- 11 4. reductions in force/displacements/recalls; and
- 12 5. overtime assignment where seniority is used.

13 C. Pay Date Seniority is defined as continuous service in an Association covered position
14 within Passenger Service, but is adjusted for:

- 15 1. time lost in excess of thirty (30) days due to an unpaid leave of absence (e.g., an
16 unpaid leave that is thirty-one (31) days will result in a one (1) day adjustment to
17 Pay Date Seniority date). Military leave will not result in an adjustment to Pay
18 Date Seniority; or
- 19 2. all furloughs extending beyond ninety (90) days; or
- 20 3. all unpaid suspensions extending beyond thirty (30) days.

21 D. Employees who transfer into Passenger Service will be assigned a Passenger Service
22 Seniority date and a Pay Date Seniority date, which will be the first day worked in
23 Passenger Service.

24 E. Employees who transfer within Passenger Service will be placed on the longevity step of
25 the new pay scale based on their Pay Date Seniority.

26 F. When two (2) or more employees have the same seniority date, the following method will
27 be used to determine the seniority order:

- 28 1. Identical Passenger Service Seniority date - the senior employee will be the
29 employee with the earliest Date of Hire Seniority.
- 30 2. Identical Date of Hire Seniority date - the senior employee will be the employee
31 who has the highest four-digit number using the last four digits in their social
32 security number.

33 G. An employee covered by this Agreement will lose their seniority status and their name
34 shall be removed from the seniority list when:

- 35 1. they quit, resign, or retire; or
- 36 2. they are discharged for just cause; or

Tentative Agreement

3. they do not return from furlough pursuant to the terms and conditions of Article 14 of this Agreement; or
4. their recall rights expire; or
5. they do not return from a Leave of Absence within the scheduled period; or
6. as otherwise provided in this Agreement.

H. Employees who transfer to a position outside Passenger Service shall retain, for a period of six (6) months, all Passenger Service Seniority and Pay Date Seniority accrued up to their date of transfer from Passenger Service. During this six (6) month period, with Director approval, these employees will be eligible to use retained seniority to bid for system vacancies. Following this six (6) month period, such employees who return to Passenger Service will be awarded a Passenger Service Seniority date and a Pay Date Seniority date which will be the first day worked in Passenger Service upon their return.

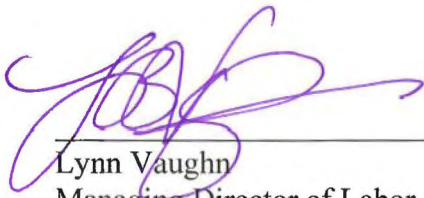
I. A seniority roster will be posted electronically twice a year no later than the last day of January and July each year. Seniority lists will indicate the employee's name, Passenger Service Seniority date, Date of Hire Seniority date, and include their domicile city. The Company will provide the Union these seniority rosters with sufficient additional identifying information to validate the seniority list.

J. Employees who wish to protest any omission or incorrect posting of their seniority must do so by filing a written grievance within thirty (30) days of the date of the most recent seniority roster posting. Seniority protests will be strictly confined to errors, changes or omissions which occurred on the most recent seniority posting only. Any employee on leave at the time of posting of the list shall have a period of fifteen (15) days from the date of their return to service to file a protest.

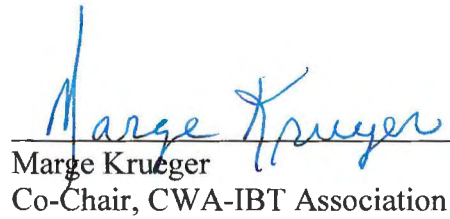
Tentative Agreement

For the Company:

For the Union:



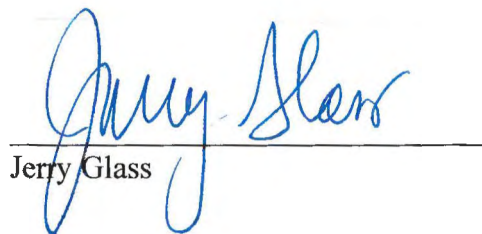
Lynn Vaughn
Managing Director of Labor



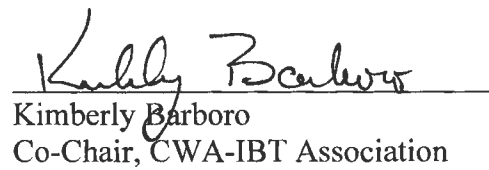
Marge Krueger
Co-Chair, CWA-IBT Association

11/2/22
Date

11/2/22
Date



Jerry Glass



Kimberly Barboro
Co-Chair, CWA-IBT Association

11/2/22
Date

11-2-22
Date

Tentative Agreement

Article 9 – Filling of Vacancies

The Company will determine whether or not a vacancy is to be filled.

A. Permanent full-time vacancies for CSAs, CARs, OBRs and HBRs (other than as set forth in Paragraph D below)

1. Permanent full-time vacancies which the Company decides to fill will be awarded in the following order:
 - a. The senior full-time employee in the group and classification at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment as outlined in Paragraph J of this Article;
 - b. The senior employee who possesses recall to a full-time position in the group at the location; and
 - c. The employees with a system transfer bid on file in the order outlined in Paragraphs K.7.a. through K.7.d. of this Article.

B. Permanent part-time vacancies for CSAs, CARs, OBRs and HBRs (other than as set forth in Paragraph D below)

1. Permanent part-time vacancies which the Company decides to fill will be awarded in the following order:
 - a. The senior part-time employee in the group and classification at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment as outlined in Paragraph J of this Article;
 - b. The senior employee who possesses recall to a part-time position in the group at the location; and
 - c. The employees with a system transfer bid on file in the order outlined in Paragraphs K.7.a. through K.7.d. of this Article.

C. PCGSR, PGSC and LPGSR Vacancies

1. Permanent full-time vacancies that the Company decides to fill will be awarded in the following order:
 - a. The senior full-time PCGSR, PGSC, or LPGSR at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment;
 - b. The senior employee who possesses recall to a full-time PCGSR, PGSC, or LPGSR position in the location;
 - c. ~~The senior part-time PCSR at the location where the vacancy exists who has a system transfer bid on file to the available position;~~

Tentative Agreement

- c. The senior PCGSR, PGSC, or LPGSR with a system transfer bid on file to the location; and
 - d. The senior applicant within the Customer Service Group and the Travel Center Group with a passing score in the Company's selection process as described in Paragraph F below;
 - e. The senior applicant within the Customer Assistance Group and the Reservations Group with a passing score in the Company's selection process as described in Paragraph F below; and
 - f. ~~The senior applicant with a passing score in the Company's selection process as described in Paragraph F below~~ Applicants outside of Passenger Service.
- 2. Permanent part-time vacancies that the Company decides to fill will be awarded in the following order:
 - a. The senior part-time PCGSR, PGSC, or LPGSR at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment;
 - b. The senior employee who possesses recall to a part-time PCGSR, PGSC, or LPGSR position in the location;
 - c. ~~The senior full-time PCSR at the location where the vacancy exists who has a system transfer bid on file to the available position;~~
 - c. The senior PCGSR, PGSC, or LPGSC with a system transfer bid on file to the location; and
 - d. The senior applicant within the Customer Service Group and the Travel Center Group with a passing score in the Company's selection process as described in Paragraph F below;
 - e. The senior applicant within the Customer Assistance Group and the Reservations Group with a passing score in the Company's selection process as described in Paragraph F below; and
 - f. ~~The senior applicant with a passing score in the Company's selection process as described in Paragraph F below~~ Applicants outside of Passenger Service.
- 3. Employees accepting a PCGSR, PGSC, or LPGSR positions are required to remain in the position and the location for a period of one (1) year. These employees, however, are eligible for in-station PCGSR, PGSC, or LPGSR transfers.

Tentative Agreement

4. Each successful PCGSR, PGSC, or LPGSR bidder will be required to successfully complete all Company required training. All successful PCGSR, PGSC, and LPGSR bidders from outside the Premium Customer Services Group shall hold the position on a probationary basis for a period of one hundred eighty (180) calendar days of active service in order to receive adequate instruction and coaching and to demonstrate their ability to perform the required work. Employees who fail to demonstrate sufficient ability during the PCGSR, PGSC, and LPGSR probationary periods will be returned to their previous location and duty assignment.
5. Applicants refusing offers of PCGSR, PGSC, and LPGSR positions, or failing to report for a scheduled interview for a reason(s) not approved by the Company, will be ineligible for consideration for any other PCGSR, PGSC, and LPGSR positions for a period of six (6) months.

D. Reservations Group Vacancies for ~~Elite and Escalation~~ Specialty Desks

1. Permanent full-time vacancies that the Company decides to fill will be awarded in the following order:
 - a. The senior full-time OBR or HBR currently working at the same ~~elite or escalation specialty~~ desk who wishes to transfer to the location where the vacancy exists;
 - b. The senior part-time OBR or HBR currently working at the same ~~elite or escalation specialty~~ desk who wishes to transfer to the location where the vacancy exists;
 - c. The senior OBR or HBR applicant within the Reservations Group with a system transfer bid on file and a passing score in the Company's selection process as set forth in Paragraph F of this Article; provided that should there be the same number of OBR or HBR applicants as vacancies or more vacancies than applicants, all applicants shall be awarded a vacancy without being subject to the selection process as set forth in Paragraph F of this Article; and
 - d. The senior employee applicant within Passenger Service with a system transfer bid on file and with a passing score in the Company's selection process as set forth in Paragraph F of this Article; and
 - e. Assignment of a non-probationary full-time employee within the Reservations Group at the location where the vacancy exists, in inverse order of seniority; provided that a junior assigned employee shall not be restricted from transferring to another vacancy.
2. Permanent part-time vacancies that the Company decides to fill will be awarded in the following order:

Tentative Agreement

- a. The senior part-time OBR or HBR currently working at the same ~~elite-or~~ escalation-specialty desk who wishes to transfer to the location where the vacancy exists;
 - b. The senior full-time OBR or HBR currently working at the same ~~elite-or~~ escalation-specialty desk who wishes to transfer to the location where the vacancy exists;
 - c. The senior OBR or HBR applicant within the Reservations Group with a system transfer bid on file and a passing score in the Company's selection process as set forth in Paragraph F of this Article; provided that should there be the same number of OBR or HBR applicants as vacancies or more vacancies than applicants, all applicants shall be awarded a vacancy without being subject to the selection process as set forth in Paragraph F of this Article; and
 - d. The senior employee applicant within Passenger Service with a system transfer bid on file and with a passing score in the Company's selection process as set forth in Paragraph F of this Article; and
 - e. Assignment of a non-probationary part-time employee within the Reservations Group at the location where the vacancy exists, in inverse order of seniority; provided that a junior assigned employee shall not be restricted from transferring to another vacancy.
3. Employees accepting ~~elite-or~~ escalation-specialty desk positions are required to remain in the position and the location for a period of one (1) year.
 4. Each successful ~~elite-or~~ escalation specialty desk bidder will be required to successfully complete all Company required training. All ~~successful-elite-or~~ escalation-specialty desk bidders from outside the Reservations Group shall hold the position on a probationary basis for a period of one hundred eighty (180) calendar days of active service in order to receive adequate instruction and coaching and to demonstrate their ability to perform the required work. Employees who fail to demonstrate sufficient ability during the ~~elite-or~~ escalation specialty desk probationary period will be returned to their previous location and duty assignment.
 5. Employees Applicants refusing offers of ~~elite-or~~ escalation specialty desk positions, or failing to report for a scheduled interview for a reason(s) not approved by the Company, will be ineligible for consideration for any other ~~elite-or~~ escalation specialty desk positions for a period of six (6) months
 6. Based on the needs of service, the Company may waive the competitive selection process outlined in Paragraph F of this Article, and instead fill vacancies on the ~~elite-or~~ escalation specialty desks as set forth above in Paragraphs A and B.

Tentative Agreement

E. CSC Vacancies (other than CSC—Training)

1. Where the Company decides to fill a full-time CSC vacancy, the position will be awarded in the following order:
 - a. The senior full-time CSC at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment; ~~and~~
 - b. The senior employee who possesses recall to a full-time CSC position at the location;
 - c. The senior CSC with a system transfer bid on file;
 - d. The senior ~~qualified-candidate~~ CSA with a system transfer bid on file with a passing score in the Company's selection process as described in Paragraph F below; provided that prior to awarding such vacancy, the eligible applicants for the number of available vacancies must be afforded an opportunity to complete the Company's selection process;
 - e. The senior applicant within Passenger Service with a passing score in the Company's selection process as described in Paragraph F below; and
 - f. Applicant outside Passenger Service.
2. Where the Company decides to fill a part-time CSC vacancy, the position will be awarded in the following order:
 - a. The senior part-time CSC at the location where the vacancy exists who has an in-station transfer bid on file to the available duty assignment; ~~and~~
 - b. The senior employee who possesses recall to a full-time CSC position at the location;
 - c. The senior CSC with a system transfer bid on file;
 - d. The senior ~~qualified-candidate~~ CSA with a system transfer bid on file with a passing score in the Company's selection process as described in Paragraph F below; provided that prior to awarding such vacancy, the eligible applicants for the number of available vacancies must be afforded an opportunity to complete the Company's selection process;
 - e. The senior applicant within Passenger Service with a passing score in the Company's selection process as described in Paragraph F below; and
 - f. Applicant outside Passenger Service.
3. All successful CSC bidders shall hold the position on a probationary basis for a period of one hundred eighty (180) calendar days of active service in order to

Tentative Agreement

receive adequate instruction and coaching and to demonstrate their ability to perform the required work. Employees who fail to demonstrate sufficient ability during their CSC probationary period will be returned to their previous location and duty assignment.

4. CSCs who have completed their CSC probationary period and are demoted for just cause will be returned to an available system vacancy in their previous classification or the Company may offer the employee a position at their location in their previous classification and status (part-time or full-time) providing their seniority places them senior to the most junior employee in that location.
5. Employees accepting CSC positions are required to remain in the position and location for a period of one (1) year. These employees, however, are eligible for in-station CSC transfers.
6. Applicants refusing offers of CSC positions, or failing to report for a scheduled interview for a reason(s) not approved by the Company, will be ineligible for consideration for any other CSC position for a period of six (6) months.

F. Qualification Process

1. Candidates for PEGSR, CSC (including CSC—Tower), and elite and escalation specialty desk positions will be evaluated through a standard qualification process which will be available to all Passenger Service employees. The qualification process may include consideration of established minimum and preferred qualifications, manager's evaluations, panel interview results and skills testing, and will be applied consistently for all candidates. The Company reserves the right to amend the minimum and preferred qualifications, interview content, scoring and skills testing; however, the Union will be provided with an advance copy of any Company proposed changes to the PEGSR, CSC and elite and escalation specialty desk qualification process, and will have the opportunity to consult with the Company and make recommendations regarding the proposed changes prior to implementation.
2. Candidates will be required to submit an application on a form as designated by the Company.
3. The Company shall maintain and post a list of the minimum and preferred qualifications for a position.
4. Candidates who meet the minimum qualifications will be interviewed by a panel interview committee that will be comprised of three (3) members: a Passenger Service employee selected by the Association and two (2) members selected by the Company. The Association shall establish and maintain a list of members at each Company designated location to serve on the panel interview committee for each position specified in Paragraph F.1 above, sufficient to ensure that there are

Tentative Agreement

no delays in the interview process. Each panel member will be required to successfully complete all Company required training in order to be a member of the panel interview committee. Each member of the committee will score the candidate's interview results on a numerical scale established by the Company. Each committee member's score will be totaled to establish the candidate's total score. The Company will establish a standard minimum passing score which will be applied to each candidate.

5. Employees should make every effort to schedule the qualification process interview outside of their regular working hours. When not possible, employees may be excused during a work shift without a loss in pay. Employees must advise their manager as far in advance as possible for any time off required for an interview. Employees traveling to and from Company interviews will be provided space positive travel.

6. A passing score on an interview shall remain on file for three (3) years.

- G. **TCR, PGCSC, LPEGSR and CSC and Reservations** - Training vacancies will be filled through individual job postings; provided, that an employee who holds such position shall not be required to re-interview for any vacancy in the same position at that location. Each successful bidder will be required to successfully complete all Company required training. All successful bidders shall hold the position on a probationary basis for a period of one hundred eighty (180) calendar days of active service in order to receive adequate instruction and coaching and to demonstrate their ability to perform the required work. Employees who fail to demonstrate sufficient ability during the probationary period will be returned to their previous location and duty assignment. Employees who have completed their probationary period and are demoted for just cause will be returned to an available system vacancy in their previous classification or the Company may offer the employee a position at their location in their previous classification and status (part-time or full-time) provided their seniority places them senior to the most junior employee in that location.

H. Temporary Vacancies

1. Temporary full-time vacancies (other than as set forth in Paragraph H.3 below) which the Company decides to fill will be awarded in the following order:
 - a. The senior qualified employee working part-time in the location who possesses full-time recall to the available group and classification;
 - b. The senior part-time employee in the location within the duty assignment where the vacancy exists;
 - c. The senior qualified part-time employee within the group, classification and location, but outside the duty assignment where the vacancy exists;

Tentative Agreement

- d. The senior qualified part-time Passenger Service employee in the location but outside of the group; and
 - e. Assignment of the junior qualified part-time employee in the group, classification and location.
- 2. Temporary part-time vacancies (other than as set forth in Paragraph H.4 below) which the Company decides to fill will be offered in seniority order to qualified employees who are on furlough and have recall to the group, classification and location in which the temporary vacancy exists and has an in-station bid on file. Failure to accept a temporary vacancy will not constitute a refusal of recall.
- 3. Temporary full-time LPGSR, CSC, PGSC, and ~~elite and escalation~~ specialty desks vacancies which the Company decides to fill will be offered as follows:
 - a. The senior qualified full-time employee within the duty assignment where the vacancy exists;
 - b. The senior qualified full-time employee in the group, classification and location but outside the duty assignment where the vacancy exists;
 - c. The senior qualified part-time employee within the duty assignment where the vacancy exists; and
 - d. The senior qualified part-time employee in the group, classification and location but outside the duty assignment where the vacancy exists.
- 4. Temporary part-time LPGSR, CSC, PGSC, and ~~elite and escalation~~ specialty desks vacancies which the Company decides to fill will be offered as follows:
 - a. The senior qualified part-time employee within the duty assignment where the vacancy exists;
 - b. The senior qualified part-time employee in the group, classification and location but outside the duty assignment where the vacancy exists;
 - c. The senior qualified full-time employee within the duty assignment where the vacancy exists; and
 - d. The senior qualified full-time employee in the group, classification and location but outside the duty assignment where the vacancy exists.
- 5. An employee's refusal of an offer of a temporary position pursuant to Paragraph H.1, shall not terminate their recall rights.
- 6. Employees filling temporary positions will:
 - a. be paid at the hourly rate corresponding to their pay longevity step;
 - b. be awarded the average overtime equalization of the duty assignment;

Tentative Agreement

- c. be compensated for ~~vacation and/or~~ sick leave used based on the number of hours scheduled to work;
 - d. be compensated for vacation used based on their permanent status;**
 - e. have no change to pre-existing health and insurance benefits; and
 - f. assume the open schedule line of work. Should a schedule rebid occur, the employee filling the temporary vacancy will bid after all permanent employees in the duty assignment. If there are two (2) or more employees working temporary positions, they will bid in seniority order after all permanent employees in the duty assignment.
7. In the event it is necessary to eliminate a temporary position, the junior employee within the duty assignment occupying a temporary position will be returned to their former status.
8. Temporary full-time positions may be covered with temporary upgrades for a duration not to exceed one hundred eighty (180) continuous days. By agreement of the Company and the Union, temporary full-time positions covered with temporary upgrades may be extended for a period not to exceed an additional one hundred eighty (180) days.
9. An individual employee may occupy a temporary position for a period not to exceed one hundred eighty (180) continuous days or a total of one hundred eighty (180) days in a calendar year.

I. Temporary Deployments

1. Temporary deployments which are expected to be thirty (30) or more consecutive days in duration will be filled on an equalized basis through a local job posting. **A posting shall include any specialized skills necessary for the deployment.** Where applicants are equally qualified, seniority will be the determining factor. These positions will be filled for a duration not to exceed twelve (12) consecutive months, but may be extended for a period not to exceed an additional six (6) months with mutual agreement of the Company and the Union.
2. For deployments less than thirty (30) consecutive days, the Company will offer temporary deployments on an equalized basis to qualified employees at that location who sign up on an availability list. **A qualification may include any specialized skills necessary for the deployment. Where applicants are equally qualified, seniority will be the determining factor.**
3. An employee temporarily deployed for thirty (30) or more days, but less than ninety (90) days will not be considered for another temporary deployment until they have completed thirty (30) days in their work location. Should the Company issue a local job posting for temporary deployment (to the same or different

Tentative Agreement

position) during the thirty (30) day period that the employee is not eligible and there are insufficient bids for the job posting, the Company may award the employee the temporary deployment.

4. An employee temporarily deployed for ninety (90) or more days may be deployed for up to twelve (12) months maximum duration (or eighteen (18) months with mutual agreement between the Company and the Union), and will not be considered for another temporary deployment until they have completed ninety (90) days in their work location. Should the Company issue a local job posting for temporary deployment (to the same or different position) during the ninety (90) day period that the employee is not eligible and there are insufficient bids for the job posting, the Company may award the employee the temporary deployment.
5. At least one (1) day prior to posting a local job posting for temporary deployment, the Company will provide a copy of the job posting to, as applicable, the CWA Local President or IBT Business Representative (via facsimile, email or in person). A job posting shall be posted for at least fourteen (14) days prior to its close.
6. For each station from which an employee is on a temporary deployment that is expected to exceed thirty (30) days in duration, the Company shall provide to, as applicable, the CWA Local President or IBT Business Representative (via facsimile, email or in person) a monthly report containing the name of employee(s) on deployment, the title of deployment position, the location of deployment and the date each deployment began and is expected to end.
7. Employees on temporary deployments in management positions will not have authority to administer discipline.

J. In-Station Transfer Bid File

1. Each covered location shall maintain a file for in-station transfer requests, which the Union may review upon request. Employees within the group, classification and location desiring transfer to a different duty assignment are required to submit transfer requests on the appropriate Company form. In-station transfer requests will remain valid through December 31st of the year in which they are submitted. Transfer requests will be accepted on or after December 20th to be valid the next calendar year.
2. Employees may submit as many in-station bids as they wish unless otherwise limited in this Agreement. Employees may also withdraw in-station transfer bids by written request to the appropriate Company official anytime prior to being awarded a transfer.

Tentative Agreement

3. An employee with a bid on file will be awarded and required to accept the position.
4. Employees awarded an in-station transfer must successfully complete all required formal training. Employees who fail to meet the minimum requirements of the training program or decide to withdraw during the training period will be assigned a position within their group, classification and location.
5. An employee awarded an in-station transfer is required to remain in the new position and/or duty assignment for a period of six (6) months, but is eligible for system transfers. All other in-station transfer requests will be discarded.

K. System Transfer Bid File

1. The appropriate Company department shall maintain a file for system transfer requests. Employees desiring transfer to Passenger Service positions in different locations are required to submit transfer requests on the appropriate Company form. System transfer requests will remain valid for a period of one (1) year from the date the request is received. By the fifteenth (15th) day of each month, the Company will email a list of all system transfers awarded in the prior month to the Director and Vice Director of the Association, or their respective designees.
2. Employees may submit as many system transfer bids as they wish unless otherwise limited in this Agreement. Employees may also withdraw system transfer bids by written request to the appropriate Company official anytime prior to being offered a transfer.
3. System transfer offers to other locations shall be communicated to the employee's manager (or designee). Employees will have until 5:00 p.m. Central Time on the second (2nd) business day following the system transfer offer to respond. Employees may file a proxy on the designated Company form with their manager (or designee). The proxy will give the manager (or designee) the authority to accept or refuse the transfer offer on the employee's behalf in the event the transfer offer is made and the employee cannot be contacted within the time frame described above. In the event the employee cannot be contacted and does not have a proxy on file, the employee will be bypassed and will be considered to have refused the transfer offer.
4. Employees refusing a system transfer offer will have all other transfer requests on file discarded and will not be considered for any system transfer request for a period of six (6) months. The six (6) month restriction will be lifted prior to considering applicants from outside Passenger Service.
5. Employees awarded system transfers to other locations will be scheduled to report for work at the new location ~~immediately, but~~ no later than fourteen (14) calendar days after notification of the award as determined by the Company. The

Tentative Agreement

Company, at its discretion, may extend the time to report. Reasonable unpaid time off up to three (3) days for relocation purposes may be requested by the employee and will be granted for relocations within 1,000 linear miles. Unpaid time off up to five (5) days for relocation purposes may be requested by the employee and will be granted for relocations over 1,000 linear miles where appropriate. Such employees will pay all moving and settlement expenses.

6. Employees awarded system transfers are required to remain in the new classification and location for a period of one (1) year. All other transfer requests on file will be discarded. The Company will approve transfer requests on a case-by-case basis from employees who have not completed the minimum stay of one (1) year, who meet the following criteria:
 - a. Completion of at least six (6) months in the new position; and
 - b. The hiring location is recruiting/hiring outside Passenger Service.
7. System transfers will be awarded as follows:
 - a. The senior ~~part-time or full-time~~ employee in the group and classification ~~and location where the vacancy exists~~ who has a system transfer bid on file to the available position;
 - b. The senior qualified ~~full-time or part-time~~ employee within the group who has a transfer request on file to the position/location;

The term "within the group" refers to employees who are actively working in the respective group (Customer Service, Customer Assistance, Premium Customer Services, or Reservations) or those employees who are on furlough from the group from which they were most recently employed and have not accepted a transfer to a different group. If a furloughed or displaced employee accepts a transfer award to a different group in Passenger Service or accepts a position outside Passenger Service, they will no longer be considered as being "within the group" from which they were furloughed/displaced, and will only be considered for a system vacancy according to Paragraphs K.7.c and K.7.d below.

- c. The senior qualified ~~full-time or part-time~~ employee outside of the group but within Passenger Service with a transfer request on file to the position/location; and
 - d. Applicants from outside Passenger Service.
8. Employees awarded a system transfer must successfully complete all required training.
 - a. Employees awarded a transfer within the same group who fail to meet the minimum requirements of the training program or decide to withdraw

Tentative Agreement

during the training period, will be returned to their former group, classification and location.

- b. **Employees awarded a transfer between groups but within Passenger Service who fail to meet the minimum requirements of the training program or decide to withdraw during the training period will be permitted to return to their former group, classification and location provided a vacancy exists. When no vacancy exists in their former location, such employees will be permitted to submit system transfers for any position for which they are qualified. In the event the employee is unable to successfully transfer under these provisions, they will be placed on furlough status from their former position and will not be entitled to furlough allowance.**

L. Employees who are on the final level of the attendance control or progressive discipline programs will be ineligible for system transfers.

M. Employees transferring through the in-station or system transfer bid procedures will assume the available shifts/days off in the new location, position and/or duty assignment until the next schedule bid, and will be required to rebid awarded vacation.

N. Employees on a leave of absence will be offered a transfer if they are able to return to work within fourteen (14) calendar days of the transfer offer. The Company, at its discretion, may extend the time to report.

O. Probationary employees are ineligible for an in-station or system transfer ~~except that a probationary employee will receive consideration before a new hire employee.~~ If a probationary employee transfers outside their current location, the probationary period shall start over.

P. Employees who do not successfully complete training will be prohibited from transferring to any vacancy requiring the same training curriculum for a period of one (1) year following the employee's return date.

Q. New hire employees who are hired to fill a position that requires a language skill and qualify for a language premium, or who transfer into such a position, must remain in the position for a period of twenty-four (24) months.

R. The time an employee must remain in their position or is restricted due to a refusal of a system transfer offer as detailed in this Article may be waived by written mutual agreement between the Company's Managing Director of Labor Relations or their Designee and the Association's Chair or Co-Chair.

Tentative Agreement

Tentative Agreement

For the Company:

For the Union:



Lynn Vaughn
Managing Director of Labor



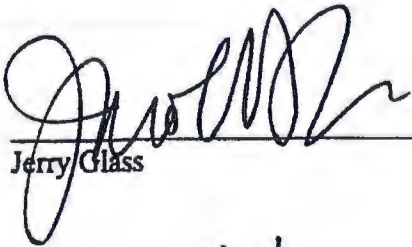
Marge Krueger
Co-Chair, CWA-IBT Association

12/18/23

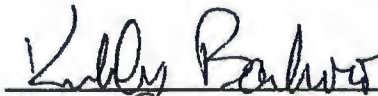
Date

12/18/23

Date



Jerry Glass



Kimberly Barboro
Co-Chair, CWA-IBT Association

12/11/23

Date

12/11/23

Date

Article 10 – Temporary Employees

A. In order to meet operational requirements, the Company may periodically hire temporary employees to perform a single task or meet a seasonal/peak requirement. The employment of a temporary employee shall not, except by mutual agreement of the Company and the Union, exceed one hundred eighty (180) days at one continuous time, or a total of one hundred eighty (180) days in a calendar year. Temporary employees who complete one hundred eighty (180) consecutive days must have a separation of at least thirty (30) days before they can fill another temporary position. In the event temporary employment exceeds one hundred eighty (180) days, it does not constitute an offer of regular full-time employment. Temporary employees shall be subject to the provisions of Article 33, *Union Security and Maintenance of Membership*, of this Agreement.

B. Temporary employees are:

1. paid the beginning hourly/salary rate for the position which they were hired to fill unless the Company determines a higher hourly/salary rate is appropriate; provided, however, that such hourly/salary rate shall not be greater than that of any other employee in the same classification currently employed at that location;
2. entitled to overtime after all voluntary overtime has been exhausted by employees on the seniority roster at the location;
3. not entitled to any seniority accrual; and
4. not entitled to benefits unless the Company determines benefits are required to be provided to comply with applicable law.

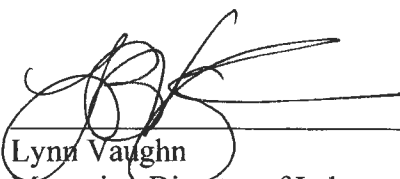
C. Before hiring temporary employees, the Company and the Union will meet to discuss the anticipated number of employees, duration and job(s) to be filled within the duty assignment and identify work areas.

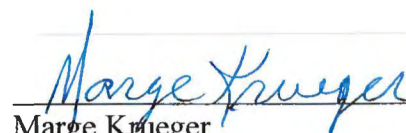
D. If the Company utilizes temporary employees in any work area, no permanent employees will be displaced from the work area.

Tentative Agreement

For the Company:

For the Union:


Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

11/2/22

Date

Jerry Glass

Jerry Glass

11/2/22

Date

11/2/22

Date

Kimberly Barboro
Co-Chair, CWA-IBT Association

Kimberly Barboro

11-2-22

Date

Article 11 – Seasonal Employee Transfer

A. Seasonal employees may be utilized in locations where there are seasonal adjustments to the flight schedule or seasonal increases in passenger loads which require additional personnel for a predetermined period of time. The availability of seasonal transfers does not preclude the hiring of temporary employees to fill short term personnel needs. Seasonal transfers will be awarded for a minimum of ninety (90) days and a maximum of one hundred eighty (180) days.

B. Vacancies available for seasonal transfers will be posted through the Company's employee website. Seasonal transfer requests will be accepted only after a seasonal vacancy has been posted and transfer requests will be valid for the specific posting only. Employees must meet the minimum requirements listed in the posting in order to be considered for a transfer.

C. Seasonal transfers from active employees will be considered only if the employee's current location can operate without the covered employee based on needs of service as determined by the Company.

D. Full-time Seasonal Vacancies

Full-time seasonal vacancies will be offered in seniority order as follows:

1. Employees with full-time recall to the location and classification where the seasonal vacancy exists.
2. Qualified active or furloughed full-time employees within the classification.
3. Qualified active or furloughed part-time employees within the classification.

E. Part-time Seasonal Vacancies

Part-time seasonal vacancies will be offered in seniority order as follows:

1. Employees with part-time recall to the location and classification where the seasonal vacancy exists.
2. Qualified active or furloughed full-time and part-time employees within the classification.

F. Seasonal Transfer Awards

Employees awarded a seasonal position:

1. Must report to the seasonal location within two (2) weeks of notification.
2. Will be responsible to pay for any relocation and/or lodging expenses resulting from the transfer. Employees will be granted three (3) days of leave for time needed for travel and other arrangements necessary for relocation to the seasonal location and three (3) days of leave for return from the seasonal location at the conclusion of the seasonal assignment. Such leave will be granted as voluntary time off (unpaid) or vacation. Employees shall be granted positive space for travel to the seasonal location and to return at the conclusion of the seasonal assignment.

- 1 3. Will maintain current benefits regardless of the seasonal position accepted.
2 Should the vacancy be filled by a furloughed employee they shall be eligible for
3 benefits applicable to the seasonal vacancy accepted.
- 4 4. Will bid work schedules at the seasonal location after all permanent employees in
5 the duty assignment have bid their schedules.
- 6 5. Must remain in the seasonal position for the duration of the seasonal requirement,
7 unless they are awarded a permanent transfer and their new location cannot
8 operate without covering their shift with overtime.
- 9 6. Must return to the previous location/position or status at the expiration of the
10 seasonal assignment. Employees transferring from furlough will be returned to
11 furlough status, unless otherwise recalled, and any unused severance and benefits
12 remaining from their original furlough will resume. Employees transferring from
13 furlough will accrue seniority for all purposes while on seasonal assignment and
14 recall rights will be extended for the period of time spent on seasonal assignment
15 based upon the original date of furlough.
- 16 7. Must bid vacation at the permanent location (however, if practical, employees
17 may be granted vacation at the seasonal location).
- 18 8. Do not receive priority for a permanent position at the seasonal location.
- 19 G. "Qualified" as used in this Article shall mean an employee who is trained and possesses
20 current knowledge that enables the employee to perform all job functions of a duty
21 assignment.

Article 12 Reductions in Force

- A. Reductions in force will be based on Passenger Service Seniority within the affected employees' group. Notice of staffing reductions will be given to the Association and to affected employees at least thirty (30) calendar days prior to the effective date or ten (10) days pay to affected employees in lieu thereof. Should the reduction trigger the requirements of a WARN notice, company email addresses and mailing addresses of affected employees, on file with the Company, shall be given to the Association, along with copies of the WARN notices. The company's agreement to furnish such information is not intended and does not in any way change/modify the parties' respective obligations under federal or state WARN laws. However, such notice requirements may be waived as a result of a circumstance over which the Company does not have control. The term "circumstance over which the Company does not have control" includes, without limitation: an act of terrorism; a natural disaster; a national emergency; an act of God; war emergency; reduction in flying operations because of suppliers being unable to provide sufficient critical materials for the Company's operations; revocation of the Company's operating certificate; a grounding of Company aircraft; labor dispute; or any strike or picketing.

At the time the Company provides displacement packets to affected employees, the Company will provide to the Association Director and the Association Vice-Director, or their designees, a copy of a displacement packet for each affected group. The displacement packet will include, but not be limited to, a listing of all available vacancies systemwide, which shall include probationary positions in effect at the time of displacement and positions offered to prospective employees.

B. System Displacements:

1. As part of the system displacement process resulting from a reduction in force, the Company will offer voluntary furlough requests as provided for in Article 13 of this Agreement.
2. Full-time employees: Displaced full-time employees who have completed their probationary periods will:
 - a. be permitted to bid, in seniority order, available full-time or part-time vacancies within the group provided they are qualified for such vacancy at the time of the announced reduction, including vacancies that would be made available by employees who are awarded voluntary furlough, and including positions held by employees who have not completed their probationary periods or positions offered to prospective employees; or
 - b. if there are insufficient full-time vacancies within their group, be permitted, to displace, in seniority order, the most junior full-time employees in their group in the system provided they are qualified for such position at the time of the announced reduction; or
 - c. be permitted to bid, in seniority order, available part-time vacancies within their group at their location provided they are qualified for such position at the time of the announced reduction; or

Tentative Agreement

- d. if there are insufficient part-time vacancies within their group at their location, be permitted to displace the most junior part-time employee within their group at their location provided they have more seniority than the part-time employee and are qualified for such position at the time of the announced reduction; or
- e. accept furlough.
- f. JFK and LGA shall be deemed as co-terminals and will use a combined seniority list for furlough purposes.

Example: Due to a BDL local reduction, a full-time CSA is displaced. The CSA lists on their "Displacement Bid Form", in priority order, those locations to which they are willing to displace: (1) MCO, (2) TPA, (3) CLT, (4) BDL part-time, and (5) PHL. If MCO, TPA, and CLT are not available as full-time at the time their displacement notice is processed (due to the junior employee in the system not being in those locations), then the CSA would be awarded BDL part-time, provided they possessed sufficient seniority. Finally, if the CSA did not have sufficient seniority to hold a part-time position in BDL, they would be awarded PHL full-time (if that were where the junior employee in the system at the time of their displacement existed) or be awarded furlough, if PHL was not available.

- 3. Part-time employees: Displaced part-time employees who have completed their probationary periods will:
 - a. be permitted to bid, in seniority order, for available part-time vacancies in their group for which they are qualified at the time of the announced reduction, including required part-time vacancies that would be made available by employees who are awarded voluntary furlough, and including positions held by part-time employees who have not completed their probationary periods or positions offered to prospective employees; or
 - b. if there are insufficient part-time vacancies within their group, be permitted, to displace, in seniority order, the most junior part-time employees in their group in the system provided they are qualified for such position at the time of the announced reduction; or
 - c. accept furlough.
- d. JFK and LGA shall be deemed as co-terminals and will use a combined seniority list for furlough purposes.
- 4. Furloughed and displaced employees are immediately eligible to submit bids for any system or in-station vacancy except that:
 - a. displaced employees who are awarded positions at other locations and who refuse the award will be placed on furlough and will not be eligible for furlough allowance. Such employees will not be offered a system transfer request to any location for a period of one (1) year from the date

Tentative Agreement

of furlough. (The Company will lift this one (1) year restriction when filling a vacancy when there are no other Passenger Service bids on file for that location);

- b. furloughed employees will be prohibited from submitting system transfers for a period of six (6) months from the effective date of their furlough to any location where available vacancies were offered, but where the employee failed to bid during the displacement process. These employees are eligible to submit bids for system transfers for all other locations; and
 - c. affected employees who have been on an unpaid leave status for more than one (1) year at the time of the displacement will remain on their leave status and will not participate in the system displacement. If these employees do not have sufficient seniority to hold their previous position when they are able to return to work, they will then be afforded the system displacement options outlined in this Article.
- 5. Employees may list a displacement bid for any location where there are employees in their group.
 - 6. In the event that a system displacement results in a CSC, LPCSR or PCSC vacancy or results in a vacancy that requires special skills (e.g., foreign language qualification), the vacancy will: first be offered in seniority order to employees in the location, group, and status who are qualified for such position at the time of the announced reduction; and if no qualified employee accepts the position, the displacement of the senior-most affected CSC, LPCSR or PCSC or other special skills employee will be rescinded.

C. Location Workforce Realignment:

After the system displacement process described above in Paragraph B, if a reduction in force results in a need for a realignment of the existing work force between duty assignments, the following will apply:

- 1. the Company will process in-station transfer requests on file for identified vacancies;
- 2. where there are insufficient in-station transfer requests on file, the Company will solicit volunteers from the affected duty assignment for five (5) days; if there are more volunteers for transfer than identified vacancies after the conclusion of the five (5) day solicitation period, transfers shall be granted in seniority order; and
- 3. where there are insufficient volunteers, affected employees will be permitted to bid, in seniority order, for available duty assignments within their location and status.
- 4. Employees will only be eligible for transfer to positions in the same status and classification.

- D. Reference to “probationary period” in this Article shall be probation as defined in Article 22 of this Agreement.

Tentative Agreement

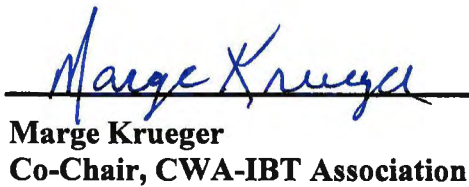
- E. Full-time employees affected by a reduction in force who displace to a full-time position in a different geographic location will be provided a paid move in accordance with the guidelines attached to this Article. Employees affected by a reduction in force who displace to a part-time position in a different geographic location will not receive any relocation benefits except for one (1) one way positive space pass for travel by the employee, and if any, the employee's spouse, domestic partner and dependent children, to the new location to be used within sixty (60) days of their report date.
- F. For the purposes of this Article, an employee shall be deemed "qualified" for a position when, in addition to any other qualifications required by this Agreement, they have, prior to the notice of a reduction in force, achieved a passing score in any interview provided for in this Agreement.

Tentative Agreement

For the Company:

For the Association


Lynn Vaughn
Managing Director of Labor

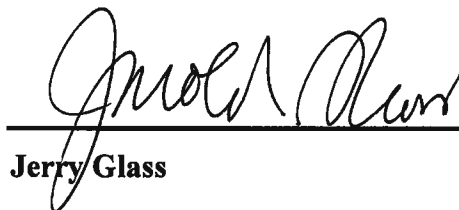

Marge Krueger
Co-Chair, CWA-IBT Association

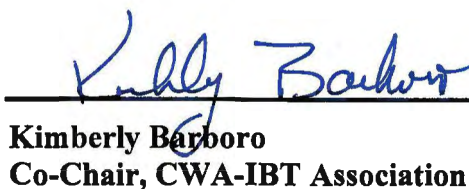
3/8/23

Date

3/8/23

Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

3/8/23

Date

3-8-23

Date

Tentative Agreement

Article 13 – Voluntary Furlough

Employees awarded voluntary furloughs will be subject to the provisions of Articles 8, 12 and 14 of this Agreement, except where otherwise provided for in this Article.

A. Eligibility

1. Full-time and part-time employees are eligible to apply for voluntary furloughs when there are employees currently possessing recall rights to the group and location. Additionally, prior to a system displacement, the Company will solicit voluntary furlough requests from employees in affected groups at:
 - a. affected locations; and
 - b. all reservations centers and home based work areas if the system displacement affects the Reservations Group; or
 - c. those stations that have two hundred (200) or more mainline weekly scheduled jet departures on the effective date of the displacements if the system displacement affects airport groups.
2. Employees on leaves of absence due to injury or illness (on or off the job) must provide documentation from a physician that they are physically able to return to active duty prior to requesting a voluntary furlough. Employees on other leaves of absence may not request voluntary furlough until they have provided a return to work date.
3. CSCs, PCSCs and LPCSRs requesting voluntary furloughs will be furloughed as full-time or part-time CSCs, PCSCs, and LPCSRs, as applicable. Such employees will have recall to their former location and group.

B. Requests

Written requests for voluntary furloughs must be submitted to the employee's manager on the appropriate Company form within established Company time frames. Voluntary furloughs awarded by the Company will be awarded in seniority order within the location. An employee requesting voluntary furlough will be advised by the Company that the possibility of recall to their position depends on the availability of an open position, their relative seniority and the duration of their recall rights.

C. Conditions

Employees awarded a voluntary furlough will:

1. be placed on furlough and will retain recall rights for a period of five (5) years to the specific group and location from which they were furloughed;
2. accrue Date of Hire and Passenger Service Seniority for a period of five (5) years from the effective date of furlough;
3. accrue Pay Date Seniority for a period of ninety (90) days from the effective date of furlough;
4. be advised by the Company that the employee may be eligible for unemployment benefits while on voluntary furlough, as determined by the employee's local unemployment agency;

Tentative Agreement

5. be eligible for system transfers. Employees who are awarded system transfers to other locations will relinquish recall to the former group and location from which they took voluntary furlough;
6. be eligible to bid on other Company positions. Employees on a voluntary furlough who are awarded another Company position will relinquish recall rights to their former group and location;
7. not be entitled to any furlough allowance;
8. not be eligible to submit a request for a voluntary furlough for a period of twelve (12) months from the effective date of return to work from a previous voluntary furlough status;
9. receive payment for or have applicable deduction for vacation;
10. continue to be responsible for the employee's portion of applicable medical/dental and life insurance premiums for a period of ninety (90) days. The Company will continue to pay the Company's portion of the cost of the applicable medical/dental and life insurance for a period of ninety (90) days; and
11. receive on-line travel benefits for a period of twenty-four (24) months following the effective date of furlough in accordance with Company policy.

D. Recall

1. Employees on voluntary furloughs will be placed at the bottom of the appropriate recall list for the location. Employees may have their rightful position on the recall list reinstated (on the basis of applicable seniority) upon written notification to the Company on the appropriate Company form at least one (1) month prior to the requested effective date of reinstatement. When their rightful position on the recall list is reinstated, employees will be eligible for recall in the same manner as other employees displaced from the group and location.
2. Employees may be recalled from a voluntary furlough, if the needs of the Company dictate, in inverse order of seniority. Employees who refuse recall from voluntary furlough will be deemed to have resigned from the Company and have their name removed from the seniority roster.
3. Employees accepting recall to another location will relinquish recall rights to the location from which they took voluntary furlough.


- E. Employees who are awarded a voluntary furlough and who qualify to retire from the Company during their voluntary furlough, may retire from voluntary furlough status, provided that recall rights have not expired.

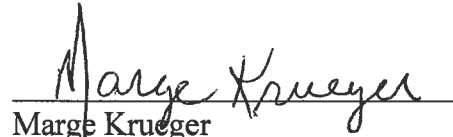
Tentative Agreement

Tentative Agreement

For the Company:


For the Union:

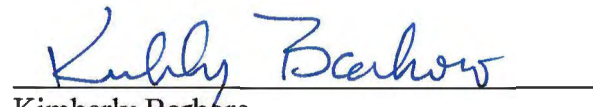

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

06-21-23
Date

6/21/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

6-21-23
Date

6-21-23
Date

TENTATIVE AGREEMENT

ARTICLE 14 - Recall

- A. Recall rights to a specific location and group are extended to qualified employees furloughed or displaced from the location. Recall of furloughed and displaced employees shall be in seniority order.
- B. Employees furloughed/displaced from a location that is closing will be given the option of selecting a new location for recall within the same group. The new location is chosen at the time the location closes. The chosen location may only be changed in the event of its closure. These employees shall also maintain recall to their original closed location and group. An employee offered recall to an original, closed location which reopens, will have the option of accepting that recall offer or forfeiting recall to that location and maintaining recall to the previously selected recall location.
- C. Furloughed and displaced employees offered recall will have until 5:00 PM local time at their recall location the third calendar day following the receipt of the offer in which to accept recall. Recall offers will be made in the following manner and order: (1) by personal telephonic conversation; or (2) if an attempt to make telephonic contact is not successful, by certified U.S. Mail or express delivery service. Employees who accept recall shall be required to report for duty within fifteen (15) days following receipt of the offer of recall, unless mutually agreed to otherwise by the employee and Company. Employees who are recalled from furlough may apply for any leave for which they qualify. For purposes of this paragraph "receipt of the offer" shall mean the earlier of (i) the personal telephonic conversation if the Company reaches the employees by telephone; (ii) the actual receipt of the letter by certified U.S. Mail or express delivery service; or (iii) the first attempt at delivery of the letter by certified U.S. Mail or express delivery service.
- D. Furloughed employees shall maintain recall to the location from which they were furloughed for a period of ten (10) years from the date of their furlough provided they have not refused recall. In order to maintain these rights, furloughed and displaced employees will be responsible for providing and maintaining with the Company their current address, telephone number and e-mail address.
- E. Displaced employees who maintain active employment within Passenger Service will maintain recall rights indefinitely, providing they have not refused recall. Employees displaced/furloughed after the effective date of this Agreement, who become employed within the Company but outside Passenger Service, and who have not refused a recall offer, will maintain recall rights for a period of up to five (5) years from the date of their original displacement/furlough.

Displaced employees who terminate from any position within the Company will forfeit their recall rights and have their names removed from the seniority roster.
- F. Furloughed and displaced full-time employees shall have recall rights to both full-time and part-time positions in their recall group in the location from which they were displaced.
 - 1. Furloughed and displaced full-time employees who refuse part-time recall shall forfeit any further part-time recall, but shall not forfeit full-time recall.
 - 2. Displaced full-time employees who refuse full-time recall to the location from which they were displaced will forfeit all recall rights to that location.

TENTATIVE AGREEMENT

3. Furloughed full-time employees who refuse full-time recall to the location from which they were displaced or whose recall rights have expired shall be deemed to have resigned their positions from the Company and shall have their names removed from the seniority roster.
4. Displaced part-time employees who refuse part-time recall to the location from which they were displaced shall forfeit any further recall to that location.
5. Furloughed part-time employees who refuse part-time recall to the location from which they were displaced or whose recall rights have expired, shall be deemed to have resigned their positions from the Company and shall have their names removed from the seniority roster.
6. A CSA qualified for CSC at time of recall may turn down recall to CSC but maintain recall to their original position. A CSC may turn down recall to a CSA position but maintain recall to their original position.

Recall periods will be extended when furloughed employees accept temporary or seasonal vacancies under the applicable seasonal or temporary vacancy provisions in Articles 10 and 11 of this Agreement. Furlough allowance payments due, if any, will be suspended for the duration of the seasonal or temporary employment and resumed when the employee leaves seasonal or temporary employee.

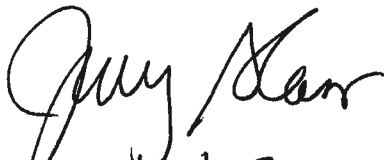
Tentative Agreement

For the Company:

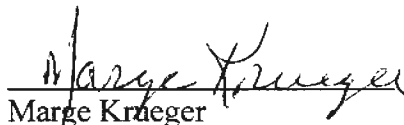

Lynn Vaughn
Managing Director of Labor

10/18/23

Date

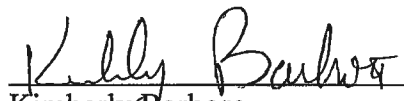

10/18/23

For the Union:


Marge Krueger
Co-Chair, CWA-IBT Association

10/18/23

Date


Kimberly Barboro
Co-Chair, CWA-IBT Association

10-18-23

Date

TENTATIVE AGREEMENT

Article 15 – Furlough Benefits

A. Furlough Allowance

1. Furlough allowance is paid to employees who are furloughed as a result of a reduction in force and for no other reason. The Company shall not be liable for furlough allowance where reductions in force are the result of a circumstance over which the Company does not have control. The term “circumstance over which the Company does not have control” includes, without limitation: an act of God; an act of terrorism; a natural disaster; a national emergency; war emergency; reduction in flying operations because of suppliers being unable to provide sufficient critical materials for the Company’s operations; revocation of the Company’s operating certificate; a grounding of Company aircraft; labor dispute; or any strike or picketing.
2. Full-time employees who have completed one (1) or more years of service, based on Passenger Service Seniority, on the date furloughed will receive furlough allowance according to the following schedule:

If the employee has completed:	Furlough Allowance:
1 year of service	1 week
2 years of service	2 weeks
3 years of service	3 weeks
4 years of service	4 weeks
5 years of service	5 weeks
6 years of service	6 weeks
7 years of service	7 weeks
8 years of service	8 weeks
9 years of service	9 weeks
10 years of service	10 weeks
11 years of service	12 weeks
12 years of service	13 weeks
13 years of service	14 weeks
14 years of service	15 weeks
15 years of service	17 weeks

A week of furlough allowance is computed on the basis of the employee's base straight time hourly rate at the time of furlough, multiplied by forty (40) hours. Full-time employees displaced to part-time who are furloughed within six (6) months of the displacement will be provided severance at a full-time rate.

TENTATIVE AGREEMENT

3. Part-time employees who have completed one (1) or more years of service, based on Passenger Service Seniority, on the date furloughed will receive furlough allowance at the rate of one (1) week's pay for each completed year of service, up to a maximum of ten (10) weeks. A week of furlough allowance is computed on the basis of the employee's straight time hourly rate, multiplied by the average number of regularly scheduled work hours per week in the employee's current awarded bid, excluding overtime hours, extra hours and shift swap hours on or off.

4. Furlough allowance is paid in successive pay periods immediately following the effective date of the furlough until the employee has returned to work or the entitlement is exhausted, whichever occurs first.

B. Furloughed employees will receive a lump sum payment for accrued, unused vacation and compensatory time. This payment will be made at the later of the employee's final paycheck or the employee's final furlough allowance payment. Vacation days taken in advance of accrual will be deducted from the employee's final paycheck. Sick leave bank days are not paid but are retained during furlough.

C. Medical/Dental and Life Insurance Benefits

1. Full-time employees: the Company will continue to pay the Company's portion of the cost of applicable medical/dental and life insurance for a period of time equal to the sum of: (1) duration of the furlough allowance, if any, and (2) ninety (90) days.

2. Part-time employees: the Company will continue to pay the Company's portion of the cost of applicable medical/dental and life insurance for a period of time equal to the duration of the furlough allowance, if any.

3. Furloughed employees are responsible to continue payment of the employee's portion of the cost of applicable medical/dental and life insurance during the extension periods as described in Paragraphs C.1 and C.2 above.

D. Furloughed employees shall receive on-line travel benefits for three (3) years following the effective date of furlough in accordance with Company policy; provided, however, that if the Company asserts that the reduction in force is a result of a circumstance over which the Company does not have control pursuant to Paragraph A.1 above, furloughed employees shall receive on-line travel benefits for five (5) years following the effective date of furlough in accordance with Company policy.

E. Furloughed employees who have been returned to work and are again furloughed within a one (1) year period will receive any unused furlough and benefits allowance remaining from the previous furlough.

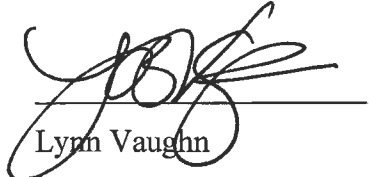
F. An employee who has returned to the service of the Company and who has completed one (1) year of active service after such return and who is again furloughed, will receive furlough benefits as described in this Article.

Employees who are furloughed and who qualify to retire from the Company during their furlough, may retire from furlough status, provided recall rights have not expired.

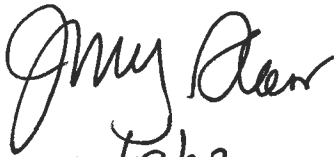
TENTATIVE AGREEMENT

Tentative Agreement

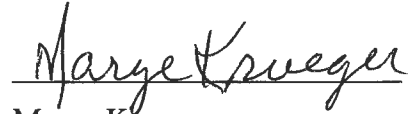
For the Company:


Lynn Vaughn
Managing Director of Labor

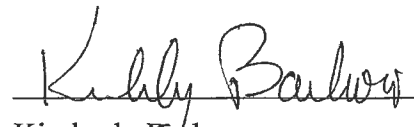
10/18/23
Date


10/18/23

For the Union:


Marge Krueger
Co-Chair, CWA-IBT Association

10 / 18 / 23
Date


Kimberly Barboro
Co-Chair, CWA-IBT Association

10-18-23
Date

Tentative Agreement

Article 16 – Medical Examinations

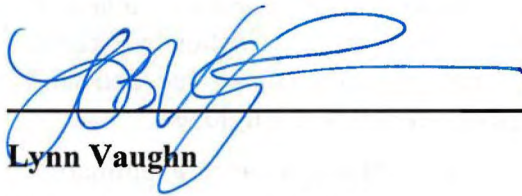
- A. Employees may be required to submit to a Company paid medical examination at the time of employment and at such time as a Company official determines that an employee's physical or mental condition may impair the performance of the employee's duties or poses a safety hazard to the employee, other employees or customers. The Company official will document the observations that lead to the requirement for a medical examination. The employee, upon request, shall be furnished a copy of the Company's medical examiner's report and a copy of the observations that led to the requirement for the medical examination.
- B. Any information obtained by or as a result of a Company's medical examination and information received by the Company from the employee's medical examiner and/or a neutral medical examiner, shall be strictly confidential between the Company officials directly involved in the case, its insurance carriers, the Company's doctor, and the employee, and shall not be divulged to any other person without the written permission of the employee.
- C. Any employee who is removed from service as a result of a Company medical examination may appeal their case as follows:
 - 1. The employee must, within fourteen (14) days of removal from service, employ a qualified medical examiner, of their own choosing and at their own expense, for the purpose of conducting a physical/mental examination covering the problem(s) and/or condition(s) addressed by the Company's medical examiner.
 - 2. A copy of the findings of the medical examiner chosen by the employee shall be furnished to the Company, and in the event that such findings verify the findings of the medical examiner employed by the Company, no further review of the case shall be afforded.
 - 3. In the event that the findings of the medical examiner chosen by the employee disagree with the findings of the medical examiner employed by the Company, the Company will, at the written request of the employee, ask that the two (2) medical examiners agree upon and appoint a third qualified and neutral medical examiner, preferably a specialist, for the purpose of making a further medical examination of the employee to determine their fitness for duty.
 - 4. The said neutral medical examiner shall then make a further examination of the employee in question, and the case shall be settled on the basis of such findings. Copies of such medical examiner's report shall be furnished to the Company and to the employee.
 - 5. The expense of employing a neutral medical examiner shall be borne by the Company.
- D. If, under the provisions of this Article, an employee's removal from service is ultimately found to be unwarranted, they will be paid retroactively for time lost in the amount that they would have earned in their regularly scheduled work shifts, except to the extent they have unreasonably delayed the medical examination process, and the employee will be reimbursed for their expense of employing a neutral medical examiner.
- E. The drug/alcohol program and testing shall be in accordance with Company policy. The first confirmed positive drug/alcohol test will not automatically result in termination.

Tentative Agreement

F. Nothing in this Article shall prevent an employee from exercising their rights under the grievance procedures of this Agreement.

Tentative Agreement

For the Company:

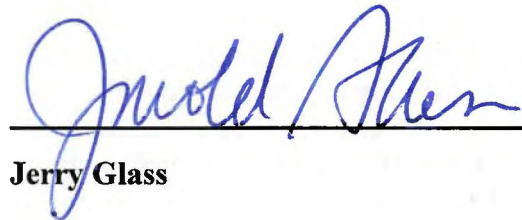


Lynn Vaughn

Managing Director of Labor

7-19-23

Date

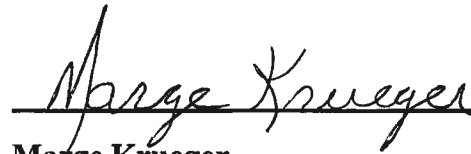


Jerry Glass

7/19/23

Date

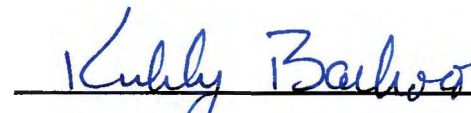
For the Union:


Marge Krueger

Co-Chair, CWA-IBT Association

7/19/23

Date


Kimberly Barboro

Co-Chair, CWA-IBT Association

7-19-23

Date

Article 17 Leaves of Absence

A. Employees will be eligible for leaves of absences described in this Article. Such leaves will be administered in accordance with Company policy. The terms and conditions of the leave must be described in writing and provided to the employee at the onset of the leave.

B. Family Medical Leave: Employees will be eligible for leave from work pursuant to the terms of the Family Medical Leave Act (FMLA) of 1993, as amended. When approved FMLA leave is taken for an employee's own qualifying serious health condition, the employee must exhaust all sick time, after which the employee may elect either to use any earned vacation time or be placed on unpaid status. When approved FMLA leave is taken for any other reason provided for under FMLA, the employee must exhaust all earned vacation time, but cannot use sick time unless required by state law.

C. Medical Leave: An employee unable to work due to personal illness or injury, physical disability or pregnancy may apply for a medical leave of absence, using the Company-specified form. The Company may require such leave to run concurrently with FMLA leave if such leave otherwise qualifies as FMLA leave. Such application must be accompanied by a written verification confirming the employee's inability to perform their job duties and the length of time the employee will be out of work. Such written verification must be provided by a health care provider qualified to treat the medical condition necessitating the leave.

Approved leaves will be for a period of not more than ninety (90) days. Extensions in ninety (90) day increments will be granted when accompanied by the required documentation, including a written verification provided by a health care provider qualified to treat the medical condition necessitating the leave confirming the employee's continued inability to perform their job duties and the length of additional time the employee will be out of work. Any employee who remains on leave status in excess of five (5) years shall be deemed to have resigned their position and shall be removed from the seniority roster. This, however, shall not be automatic. Instead, the Company, upon request from the employee prior to the expiration of the five (5) year term, shall consider whether an additional period of leave of a specific duration may be reasonable.

D. Personal Leave: A request for a personal leave of absence shall be considered on its merits and balanced against the needs of the service. The Company may require such leave to run concurrently with FMLA leave if such leave otherwise qualifies as FMLA leave. Application for such leave will be made on the Company specified form. Such leave of absence, if granted, will be for a period of not more than ninety (90) days. Subject to the same criteria, the employee may be eligible for one (1) ninety (90) day extension.

E. Adoption/Maternity/Paternity Leave: Upon request and when accompanied by the required documentation substantiating the need for such leave, an employee will be granted an unpaid adoption/maternity/paternity leave of absence of up to eight (8) weeks, and for any additional period that may be required by local adoption laws. Adoption leave will commence on the date the employee takes custody of the child or the date the child is placed in the employee's home.

Tentative Agreement

including the family members for whom bereavement leave is available, shall be pursuant to Company policy.

I. Long Term Union Leave: Employees accepting full-time employment with the Union shall, during such employment, be granted an indefinite leave of absence by the Company. There shall not be more than twenty-four (24) employees on Long Term Union leave at any one time. Employees granted unpaid leaves under these provisions will:

1. Continue to accrue Date of Hire, Passenger Service and Pay Date seniority.
2. Be eligible to continue all employee health and insurance benefits by reimbursing the Company for the Company's costs and administrative fees for those benefits. Such employees will not accrue vacation, sick leave or holiday vacation, but will have such leave balances frozen as of the first day of Long Term Union leave.
3. Be awarded a position in their previous location within the group and classification upon return from Long Term Union leave.
4. Employees on such leave shall receive on-line non-revenue travel benefits and interline travel benefits consistent with other airline (OA) travel policies for personal use only.

J. The Association may designate up to eleven (11) employees on Long Term Union leave for whom the Company will pay the employee's pay and benefits. The Association will be responsible for the employee's pay and benefits, and the Company will bill the Association for the employee's salary plus an eight percent (8%) override for tax and benefit related expenses. The Company shall deliver such bill to the applicable Association Co-Chair. Failure of the Association to reimburse the Company for the billed charge will result in termination of the payment arrangement.

K. Short Term Union Leave (thirty (30) days or less): Unpaid leaves for short durations are subject to Company approval and will be granted based on the needs of the service. Requests for Short Term Union leave by the Union, must be submitted in writing to the Director of Labor Relations, or their designee a minimum of seven (7) days prior to the effective leave date and must include the absence dates and the reason for the leave. If any employee must use a swap to attend a Union event or meeting, the swap will not count towards the quarterly allotment in Article 5, Paragraph P.11 of this Agreement provided written notice is submitted to local management on the day the shift trade is submitted for approval. For purposes of qualifying hours in order to be eligible for FMLA leave and vacation, sick leave and holiday vacation accruals, Short Term Union leave shall count as hours worked based upon normal scheduled hours replaced by the leave.

L. An employee on any leave of absence who engages in other employment (other than that described in Paragraphs G, I and J of this Article) and/or uses the time of a leave for purposes other than that for which it was granted without specific written consent from the Company or

Tentative Agreement

Maternity/paternity leave will commence on the day the infant is born. The Company may require adoption/maternity/paternity leave to run concurrently with FMLA leave (if such leave otherwise qualifies as FMLA leave), and/or paid Sick leave and/or unpaid absence. If the employee has exhausted or exhausts FMLA leave and/or Sick leave time prior to or during this eight (8) week period, the Company will grant adoption/maternity/paternity leave of up to, but no more than, eight (8) total weeks from the birth or adoption of the child, unless an additional period is required by local adoption laws.

F. Jury Duty: Employees will be granted time away from work for jury duty when such event is documented by submission of a court notice. The employee will receive the difference between their regular pay and the actual payment received for jury duty (excluding expense reimbursement). Employees must provide proof of jury duty service and verification of the amount of payment received to the Company payroll department immediately upon receipt of jury duty payment.

Employees assigned to jury duty will not be required to report for work on any day that the jury duty requires more than two (2) hours at the courthouse. While serving on jury duty, should the employee be released within two (2) hours of reporting for such duty, they will be required to report for work to complete the remainder of their shift for the day.

Employees will remain on their normal shift and scheduled days off, except when jury duty extends beyond five (5) calendar days. In these instances, scheduled days off will be reassigned to Saturday and Sunday for the duration of the jury duty.

G. Military Leave: Employees will be permitted unpaid leave from the Company for military service for a period not to exceed five (5) years unless a longer period is specified under the Uniformed Services Employment and Reemployment Rights Act (USERRA) as amended. Terms and conditions of the leave, and the return to duty, will be those established by applicable law.

Employees will receive a maximum of ten (10) paid working days off within a fourteen (14) calendar day period in a calendar year for reservist training that will not count against the employee's vacation. The Company will pay the employee the difference between their regular pay, excluding any shift premium, and the amount received from the military. Employees will be required to provide the Company with a copy of their reserve training orders and will be required to submit to the Company proof of the amount of pay received from the military within seven (7) days after the employee returns. This amount (excluding expenses) will be deducted from the employee's next pay check.

H. Bereavement Leave: Employees on active pay status, upon providing proper documentation, shall be allowed three (3) work days off for bereavement with pay for scheduled hours, up to a maximum of eight (8) hours per day, except an employee who has a regularly scheduled ten (10) hour work day shall receive a maximum of ten (10) hours of pay for each day. An employee may use bereavement leave days non-consecutively. All other aspects of bereavement leave,

Tentative Agreement


does not provide management with current information as to their status upon request or does not return upon completion of the approved leave, will be deemed to have resigned and their name will be stricken from the seniority roster.

Tentative Agreement

For the Company:

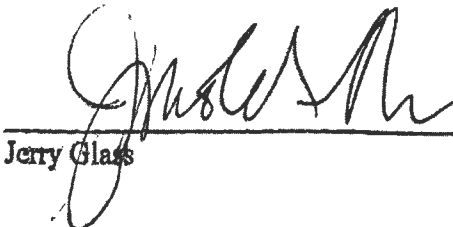
For the Union:

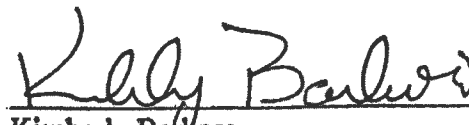

Lynn Vaughn
Managing Director of Labor


Marge Krugger
Co-Chair, CWA-IBT Association

12/20/23
Date

12/18/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/20/23
Date

12/20/23
Date

Tentative Agreement

Article 18 – Sick Leave

- A. To be eligible for sick leave accrual for the month, an employee must be on active pay status for the majority of days in the calendar month. This Article does not apply to employees on furlough.
- B. Full-time employees shall accrue eight (8) hours of sick leave per calendar month up to a maximum of ninety-six (96) hours per calendar year, to be used in accordance with Paragraph E below.
- C. Part-time employees shall accrue five (5) hours of sick leave per calendar month equal to a maximum of sixty (60) hours per calendar year, to be used in accordance with Paragraph E below.
- D. Employees may accrue a maximum of one thousand ~~six four~~ hundred (16400) hours in their sick leave banks.
- E. Accrued sick leave is used to compensate employees for absences due to personal illness or injury (on or off the job). Sick leave for all employees shall be paid and deducted in one (1) minute increments.
 - 1. All sick hours used will be paid at one hundred percent (100%) and decremented at a one hundred percent (100%) rate.
 - 2. Employees are required to exhaust all accrued sick leave prior to being placed on unpaid medical leave, including approved FMLA leave for an employee's own qualifying serious health condition. Employees must use accrued sick leave to supplement On-The-Job-Injury (OJI) medical leave, including FMLA leave for OJI.
 - a. Any uncompensated waiting period, employees will be paid at one hundred percent (100%) of the employee's scheduled hours provided there are sufficient hours in the employee's sick leave bank.
 - b. During any compensated period, employees will be paid a percentage rate of the employee's scheduled hours that, along with any benefits (e.g., workers' compensation) being received by the employee, will equal the employee's net pay had the employee worked his scheduled hours provided there are sufficient hours in the employee's sick leave bank.
 - c. Once an employee's sick leave bank is exhausted, the employee will have the option to use any earned vacation time.
- F. An employee reporting off work sick is required to notify his supervisor (or designee) as far in advance as possible, but no later than one (1) hour prior to their shift start time unless there are extenuating circumstances as determined by the Company. Local policy may be less restrictive as determined by the Company.

Tentative Agreement

- G. An employee who leaves work sick will be compensated in accordance with Paragraph E above for the remaining, but unworked, portion of their shift, with the exception of overtime.
- H. Employees may be required to present confirmation of illness and the Company reserves the right to require, when in doubt of bona fide claim, a physician's certificate to confirm such sick claim.
- I. To the greatest extent permitted by law, the provisions of this Agreement shall operate to waive the provisions of any sick leave laws that are inconsistent with the terms of this Agreement, to the extent such sick leave laws permit a waiver, exception, or other treatment for employees covered under a collective bargaining agreement. To the extent, however, applicable law is inconsistent with the terms of this Agreement, and such law is not waivable, an employee shall be entitled to the more generous sick leave protections provided by applicable law or this Agreement. The Company shall maintain a list of all sick leave laws subject to this provision, and this list will be updated with any change in sick leave laws subject to this provision and incorporated into this Agreement when such new sick leave law(s) become effective and/or applicable, or no longer effective and/or applicable, to the Company. The Company shall notify the Association when the list of sick leave laws is updated, and the Company shall provide the Association with a copy of the updated list. Notwithstanding the preceding provisions in this Paragraph, any sick leave law that the Company is applying as of the Date of Signing of this Agreement shall not be waived during the term of this Agreement. ~~To the fullest extent permitted by law, this Agreement shall operate to waive the provisions of any sick leave laws that are inconsistent with the terms of this Agreement, and shall supersede and be considered to have fulfilled all requirements of such laws, including but not limited to the following: Allegheny County Paid Sick Leave Ordinance, Ordinance No. 15-21 OR; Allegheny Health Department Rules And Regulations, Art. XXIV; Austin Code § 4-19-1 et seq.; Arizona Fair Wages and Healthy Families Act, Ariz. Rev. Stat. §§ 23-371 et seq.; Berkeley, California, Paid Sick Leave Ordinance, Berkeley Mun. Code Chapter 13.100; Bernalillo County, New Mexico Employee Wellness Act, Ordinance 2019-17; Bloomfield, New Jersey, Ordinance 2015-10 (Mar. 2, 2015); Bloomington, Minnesota, Earned Sick and Safe Leave, City Code, Part 2, §§ 23.01-23.22; California Healthy Workplaces, Healthy Families Act of 2014, Cal. Lab. Code §§ 245-49; Chicago, Illinois, Minimum Wage and Paid Sick Leave Rules Supporting Chapter 1-24 of the Mun. Code of Chicago, Art. 3; Colorado Healthy Families and Workplaces Act, C.R.S. 8-13.3 (401)-(418); Colorado Overtime and Minimum Pay Standards Order #38; Connecticut Paid Sick Leave Law, Conn. Gen. Stat. §§ 31-57r to 31-57w; Cook County, Illinois, Earned Sick Leave Ordinance, Cook Cnty. Code of Ordinances §§ 42-1 to 42-10; Dallas, Texas, City of Dallas Paid Sick Leave Ordinance, Dallas City Code Chapter 20; District of Columbia Accrued Sick and Safe Leave Act, 32-131 D.C. Cod Mun. Regs. §§ 32-131.01 to 32-131.17; Duluth, Minn., Ordinance 10571, Duluth City Code Ch. 29E; East Orange, New Jersey, Paid Sick Leave Ordinance, East~~

Tentative Agreement

~~Orange Mun. Code Chapter 140; Irvington, New Jersey, Ordinance MC-3513 (Sept. 10, 2014); Los Angeles, California, Living Wage Ordinance, L.A. Admin. Code Section 10.37.2(b); Los Angeles, California, Minimum Wage Ordinance, L.A. Mun. Code, Art. 7; Maine Act Authorizing Earned Employee Leave, 26 MRSA §637; Maryland Healthy Working Families Act, Md. Labor and Employment Code, Sections 3-1301-1311; Massachusetts Earned Sick Time Law, Mass. Gen. Laws Chapter 149, § 148C; Michigan Paid Medical Leave Act, MCL 409.961 et seq.; Minneapolis, Minnesota, Sick and Safe Time Ordinance, Minneapolis Code of Ordinances, tit. 2, Chapter 40, Arts. I-III; Minnesota Earned Sick and Safe Time, Minn. Stat. §§ 181.032, 181.9445-181.9448; Montgomery County, Maryland, Paid Sick Leave Law, Montgomery Cnty. Code, Art. XIII, §§ 27-76 to 27-82; Montclair, New Jersey, Paid Sick Leave Ordinance (adopted by voter referendum Nov. 4, 2014); Nevada Paid Leave, Senate Bill 312, Nevada Rev. Stat., Chapter 608; New Mexico Healthy Workplaces Act, NM Stat. § 50-17-2; Newark, New Jersey Sick Leave for Private Employees Ordinance, Newark Mun. Code Title 16, Chapter 18; New Jersey, Paid Sick Leave Act, N.J. Stat., § 34:11D-1 et seq.; New York COVID-19 Vaccine Leave Law, Labor Law, Chapter 31, Article 6, § 196-C; New York Paid Sick Leave, Chapter 56, S.7506-B, A.9506-B; New York State Quarantine Leave Law, A10152; N.Y.C. Earned Sick Time Act, N.Y.C. Admin. Code Title 20, Chapter 8; Oakland, California, Oakland Living Wage Ordinance, Oakland Mun. Code Section 2.28.030(B); Oakland Paid Sick Leave Ordinance, Oakland Mun. Code Section 5.92.030; Oakland, California, Protecting Workers and Communities During a Pandemic COVID-19 Emergency Paid Sick Leave Ordinance, Oakland Mun. Code § 5.94; Oregon Sick Leave Law, Or. Rev. Stat. §§ 653.601-661; Passaic, New Jersey, Sick Leave for Private Employees Ordinance, Passaic Mun. Code Chapter 128, Article I; Paterson, New Jersey, Sick Leave for Private Employees Ordinance, Paterson Mun. Code Chapter 412; Petaluma, California, City of Petaluma Living Wage Ordinance, Petaluma Mun. Code Section 8.36.060(B); Puerto Rico Law 180-1998, as amended by Law 37-2020; Philadelphia, Pennsylvania, COVID-19 Leave, Phila. Code Section 9-4116; Philadelphia, Pennsylvania, Philadelphia 21st Century Minimum Wage and Benefits Standard 107, Phila. Code Section 17-1305(2); Philadelphia Promoting Healthy Families and Workplaces Ordinance, Philadelphia Admin. Code Chapter 9-4100; Pittsburgh, Pennsylvania, Paid Sick Days Act, Pittsburgh Code §§626.01-626.13; Rhode Island Healthy and Safe Families and Workplaces Act, R.I. Gen. Laws §§ 28-57-1 et seq.; San Antonio, Tex., City Code of San Antonio, ch. 15, art. XI; San Diego, California Earned Sick Leave and Minimum Wage Ordinance, San Diego Mun. Code art. 9, §§ 39.0101-39.0116; San Francisco Public Health Emergency Leave Ordinance, San Francisco Admin. Code § 33P; San Francisco Sick Leave Ordinance, San Francisco Admin. Code Section 12W; San Francisco, California, Minimum Compensation Ordinance, S.F. Admin. Code Chapter 12P; San Francisco, California, Minimum Compensation Ordinance, S.F. Admin. Code Chapter 12W; Santa Monica, California, Minimum Wage Ordinance, § 4.62.025; Seattle Paid Sick Time and Paid Safe Time Ordinance, Seattle Mun. Code~~

Tentative Agreement

~~Chapter 14.16, Sonoma, California, City of Sonoma Living Wage Ordinance, Sonoma Mun. Code Section 2.70.060(B); St. Paul, Minnesota, Earned Sick and Safe Time Ordinance, St. Paul Code of Ordinances, Chapter 233; Tacoma, Washington, Paid Leave Ordinance, Tacoma Mun. Code Chapter 18.10; and Trenton, New Jersey, Ordinance 14-208 (Aug. 25, 2014) Vermont Earned Sick Time Law, Vt. Stat. Ann. tit. 21, §§ 481-487; Washington Minimum Wage Requirements and Labor Standards, Wash. Rev. Code §§ 49.46.200-210; West Hollywood, California, Minimum Wage and Guaranteed Leave Ordinance, West Hollywood Muni Code, Chapter 5.130; and Westchester County, N.Y., Laws of Westchester County ch. 585 and ch. 586. To the extent applicable law is inconsistent with the terms of this Agreement, and such law is not waivable, an employee shall be entitled to the more generous sick leave protections provided by applicable law or this Agreement.~~

Tentative Agreement

For the Company:

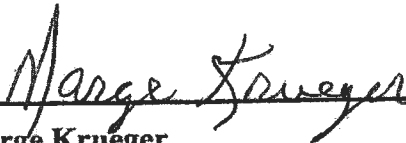


Lynn Vaughn
Managing Director of Labor

12/19/23

Date

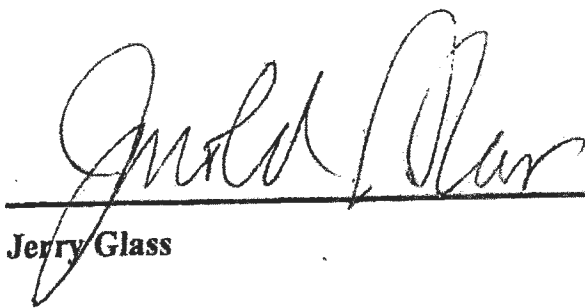
For the Association



Marge Krueger
Co-Chair, CWA-IBT Association

12/19/23

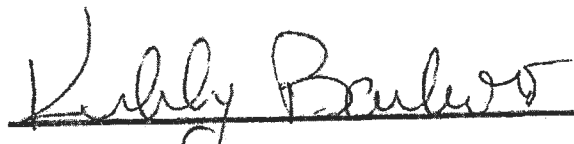
Date



Jerry Glass

12/19/23

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

12-19-23

Date

Tentative Agreement

Article 19 – Holiday Vacation

- A. The following days are designated holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day.
- B. When a full employee complement at any location is not required on a holiday, the day off will be offered on a Passenger Service Seniority basis within the classification and duty assignment. Based on the needs of service, the Company will consider individual shift starting and/or ending times as a determining factor in offering the holiday off. Requests for the day off must be received at least fourteen (14) but not more than thirty (30) calendar days prior to the holiday and will be awarded a minimum of seven (7) days prior to the holiday. Additional days that become available less than seven (7) days prior to the holiday will continue to be awarded in Passenger Service Seniority order based on the original requests. Where all original requests properly submitted as described above have been awarded, additional holidays off may be offered based on earliest request time. At each location, upon request, the Company will provide the Union a list of employees who have been granted a holiday off under this provision.
- C. Holiday Vacation
 1. Each employee will accrue holiday vacation in the current year (Vacation Accrual Year) for use in the subsequent calendar year (Vacation Usage Year) as follows:
 - a. Full-time employees will accrue eight (8) hours of holiday vacation and part-time employees will accrue five (5) hours of holiday vacation for each holiday set forth above in Paragraph A.
 - b. An employee scheduled to work on the holiday (including a shift swap-on) who is on any paid or unpaid leave (including individual and/or multiple sick leave days) will not be eligible to accrue holiday vacation hours for any holidays that occur during the leave period. This exclusion also applies when the holiday falls on the employee's scheduled day off (including a swap-off day), if the employee was on a paid or unpaid leave on the last scheduled work day prior to the holiday and the first scheduled work day after the holiday. This does not apply to employees who are awarded unpaid time off (e.g., VTO).
 - c. An employee who has any type of partial absence on a holiday as described in Paragraph C.1.b above will earn holiday vacation hours in proportion to the time on the holiday they work, rounding up to the nearest half (0.5) hour, to a maximum of eight (8) hours for full-time employees and five (5) hours for part-time employees.
 2. A holiday vacation week is comprised of five (5) days. For a full-time employee, a holiday vacation day is comprised of eight (8) hours. For a part-time employee, a holiday vacation day is comprised of five (5) hours.
 3. Full-time employees will be eligible to bid two (2) weeks of holiday vacation provided their projected annual accrual of holiday vacation at the time of holiday vacation bidding is at least sixty-four (64) hours. Full-time employees will be

Tentative Agreement

eligible to bid one (1) week of holiday vacation provided their projected annual accrual of holiday vacation at the time of holiday vacation bidding is at least twenty-four (24) hours.

4. Part-time employees will be eligible to bid two (2) weeks of holiday vacation provided their projected annual accrual of holiday vacation at the time of holiday vacation bidding is at least forty (40) hours. Part-time employees will be eligible to bid one (1) week of holiday vacation provided their projected annual accrual of holiday vacation at the time of holiday vacation bidding is at least fifteen (15) hours.
 5. If at the close of a Vacation Accrual Year, a full-time employee's actual accrual of holiday vacation is:
 - a. at least sixty-four (64) but less than eighty (80) hours, the employee shall retain one (1) full week of holiday vacation and one (1) partial week of holiday vacation;
 - b. at least forty (40) but less than sixty-four (64) hours, the employee shall retain one (1) full week of holiday vacation; or
 - c. at least twenty-four (24) but less than forty (40) hours, the employee shall retain one (1) partial week of holiday vacation.
 6. If at the close of a Vacation Accrual Year, a part-time employee's actual accrual of holiday vacation is:
 - a. at least forty (40) but less than fifty (50) hours, the employee shall retain one (1) full week of holiday vacation and one (1) partial week of holiday vacation;
 - b. at least twenty-five (25) but less than forty (40) hours, the employee shall retain one (1) full week of holiday vacation; or
 - c. at least fifteen (15) but less than twenty-five (25) hours, the employee shall retain one (1) partial week of holiday vacation.
 7. If at the close of a Vacation Accrual Year, an employee has retained one (1) full week and one (1) partial week of holiday vacation or one (1) partial week of holiday vacation, vacation days shall be removed from the last scheduled holiday vacation days in the calendar year. On a case-by-case basis, the Company will grant an employee's request that different vacation days be removed, provided the employee makes a request at least sixty (60) days in advance of the start of the vacation period and the holiday vacation days are taken in conjunction with scheduled days off.
 8. Holiday vacation accrual remaining after annual holiday vacation is bid can be used as Day-At-A-Time (DAT) vacation.
 9. Full-time employees will be paid for scheduled hours for each day of holiday vacation.
 10. Part-time employees will be paid five (5) hours for each day of holiday vacation.
- D. Holiday vacation pay is computed at the employee's regular rate of pay, excluding shift premiums. Employees will be paid straight time for scheduled hours and swap-on hours

Tentative Agreement

worked on a holiday. All overtime hours worked on a holiday that qualify for overtime pay will be paid at double time.

E. Part-time employees transferring to full-time positions will:

1. Begin accruing holiday vacation for the next Vacation Usage Year at the full-time rate for holidays that occur after the effective date of the transfer.
2. Rebid and take the number of originally-awarded accrued holiday vacation weeks (full and/or partial) remaining after the effective date of transfer. For the holiday vacation weeks that are rebid, the employee will be paid five (5) hours for each day of awarded holiday vacation. The remaining scheduled hours in a holiday vacation day (the difference between five (5) hours per day for a part-time employee and eight (8) hours per day for a full-time employee) will be unpaid, except that the employee will have the option to be paid from the employee's available DAT balance.

F. Full-time employees transferring to part-time positions will:

1. Begin accruing holiday vacation for the next Vacation Usage Year at the part-time rate for holidays that occur after the effective date of the transfer.
2. Rebid and take the number of originally-awarded accrued holiday vacation weeks (full and/or partial) remaining after the effective date of the transfer. For the holiday vacation weeks that are rebid, the employee will be paid five (5) hours for each day of awarded holiday vacation.

G. Part-time employees temporarily upgraded to a full-time position will:

1. Accrue holiday vacation for the next Vacation Usage Year at the full-time rate for all holidays that occur when the employee was in the temporary upgrade position.
2. Be permitted to take originally awarded weeks of holiday vacation during the temporary upgrade period and will be paid five (5) hours for each holiday vacation day. The remaining scheduled hours will be unpaid, except that the employee will have the option to be paid from the employee's available DAT balance.

H. An employee on an authorized leave of absence as defined in Article 17 of this Agreement or off due to OJI on October 10 will be permitted to bid holiday vacation provided they give the Company notice of their intent to bid by October 10. Employees who do not bid will be permitted to bid on remaining available weeks of vacation upon their return.

I. Employees voluntarily transferring to a different location or different vacation bid area shall be allowed to reschedule their holiday vacation period(s) to available vacation weeks if their previous bid vacation periods are not available. If sufficient vacation weeks are not available, the Company will designate additional vacation weeks sufficient to accommodate the employee's remaining holiday vacation week(s). Employees involuntarily transferring to a different location or different vacation bid group shall have the option of bidding for new vacation periods or maintaining their awarded vacation periods if available.


J. Unused holiday vacation at year's end will be paid during the first quarter of the following year at the employee's rate of pay on December 31 of the Vacation Usage Year.

Tentative Agreement

- K. Employees who retire, resign, are terminated or who transfer to employment with the Company outside of Passenger Service, will be paid for any unused holiday vacation in the current Vacation Usage Year and for holiday vacation accrued year-to-date for the next Vacation Usage Year.

Tentative Agreement

For the Company:

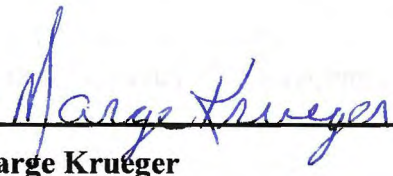


Lynn Vaughn
Managing Director of Labor

10/31/23

Date

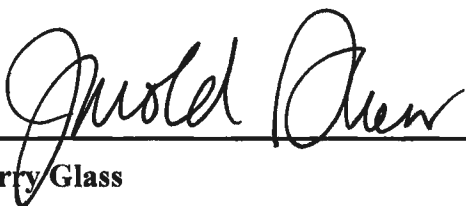
For the Association



Marge Krueger
Co-Chair, CWA-IBT Association

10/31/23

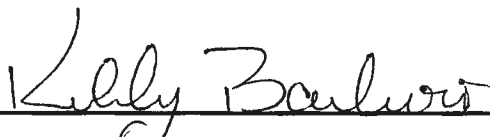
Date



Jerry Glass

10/31/23

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

10/31/23

Date

Tentative Agreement

Article 20 - Vacations

- A. Employees will earn vacation in the current year (Vacation Accrual Year) for use in the subsequent calendar year (Vacation Usage Year).
- B. In the first month of hire, vacation will accrue if the employee is hired on or before the fifteenth (15th) of that month. Probationary employees are not eligible for vacation accrual or usage until completion of probation, at which time accrual will be retroactive to the employee's Date of Hire. New hire employees are not entitled to vacation usage in the year of hire.
- C. Vacation accrual for employees, who are in an active pay status for the majority of days in a calendar month and who qualify under Paragraph B above, is as follows:

When Employees Begin Their	Monthly Accrual Rate for Full-Time Employees	Monthly Accrual Rate for Part-Time Employees	Maximum Annual Weeks
1st year of service	6.6667 hours	4.1667 hours	2 weeks
10th year of service	10.0 hours	6.25 hours	3 weeks
20th year of service	13.3334 hours	8.3334 hours	4 weeks
25th year of service	16.6667 hours	10.4167 hours	5 weeks
<u>29th year of service*</u>	<u>20.0 hours</u>	<u>12.5 hours</u>	<u>6 weeks</u>

*** Beginning in Calendar Year 2025.**

An employee's monthly vacation accrual rate increases based on the above chart in the anniversary month of an employee's Date of Hire.

~~Note: Legacy American employees who are in their 17th, 18th or 19th year of service as of the effective date of this Agreement shall continue to accrue at a monthly rate of 13.3334 hours if they are a full-time employee and a monthly rate of 8.3334 hours if they are a part-time employee.~~ D. Employees will be eligible to bid the number of weeks according to the chart below when their annual accrual is equal to or exceeds the minimum accrual for the Years of Service level.

Tentative Agreement

Years of Service	Maximum Number of Weeks Eligible to Bid in Vacation Usage Year	Minimum Full-Time Accrual Needed to Bid Full Weeks	Minimum Part-Time Accrual Needed to Bid Full Weeks
0 – 9 years of service	2 weeks	80 hours	50 hours
10—19 years of service	3 weeks	120 hours	75 hours
20 – 24 years of service	4 weeks	160 hours	100 hours
25 - <u>28</u> years of service and above	5 weeks	200 hours	125 hours
<u>29 years of service and above*</u>	<u>6 weeks</u>	<u>240 hours</u>	<u>150 hours</u>

Note: Except as noted in Paragraph R in relation to a transfer from part-time to full-time, if a full-time employee accrues less than eighty (80) hours in the Vacation Accrual Year, or a part-time employee accrues less than fifty (50) hours, in order to bid one week of vacation, the full-time accrual must be at least forty (40) hours and the part-time accrual must be at least twenty-five (25) hours.

***Beginning in Calendar Year 2025.**

~~Note: Legacy American employees who are in their 17th, 18th or 19th year of service as of the effective date of this Agreement shall continue to be eligible to bid four (4) weeks of vacation when their annual accrual is equal to or exceeds the minimum accrual of one hundred sixty (160) hours for full-time employees and one hundred (100) hours for part-time employees.~~

- E. Full-time employees are paid for scheduled hours for each day of awarded vacation. Part-time employees are paid five (5) hours for each day of awarded vacation. Vacation pay is computed at the employee's regular rate of pay, excluding shift premiums.
- F. Vacations will be bid separately for full-time and part-time employees. In any classification/duty assignment where the combined full-time and part-time headcount is less than fifty (50) employees, however, vacation for full-time and part-time employees may be bid together. Vacation will be awarded on a Passenger Service Seniority basis. The number of employees from each classification/duty assignment permitted off at any time may be restricted based on the needs of service. Vacation bids may be bid separately by classification and/or duty assignment.
- G. Prior to vacation bidding, the MD, Workforce Planning or their designee will meet with the Association Director and Co-Chair to discuss the vacation bidding allocations for the following year.

Tentative Agreement

- H. Employees will be given no less than two (2) weeks' notice prior to the opening of bidding. **Available vacation weeks, with seniority rosters and bid times where applicable, will be posted for bid by active employees as far in advance as practical, or a minimum of seven (7) calendar days prior to the bid.** Vacations and holiday vacations shall be bid for and awarded no later than December 15th of a Vacation Accrual Year. Vacations will be posted with all weeks beginning on Mondays and will be bid on a single round basis. Vacations will be bid for a full Vacation Usage Year. After all full weeks of accrued vacation have been bid, a second round of bidding will be conducted for employees to bid their two (2) additional weeks of holiday vacation days.
- I. **At reservations locations, employees shall continue to bid electronically. Employees at airport locations who are working at their appointed bidding time will be released for a sufficient amount of time during their bidding time in order to bid with no loss of pay. If unavailable to bid, employees may bid by proxy or by other means established by local management (e.g., electronically or telephonically). At airport locations, employees who bid electronically shall receive an electronic confirmation of receipt of their bid within one (1) hour of its submission, when that functionality is available in the electronic bidding system. At reservations locations, employees who bid electronically shall receive an electronic confirmation of receipt of their bid within twenty-four (24) hours of its submission, when that functionality is available in the electronic bidding system.**
- J. **A steward on duty or other on duty employee designated by the Association is allowed to be present during the bidding process if not electronic, and is allowed to review the results of the bidding process if electronic.**
- K. Employees who are eligible to bid less than three (3) weeks of vacation are required to bid and take a minimum of one (1) week of vacation. Employees who are eligible to bid three (3) or more weeks of vacation are required to bid and take a minimum of two (2) weeks of vacation. Prior to bidding vacation for the following year, employees will be required to designate the number of vacation weeks to be bid in the annual vacation bid.
- L. Employees who fail to bid by proxy or in person (where permitted) will be bypassed. Bypassed employees who report late for bidding will be permitted to select from any remaining open vacation weeks at the time they report for bidding. Bypassed employees who fail to report for bidding during the bid process will be assigned vacation weeks from the remaining open vacation weeks.
- M. Awarded vacation periods will be scheduled consecutive with the employee's regularly scheduled days off. These vacation periods will be assigned before or after the scheduled days off, so that the majority of the vacation days fall during the week that was awarded.
1. In airports, regularly scheduled days off for an open-time employee for an awarded vacation period will be Saturday and Sunday. The Company will adjust an open-time employee's days off, at the employee's request, for the week following the vacation period to be Monday and Tuesday, if the employee was unable to

Tentative Agreement

successfully bid either Saturday and Sunday off the week prior to the awarded vacation period or Monday and Tuesday off the week following the awarded vacation period.

2. In reservations, relief employees will be assigned the same days off prior to and following their vacation period.
- N. Unused vacation at Vacation Usage Year's end will be paid during the first quarter of the following year at the employee's rate of pay on December 31 of the Vacation Usage Year.
- O. Employees who retire, resign, are terminated or who transfer to employment with the Company outside of Passenger Service, will be paid for any unused vacation in the current Vacation Usage Year and for vacation accrued year-to-date for the next Vacation Usage Year.
- P. Trading of vacation periods between employees is not permitted. At airports and travel centers, canceling a vacation period when not simultaneously awarded another vacation period is not permitted. In reservations, vacations other than the minimum described in Paragraph H above may be canceled provided the Company is given at least seventy-two (72) hours advance notice. The Company is not obligated to make an additional week of vacation available to an employee who elects to cancel a bid week of vacation.
- Q. Employees voluntarily transferring to a different location or different vacation bid area shall be allowed to reschedule their vacation period(s) to available vacation weeks if their previous bid vacation periods are not available. If sufficient vacation weeks are not available, the Company will designate additional vacation weeks sufficient to accommodate the employee's remaining vacation weeks. **Any designated additional vacation weeks will be made available to all employees for bid during a vacation change period. Additional vacation and any existing vacation week(s) vacated that the Company designates as available shall be awarded on a seniority basis.** Employees involuntarily transferring to a different location or different vacation bid group shall have the option of bidding for new vacation periods or maintaining their awarded vacation periods if available.
- R. Vacation accrual remaining after annual vacation is bid can be used as DATs. Employees with vacation to be used as DAT can swap-off their shift to another employee and be paid the scheduled hours of the shift from DAT. Employees may request DAT(s) by submitting a request on the appropriate Company form no sooner than thirty (30) days prior to the requested day off. **DAT will be made available at each location, and** DAT requests will be granted based on the needs of service, in Passenger Service Seniority order, and within the classification, duty assignment and shift.
- S. Part-time employees transferring to full-time positions will:
1. Begin accruing vacation for the next Vacation Usage Year at the full-time rate in the current month if the transfer occurred on or before the fifteenth (15th) of the

Tentative Agreement

month, or in the next month if the transfer occurred on or after the sixteenth (16th) of the month; **provided, with respect to vacation accrued at a part time rate, the remaining scheduled hours will be unpaid, except that the employee may at their election be paid from their available DAT balance.**

2. Rebid and take the number of originally-awarded vacation weeks remaining after the effective date of transfer. For the vacation weeks that are rebid, the employee will be paid five (5) hours for each day of awarded vacation. The remaining scheduled hours will be unpaid, except that the employee will have the option to be paid from available DAT balance.

T. Full-time employees transferring to part-time positions will:

1. Begin accruing vacation for the next Vacation Usage Year at the part-time rate in the current month if the transfer occurred on or before the fifteenth (15th) of the month, or in the next month if the transfer occurred on or after the sixteenth (16th) of the month.
2. Rebid and take the number of originally awarded vacation weeks remaining after the effective date of the transfer. For the vacation weeks that are rebid, the employee will be paid five (5) hours for each day of awarded vacation.

U. Part-time employees temporarily upgraded to a full-time position will:

1. Accrue vacation for the next Vacation Usage Year at the full-time rate for all months when the employee was in the temporary upgrade position on or before the sixteenth (16th) of the month.
2. Be permitted to take originally awarded weeks of vacation during the temporary upgrade period and will be paid five (5) hours for each vacation day. The remaining scheduled hours will be unpaid, except that the employee will have the option to be paid from available DAT balance.

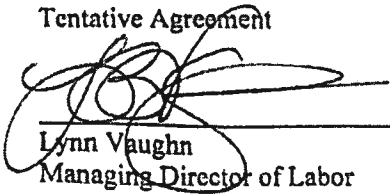
- V. An employee on an authorized leave of absence as defined in Article 17 of this Agreement, or off due to occupational injury on ~~the date an annual vacation bid notice is given~~ **October 10** will be permitted to bid vacation provided they give the Company notice of their intent to bid by October 10. Employees who do not bid will be permitted to bid on remaining available weeks of vacation upon their return.

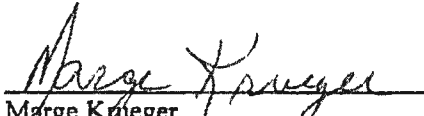
Tentative Agreement

For the Company:

For the Union:

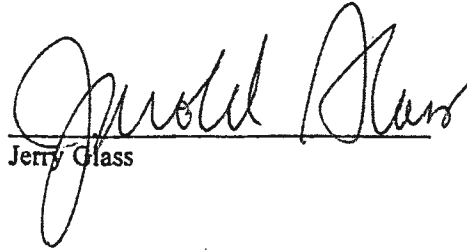
Tentative Agreement

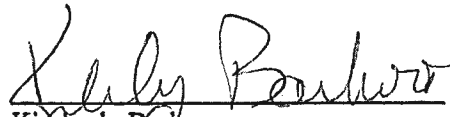

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/11/23
Date

12/12/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/11/23
Date

12-12-23
Date

Tentative Agreement

Article 21 – Limited Duty

- A. An occupationally injured employee is required to accept a limited duty position within the Company provided they are qualified and the duties of the position do not exceed the restrictions provided by the employee's physician. The Company may assign a limited duty employee any work for which they are qualified. An employee assigned to a lower rated classification will be paid the applicable rate for their own classification. An employee assigned to a higher rated classification will be paid the applicable rate for the higher rated classification. "Qualified" as used in this Article shall have the same definition as set forth in Article ~~5~~ S.
- B. Limited duty positions are offered to the extent that meaningful work is available, as follows:
 1. Limited duty positions are filled by employees who are restricted in performing their job duties as a result of OJI, and may be offered to employees on a voluntary basis who are restricted in performing their job duties as a result of pregnancy or a "disability" as defined under the Americans with Disabilities Act (ADA) as amended.
 2. Limited duty positions are offered, when available, typically for up to a maximum of sixty (60) work days per injury or disability.
 3. The assigned limited duty position will not exceed the restrictions as provided by the employee's physician.
 4. Employees working limited duty positions are eligible for shift trades to work or overtime only if they are qualified for the duties of the position. Employees working limited duty positions may shift trade off in accordance with this Agreement. The employee who shift trades to work in these circumstances may be reassigned to a full duty position.
 5. Shifts and days off may be assigned to employees working limited duty positions and may be changed with a minimum of seven (7) days' notice.
- C. Medical appointments associated with the injury, pregnancy or disability while on limited duty should be scheduled around work hours. If employees are unable to do so, they will elect, at their sole discretion, to use sick leave for the time required to be away from work or take unpaid time or to reschedule lost time at a date and time mutually agreed to between the employee and their manager. The lost time must be worked within fourteen (14) calendar days of the absence and will be paid at straight time rates.
- D. All requests for limited duty resulting from a disability should be submitted on the appropriate Company form for review by the Company.
- E. Where there are insufficient limited duty positions available, open limited duty positions will be awarded in seniority order to the employees who can perform the duties of the limited duty position.
- F. An employee required to leave work to receive immediate medical attention as a result of an OJI will be paid for all remaining regularly scheduled hours not worked that day.

Tentative Agreement

Tentative Agreement

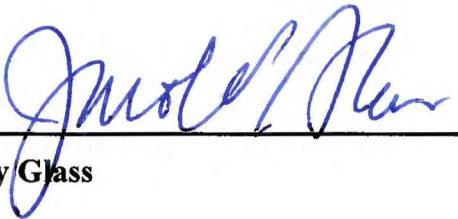
For the Company:



Lynn Vaughn
Managing Director of Labor

7-19-23

Date

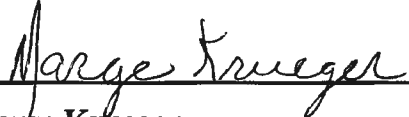


Jerry Glass

7/19/23

Date

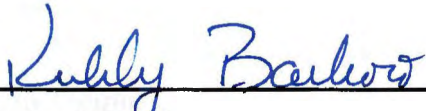
For the Union:



Marge Krueger
Co-Chair, CWA-IBT Association

7/19/23

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

7-19-23

Date

Tentative Agreement

Article 22 - Probation

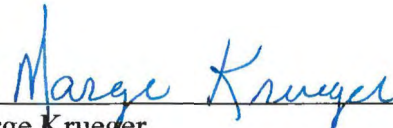
- A. An employee shall be on probation for the first one hundred and eighty (180) calendar days of active service, inclusive of training.
- B. During probation, the employee's work schedule will be set by the Company.
- C. Probationary employees are employees at will and the Company has no responsibility to re-employ any employee separated for any reason during the probationary period. Probationary employees separated from the Company lose all accrued seniority.
- D. Employees are not eligible for vacation or sick leave credit or accrual until completion of probation, at which time vacation and sick leave accrual will be retroactive.
- E. At airport locations, probationary employees deemed proficient by local management will be eligible to participate in the next available shift bid.

Tentative Agreement

For the Company:

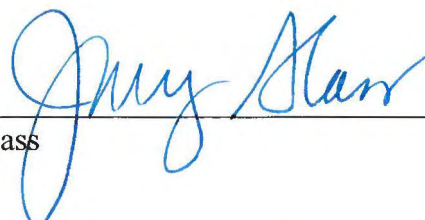
For the Union:

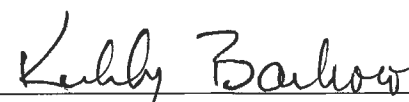

 Lynn Vaughn
 Managing Director of Labor


 Marge Krueger
 Co-Chair, CWA-IBT Association

11/2/22
 Date

11/2/22
 Date


 Jerry Glass


 Kimberly Barboro
 Co-Chair, CWA-IBT Association

11/2/22
 Date

11-2-22
 Date

ARTICLE 23 UNIFORMS

A. Employees who are required to wear a uniform must do so in compliance with the Company uniform and appearance policy.

B. Employees are required to purchase the initial core uniform items, which shall include a combination of clothing for three (3) sets of complete uniforms, except where law requires the Company to pay for costs of providing and replacing uniforms. The Company will determine the required core uniform items. At the conclusion of probation, employees must purchase two (2) additional sets of complete uniforms.

C. Payroll deductions in the amount of twenty dollars (\$20.00) per pay period will be made for the initial purchase of core uniform items. Employees may be asked to sign a payroll deduction form in those states that require individual employee authorizations in order to carry out that deduction. If an employee fails to sign such an authorization or such deduction is not permitted by applicable law, the employee shall pay the entire cost of the initial purchase of core uniform items.

D. Employees who have completed their probationary period will receive a uniform credit of two hundred twenty dollars (\$220.00) on January 15th of each year, which is to be used exclusively with approved Company vendors. Employees shall be permitted to roll-over their unused uniform credit from year to year up to a maximum balance of four hundred and forty dollars (\$440.00). Employees will not be paid out for any remaining uniform credit under any circumstances.

E. Employees who have used all of their uniform credit may purchase uniform items at their own expense at any time. Employees who have used all of their uniform credit will be required to purchase core uniform replacement items at their own expense to be in compliance with the Company's uniform and appearance policy.

F. Payment for such uniform items will be a one-time lump sum or four (4) equal payroll deductions, at the employee's option, subject to the following restrictions: (i) such deduction must be permitted by applicable state law and employees must sign a payroll deduction form in those states that require individual employee authorizations in order to carry out that deduction; (ii) the minimum purchase eligible for payroll deduction is twenty five dollars (\$25.00); (iii) the maximum balance due allowed on an employee's account is three hundred dollars (\$300.00); and (iv) the minimum amount to be deducted per pay period shall be twenty dollars (\$20.00), or a remaining balance less than twenty dollars (\$20.00) however, an employees may elect to deduct a greater amount.

G. Employees who lose uniform items or damage uniform items as a result of improper care/maintenance or cleaning and who have used all of their uniform credit will be responsible to pay for replacement items at full cost. Uniform items damaged at work shall be replaced by the Company at no cost to the employee if there are insufficient funds in the employee's uniform account to cover the cost of replacement.

H. Uniform credit and uniform account balances for employees who are furloughed will be frozen. Payroll deductions for uniform account balances will resume when the employee is recalled to active service.

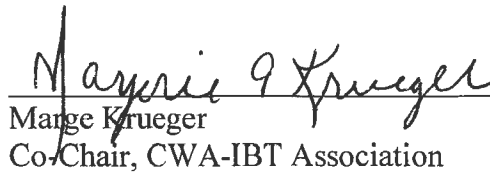
- I. Employees who are subject to payroll deductions for uniforms and terminate or resign are required to pay any outstanding uniform account balance to the Company.
- J. Protective clothing will be provided by the Company as follows:
1. Coats will be issued to all uniformed employees. The Company shall meet with the Uniform Committee to discuss the type(s) of coat(s) to be offered to employees at a work location based on the historic weather conditions at the location. If the Company offers more than one (1) type of coat at a location, an employee shall be permitted to select from the types offered. Such coat, at an employee's request, shall be replaced at the Company's expense every five (5) years.
 2. Ear protectors are provided to and must be worn by employees assigned to positions exposed to aircraft noise.
 3. Employees transferring outside Passenger Service or who terminate or resign are required to return all items of protective clothing to the Company.
- K. The Company will reimburse the employee for reasonable and approved alterations such as hemming, shortening of sleeves, taking in the waist, etc. Alterations cannot change the design of the uniform. Any other alterations will be at the expense of the employee and must meet with Company approval.
- L. A Uniform Committee consisting of at least one (1) male and one (1) female employee from Passenger Service will meet with the Company to discuss:
1. any anticipated major changes in uniform style, color, material, and appearances standards;
 2. increases in uniform cost; and/or
 3. significant issues of interpretation regarding the Company's uniform and appearance policy. The Uniform Committee's recommendations regarding these issues will be considered by the Company; however, the Company reserves the right to make all final decisions related to its uniform and appearance policy.
- M. If the Company decides to change the core uniform style, the Company will pay for all new core uniform items. Employees are required to continue to pay any uniform account balance owed.
- N. An employee will be allowed to wear an Association, CWA or IBT pin on their uniform while on duty, in accordance with the Company's uniform and appearance policy.

Tentative Agreement

For the Company:

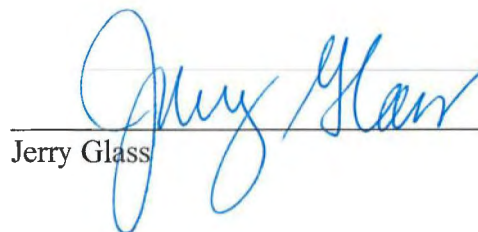
For the Union:

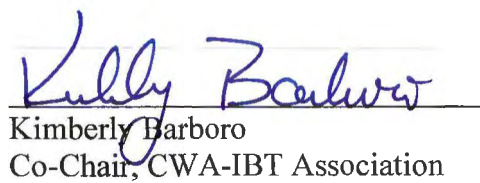

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

1-18-23
Date

1/18/2023
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

1-18-23
Date

1-18-23
Date

Tentative Agreement

Article 24 – Shift Definitions and Premiums

- A. Shifts are defined based on the scheduled starting time, as follows:
1. Shift 1: Employees scheduled to report to work at or after 0500, but before 1200, are on Shift 1. There is no shift premium paid for work beginning at or after 0500, but before 1200.
 2. Shift 2: Employees scheduled to report to work at or after 1200, but before 1800, are on Shift 2. Employees on Shift 2 are paid Shift 2 rates for the entire shift. The Shift 2 premium is \$0.55 per hour.
 3. Shift 3: Employees scheduled to report to work at or after 1800, but before 0500, are on Shift 3. Employees on Shift 3 are paid Shift 3 rates for the entire shift. The Shift 3 premium is \$0.62 per hour.
 4. Shift 4: Open-time/relief employees are on Shift 4. The Shift 4 premium is \$0.65 per hour and shall be paid for all hours worked during the work week.
- B. Employees working overtime on a scheduled work day continuous with the regular shift are paid shift premium for the overtime period based on the starting time of the scheduled shift. The shift premium for employees who work overtime not continuous with their regular shift will be based on the starting time of the overtime shift.
- C. Employees who shift trade to work are paid the applicable shift premium as set forth above in Paragraphs A.1 through A.3 above. The employee who shift traded off is not paid shift premium.
- D. Shift premiums as defined above are paid only for hours worked.
- E. Language Premium
1. The Company may establish language premium duty assignments as determined by the Company.
 2. Qualified employees in language premium duty assignments will be paid language premium for all hours worked.
 3. The language premium is \$1.00 per hour to be added to the employee's base rate of pay.
 4. Employees occupying, applying for or transferring into a language premium position may be required to pass a functional proficiency exam (written and/or oral) specific to Passenger Service duties as established by the Company and the Union.
 5. Employees who are qualified for a language premium position as outlined above, and who, at Company direction, perform work requiring their language skill will be paid the language premium for each hour worked requiring their language skill or a minimum of four (4) hours, whichever is greater.

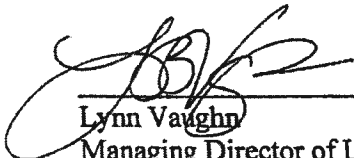
Tentative Agreement

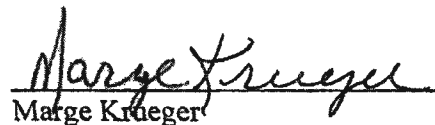
- F. CSCs will receive a premium of \$23.00 per hour to be added to their base rate of pay.
- G. HBRs and OBRs holding positions on Specialty II an-escalation desks will receive a premium of \$1.50 per hour to be added to their base rate of pay.
- H. HBRs and OBRs holding positions on Specialty I an-elite desks will receive a premium of \$1.00 per hour to be added to their base rate of pay.
- I. PEGSCs will receive a premium of \$23.00 per hour to be added to their base rate of pay.
- J. LPEGSRs will receive a premium of \$1.00 per hour to be added to their base rate of pay.

Tentative Agreement

For the Company:

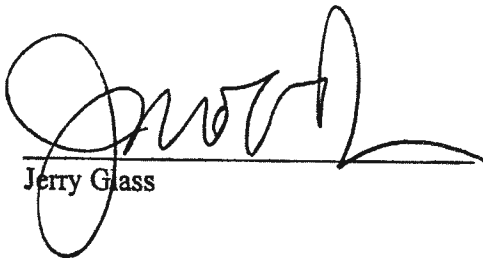
For the Union:

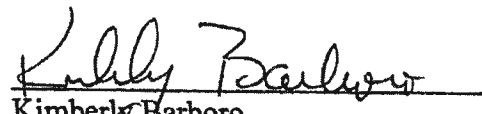

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date

12/7/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/7/23
Date

12-7-23
Date

ARTICLE 25 - Grievance Procedure

A. Grievance Steps

The procedure for the presentation and adjustment of disputes or grievances that may arise is outlined in this Article. The Union will notify the Company of the designated Union Representative to receive grievance responses for each Union jurisdiction.

1. Oral Step

- a. Any employee or group of employees who believe that any provision of this Agreement has not been properly applied or interpreted may orally present the grievance to their immediate supervisor (management) within seven (7) days of the occurrence that leads to the grievance. The supervisor shall give an oral decision to the employee(s) within twenty-four (24) hours of the discussion. Employees, at their request, will be accompanied by a representative of the Union at this step. Oral step decisions are non-precedential.

2. Step 1

- a. If a satisfactory decision is not reached at the oral step, a grievance must be submitted in writing to the local Director/Manager within ten (10) days of the oral decision.
- b. If the Union believes that any provision of this Agreement has not been properly applied or interpreted with respect to discipline or discharge, the Union may bypass the Oral Step and submit a grievance in writing to the local Director/Manager within ten (10) days of the occurrence that leads to the grievance.
- c. The local Director/Manager will render a decision in writing to the employee, Union Representative and the Local Union within seven (7) days of receipt of the grievance. Step 1 decisions are non-precedential.

3. Step 2

- a. If a satisfactory decision is not reached at Step 1, the grievance may be appealed in writing by the Union within ten (10) days of the receipt of the Step 1 decision to the appropriate department Director, or their designee.
- b. At Step 2, either the Union or Company may request, in writing, that a hearing be conducted. If a hearing is requested by either party, the hearing will be scheduled to occur at a date and time mutually agreeable to the Union Representative and department Director, or their designee, and did not respond to the Step 1 decision, within twenty-one (21) days of the department Director's, or their designee's, receipt of the appeal. If a hearing is requested by either party and such hearing does not occur within twenty-one (21) days of the department Director's, or their designee's, receipt of the appeal, the Union, at its discretion, may appeal the grievance to Step 3. When a hearing is conducted, the department Director, or their designee, will render a decision in writing to the employee with a copy provided to the Union Representative and the Local Union within seven (7) days of the hearing date.

Tentative Agreement

- c. If neither party requests a hearing, the department Director, or their designee, will render a decision in writing to the employee with a copy provided to the Union Representative and the Local Union within fourteen (14) days of receipt of the appeal.

4. Step 3

- a. If a satisfactory decision is not reached at Step 2, the grievance may be appealed in writing by the Union to the System Board of Adjustment within thirty (30) days of the receipt of the Step 2 decision.
- b. The Union (Association Director or Vice Director, or their designees) may file a grievance directly to Step 3 of the grievance process for non-disciplinary contract interpretation.

B. Issuance of Discipline

No employee who has successfully completed their probationary period will be disciplined or discharged without being advised in writing of the basis of the charge(s) against them leading to such action. Such notice, or notice of any other disciplinary action, shall be presented to the employee, Union Representative, and the Local Union not later than thirty (30) days from the time the employee's operating department learns of the incident upon which such charge(s) is based, with a copy to the local Union Representative. This notice requirement does not apply to the discharge of a probationary employee who has failed to satisfactorily complete their probationary period.

C. Union Representation at Investigatory Interviews

1. An employee will have the right to have a representative of the Union or, at the employee's option, another Passenger Service employee present when the employee is required to attend a meeting which may result in discipline of the employee. If more than one Steward is on duty, the employee will be permitted to select the Steward of their choice. If the Steward on duty chosen by the employee is unavailable based on the needs of the service, the Company will delay the meeting, provided that it shall not be delayed beyond the end of the employee's shift.
2. The employee will have the opportunity to obtain a Steward's or Union Representative's telephonic participation in the meeting if neither is available on site.
3. Notwithstanding Paragraph C.2 above, if an HBR employee is required to attend an investigatory interview in person, they may have a Steward or Union Representative attend the meeting in person as well, if the Steward or Union Representative is available at that time based on the needs of the operation.
4. Employees will not be required to travel to, attend or participate in investigatory interviews or meetings, in person or by phone, while off duty, except as necessary based on extenuating circumstances.

D. Disciplinary Grievances Other Than Discharge

1. In cases of discipline other than discharge, the employee or Union may request a hearing at the Step 1 level. The request for a hearing must be submitted with the written grievance.

Tentative Agreement

2. The hearing will be scheduled to occur at a date and time mutually agreeable to the Union Representative and department Director, or their designee, within twenty-one (21) days of the local Director/Manager's, or their designee's, receipt of the grievance.
3. The local Director/Manager, or their designee, will render a decision in writing to the employee within ten (10) days of the hearing, and a copy of the decision will be provided to the local Union Representative, and thereafter Step 2 shall apply.
4. Step 1 decisions are non-precedential. The time frame described in this Paragraph is an exception to the normal time frames within Step 1.
5. If a hearing does not occur within twenty-one (21) days of the Director/Manager's, or their designee's, receipt of the appeal, the Union, at its discretion, may appeal the grievance to Step 2.

E. Discharge Grievances

1. In cases of discharge, the affected employee shall file a grievance with the appropriate department Director, or their designee, within seven (7) days of the discharge.
2. The department Director, or their designee, shall schedule a hearing to occur on the discharge grievance at a date and time mutually agreeable to the Union Representative and department Director, or their designee, within ten (10) days of the filing of the grievance. The written decision of the department Director, or their designee, shall be issued to the employee and Union Representative within ten (10) days of the hearing, and thereafter Step 3 shall apply.
3. If a hearing does not occur within ten (10) days of the Director's, or their designee's, receipt of the appeal, the grievance shall be deemed denied, and the Union, at its discretion, may appeal the grievance to Step 3.

F. Remedy

The hearing officer in any discipline, suspension or discharge case shall have the authority to grant any make whole remedy, including but not limited to back pay, seniority and record correction appropriate to cases where it is decided to reduce or eliminate disciplinary penalties determined to be unwarranted under the standard of just cause.

G. Time Limits

1. The time limits set forth in this Article may only be waived by mutual, written agreement of the parties.
2. Failure of the Company to answer grievances within the prescribed time limits at any step automatically moves such grievances to the next level of the grievance procedure.
3. Failure of the employee or Union Representative to comply with any of the prescribed time limits will withdraw the grievance from further consideration.

Tentative Agreement

H. Probationary Employees

Probationary employees may be disciplined or discharged at the Company's discretion and no probationary employee shall have the right to grieve any disciplinary or discharge action of the Company.

I. Hearings

The grievant may be represented at grievance hearings by a representative(s) of the Union. In all cases, a representative(s) of the Union will be present at grievance hearings. The Company official to whom a grievance appeal is submitted under this Article may designate another member of management as hearing officer.

J. Authorized Union Business

Union representatives will be allowed necessary time for authorized Union business during working hours, consistent with the needs of service, as determined by the Company. Authorized Union business is that relating to the investigation of grievances or potential grievances, disciplinary action hearings, and grievance meetings with officials of the Company. In the conduct of authorized Union business, the representative will request permission to be absent from their department Director or designee, provide the reason therefore, and notify their Manager of their return.

K. Union Activity

No employee selected as steward or representative of the Union will be discriminated against for lawful activity on behalf of the Union.

L. Mediation Process

The parties, by mutual agreement, may attempt to resolve a grievance that has been appealed to the system board process set forth in Article 26 of this Agreement through the following mediation process:

1. The issues mediated will be the same as the issues the parties have failed to resolve through the grievance process. Multiple grievances may be submitted to mediation together if mutually agreed to by the parties. The presentation of evidence is not limited to that presented at any previous step of the grievance procedure. The rules of evidence will not apply and no transcript of the mediation conference shall be made.
2. The grievant(s) will have the right to be present for the presentation of the case. Other attendees will include those individuals needed to present the parties' positions and to reach agreement with the authority to bind their respective parties. Non-participating observers will not be admitted except by mutual agreement of the parties.
3. The Company and the Union shall each appoint a principal spokesperson for the mediation conference.
4. The mediator has the authority to meet both jointly and separately with the parties; however, the mediator has no authority to compel resolution of the grievance.
5. Any grievance settled during a mediation conference that is intended to be non-precedent setting shall be so stated in a jointly executed settlement agreement.

Tentative Agreement

6. If no settlement is reached during the mediation conference, the mediator shall provide the parties with an immediate oral advisory decision involving the interpretation or application of the collective bargaining agreement, together with the reasons for their decision, unless both parties agree that no opinion shall be provided.
7. The advisory decision of the mediator, if accepted by the parties, shall not constitute a precedent, unless the parties agree otherwise.
8. Any written material or documentary evidence presented to the mediator or to the other party shall be returned to the party presenting that material at the end of the mediation conference.
9. In the event that a grievance, which has been the subject of a mediation conference, is subsequently heard before a system board under Article 26 of this Agreement, the mediator may not serve as the arbitrator, nor may they be called as a witness by either party in such proceedings. During the system board proceedings on such a grievance, no reference will be made to the fact that the grievance was the subject of a mediation conference; nor will there be any reference to statements made, documents provided, or actions taken by either the mediator or the participants during the course of a mediation conference, unless the party offering such statements, documents or actions would have had access or entitlement to them outside of the mediation conference.
10. By agreeing to schedule a mediation conference, the parties are not waiving any procedural arguments that they may have regarding the case. Both the Company and the Union reserve the right to raise jurisdictional or procedural issues notwithstanding their agreement to schedule such a conference.
11. All parties in the mediation conference, including the mediator, are barred from disseminating information pertaining to the conference and/or individual grievances to the public, the media or like source.
12. All mediation fees and expenses will be shared equally between the parties. The mediation conference will be held in the same location, as would a system board hearing, unless the parties mutually agree upon another location. Each of the parties will assume the compensation, travel expense and other expenses of the mediation participants brought by that party. The grievant, or grievants if multiple grievances are being mediated, and a Union Representative, who are employees of the Company shall receive free round trip transportation on space positive status over the Company system from the point of duty or assignment to the location of the mediation, to the extent permitted by law.
13. Mediators will be selected by mutual agreement of the parties. If the parties are unable to agree to a mediator or a grievance is not resolved in the mediation process, then the parties shall proceed pursuant to the system board process under Article 26 of this Agreement unless the grievance is withdrawn.

M. Stenographic Report

When it is mutually agreed that a stenographic report is to be taken by a public stenographer of any investigation or hearing provided for in this Agreement, the cost will be borne equally by both parties to the dispute. When it is not mutually agreed that a stenographic report of the proceedings be taken by a public stenographer, the stenographic report of any such investigation or hearing

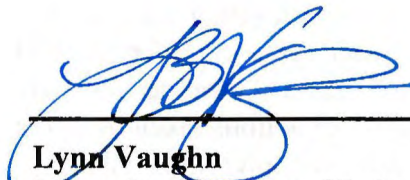
Tentative Agreement

may be taken by either of the parties to the dispute. A copy of such stenographic record will be furnished to the other party to the dispute upon request at a pro rata cost. The cost of any additional copies requested by either party shall be borne by the party requesting them, whether the stenographic record is taken by mutual agreement or otherwise.

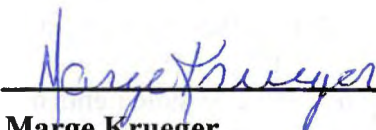
Tentative Agreement

For the Company:

For the Association



Lynn Vaughn
Managing Director of Labor



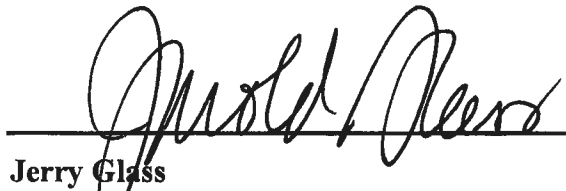
Marge Krueger
Co-Chair, CWA-IBT Association

10/31/23


Date

10/31/23

Date



Jerry Glass



Kimberly Barboro
Co-Chair, CWA-IBT Association

10/31/23

Date

10/31/23

Date

Tentative Agreement

ARTICLE 26-System Boards of Adjustment

- A. In compliance with Section 204, Title II of the Railway Labor Act ("RLA"), as amended, there is hereby established a System Board of Adjustment (the "Board") for the purpose of adjusting and deciding grievances which may arise under the terms of this Agreement.
- B. The Board shall consist of three (3) members: a neutral member, a member selected by the Company and a member selected by the Union. Upon timely receipt of appeal from the Union to the Board and the Company's Vice President-Labor Relations, or following submission of a Company grievance by the Vice President-Labor Relations to the Board and the Union, the Company's Vice President-Labor Relations or their designee shall contact the designated representative of the Union to select a mutually agreeable arbitrator to serve as the neutral member of the Board. The parties will keep each other advised of their current Board membership.
- C. The neutral arbitrator shall be selected by the Company and the Union from an established panel of neutrals as described in Paragraph E below. If the Company and the Union cannot agree upon the neutral member, they shall select ~~him/her~~ the neutral member by alternately striking names from the panel. The order of striking shall be determined by coin toss for the first case in which a neutral member is chosen under these provisions and, in subsequent cases, the parties shall alternate taking the first strike. Either the Union or the Company, as the parties determine in each instance, shall contact the selected neutral, with appropriate notice to the other party, to determine their availability. Unless otherwise mutually agreed upon, if the neutral member selected for the particular case is unable to serve within ninety (90) days after their selection (or thirty (30) days in the case of an expedited hearing), the neutral who remained on the list prior to the last strike shall be contacted as noted above. Such a procedure will be followed until a panel member is selected to hear the case.
- D. If the Company or the Union member of the Board considers a grievance which has been submitted to the Board to have sufficient urgency and importance, then that member shall provide written notice to the parties and the other Board member of the need for an expedited arbitration. The parties shall select an arbitrator in accordance with the provisions of this Article as expeditiously as possible. The Board hearing shall take place not more than thirty (30) days following notice of the need for expedited hearing, or at such later date as the parties mutually agree.
- E. The panel of neutrals shall consist of eleven (11) neutrals. The parties shall agree on a panel of neutrals in the following manner:
 1. Each party shall provide to the other a list of thirteen (13) neutrals within fourteen (14) days after the signing of this Agreement. Any names found on both lists will be deemed to be members of the panel. Any other names from either list, which can be agreed upon by the parties, will also be placed on the panel.
 2. Should the parties fail to agree upon a panel of eleven (11) neutrals within forty-five (45) days after the signing of this Agreement, then either party may petition the National Mediation Board ("NMB") for a list of candidates consisting of the requisite number needed plus a number of additional candidates equal to three (3) times the number of remaining neutrals needed. Any candidate offered by the NMB shall be a member of the National Academy of Arbitrators. The parties will then use an alternate strike process to arrive at the necessary number of neutrals, with the order of striking to be determined by coin toss.

Tentative Agreement

3. Each panel member shall serve for a minimum period of twelve (12) months, effective on the date that the parties reach resolution on the first panel of eleven (11) neutrals. After a panel member has served for a twelve (12) month period, either the Company or the Union may serve notice to remove them by notifying the other party. Within thirty (30) days of such notification or if a vacancy occurs on the panel the parties will endeavor to select a replacement. If the parties cannot agree on a replacement panel member within thirty (30) days, either the Union or the Company may petition the NMB to provide seven (7) names of arbitrators who are members of the National Academy of Arbitrators and the Company and the Union will select under the procedures set forth in Paragraph C above, one (1) of the seven (7) arbitrators as a replacement panel member.
- F. The location of the hearings of the Board for the purpose of contract interpretation will be rotated between the Company's corporate headquarters and Union headquarters, unless the parties mutually agree otherwise. Hearings of the Board for the purpose of discipline and/or termination will take place at the hub or gateway city closest to the grievant's work location, unless the parties mutually agree otherwise.
- G. The Board shall have jurisdiction over grievances under this Agreement. The jurisdiction of the Board shall not extend to proposed changes in hours of employment, rates of compensation or working conditions covered by this Agreement or any of its amendments.
- H. The Board shall consider any grievance properly submitted to it by the Union or by the Vice President-Labor Relations when such grievance has not been previously settled in accordance with the terms provided for in this Agreement.
- I. An employee covered by this Agreement may be represented at Board hearings by any person designated by ~~him~~ the employee and the Company may be represented by any person designated by it. Evidence may be presented both orally and in writing. The Board may summon any witnesses who are employed by the Company and who may be deemed necessary by the parties to the dispute.
- J. The decision of the Board shall be rendered within thirty (30) days after the close of the hearing. A majority vote of the members of the Board shall be necessary to make a decision. The decisions will be final and binding upon the Company, the Union and the grievant(s).
- K. The time limits specified in this Article may be extended by mutual agreement between the parties to this Agreement.
- L. Nothing contained in this Article will be construed to limit, restrict, or abridge the rights or privileges accorded either to the employees, the Company, or their duly accredited representatives under the provisions of the RLA, as amended.
- M. The Board shall maintain a complete record of all matters submitted to it for consideration, and of all findings and decisions made by it.
- N. Each of the parties will assume the compensation, travel expense and other expenses of the Board members selected by them.
- O. Each of the parties will assume the compensation, travel expense and other expenses of the witnesses called or summoned by them. The grievant, a Union representative and witnesses, who are employees of the Company, shall receive free roundtrip transportation on space positive status over the Company system from the point of duty or assignment to the location of the hearing, to the extent permitted by law.

Tentative Agreement

- P. The Company and Union members, acting jointly, shall have the authority to incur such other expenses as, in their judgment, may be deemed necessary for the proper conduct of the business of the Board, and such expenses shall be borne one-half (1/2) by each of the parties. Board members, who are employees of the Company, shall be furnished free round trip transportation over the Company system on space positive status for the purpose of attending meetings of the Board, to the extent permitted by law. Union Board members who are employees of the Company shall be granted necessary time off without pay for the performance of their duties as Board members.
- Q. A Board member shall be free to discharge their duty in their capacity as a Board member in an independent manner without fear that their individual relations with the Company or with the Union may be affected in any manner by any action taken by ~~him~~ the Board member in good faith.
- R. In addition to the Board process described above, the parties hereby establish a Quarterly System Board of Adjustment (the "Quarterly Board"). The following procedures shall apply:
1. On or before November 1, the Company and the Union shall mutually agree on the selection of one (1) neutral to be chosen from the panel of arbitrators resulting from the process described above in Paragraph E, together with one (1) Union appointed member and one (1) Company appointed member, to constitute the Quarterly Board to serve for the following year or other mutually agreed pre-determined period. In coordination with the selected Quarterly Board, four (4) dates shall be selected for the following year for the Quarterly Board to meet.
 2. The Quarterly Board shall sit for a pre-determined period as mutually agreed to by the parties, and is authorized to hear and decide only those grievances that the parties mutually agree are appropriate for submission to the Quarterly Board, and such agreement shall not be unreasonably withheld.
 3. At least forty-five (45) days prior to each date selected for the Quarterly Board meetings, the Company and the Union shall meet. The parties shall meet at the Company's headquarters on mutually agreeable dates, or by telephone if agreed to by the parties, once a quarter to attempt to resolve grievances, and if not resolved, to determine whether the parties agree to submit any grievances to the Quarterly Board. The party that does not agree to submission of a grievance to the Quarterly Board must provide its rationale. The parties shall then, as necessary, schedule with the Quarterly Board an agreed upon number of hearing days once a quarter. In addition, the parties shall agree to and schedule with the Quarterly Board the dates and times of the hearings. To the extent either the Company or the Union believes the process is not working or agreement to submit to the Quarterly Board is being unreasonably withheld, a meeting shall be scheduled with the Company Vice President of Labor or the appropriate Union official.
 4. At the conclusion of the hearing of each grievance, the Quarterly Board shall issue an award.
 5. The Quarterly Board shall issue a written award without a written or oral opinion. If a discipline or discharge case, and the grievance is sustained whether in whole or in part, the Quarterly Board shall include any remedy in its written award. Awards issued by the


Tentative Agreement

Quarterly Board shall not establish precedent and will not be used or referred to in the future by either party except to enforce the terms of the award.

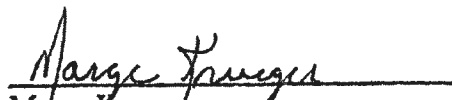
6. By ~~mutually agreeing to submitting~~ a case to the Quarterly Board, each party agrees ~~to~~ they will have waived their its rights to arbitration before the Board. A case not submitted to the Quarterly Board shall remain pending before the Board.
7. For each grievance, attendees will include those individuals a party deems are necessary to present the party's position.
8. In addition to those attendees deemed necessary pursuant to Paragraph R.7 above, a grievant in a discipline and discharge grievance shall have the right to attend the hearing, and if they so choose, to testify.
9. Each party shall inform the other party, in writing (stating name and case number), of its attendees and witnesses at least ten (10) calendar days prior to the date the case is to be heard.
10. Each party shall have no more than one (1) hour to present its case, unless the parties mutually agree that this limit should be increased to ninety (90) minutes for a particular case. This one (1) hour period shall include the party's opening statement (if one is desired), the direct examination of its own witness(es), and the cross-examination of the other party's witness(es). Additionally, each party shall have the right to present rebuttal and surrebuttal and/or to make a closing argument. The parties must submit all documentary evidence during the hearing. Post hearing briefs or submissions will not be allowed.
11. Once either party has presented evidence in support of its case, there will be no adjournments or postponements of the hearing unless mutually agreed to by the parties.
12. The Quarterly Board is prohibited from calling any additional witnesses, except those witnesses so designated pursuant to Paragraph R.9 above to testify in a proceeding.
13. There shall be no transcripts or electronic records made of the proceedings. The parties, however, shall maintain a docket of the cases heard before the Quarterly Board.
14. Unless specifically amended by Paragraphs R.1 through R.13 above, the provisions of the Board procedure set forth in this Article shall be applicable to the Quarterly Board.

Tentative Agreement

For the Company:

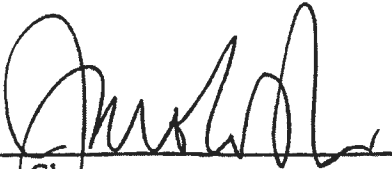

Lynn Vaughn
Managing Director of Labor

For the Union:


Marge Krueger
Co-Chair, CWA-IBT Association


Tentative Agreement

12/8/23
Date


Jerry Glass

12/8/23
Date

12/8/23
Date


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/12/23
Date

Article 27 – Insurance, Retirement, and Other Benefits

The following represents the terms of the medical and life coverage for eligible active Passenger Service employees under the American Airlines, Inc. Health & Welfare Plan for Active Employees ~~The Group Life and Health Benefits Plan for Employees of American Airlines, Inc.~~ (“Medical Plan”) (said medical coverage being referred to below as “Active Medical Coverage”) and Passenger Service employees retiring on or after November 1, 2012 under The Group Life and Health Benefits Plan for Retirees of American Airlines, Inc. (“Retiree Medical Plan”) (said medical coverage being referred to below as “Retiree Medical Coverage”). This coverage replaces and supersedes the previous medical and dental plan provisions.

A. LIFE INSURANCE

For Passenger Service employees whose base monthly salary is one thousand five hundred dollars (\$1,500) or more, ~~his~~ the employee's basic coverage shall be two (2) times their base annual salary taken to the next higher multiple of one hundred dollars (\$100), but not more than seventy thousand dollars (\$70,000).

B. MEDICAL AND DENTAL PLAN

Active Passenger Service employees' Active Medical Coverage, subject to Paragraph B.7 below, shall continue in effect according to the following provisions:

1. The Company will offer two (2) medical options in the Medical Plan subject to Paragraph B.13 below: (i) the Standard option; and, (ii) the Core medical option which is a Health Savings Account-compatible medical option. The Company reserves the right to amend the Medical Plan at the Company's sole discretion, with the exception of:
 - a. The Standard medical option design features in the Chart of Active Medical Coverage Option Design Features in Paragraph B. ~~108~~ below;
 - b. The employee contribution methodology for the Standard and Core medical options described in Paragraphs B.4 and B. ~~56~~ below;
 - c. ~~Changes noted in Paragraph B.5 below;~~
 - c. The right to purchase dental coverage as offered by the Company.
2. To the extent the Company is offering the ~~Value~~ High Cost Coverage “HCC” (former Value medical option) medical option in any plan year to employees, employees eligible to enroll in the Standard or Core medical options will be eligible to enroll in the ~~Value~~ HCC medical option. The Company reserves the right to amend or terminate the ~~Value~~ HCC medical option at its sole discretion.
3. To the extent feasible, advance notice of material Medical Plan changes will be provided to the Union prior to implementation. At least thirty (30) days prior to the distribution of the Active Medical Coverage annual enrollment materials, the Company will provide the Union with a copy of the data, assumptions and methodologies used to calculate employee contributions under the Standard and Core medical options.
4. Aggregate employee contributions for the Standard and Core medical ~~options for 2015 are twenty percent (20%), and 2016 and thereafter~~ will be twenty-one percent (21%) of the total projected cost of each forecasted year of healthcare expenses for these two (2) medical options (which include medical/prescription and administrative expenses) as calculated by the

Tentative Agreement

Company. Employee contributions for the Standard and Core medical options will increase with medical inflation with employee contributions set as explained above. The ~~Value~~ HCC medical option inflation and employee contributions will be calculated separately from the Standard and Core medical options. On an annual and non-precedent setting basis the Company may lower the cost of employee contributions to the Core medical option in its sole discretion.

5. ~~The Standard medical option annual In-Network deductible will increase by fifty dollars (\$50.00) in 2017 until the In-Network deductible reaches eight hundred and fifty dollars (\$850.00) for single coverage and the family In-Network deductible will increase by one hundred and fifty dollars (\$150.00) in 2017 until it reaches two thousand five hundred and fifty dollars (\$2,550) for family coverage.~~

5. Chart of Coverage Tiers:

Current Coverage Tiers	New Coverage Tiers	Contribution Multiplier
Employee Only	Employee Only	1.0
Employee + 1	Employee + Spouse	2.6
	Employee + Child(ren)	1.8
Employee + 2 or more	Employee + Family	3.5

The multiplier for the New Coverage Tiers is applied to the Employee Only contribution as calculated by the Company pursuant to Paragraph B.4 above.

6. ~~Legacy US Airways Passenger Service employees hired prior to DOS will maintain coverage under the US Airways Medical and Dental Plans through December 31, 2016. Effective January 1, 2017, the US Airways Medical and Dental Plans (PPO100/80, PPO90/70, PPO80/60, Out of Area 100, Out of Area 90, Out of Area 80 and PPO Dental), including the inflation formulas therein, are also eliminated. Legacy US Airways Passenger Service employees will be covered on and from January 1, 2017, if coverage is elected by a Legacy US Airways Passenger Service employee, by the Medical and Dental Plans according to the terms and conditions as provided in this Article.~~
6. New employees eligible for healthcare coverage will default to the Core medical option for Employee Only coverage on their eligibility date, unless the employee waives coverage or elects another option or level during the initial enrollment period.
7. To the extent the Company is offering incentives in any plan year to employees for participating in a wellness program, employees enrolled in the Standard and Core medical options will be eligible for those incentives provided they meet the criteria (as established by the Company at its sole discretion) for earning the incentive.
8. Chart of Active Medical Coverage Option Design Features:

Tentative Agreement

	<u>Standard</u>	
<u>Current Plan Design Features</u>		
<u>Health Spending Accounts</u>	<u>HRA</u>	
<u>In Network Deductible</u> <u>(Single/Family)</u>	<u>\$850/\$2,550</u>	
<u>Out of Network Deductible</u> <u>(Single/Family)</u>	<u>\$3,000/\$9,000</u>	
<u>Coinsurance (In/Out)**</u>	<u>20%/40%</u>	
<u>In Network Out of Pocket Max</u> <u>(Single/Family)</u>	<u>\$2,000/\$5,000</u>	
<u>Out of Network Out of Pocket</u> <u>Max (Single/Family)</u>	<u>\$6,000/\$15,000</u>	
<u>Primary Care Physician Copay</u> <u>(In Network only)</u>	<u>\$30*</u>	
<u>Specialist Copay (In/Out)</u>	<u>20%/40%</u>	
<u>Retail Clinics Copay (In/Out)</u>	<u>20%/40%</u>	
<u>Preventive Care</u>	<u>\$0</u>	
<u>Emergency Room</u>	<u>Ded/Coins/\$100</u> <u>CoPay</u>	
<u>Pharmacy (Retail)</u>		
<u>Generic</u>	<u>20% (\$10 min/\$40</u> <u>max)</u>	
<u>Formulary Brand</u>	<u>30% (\$30 min/\$100</u> <u>max)</u>	
<u>Non-Formulary Brand</u>	<u>50% (\$45 min/\$150</u> <u>max)</u>	
<u>Pharmacy (Mail)</u>		
<u>Generic</u>	<u>20% (\$5 min/\$80</u> <u>max)</u>	
<u>Formulary Brand</u>	<u>30% (\$60 min/\$200</u> <u>max)</u>	
<u>Non-Formulary Brand</u>	<u>50% (\$90 min/\$300</u> <u>max)</u>	

*Deductibles and co-insurance apply if provider is out of network.

** (In/Out) when used in the chart means In-Network and Out-of-Network, respectively.

9. The following provisions apply to the Standard medical option:

- d. Deductibles do not apply toward Out of Pocket maximums;
- e. Medical coinsurance applies towards Out of Pocket maximums;
- f. Pharmacy coinsurances do not apply towards deductibles, but do apply towards Out of Pocket maximums; and
- g. Co-pays do not apply to the Deductible.

10. The Company will also retain the right to amend any provision in the Medical Plan for the purpose of complying with applicable laws and regulations.
11. ~~In the event the Company determines that the Standard or Core design options provided for in this Agreement (each an "Option") would be or become subject to an excise tax or other penalty included in The Patient Protection and Affordable Care Act (PPACA) or any excise tax or penalty which may replace the PPACA, under applicable law, (and thus become an "Affected Option"), the Company will meet and confer in good faith in order to reach an agreement with the Union concerning the minimum modification or modifications to the Affected Option necessary to avoid application of the excise tax or other penalty. The Company shall provide to the Union information that the Union reasonably requests, including actuarial reports, necessary for the Union's design and consideration of such modifications. Unless otherwise agreed, any agreed modification shall become effective at the time the excise tax or penalty would become applicable in respect of the Affected Option (the "Affected Option Date").~~

~~If the Company and the Union are unable to agree on modifications necessary to avoid the application of the excise tax or other penalty on the Affected Option within ninety (90) days after the initial meeting, the parties will select Arbitrator Bloch who will determine the modifications to the design of the Affected Option that will become applicable. The authority of Arbitrator Bloch is expressly limited to establishing those modifications to the design of the Affected Option that will ensure that no excise tax or other penalty will apply. If Arbitrator Bloch determines that no reasonably practical modification to the Affected Option can guarantee that no excise tax or other penalty will apply, the Company shall have the right to terminate the availability of the Affected Option to the Passenger Service employees. If, under the preceding sentence, the Company has terminated or would have the right to terminate the availability to the Passenger Service employees of the Standard and/or Core Option, the arbitrator will be empowered to designate an alternative Option design (a "New Option") that is available from the Company provider and that replicates the provisions of the Core Option to the greatest possible extent without causing the New Option to become subject to any excise tax or other penalty. In the event that the arbitrator has not issued a determination prior to the excise tax or penalty becoming due or if such penalty or excise tax is otherwise owed for any reason, notwithstanding any contrary provision of law, the Company shall be permitted to implement such modifications to the design of the Affected Option as it considers to be necessary to avoid the excise tax or penalty. The Company shall have a reasonable period of time following the issuance of the arbitrator's determination to implement the New Option. Notwithstanding the foregoing, the provisions of this Paragraph B.13 shall not be effective if, after the effective date of this Agreement, the Company enters into any new or amended collective bargaining agreement having a term of three (3) years or more with any union group that does not contain a provision substantially similar to this Paragraph.~~

~~If any Option is modified or eliminated pursuant to this Paragraph B.13, the parties will meet and confer to determine how the savings, if any, from such modifications will accrue to Passenger Service employees. The avoidance of any excise tax that would have otherwise been applied will not be considered in the calculation of any savings. If the parties cannot agree on whether cost savings exist or how to distribute said savings, the matter may be referred to an arbitrator as specified by the process in this Paragraph. The arbitrator's~~

Tentative Agreement

~~authority shall be limited to the issue of determining whether such savings exist and, if so, how such savings are to be distributed. The arbitrator shall have no other authority, and in no event shall the arbitrator order modifications to or reinstitution of a plan.~~

11. Passenger Service employees will be required to timely pay for all benefits, including Flexible Spending Account contributions, in order to maintain coverage, including while on a Leave of Absence, through payroll deduction, the direct bill process or other collection process as applicable.

C. DISABILITY COVERAGE

The Company agrees to offer, at the employee's expense, an Optional Short Term Disability Plan, a Long Term Disability Plan and Optional Voluntary Personal Accident Insurance (VPAI).

D. RETIREE HEALTH CARE

Retiree Medical Coverage (LAA Retiring On or After November 1, 2012 and LUS Retiring On or After January 1, 2017)

1. Notwithstanding any other collective bargaining agreement provisions, and all other agreements, past practices, and arbitration awards between the parties, the Company is not required to maintain, fund, or provide for retiree medical or retiree life insurance benefits.
2. Retiree Medical Coverage For Passenger Service employees Ages 55 through 64 (LAA Retiring On or After November 1, 2012 and LUS Retiring On or After January 1, 2017).

Passenger Service employees retiring on or after age fifty-five (55) and through age sixty-four (64) will have access to a Company-sponsored retiree medical option. Retiree contribution rates for this coverage will be one hundred percent (100%) of projected annual expenses (which includes administrative expenses) using data, assumptions, and methodologies for calculating future retiree healthcare costs. Although it is the Company's intention to continue to make available access to medical coverage for retirees from age fifty-five (55) through age sixty-four (64), the Company reserves the right to modify, amend, or terminate the Retiree Medical Plan at any time.

3. Retiree Medical Coverage For Passenger Service employees Age 65 and Older (LAA Retiring On or After November 1, 2012 and LUS Retiring On or After January 1, 2017).

Retiree Medical Coverage shall cease when the retired Passenger Service employee attains age sixty-five (65). Retirees age sixty-five (65) and over will be offered access to purchase, at the retiree's expense, a guaranteed issue Medicare supplement plan through a third party administrator, to the extent available.

- ~~4. A Passenger Service employee who has attained the age of at least fifty-five (55) and has completed a minimum of five (5) years of active service will be paid upon her/his retirement eight dollars and sixty-five cents (\$8.65) for each hour of accrued sick leave in her/his sick bank.~~

4. For Legacy US Airways Passenger Service employees, accrual of Sick Retirement hours/days will cease on the effective date of this Agreement. Part-time Sick Retirement balances will be converted from days to hours by multiplying the current balance by four (4) hours. Also, on the effective date of this Agreement, a Legacy US Airways Passenger Service employee's Sick

Tentative Agreement

Retirement balance shall be reduced by the hours, if any, in the employee's sick bank. The resulting Sick Retirement balance shall be used for the purposes of Paragraphs D.6 and D.7 below.

5. The Sick Retirement balance will continue to be decremented for (1) paid sick hours, (2) unpaid sick hours, and (3) paid sick hours used for personal FMLA leave.
6. Upon retirement, an employee at their election will be paid ~~eight dollars and sixty-five cents (\$8.65)~~ nine dollars and twenty cents (\$9.20) per hour for accrued hours in their sick bank and hours in their Sick Retirement balance, provided the total hours paid shall not exceed the maximum sick bank hours specified in Article 18 of this Agreement, or credited to a notional HRA subject to the provisions of Paragraph 7. If an employee does not timely notify the Company of their intent to retire in accordance with Paragraph 7(b), then the employee will be paid out their sick bank and hours in their Sick Retirement balance as outlined in this Paragraph.
7. The Company shall establish a Health Reimbursement Account ("HRA") for eligible retirees covered by this Agreement who:
 - a. Meet the retirement criteria of the 65-point plan or equivalent policy and retire from the Company;
and
 - b. Give the Company at least four (4) months' advance notice of the employee's intent to retire.

For each such eligible retiree, the Company will credit to a notional HRA account the value of the eligible retiree's accumulated unused sick leave hours at the time of retirement multiplied by fifty percent (50%) of the hourly rate of the retiree at the time of retirement. The HRA credits may be used for qualified retiree medical expenses for any qualified retiree medical plan. The HRA credits may only be used to reimburse the retiree for unreimbursed, substantiated, qualified medical expenses of the retiree and/or eligible dependents up to the retiree's HRA credit balance.

The HRA must comply with all applicable laws and regulations. The Company will be responsible for drafting and maintaining the HRA plan documents, and will have discretion over all plan-related items not addressed in this Agreement. The Company shall have the right to amend any provision of the HRA plan that is required by applicable law or is necessary to maintain the tax qualified status of the plan.

E. RETIREE LIFE INSURANCE

Retiree life insurance benefits are discontinued for Passenger Service employees (LAA retiring on and after November 1, 2012 and LUS retiring on and after January 1, 2017).


F. NON-INCORPORATION

The Medical Plan and the Retiree Medical Plan are not incorporated in this Agreement.

Tentative Agreement

Tentative Agreement

For the Company:



Lynn Vaughn
Managing Director of Labor

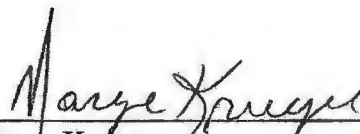
12/18/23

Date

Jerry Glass

Date

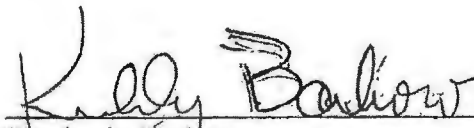
For the Union:



Marge Krueger
Co-Chair, CWA-IBT Association

12/18/23

Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

12-18-23

Date

Article 28 – Retirement Plan

A. ~~Unless specified otherwise, the terms outlined in this Article will be effective for pay received on or after DOS. All eligible Passenger Service employees, as defined in Paragraph D below, will participate in the American Airlines, Inc. 401(k) Plan ("American 401(k) Plan"), a tax qualified, defined contribution retirement plan under Section 401(a) of the Internal Revenue Code ("Code"), with a cash or deferred arrangement that qualifies under Section 401(k) of the Code, that complies with the requirements of Section 404(c) of the Employee Retirement Income Security Act of 1974, as amended ("ERISA"), or an equivalent plan; provided, however, that no later than January 1, 2017, the Passenger Service employees participating in the US Airways, Inc. Employee Savings Plan ("ESP") will become participants in the American 401(k) Plan. The ESP will either be merged with the American 401(k) Plan or the Passenger Service employee accounts in the ESP will be spun off and transferred to the American 401(k) Plan, as determined in the sole discretion of the Company. The Company, subject to any laws limiting the amount of benefit which can be contributed to or accrued under a plan qualified under Section 401(a) of the Internal Revenue Code of 1986, as amended from time to time, and its regulations, will provide contributions to eligible Passenger Service employees, as defined in Paragraph D below, under the American 401(k) Plan and ESP.~~ All eligible Passenger Service employees will participate in the American Airlines, Inc. 401(k) Plan ("American 401(k) Plan"), a tax qualified, defined contribution retirement plan under Section 401(a) of the Internal Revenue Code ("Code"), with a cash or deferred arrangement that qualifies under Section 401(k) of the Code, that complies with the requirements of Section 404(c) of the Employee Retirement Income Security Act of 1974, as amended ("ERISA"), or an equivalent plan.

B. Auto-Enrollment

- ~~1. Effective no later than January 1, 2017, as determined in the sole discretion of the Company, Passenger Service employees on the American Airlines System Seniority List immediately preceding, but not less than thirty (30) days prior to the effective date, who do not have an American 401(k) Plan or ESP contribution election on file on that date will be auto-enrolled at an Employee Before-Tax Elective Contribution rate of three percent (3%) of Compensation, as defined in the American 401(k) Plan.~~
1. Passenger Service employees hired at ~~American~~ the Company ~~on or after the effective date in Paragraph B.1 above,~~ shall be auto-enrolled at an Employee Before-Tax Elective Contribution rate of three percent (3%) of Compensation, as defined in the American 401(k) Plan. Auto-enrollment will occur as soon as administratively feasible but not less than thirty (30) days following the Passenger Service employee's DOH.
- ~~2. Passenger Service employees on the American Airlines System Seniority List, who have an American 401(k) Plan or ESP contribution election on file as of the effective date in Paragraph B.1 above, will remain or be enrolled in the American 401(k) Plan and their previous election will remain in place.~~

C. Employer Contributions~~The Company, subject to any laws limiting the amount of benefit which can be contributed to or accrued under a plan qualified under Section~~

Tentative Agreement

401(a) of the Internal Revenue Code of 1986, as amended from time to time, and its regulations, will provide contributions under the American 401(k) Plan, as follows:

- ~~1. For pay received after DOS, eligible Passenger Service employees, as defined in Paragraph D.1 below, shall receive Employer Matching Contributions in an amount equal to one hundred percent (100%) of the member's Employee Before-Tax Contributions and Employee Designated Roth Contributions up to a maximum Employer Matching Contribution equal to five and one-half percent (5.5%) of their Eligible Compensation, as defined in the American 401(k) Plan.~~

Eligible Passenger Service employees shall receive Non-Elective Employer Contributions in an amount equal to five percent (5%) of their Eligible Compensation, as defined in the American 401(k) Plan. Eligible Passenger Service employees will also be eligible to receive Employer Matching Contributions in an amount equal to one hundred percent (100%) of the member's Employee Before-Tax Contributions and Employee Designated Roth Contributions up to a maximum Employer Matching Contribution equal to four percent (4%) of Eligible Compensation, as defined in the American 401(k) Plan.

- ~~2. Subject to Paragraph B above, for pay received during the period from DOS through December 31, 2015, eligible Passenger Service employees, as defined in Paragraph D.2 below, shall receive Non-Elective Employer Contributions in an amount equal to three percent (3%) of eligible compensation as defined in the ESP.~~
- ~~3. Subject to Paragraph B above, for pay received on or after January 1, 2016, eligible Passenger Service employees, as defined in Paragraph D.3 below, shall receive Employer Matching Contributions in an amount equal to one hundred percent (100%) of the member's Employee Before-Tax Contributions and Employee Designated Roth Contributions up to a maximum Employer Matching Contribution equal to five and one-half percent (5.5%) of eligible compensation as defined in the ESP.~~

D. Eligibility

1. Employer Matching Contributions: All Passenger Service employees must satisfy the one (1) year service requirement, as defined in the American 401(k) Plan, to be eligible to receive Employer Matching Contributions in the American 401(k) Plan. Provided, however, that all Passenger Service employees who are on the American Airlines System Seniority List as of DOS and who are not eligible to receive Employer Matching Contributions as of DOS shall have all prior service with the Company and/or AAG recognized for purposes of determining eligibility for post-DOS Employer Matching Contributions to the American 401(k) Plan.

2. Non-Elective Employer Contributions: All Passenger Service employees must satisfy the one (1) year service requirement, as defined in the American 401(k) Plan, to be eligible to receive Non-Elective Employer Contributions in the American 401(k) Plan. Provided, however, that all Passenger Service employees who are on the American Airlines System Seniority List as of DOS and who are not eligible to receive Non-Elective Employer Contributions as of DOS shall have all prior service

Tentative Agreement

with the Company and/or AAG recognized for purposes of determining eligibility for post-DOS Non-Elective Employer Contributions to the American 401(k) Plan.

- ~~1. Effective DOS, Passenger Service employees who are on the American Airlines System Seniority List, participating in the American 401(k) Plan, and complete one (1) year of service, as defined in the American 401(k) Plan, are eligible to receive Employer Matching Contributions.~~
- ~~2. Effective DOS through December 31, 2015, Passenger Service employees who are on the US Airways System Seniority List, participating in the ESP, and satisfy the ninety (90) day employment requirement, as defined in the ESP, prior to the transfer of their account to the American 401(k) Plan are eligible to receive Non-Elective Employer Contributions.~~
- ~~3. Effective January 1, 2016 and subject to Paragraph B above, Passenger Service employees who are on the US Airways System Seniority List, participating in the ESP, and satisfy the ninety (90) day employment requirement, as defined in the ESP, are eligible to receive Employer Matching Contributions.~~
- ~~4. Subject to Paragraph B above, Passenger Service employees whose ESP accounts transfer to the American 401(k) Plan will at that time be eligible to receive Employer Matching Contributions in the American 401(k) Plan, regardless of their length of service.~~
- ~~5. All new Passenger Service employees on or after January 1, 2017 must satisfy the one (1) year service requirement, as defined in the American 401(k) Plan, to be eligible to receive Employer Matching Contributions.~~

E. Vesting

1. Employer Matching Contributions: All Passenger Service employees with two (2) or more years of vesting service, as defined in the American 401(k) Plan, shall be one hundred percent (100%) vested in their Employer Matching Contributions. Provided, however, that all Passenger Service employees who are on the American Airlines System Seniority List as of DOS and who are not vested in their Employer Matching Contributions as of DOS shall have all prior service with the Company and/or AAG recognized for purposes of determining vesting for post-DOS Employer Matching Contributions to the American 401(k) Plan.

2. Non-Elective Employer Contributions: All Passenger Service employees with two (2) or more years of vesting service, as defined in the American 401(k) Plan, shall be one hundred percent (100%) vested in their Non-Elective Employer Contributions. Provided, however, that all Passenger Service employees who are on the American Airlines System Seniority List as of DOS and who are not vested in their Non-Elective Employer Contributions as of DOS shall have all prior service with the Company and/or AAG recognized for purposes of determining vesting for post-DOS Non-Elective Employer Contributions to the American 401(k) Plan.

- ~~1. Effective DOS, Passenger Service employees who are on the American Airlines System Seniority List, participating in the American 401(k) Plan, with two (2) or~~

Tentative Agreement

~~more years of vesting service, as defined in the American 401(k) Plan, shall be one hundred percent (100%) vested in their Employer Matching Contributions.~~

~~2. Effective DOS, Passenger Service employees who are on the American Airlines System Seniority List, participating in the American 401(k) Plan, with less than two (2) years of vesting service, as defined in the American 401(k) Plan, shall be zero percent (0%) vested in their Employer Matching Contributions.~~

~~3. Effective DOS, Passenger Service employees who are on the US Airways System Seniority List, participating in the ESP, with two (2) or more years of vesting service, as defined in the ESP, are one hundred percent (100%) vested in their Non-Elective Company Contributions.~~

~~4. Effective DOS, Passenger Service employees who are on the US Airways System Seniority List, participating in the ESP, with less than two (2) years of vesting service, as defined in the ESP, are zero percent (0%) vested in their Non-Elective Company Contributions.~~

~~5. Notwithstanding Paragraphs E.1 to E.4 above, and subject to Paragraph B above, Passenger Service employees whose accounts transfer from ESP to the American 401(k) Plan will, at the time their accounts transfer to the American 401(k) Plan, become one hundred percent (100%) vested in their Non-Elective Company Contributions and/or Employer Matching Contributions.~~

F. The Company reserves the right to amend the American 401(k) Plan and ESP at the Company's sole discretion.

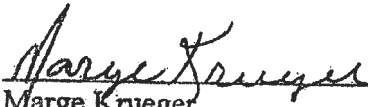
G. The American 401(k) Plan is not incorporated in this Agreement.

Tentative Agreement

For the Company:

For the Union:


Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

Date

12/18/23

Date

12/18/23

U
Tentative Agreement

Tentative Agreement

Gould Star
Jerry Glass

12/19/23
Date

Kimberly Baboro
Kimberly Baboro

Co-Chair, CWA-IBT Association

12-19-23
Date

Tentative Agreement

Article 29 – Training, Travel Pay and Meal Per Diem

- A. Employees may be required to attend and/or successfully complete training programs sponsored by the Company. All training including but not limited to computer-based training shall be done during an employee's on-duty hours.
- B. When changes to Company systems, policies or procedures require training, employees who fail to successfully complete the required training program will be permitted one (1) opportunity to retest or repeat the training program.
- C. Employees who fail to successfully complete Passenger Service training programs required by the Company as a result of an involuntary displacement will be permitted to retest or repeat the training program and if still unsuccessful, will be permitted to file in-station and system transfer bids for transfer to any other duty assignment within their group. In the event the employee is unable to successfully transfer under these provisions, he will be placed on furlough status and will be prohibited from transferring to any vacancy requiring the same training curriculum for a period of one (1) year following the employee's return date.
- D. The Company shall make reasonable efforts to assign employees to attend training programs during their normal shifts. When not possible, however, the Company may shift adjust employees' starting times and/or change employees' day(s) off as described in Article 5 of this Agreement to attend single day training events. Where the training requirement cannot be scheduled within the employee's shift, the Company may shift extend such employee provided such shift extension does not exceed three (3) hours.
- E. Multiple day training events or single day training events that are not scheduled as described in Paragraph D above will be bid in seniority order among affected employees. The Company reserves the right to restrict the number of employees who may attend the training sessions from each group, classification, duty assignment, shift and/or starting time.
- F. Compensation for Training
 - 1. Employees required to attend training on a scheduled workday will receive pay for the actual classroom hours, plus any hours worked excluding their regularly scheduled unpaid meal period, at the applicable rate.
 - 2. Employees who are required to attend classroom training outside of their normally scheduled shift that is not continuous with their scheduled shift will be paid the number of actual classroom hours or a minimum of four (4) hours, whichever is greater, at the applicable rate.
- G. Employees required to attend Company meetings and training away from their geographic work location are compensated for travel time as follows:
 - 1. If traveling by air, travel time begins at the scheduled departure time of the flight and ceases upon the start of a Company meeting or training if travel and the

Tentative Agreement

Company meeting or training occur on the same day, or ceases upon arrival at the destination airport if travel and the Company meeting or training are not on the same day. Travel time back to an employee's geographic work location begins at the conclusion of the Company training or meeting and ceases upon arrival of the flight at the destination airport, excluding overnights. Employees traveling by air will travel on space positive status.

2. When air service is not available or not practical and required ground travel is approved in advance by the Company, employees will be reimbursed at the IRS rate based on official American Automobile Association (AAA) mileage charts for distances driven to attend training or meetings.
3. Employees traveling to and/or attending training or meetings away from their geographic work location on a scheduled work day will be compensated for the minimum hours they were scheduled for that day at straight time rates. If the travel time plus actual classroom time plus any hours worked (excluding an unpaid meal period) exceed the employee's regularly scheduled hours, he will be compensated at applicable rates.
4. Employees required to travel on a scheduled day off will be compensated for travel time at the applicable rate.
5. An employee's geographic work location is his station except for HBRs, whose geographic work location is their residence. HBRs will not be paid mileage or travel time for travel within their HBR radius.

H. Meal Per Diem Payments

1. When meals are not provided by the Company or the hotel, per diem payments for meal expenses are provided to employees required to attend training or meetings away from their geographic work location.
2. Meal per diem payments are as follows:
 - a. Breakfast - ~~\$107~~.00. Breakfast per diem is provided only on those days when employees are required to overnight the day prior to the training or meeting.
 - b. Lunch - ~~\$1511~~.00.
 - c. Dinner - ~~\$2523~~.00. For employees traveling by air, dinner per diem is provided when an overnight stay is required and the employee's flight to the Company training/meeting site departs prior to 6:00 p.m. local time, or when the employee's return flight departs from the training/meeting site after 6:00 p.m. local time. For employees traveling by ground, dinner per diem is provided when an overnight stay is required, or when the Company training/meeting ends at 4:00 p.m. local time or later.

Tentative Agreement

3. Employees required to travel by air to Company training or meetings who do not have access to employee parking at their domicile location will be reimbursed for required standard long term parking fees incurred.


I. Lodging


Employees required to stay away from home overnight for Company training or meetings will be provided single room accommodations, including a necessary stay away from home as a result of a flight disruption.

Tentative Agreement

For the Company:

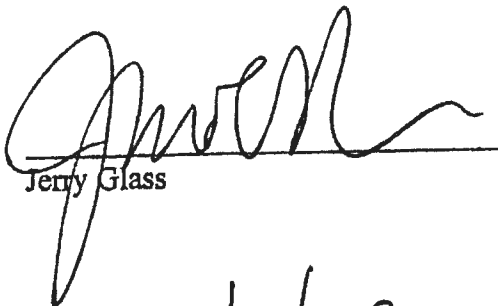
For the Union:

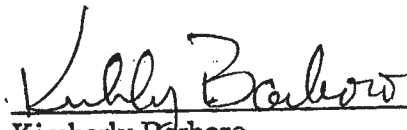

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/8/23
Date

12/8/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/8/23
Date

12/8/23
Date

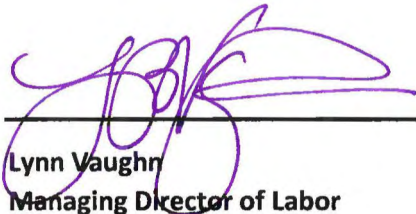
Tentative Agreement

Article 30 – Safety and Health

- A. The Company, Union and Employees agree to promote safe and sanitary conditions in all facilities. Breakrooms will be lighted, ventilated, and heated consistent with the sources of heat, ventilation and light available.
- B. The Company, Union and Employees will cooperate towards prevention of work related accidents and injuries and the furtherance of an aggressive safety program.
- C. A Safety Committee will be established at each reservation center, which shall also cover, and include participation by, HBR employees attached to the applicable reservations center, and each airport, and for all travel centers combined, where employees covered by this agreement are based. The Company will meet quarterly with Safety Committees, and will make reasonable efforts to meet monthly, to discuss relevant safety issues. The Union will have one member on each Safety Committee except in those locations where there are more than three hundred (300) Passenger Service employees, where there shall be three (3) Union representatives.
- D. The Company agrees to furnish good drinking water. The floors of the toilets and break rooms will be kept in good repair and in a clean, dry sanitary condition. The Union and employees recognize their duty and responsibility to assist in maintaining safe, healthful, and sanitary conditions.


Tentative Agreement

For the Company:

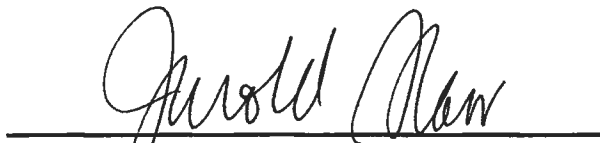

Lynn Vaughn
Managing Director of Labor

Date: 3/8/23


For the Association


Marge Krueger
Co-Chair, CWA-IBT Association

Date: 3/8/23


Jerry Glass

Date: 3/8/23


Kimberly Barboro
Co-Chair, CWA-IBT Association

Date: 3-8-23

Article 31 – Part-Time Employees

- A. Part-time employees may be employed by the Company based on the needs of service as determined by the Company. All of the provisions of this Agreement shall apply to part-time employees unless otherwise specified.
- B. The Company will not regularly schedule consecutive part-time shifts within the same location and duty assignment where the work requirement can be covered by a single full-time employee, nor will the Company schedule a combination of two (2) part-time shifts and one (1) full-time shift where the work requirement can be covered by two (2) full-time employees.

Tentative Agreement

Article 32 – Call Monitoring

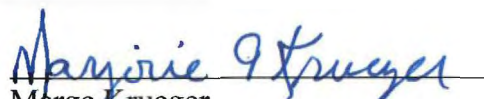
- A. Call monitoring may be utilized by the Company. To assure courteous treatment, accurate information and superior service, customer calls may be monitored to assist in the training and development of employees, identification of customer needs and product evaluation.
- B. Where monitoring is conducted, it will be performed by trained observers with consistent standards applied at all locations and to all employees. Monitoring includes but is not limited to the following:
 1. Service Observations: Monitoring of this type is intended to randomly review the performance of the work group to determine their effectiveness in providing quality service to customers. Official service observations, made at the direction of the Company for the primary purpose of determining the overall quality of service furnished to customers, are not intended nor will they be used for the purpose of identifying or rating the performance of individual employees.
 2. Diagnostic: Monitoring of this type is intended to review and evaluate new or changed products, practices and procedures.
 3. Evaluative/Developmental: Monitoring of this type is intended to be handled in a confidential manner to document performance of the individual employee for evaluation purposes. Call monitoring of an employee will be based on criteria established by the Company. The criteria to determine the amount of monitoring and standards expected of each employee will be provided to each employee. Any changes to the criteria will be immediately communicated to the Union.
- C. Feedback from all calls monitored will be provided to the employee within three (3) scheduled work days of the completed contact, except that (i) any disciplinary feedback will be provided to the employee by the end of the day of the completed contact or no later than their next scheduled work day, and (ii) the employee will be notified of exceptional service or gross misconduct immediately.
- D. Employees shall not be disciplined as a result of call monitoring except for gross misconduct, fraud, violation of privacy of communications, or when developmental efforts have not been successful.
- E. The Company reserves the right to record calls that will be used for monitoring.

Tentative Agreement

For the Company:

For the Union:


Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

Tentative Agreement

12/7/23
Date

Jerry Glass
Jerry Glass

12/7/23
Date

12-7-23
Date

Kimberly Barboro
Kimberly Barboro
Co-Chair, CWA-IBT Association

12-7-23
Date

Article 33 – Union Security and Maintenance of Membership

- A. Each employee now or hereafter employed in any classification covered by this Agreement shall, as a condition of continued employment, within sixty (60) days following the beginning of such employment or the effective date of this Agreement, whichever is later, become a member of, and thereafter maintain membership in good standing in the Union except as provided otherwise herein. Such condition will not apply with respect to any employee to whom such membership is not available upon the same terms and conditions as are generally applicable to any other member of the employee's classification, or with respect to any employee to whom membership is denied or terminated for any reason other than the failure of the employee to tender dues uniformly required of other members of the classification, as a condition of acquiring or retaining membership.
- B. For the purposes of this Article, "membership in good standing in the Union" shall consist of payment by the employee of fees and dues (as described herein) for each calendar month not later than the last day of the second following calendar month, as may be levied in accordance with procedures set forth in the CWA or IBT Constitution, as applicable. Each employee of the Company covered by this Agreement who fails to voluntarily acquire or maintain membership in the Union shall be required, as a condition of employment, beginning sixty (60) days after the effective date of this Agreement or sixty (60) days following the beginning of such employment, whichever is later, to pay the Union each month a service charge as a contribution for the administration of the Agreement and the representation of such employee. The service charge for the first month shall be in an amount equal to the Union's regular and usual monthly dues, and for each month thereafter in an amount equal to the regular and usual monthly dues uniformly required as a condition of acquiring or retaining membership. Any employee disputing the calculation of the portion of the applicable service fee corresponding to the Union's costs in negotiation and administering the Agreement and the representation of the employees covered by the Agreement shall communicate such disputes, in writing, to the Union's applicable Secretary-Treasurer who shall handle such disputes in accordance with Union procedures.
- C. All rights of an employee under this Agreement and such supplements and amendments as may apply are contingent upon his or her acquisition and maintenance of membership in good standing in the Union.
- D. If any employee of the Company covered by this Agreement becomes delinquent in the payment of this service charge or any Union member becomes delinquent in payment of his dues, the Union shall notify such employee by certified mail, return receipt requested, copy to the Company's Managing Director of Labor Relations, that he is delinquent in the payment of such service charge or membership dues as specified herein and is subject to discharge as an employee of the Company. Such letter shall also notify the employee that he must remit the required payment within a period of thirty (30) days or be discharged. If, upon the expiration of the thirty (30) day period, the employee still remains delinquent, the Union shall certify in writing to the Company's Managing Director of Labor Relations, copy to the employee, that the employee has failed to remit payment within the grace period allowed and is therefore to be discharged. The

1 Company will, within ten (10) working days after receipt of notice from the Union,
2 discharge any employee who is not in good standing in the Union, as defined above.

3 E. When new employees are hired into classifications covered by this Agreement, the
4 Company will furnish to the Union the names, home addresses and location of
5 employment of such employees within thirty (30) calendar days after they are hired. The
6 Company will make arrangements for all new employees coming under this Agreement
7 to have up to two (2) hours during their Company orientation period or during regular
8 working hours to meet with Union representatives for the purpose of orienting the new
9 employee to the terms of this Agreement.

10 F. Upon receipt by the Company of a signed authorization to the Union of dues and payable
11 to the Union, the Company will deduct from the employee's check such dues as are
12 uniformly required as a condition for acquiring or retaining membership. This
13 assignment shall be revocable by written notice of the employee, such notice to be sent in
14 duplicate by certified or registered mail to the Union, or upon the termination date of the
15 applicable collective bargaining agreement, whichever occurs sooner. Such assignment
16 shall specify the amount of the dues and shall provide that the amount of such deduction
17 for membership dues shall be subject to change upon receipt by the Company of a written
18 certification by the Union that such dues or assessments have been changed and
19 specifying the amount thereof.

20 G. An employee who has executed a dues authorization and who has been transferred or
21 promoted to a position to which the provision of this Agreement are not applicable
22 (excluding "temporary" or "acting" promotions or transfers) or who quits or resigns from
23 the Company shall be deemed to have automatically revoked his assignment as of the
24 date of such action. If he transfers back or returns to a position to which the provisions of
25 this Agreement are applicable or is rehired, further deductions of Union dues will be
26 made only upon the execution and receipt by the Union of a new dues authorization.

27 H. After receipt of the authorization, deductions will be made on account for 1/26 of the
28 annualized Union dues from the first paycheck of the employee for a full pay period after
29 receipt of the authorization and from each paycheck thereafter.

30 I. Deductions provided for in this Article shall be remitted to the properly authorized Union
31 official during the month following the deduction. The Company will remit all dues and
32 fees for employees who are members of IBT locals, to the member's respective IBT local
33 union. The Company will remit all dues and fees for employees who are members of
34 CWA locals to the CWA in a single remittance.

35 No Deductions shall be made for employees for any period during which they are on
36 unpaid leave.

37 J. The Union agrees to notify the Company of changes in deduction amounts that affect a
38 group of employees ninety (90) days or more prior to the month in which such changes
39 are to occur.

40 K. The Company shall furnish the Union a monthly statement within ten (10) days of the
41 close of the calendar month in which dues were deducted. The statement will be
42 transmitted in electronic format including the following information for each employee
43 having dues, assessment and/or initiation fee deduction authorization on file:

1. First name, last name and middle initial (if applicable);
2. Full-Time or Part-Time status;
3. Amount of dues, assessment or fees deducted;
4. Badge number or other unique identifier;
5. Base hourly wage rate;
6. Classification;
7. Work location;
8. Mailing address, including city, state and zip code;
9. Date of Hire; and
10. Union local number.

The Union and the Company shall keep each other currently informed of their respective duly authorized representative for the purposes of this Paragraph and shall promptly notify each other of any change of such representatives.

The information listed above will be taken from Company records and will be furnished on a timely basis; however the Union recognizes that errors and delays may and will occur, and in using the information furnished, assumes all risks associated therewith.

L. The Company will not be liable for any time or wage claims for any employees discharged by the Company pursuant to a written order by an authorized Union official.

M. The Union shall indemnify and save the Company harmless against any and all claims, demands, suits or other forms of liability that may arise out of or by reasons of the provisions of this Article, including attorneys' fees and costs incurred in the defense of any such action. The Company shall promptly notify the Union of any such claim of liability made against the Company.

N. An employee discharged under the provisions of this Article will be deemed to have been "discharged for just cause" within the meaning of the terms of this Agreement.

O. Eligible employees of the Company who are members of CWA locals may make voluntary contributions through payroll deduction to CWA's Political Action Fund (PAF), a separately segregated political action committee sponsored by CWA. Eligibility to participate in PAF through the payroll deduction program is restricted to those employees of the Company who are certified by CWA as eligible to participate under applicable federal and state laws. Participation by any such employees shall be on a voluntary basis and employees shall be so informed by the person soliciting their participation on behalf of CWA. The CWA shall be responsible for notifying the Company promptly when any such employee is no longer eligible to participate. Each employee volunteering for PAF will complete a deduction form (approved by the Company to ensure compliance with applicable law) with the dollar amount to be deducted from each paycheck, which will be furnished to the Company.

P. Eligible employees of the Company who are members of IBT locals may make voluntary contributions through payroll deductions to the Democrat, Republican, Independent Voter Education (DRIVE) Political Action Committee. Eligibility to participate in

1 DRIVE through the payroll deduction program is restricted to those employees of the
2 Company who are certified by the IBT as eligible to participate under applicable federal
3 and state laws. Participation by any such employees shall be on a voluntary basis and
4 employees shall be so informed by the person soliciting their participation on behalf of
5 the IBT. The IBT shall be responsible for notifying the Company promptly when any
6 such employee is no longer eligible to participate. Each employee volunteering for
7 DRIVE will complete a deduction form (approved by the Company to ensure compliance
8 with applicable law) with the dollar amount to be deducted from each paycheck, which
9 will be furnished to the Company. The Company shall transmit to DRIVE National
10 Headquarters on a monthly basis the total amount deducted on behalf of employees,
11 along with a list of the employees' names, badge number or other unique identifier and
12 the respective amounts deducted from each of the employee's paychecks.

13 Q. "Union" as used in this Article shall mean the CWA or IBT, as applicable.

Tentative Agreement

Article 34 – General and Miscellaneous

- A. Personnel records shall be maintained for all employees by the Company. An employee and their Union representative will be granted access to the employee's individual personnel records when properly requested in writing by the employee or a Union representative with written authorization from the employee. Management reserves the right to be present when employee personnel records are reviewed. If a review is in relationship to a grievance, it may be accomplished prior to any grievance hearing and copies of relevant documentation will be provided.
- B. A place shall be provided inside of each station and reservation center marked "CWA/IBT Association" where official Union notices of interest to the employees may be posted. No political circulars or advertisements will be posted.
- C. Employees covered by this Agreement and their immediate families will be granted the same transportation privileges on the Company's system as may be established by Company regulations for all personnel.
- D. Passenger Service employees will be considered for vacancies outside the scope of this Agreement consistent with Company policy in effect at the time of the vacancy.
- E. The Company will provide paid parking for all passenger service employees who park in airport and/or Company parking lots. Where the Company does not provide employee parking, the Company will reimburse the employee the cost of the monthly parking fee (receipt required) at a Company authorized parking facility. This provision will not apply to replacement charges for parking decals, stickers, gate keys or similar items.
- F. In the event a payday falls on a Federal Reserve System legal holiday, the Company will make every effort to have paychecks prepared and distributed on the day preceding such legal holiday.
- G. Employees will be paid every other Friday for the preceding pay period. An itemized statement will be included indicating all wages and overtime in addition to listing all federal, state and local required deductions and all voluntary employee deductions.
- H. Prior to placement in the employee's file, the Company will provide to the employee a copy of any documentation related to attendance or performance. If the documentation is a complimentary or complaint letter regarding such employee, the employee will not contact the customer without prior approval by the Company. To be placed in an employee's personnel file, a customer complaint letter must adequately identify the employee (e.g., by name, employee number, agent sine, work location and/or physical description of the employee). All complimentary and complaint letters will be removed from the employee's personnel records after twelve (12) months, unless the letter is associated with discipline, in which case the letter will be subject to the discipline time limits. Any expired discipline will be removed upon request. An employee may submit

Tentative Agreement

a written response to any complaint letter or any documentation related to attendance or performance, and the written response shall be attached to the documentation.

- I. Employees are required to keep the Company informed as to their current status including but not limited to any change to their current address and telephone number, name change, marital status or family status.
- J. Breakrooms, where-provided, will be maintained in a neat and orderly fashion. The Company will make every effort to provide secure space that is suitable for storage of personal and uniform items at each location.
- K. The Company agrees to provide ~~each employee~~ the Union with two thousand (2,000) printed and bound copyies of the Agreement, and electronic access to the Agreement to each employee covered by this Agreement.
- L. Where available, the Company will provide a private room at work locations for Union representatives to conduct local Union business related to the handling of grievances (e.g., grievance investigations); provided, however, a Union representative gives the Company reasonable notice of the date and time of the requirement for the private room.

[Paragraph M re SIDA removed to Article X and revised therein.]

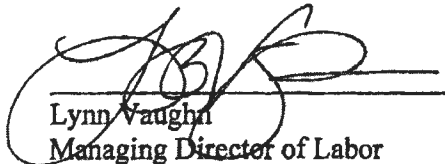
M. The Association may appoint up to two (2) full-time Union Employee Assistance Program Representatives who will be paid by the Company. The Association shall ensure the representatives are appropriately trained for their roles and agrees they do not represent the Company and will not hold themselves out as representatives of the Company, whether either as a Company Employee Assistance Program representatives or otherwise. The Association further agrees the Company shall not be legally responsible for the actions of these representatives.

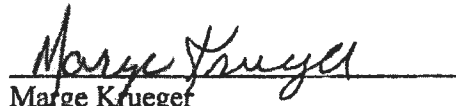
N. An employee who appears as a witness in a legal proceeding at the request of the Company will be paid their applicable rate during witness service.

-Tentative Agreement

For the Company:

For the Union:

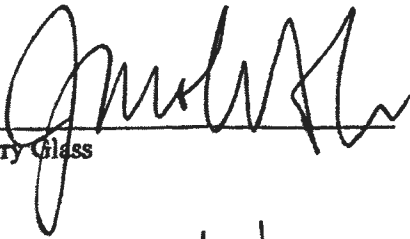

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date


12/7/23
Date

Tentative Agreement



Jerry Glass

12/7/23
Date



Kimberly Barboro
Co-Chair, CWA-IBT Association

12-7-23
Date

1 **Article 35 – Amendments to this Agreement**

2 Either party hereto may, at any time, propose in writing to the other party an amendment(s),
3 which they may desire. For such amendment to be valid there must be written agreement
4 between the Director of Labor Relations, or his/her designee, and the Association Director
5 and Association Vice-Director, or their respective designees. Amendments made in any
6 other manner will not be recognized. This would include letters of interpretation, whether
7 local or systemwide.

Tentative Agreement

Article 36 - Compensation

- A. All employees covered by this Agreement will be paid on the scales contained below in Paragraph E.
- B. The following general increases to pay scales have been incorporated in the scales contained below in Paragraph E:
1. 5/2024 ~~DOS + 12 months~~ **23.0%** increase
 2. 5/2025 ~~DOS + 24 months~~ **23.0%** increase
 3. 5/2026 ~~DOS + 36 months~~ **23.0%** increase
 4. 5/2027 ~~DOS + 48 months~~ **23.0%** Increase
- C. New hire employees will be paid the entry rate or at the Company's sole discretion, will be paid at a higher step of the pay scale. In the event that any new hire employee in a location is paid at a higher step, then, all employees with less pay seniority at that location at that time will be paid at the higher step offered to such new hire employees and will have their pay seniority adjusted to reflect that change. Employees hired or placed on a higher step of the pay scale pursuant to this Paragraph will not progress to next step of the pay scale until they have completed the applicable number of years of pay seniority credit.
- D. Step progression will become effective on an employee's pay anniversary date.
- E. The pay scales for Passenger Service employees are as follows:
1. Customer Service Agent, Premium Guest ~~Customer~~ Services Representative, Reservations ~~Office Based~~ Representative and Travel Center Representative:

<u>YOS</u>	<u>DOS</u>	<u>5/2024</u>	<u>5/2025</u>	<u>5/2026</u>	<u>5/2027</u>
1	18.51	19.07	19.64	20.23	20.84
2	19.15	19.72	20.31	20.92	21.55
3	20.05	20.66	21.28	21.92	22.58
4	20.88	21.51	22.15	22.81	23.49
5	22.00	22.66	23.34	24.04	24.76
6	23.65	24.36	25.09	25.84	26.62
7	24.78	25.52	26.29	27.08	27.89
8	25.90	26.68	27.48	28.30	29.15
9	27.36	28.18	29.02	29.89	30.79
10	29.29	30.17	31.07	32.00	32.96
11	35.03	36.08	37.16	38.27	39.42
12+	35.65	36.72	37.82	38.95	40.12

Tentative Agreement

[Separate Reservations Home Based Representative scale removed. See Reservations Representative scale above in Paragraph E.1 for HBR rates.]

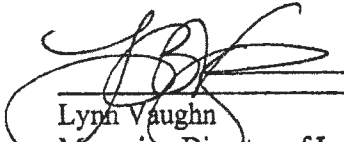
2. Customer Assistance Representative:

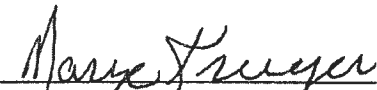
<u>YOS</u>	<u>DOS</u>	<u>5/2024</u>	<u>5/2025</u>	<u>5/2026</u>	<u>5/2027</u>
1	15.17	15.63	16.10	16.58	17.08
2	15.20	15.66	16.13	16.61	17.11
3	15.46	15.92	16.40	16.89	17.40
4	15.54	16.01	16.49	16.98	17.49
5	15.90	16.38	16.87	17.38	17.90
6	19.75	20.34	20.95	21.58	22.23
7	19.77	20.36	20.97	21.60	22.25
8	19.88	20.48	21.09	21.72	22.37
9	20.32	20.93	21.56	22.21	22.88
10	20.97	21.60	22.25	22.92	23.61
11	21.72	22.37	23.04	23.73	24.44
12+	21.72	22.37	23.04	23.73	24.44

Tentative Agreement

For the Company:

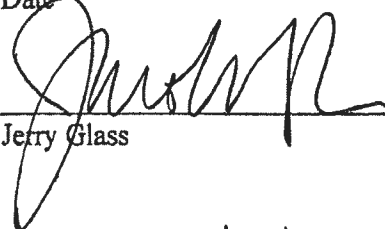
For the Union:



Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date

12/7/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/7/23
Date

12-7-23
Date

Tentative Agreement

Article 37 – Duration

Except as otherwise noted, this Agreement shall become effective ~~December 1, 2015~~ [DOR DATE], and shall remain in full force and effect pursuant to the RLA through its amendable date of ~~December 1, 2020~~ [5 YEARS FROM DOR] and shall then renew itself without change until the date by which each succeeding twelve (12) month period thereafter is completed (“Subsequent Amendable Dates”), unless written notice of intended change is served in accordance with Section 6, Title I, of the RLA, as amended, by either party hereto at least ~~one hundred eighty (180)~~ **three hundred sixty five (365)** days prior to the Initial Amendable Date or Subsequent Amendable Dates.

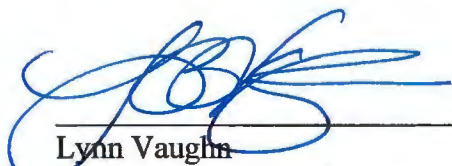
In the event a party serves timely notice of intended changes pursuant to this Article, the parties will commence bargaining for an amended collective bargaining agreement no later than ~~ninety (90)~~ **three hundred (300)** days prior to the Initial Amendable Date or a Subsequent Amendable Date, as applicable.

In witness whereof, the parties have signed this Agreement on ~~December 1, 2015~~ [DOR DATE].

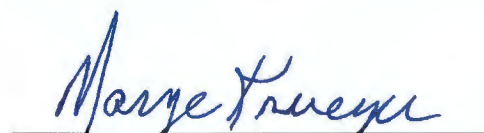
Tentative Agreement

For the Company:

For the Union:



Lynn Vaughn
Managing Director of Labor



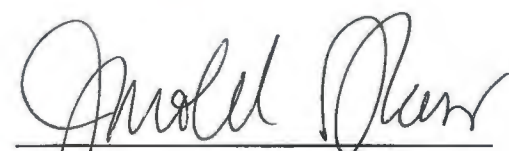
Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23

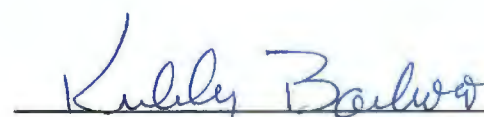
Date

12/7/23

Date



Jerry Glass



Kimberly Barboro
Co-Chair, CWA-IBT Association

12/7/23

Date

12-7-23

Date

(6)

Tentative Agreement

[Provisions removed from Paragraph M in Article 34 and incorporated in this Article 37; Paragraph M.4.f moved to Paragraph C herein.]

Article 37 – SIDA

The government requires a criminal background check and fingerprinting for all employees requiring unescorted Security Identification Display Area (SIDA) access at a station.

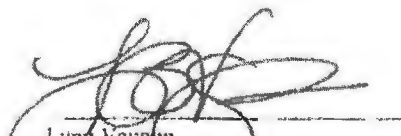
- A. Employees moving from one station to another may have to obtain a SIDA badge for the new station. Employees will be authorized space available Company business travel to the new station in order to accomplish the application process for the SIDA badge. Where space available travel is not practical, the Company may elect to grant space positive travel. Employees must use their regular scheduled off days or request vacation time to apply for the SIDA badge. The Company will make reasonable efforts to assist the employee in obtaining the necessary badging at the new station.
- B. Employees who renew a SIDA badge at a station shall be permitted to complete the renewal process during their regularly scheduled shift if the SIDA office is open during those shift hours. If an employee's regularly scheduled shift is other than when the SIDA office is open, the employee shall be paid at straight time rates for the time required to process the application during their off-duty hours.
- C. If the renewal of an employee's SIDA badge is delayed and the SIDA badge expires, the employee shall be placed on a personal leave of absence with reinstatement rights for SIDA access for up to ninety (90) days, unless extended by the Company on the basis of extenuating circumstances. The Company will make a good faith effort to advise a local Union of a SIDA badge confiscation when the Company becomes aware of such.
- D. When an employee recognizes there may be a delay in receiving SIDA access as a result of governmental requirements, the employee may request an extension of their report date in order to remain in their existing location for a time sufficient to allow for the normal processing of SIDA badging in the new station.
- E. Employees who request authority to delay their report date must comply with all of the following provisions. Any employee who fails to comply with the following provisions, or who does not make a request at the time the employee is notified of the delay in the processing of the SIDA application, will be transferred to the new station as described in the Agreement and any time for which the employee cannot work due to a lack of proper badging will be unpaid. Employees in an unpaid status due to a lack of badging may use accrued vacation, at their discretion, to be compensated for the unpaid time awaiting SIDA clearance at the new station.

Tentative Agreement

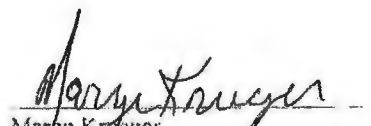
1. After accepting the transfer, the employee must contact their new station within one (1) business day and request any instructions/paperwork necessary to get the new SIDA badge. The employee must make an appointment with the new station within seven (7) days for the fingerprinting and application necessary to receive SIDA access in the new station. Every effort should be made by the employee to accomplish this appointment as quickly as can be scheduled by the airport authority in the new station. Employees may request accrued vacation, if accomplishing the appointment on the next regularly scheduled day off will delay the process.
2. The employee must immediately notify their existing manager that they have contacted their new station and the airport authority. The existing station will be responsible for arranging travel as outlined above in this Paragraph M.
3. Upon return to their existing station, following completion of the fingerprinting and SIDA application at their new station, the employee must present verification to their existing manager that the procedure is complete. Agreed. 8.10.2023
4. Employees who properly request a report delay as outlined above in this Paragraph M, and who comply with these provisions shall be granted an extension delaying their report date to the new station sufficient to process a SIDA application up to ninety (90) days, unless extended by the Company on the basis of extenuating circumstances.
5. Employees allowed to stay in their existing station due to these provisions will remain in their existing classification and pay status.

Tentative Agreement

For the Company:


Lynn Vaughn
Managing Director of Labor

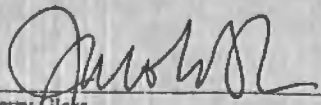
For the Union:


Marge Krueger
Co-Chair, CWA-IBT Association

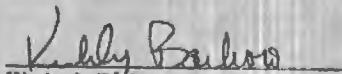
12/18/23
Date

12/14/23
Date

Tentative Agreement


Jerry Glass

Date 12/13/23


Kimberly Barboro
Co-Chair, CWA-IBT Association

Date 12-13-23

TENTATIVE AGREEMENT

ARTICLE XX - PROFIT SHARING

- A. The terms of profit sharing benefits for CWA/IBT Association represented employees (which replace and supersede any previous profit sharing provisions) shall be as set forth in this Article.
- B. CWA/IBT Association represented employees will be eligible for annual profit sharing award payments if, for the year that the profit sharing award payment is attributable, (i) the employee received eligible earnings (under the meaning used by the current AAG profit sharing plan) from the Company for that profit sharing year and (ii) remained employed on the last day of that profit sharing year, or whose employment terminated during the profit sharing year by reason of the employee's retirement, involuntary furlough, disability, or death.
- C. For each profit sharing year, the Company will calculate profit sharing award payments as follows:
 - 1. An amount equal to ten percent (10%) of the dollar amount of American Airlines Group Inc.'s ("AAG") Pre-Tax Earnings up to \$2.5B for that year, and an amount equal to twenty percent ("20%") of the dollar amount of AAG's Pre-Tax Earnings above \$2.5B for that year will be attributed to a profit sharing pool ("Total Profit Sharing Pool").
 - 2. A percentage of the Total Profit Sharing Pool will be allocated to the eligible CWA/IBT Association represented employees by dividing the total eligible earning of the CWA/IBT Association represented employees by the total eligible earning of all participants in AAG's profit sharing program(s) ("CWA/IBT Profit Sharing Pool").
 - 3. The CWA/IBT Profit Sharing Pool will be divided by the amount of all the CWA/IBT Association represented employees' eligible earnings, and the resulting quotient shall be the "payout percentage."
 - 4. The amount of the profit sharing award payment for each CWA/IBT represented employee who is eligible for a profit sharing award for a profit sharing year shall be the product of the payout percentage multiplied by such eligible employee's eligible earnings from the Company for the applicable profit sharing year.
- D. "AAG's Pre-Tax Earnings" means the earnings of AAG provided that such "earnings" are determined (i) before any applicable income tax expense, and (ii) by excluding all accruals under profit sharing plans and any other incentive compensation plan or agreement, and all extraordinary, unusual, one-time, restructuring, reorganization, integration, reduction in force, or other similar accounting adjustments as may be

TENTATIVE AGREEMENT

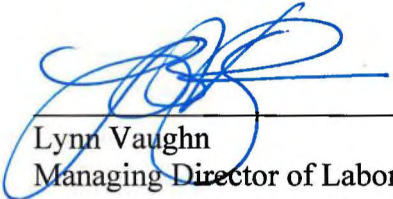
determined by the compensation committee of the Board of Directors in its discretion, after consultation with AAG's independent auditors; and provided, further, that AAG's Pre-Tax Earnings remain positive after accruals under profit sharing plans and all other incentive compensation plans or agreements are taken into account.

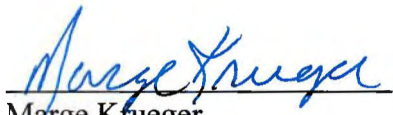
- E. Profit sharing award payments shall generally be made by March 15 of the subsequent calendar year or other such date as required by applicable law.
- F. The Company retains discretion over all profit sharing related matters not specifically addressed in this Article.

Tentative Agreement

For the Company:

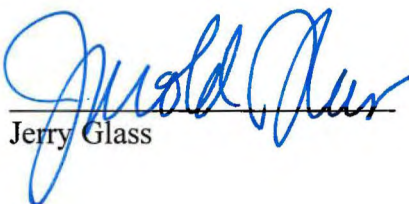
For the Union:

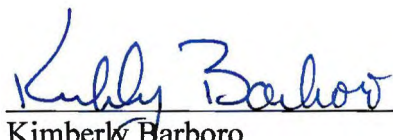

Lynn Vaughn
Managing Director of Labor


Marge Krueger
Co-Chair, CWA-IBT Association

12/7/23
Date

12/7/23
Date


Jerry Glass


Kimberly Barboro
Co-Chair, CWA-IBT Association

12/7/23
Date

12-7-23
Date