CWA-IBT Airline Passenger Service Association
and
American/US Airways

Tentative Agreement

The following Tentative Agreement between the CWA-IBT Airline Passenger Service Association and American/US Airways is for an effective date to be negotiated. Both the CWA-IBT Airline Passenger Service Association and American/US Airways reserve the right to add to, delete from, amend, modify, or correct any inadvertent errors, to this Tentative Agreement at any time during negotiations. Bold and underlined language is to be added to the Agreement. Language that is struck and underlined is language that both parties have agreed to delete from the agreement. All other language in the Agreement remains unchanged.

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 will 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. It is understood wherever in this Agreement the word "employee" is referred to in the masculine gender, it shall be recognized as referring to both male and female employees.

D. 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.

E. 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, or status as a veteran, disabled veteran, or veteran of the Vietnam Veterans era.
CWA-IBT Airline Passenger Service Association
and
American/US Airways

Tentative Agreement

The following Tentative Agreement between the CWA-IBT Airline Passenger Service Association and American/US Airways is for an effective date to be negotiated. Both the CWA-IBT Airline Passenger Service Association and American/US Airways reserve the right to add to, delete from, amend, modify, or correct any inadvertent errors, to this Tentative Agreement at any time during negotiations. Bold and underlined language is to be added to the Agreement. Language that is not bold and underlined is language that both parties have agreed to delete from the agreement. All other language in the Agreement remains unchanged.

Tentative Agreement

For the Company:

Jerry Glass

Taylor Vaughn

Date: 12/18/14

For the Union:

Ron Collins

Andy Marshall

Date: 12/18/14
TENTATIVE AGREEMENT

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

   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

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

Jerry Glass

Marge Krueger

Taylor Vaughn

Kimberly Barboro

Date 10/1/15

Date 10-1-15
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 is the representative union of the craft or class of Passenger Service Employees.

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 hour of passenger service work daily. At Class II stations, Company managers may perform two hours of passenger service work daily, and 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 immediately preceding the effective date of this Agreement.

D. At 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. The Company, however, may continue to outsource Passenger Service work at its discretion at MFE and at all stations (current or future) in Hawaii except HNL regardless of the number of weekly mainline departures at such stations.

E. At 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 on the date of signing of this Agreement 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. 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 and E 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 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 F.3 above. For purposes of determining whether Paragraph D or Paragraph E above applies to a new station added after the date of signing, 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 F.3 above.

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.

G. 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 F.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.

H. 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.

I. 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.

J. 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.


K. 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 such calls to other employees of the Company not covered by this Agreement or a vendor 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 provision.

L. Notwithstanding other provisions of this Article, employees not covered by this Agreement may perform Passenger Service work in cases of irregular operations, emergencies, for the purpose of instructing or training employees, 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.

M. 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.

N. 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.

O. 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.

P. 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.

Q. Job Protection

1. 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 as a result of any outsourcing permitted by 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.

2. 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 BSO services.

Tentative Agreement

For the Company:  

Jerry Glass  

Taylor Vaughn  

Date: 10/9/15

For the Union:  

Marge Krueger  

Kimberly Barabara  

Date: 10-9-15
TENTATIVE AGREEMENT

Article 4 – Groups/Classifications

A. Passenger Service consists of the following five 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 Customer Services Group, which consists of the following classifications:
   a. Premium Customer Services Coordinator (PCSC);
   b. Lead Premium Customer Services Representative (LPCSR); and
   c. Premium Customer Services Representative (PCSR).

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:
   - issuing, reissuing, and refunding of passenger tickets;
   - booking and confirming flight reservations;
   - rebooking passengers on oversold flights and during irregular operations;
   - passenger check-in and passenger seat assignment (except curbside);
   - issuing, reissuing, and refunding of non-revenue tickets;
   - issuing vouchers for passenger accommodations, meals, and transportation;
   - passenger boarding, including ticket lift and/or boarding pass lift/verification;
   - operating gate reader/scanner and associated duties;
   - issuing upgrades;
• operation of jetways for purposes of boarding and deplaning passengers;
• making on-board arrival announcements;
• making boarding and departure announcements;
• delivery of domestic flight documents;
• passenger service flight close-out procedures;
• accepting, checking and tagging passengers’ baggage at resolution centers, full-service ticket counters and first class ticket counters;
• maintaining timeline of flight boarding process; and
• performing customer service on the job training.

2. Work that may be performed by CSCs, CSAs, or CARs at airport terminals includes:

• accepting, checking, and tagging passengers’ baggage at kiosks in the ticket counter area and activation stations;
• processing and completing credit card baggage transactions at kiosks in the ticket counter area and activation stations;
• assisting passengers with self-service kiosk check-in and kiosk baggage processing at ticket counters;
• queuing lines at ticket counter kiosks and ticket counters;
• customer greeting at the door at Flagship check-in locations;
• accept and activate passengers’ self-tagged bags at activation stations; and
• 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:

• delivering gate checked baggage to fleet service (except for CARs);
• assisting boarding, deplaning, and transporting non-ambulatory or other special assist passengers;
• assisting, boarding, deplaning and transporting unaccompanied minors;
• assisting customers needing special assistance or in-station transportation;
• accepting and checking passengers’ baggage at non-airport locations;
• customer service work associated with handling regional flights and charter/ground handling agreements or contracts;
• all curbside work (other than ticketing transactions); and
• 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:
   • accepting, processing and delivering cargo, small packages, and material;
   • providing connecting passengers with gate information;
   • paging;
   • classroom customer service instruction and training of employees;
   • operating air-stair vehicles;
   • Admirals Club and frequent traveler enrollment;
   • coordinating with contractors in regards to hotel accommodations and/or transportation for distressed passengers;
   • assisting international passengers through customs/immigration, including baggage recheck;
   • delivery of boarding passes, international flight documents and customs/immigration forms;
   • transporting of checked baggage;
   • Baggage Service Office work (e.g., processing and tracing mishandled or damaged baggage, including but not limited to lost and found items);
   • auditing of all accountable items, documents and monies associated with customer service work;
   • cart/vehicle transportation of customers;
   • load planning and related operations work; and
   • 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:
   • providing verbal coaching to employees related to their performance;
   • 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.
   • 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;

- performing the functions of Ground Security Coordinator, Complaint
  Resolutions Officer, or other applicable federal, state, local, or airport required
  responsibilities;

- performing reasonable and customary administrative duties;

- instructing and training employees covered by this Agreement and other
  employee groups where so directed; and

- 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 to 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 to 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 to 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 Services Group, there is work that: (1) shall be performed
exclusively by PCSCs, LPCSRs, and PCSR; (2) may be performed by PCSCs, LPCSRs,
and PCSR or contractors; and (3) may be performed by PCSCs, LPCSRs, and PCSR,
contractors, or other Company employees:

1. The following work is performed exclusively by PCSCs, LPCSRs, and PCSR 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:

- 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 PCSC, LPCSR or PCSR is not available);

- Admirals Club enrollment/sales;

- Frequent traveler enrollment;

- passenger check-in, passenger seat assignment;
• booking of club and lounge conference rooms and arranging associated
catering services/business services;
• issuing, reissuing, and refunding passenger tickets;
• issuing upgrades;
• booking and confirming flight reservations;
• customer check-in, ticketing and baggage acceptance at Flagship check-in
locations; and
• assisting premium customers with technology provided in lounges and clubs.

2. Work that may be performed by a PCSC, LPCSR, PCSR, 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:
• providing food and beverages to club and lounge customers;
• 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
• maintaining the appearance of the lounges and clubs.

3. Work that may be performed by a PCSC, LPCSR, PCSR, 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:
• work performed by bar stewards; and
• any other premium services work not listed above.

H. As set forth above, the work of PCSCs and LPCSRs shall include the same work as
that of a PCSR. When and where PCSCs and LPCSRs 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 Services Group, PCSCs and LPCSRs may
be required to lead and direct the work of other employees, which includes but is not
limited to:
• providing verbal coaching to employees related to their performance;
• 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 PCSC or LPCSR, will make any
determination as to whether discipline will be imposed;
• 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 PCSC or LPCSR, will make any determination as to whether an unpaid
suspension will be imposed;
• performing reasonable and customary administrative duties;
• premium customer services instruction and training of employees covered by
  this Agreement and other employee groups where so directed; and
• resolving customer complaints and performing any other airport work where
  so directed.

The supervisor and administrative responsibilities of PCSCs and LPCSRs listed
above are also performed by other Company employees not covered by this
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:
• issuing, reissuing, and refunding of passenger tickets;
• booking and confirming flight reservations;
• issuing upgrades; passenger seat assignments;
• issuing, reissuing and refunding non-revenue tickets; and
• 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:
• voluntary outside sales calls;
• inside sales calls;
• maintaining the appearance of the Travel Center facility; and
• 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:
• 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:
  a. booking, re-accommodating, and confirming flight reservations;
  b. issuing seat assignments;
  c. soliciting and providing ticketing options when applicable;
  d. providing required and/or requested information to callers; and
e. handling sales and reservations calls.

- Normal and customary work associated with the handling of support functions for:
  a. Resolution Service Desks;
  b. Queues;
  c. Group and Meeting Travel;
  d. Tariffs;
  e. AAdvantage and Elite traveler award redemption;
  f. Admirals Club member services;
  g. frequent traveler enrollment;
  h. Special Assistance Coordinator Desk;
  i. servicing premium customers (Gold, Platinum, Executive Platinum, ConciergeKey, and Five Star Service);
  j. Around the World (ATW) desk;
  k. AirPass; and
  l. Vacations, including the selling, servicing and administration of all components of vacation packages.

- Normal and customary work associated with the handling of telephone calls to the Reservations Group regarding mishandled baggage claims:
  a. providing passengers with status updates on their baggage claims;
  b. reviewing/amending/updating damaged, delayed/lost, and pilfered baggage reports;
  c. creating reports for missing carry-on property;
  d. creating claims for damaged and pilfered baggage;
  e. interfacing with station personnel to obtain updated baggage and delivery information;
  f. providing basic baggage claim processing information;
  g. authorizing reimbursement for consequential expenses allowable under the Company and departmental rules; and
  h. 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:

- training and instructing other employees;
• foreign language calls; [THE UNION’S AGREEMENT TO THIS
PROVISION IS CONDITION ON THE PARTIES ENTERING INTO AN
AGREEMENT THAT AFFORDS JOB PROTECTIONS FOR THOSE
RESERVATIONS EMPLOYEES WHO CURRENTLY HANDLE FOREIGN
LANGUAGE CALLS.]

• web and mobile technical assistance, including completing any ticketing;
  transaction necessary to avoid transferring the call;

• social media, including completing any ticketing transaction necessary to
  avoid transferring the call;

• government calls and other work performed by the Washington desk;

• testing of new or updated reservations computer programs, functions and
  systems;

• TTY;

• Air Marshal bookings;

• rental car or other service solicitation;

• home based technical support;

• AAdvantage account servicing calls;

• non-revenue travel reservations; and

• 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;
   provided, however, that of the total number of OBR and HBR positions, no
   more than fifty percent (50%) shall be 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 his sole expense, computer hardware and its
maintenance. The employee will be responsible, at his 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:
1) Required to submit and maintain on file with the Company a current
residential address and telephone number.

2) 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).

3) Required to obtain any necessary office equipment/supplies including but
not limited to a desk, chair, pens, paper, storage, etc.

4) Required to maintain adequate transportation and be available to report, as
required by the Company, to a facility designated by the Company.

5) 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.

i. An employee who moves his or her residence, will be responsible for all costs
associated with moving, and must notify the Company not less than 72 hours
prior to working from a new address.

j. 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.
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 and United Airlines. The Company may implement and staff the new position at any time within its discretion, but any negotiated changes or changes as a result of an arbitrator’s award will be retroactive to the first day.

TENTATIVE AGREEMENT

Jerry Glass

Marge Krueger

Taylor M. Vaughn

Kimberly Barboro

10/14/15

10/14/15
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 consecutive days off.

D. For open-time/relief employees, a minimum of four (4) scheduled days off will be provided within each two-week pay period. The Company will make every effort to post lines of work with consecutive days off each week.

E. A workday 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 ½) consecutive hours, including a one-half (1/2) 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 ½) consecutive hours, including a one-half (1/2) 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. 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:

<table>
<thead>
<tr>
<th>Scheduled Shift</th>
<th>Paid Breaks/Unpaid Meal Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0 - 4.9 Hours</td>
<td>One 15-minute paid break.</td>
</tr>
<tr>
<td>5.0 – 6.5 Hours</td>
<td>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.</td>
</tr>
<tr>
<td>6.6 – 7.9 Hours</td>
<td>One 15-minute paid break and one 30-minute unpaid meal period</td>
</tr>
<tr>
<td>8.0- 10.5 Hours</td>
<td>Two 15-minute paid breaks and one 30-minute unpaid meal period</td>
</tr>
</tbody>
</table>

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.

I. 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 ½) rates.

3. In all reservations locations, employees who are scheduled for eight and a 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:

   - 15 minute break (paid) and 45 minute lunch (30 minutes unpaid and 15 minutes paid)
   - 45 minute lunch (30 minutes unpaid and 15 minutes paid) and 15 minute break (paid)
   - 30 minute lunch (unpaid) and 30 minute break (paid)
   - 60 minute break or lunch (30 minutes paid and 30 minutes unpaid)
• 15 minute break (paid) and 30 minute lunch (unpaid) and 15 minute break (paid)

J. 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 under the above provisions, employees who have reported for work and are released, will be paid for actual hours worked or a minimum of four (4) hours which ever is greater. In the event part-time employees are released from duty under the above provisions, employees who have reported for work and are released, will be paid for actual hours worked or a minimum of two (2) hours which ever 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 unbidded vacation or accrued comp time (where applicable), or the time off shall be unpaid.

K. 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, employees will be allowed to bid in person at their appointed
bidding time. 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 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). Employees
who bid electronically shall receive an electronic mail confirmation of receipt of their
bid within twenty-four (24) hours of its submission, when that functionality is
available in the electronic bidding system.

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 the 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.

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.

L. 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.

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 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 K above.

M. 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.

N. 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.

O. 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 in accordance with the following provisions; provided, however, that to
the extent that 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 4:00 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 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 schedule associated with that shift.

4. Probationary employees, as defined in Article 22, are not eligible to participate in shift trades under these provisions until they have completed one hundred and twenty (120) calendar days of 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 maximum as described in Paragraph P.12 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 (1/2) hour increments (e.g., one hour, one and one-half hours, two hours, two and one-half hours, etc.). The trade(s) in relation to a shift will count as a single transaction towards the quarterly shift trade maximum.

8. An employee at a Reservations location may trade their full shift or a portion thereof with up to four (4) other employees. A partial trade shall be for a minimum of one (1) hour, and thereafter in fifteen (15) minute increments (e.g., one hour and 15 minutes, one hour and 30 minutes, etc.). The trade(s) in relation to a shift will count as a single transaction towards the quarterly shift trade maximum.

9. At airport locations and Travel Centers, shift trades resulting in an overlap of up to one-half (1/2) 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) times per calendar quarter. A shift trade involving an exchange of shifts in a thirty (30) day period will not count toward the thirty-two (32) quarterly 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 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,
1. Occupational injury, the Company reserves the right to cancel an approved shift
2. trade provided ten (10) days notice is given to affected employees.
3. 14. Employees shift trading to a lower rated classification shall not have their rates of
4. pay reduced. Employees shift trading to a higher rated classification shall not
5. receive a premium.
6. Q. Employees may not be scheduled for less than an eight (8) hour rest period between
7. shifts. This provision does not apply to employees who voluntarily bid into situations
8. involving less than eight (8) hours of off duty time or participate in shift swaps which
9. result in less than eight (8) hours of off duty time.
10. R. Severe Weather/Natural Disaster
11. 1. Employees are expected to make every reasonable effort to report to work during
12. periods of inclement weather (e.g., snow storms, ice storms, haboobs, hurricanes,
13. tornados, earthquakes, etc.). Employees are not required to report to work if travel is
14. prohibited by state or local authorities. Employees who are verifiably unable to
15. report to work or report late to work during these conditions may account for lost
16. time in one of the following ways:
17. a. unbid vacation; or
18. b. accrued comp time (where applicable); or
19. c. make up time (the employee will be eligible to work a like period of time
20. on a scheduled shift at a time selected by the employee. Such employee
21. will notify the Company of the shift to be worked as far in advance as
22. practical but no later than the day prior to the shift they have selected to
23. work. The shift must be worked within thirty (30) calendar days of the
24. absence and will be paid at straight time rates); or
25. d. If the employee does not elect one of the options above, the absence will
26. be unpaid.
27. 2. If less than a full complement of employees is required due to severe weather,
28. employees at affected locations may be granted time off within the group,
29. classification, duty assignment and shift in seniority order. Employees granted time
30. off under this provision may elect to be paid using unbid vacation or accrued comp
31. time (where applicable) or may take the time off as unpaid.
32. 3. As a result of severe weather/natural disaster, the Company may in its discretion
33. provide hotel rooms, meal vouchers and transportation to and from the hotel to those
34. employees necessary to maintain the operation.
35. S. Definition of Qualified
36. “Qualified” as used in this Article shall mean an employee who is trained and possesses
37. current knowledge that enables the employee to perform all job functions of a duty
38. assignment as well as any necessary clearances (e.g., security).
39. T. Reservations Flextime
40. 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

Jerry Glass  Marge Krueger

Taylom M. Vaughn  Kimberly Barbara

Date: 10/7/15  Date: 10-7-15
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 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 quarterly based upon a calendar year. 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 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 (1/2) hour overlap of the scheduled or swapped on shift and the overtime period may be permitted based on needs of service. The one-half (1/2) 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 leave of absence (paid or unpaid), disciplinary suspension, bereavement leave, occupational injury leave (paid or unpaid), 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 his last shift (scheduled or extended by mandatory overtime) prior to his first day of vacation and shall end at the start of their first regularly scheduled shift following the conclusion of his vacation, although an employee may sign-up on the availability list for overtime during the period following his last regularly scheduled shift up to the start of his first vacation day and for the period following the conclusion of their last vacation day up to the start of his regularly scheduled shift following the conclusion of his 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
counterpart lists will be contacted. The Company will maintain two (2) voluntary
overtime lists: one list for those employees volunteering to work less than four (4)
hours of anticipated overtime, which shall be referred to as the “shift extension
overtime list;” and one 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 craft or class, but outside
the group.
6. Volunteers not on the shift extension overtime list at the same location and within
the Passenger Service craft or class.
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.
II. Employees will be contacted at the phone number on the overtime list(s). It is the employee’s responsibility to insure 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, he 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 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 work days, 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 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.

O. 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; or
2. in the event of an emergency, be assigned additional overtime when no other employees are available.

P. Work days are defined as regularly scheduled or “shift swap worked” days.
1. 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. After the daily overtime qualifier has been met, overtime will be paid at one and one-half (1 1/2) 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. 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 DAT.
3. After the weekly overtime qualifier has been met, overtime will be paid at one and one-half (1 1/2) 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 Paragraph Q.4 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 (1½) 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.
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.

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

T. Break and meal periods of 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:

<table>
<thead>
<tr>
<th>Total Overtime Hours</th>
<th>Paid Breaks/Unpaid Meal Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0 – 4.0 hours</td>
<td>One 15-minute paid break.</td>
</tr>
<tr>
<td>4.1 – 5.0 hours</td>
<td>One 15-minute paid break, or one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>5.1 – 6.5 hours</td>
<td>Two 15-minute paid breaks, or one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>6.6 – 10.5</td>
<td>Two 15-minute paid breaks and one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>10.6 - 12.9 hours</td>
<td>Three 15-minute paid breaks and one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>13.0 – 15.9 hours</td>
<td>Four 15-minute paid breaks and one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>16.0 hours</td>
<td>Four 15 minute paid breaks and two 30-minute unpaid meal periods.</td>
</tr>
</tbody>
</table>

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, of 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.
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.

   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. An employee who has been assigned mandatory overtime will be afforded a period of not less than 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 his next shift adjusted to provide for
an off-duty period of a minimum of eight (8) hours.

a. In circumstances where the reduced rest period is solely a result of 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.

5. An employee who has worked sixteen (16) hours or a minimum of four (4) hours
overtime during a work day will not be assigned mandatory overtime except when
no other employees are available.

6. 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 employee’s applicable rate.

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.
   2. The employee is called in to work on his 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

Jerry Glass

Marge Krueger

Taylor Vaughn

Kimberly Barbato

10/1/15

10/1/15
TENTATIVE AGREEMENT

Article 7 – Overtime – Reservations [HOLD PENDING SCOPE DISCUSSIONS]

A. The Company shall determine the number of overtime hours to be worked at any
location. 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. mandatory assignment of overtime as described in Paragraph M of this Article.

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.

D. Employees are considered eligible for overtime except when:

1. scheduled off for an entire shift for vacation, voluntary time off (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 his last regularly scheduled shift prior to his vacation
and shall end at the start of their first regularly scheduled shift following the
conclusion of his vacation, although an employee may sign-up for overtime during
the period following his last regularly scheduled shift up to the start of his first
vacation day and for the period following the conclusion of their last vacation day up
to the start of his regularly scheduled shift following the conclusion of his vacation.
Employees on vacation, including those who sign up for such periods, will not be
subject to any mandatory overtime assignments.

E. 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 four (4) hours notice is given. If less than four (4) hours notice is
provided, employees will be permitted to work the original overtime hours up to a
maximum of four (4) hours at the applicable rate.

F. 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.

G. 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; or
2. volunteer in the event of an emergency.

H. Work days are defined as regularly scheduled or “shift swap worked” days.
1. 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. After the daily overtime qualifier has been met, overtime will be paid at one and
   one-half (1 1/2) times the regular rate for the first four (4) hours worked and two
   (2) times the 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.

I. Days off are defined as regularly scheduled or “shift swap off” days.
1. 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 1/2) 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 Paragraph I.4 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 (1½) for the first eight (8) hours of overtime worked and two (2) times the regular rate for additional hours worked that day.

J. 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.

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

L. Break and meal periods of 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:

<table>
<thead>
<tr>
<th>Total Overtime Hours</th>
<th>Paid Breaks/Unpaid Meal Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0 - 4.0 hours</td>
<td>One 15-minute paid break; provided, however, that an employee who is scheduled for ten consecutive hours in conjunction with his overtime hours shall be eligible to take his 15-minute paid break when scheduled for two to four hours of overtime.</td>
</tr>
<tr>
<td>4.1 - 5.0 hours</td>
<td>One 15-minute paid break and, at the employee’s election, one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>5.1 - 7.9 hours</td>
<td>Two 15-minute paid breaks and, at the employee’s election, one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>8.0 - 10.5 hours</td>
<td>Two 15-minute paid breaks and one 30-minute unpaid meal period.</td>
</tr>
<tr>
<td>10.6 - 12.9 hours</td>
<td>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.</td>
</tr>
</tbody>
</table>

M. 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 will be exhausted prior to utilizing 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.

3. Following exhaustion of all voluntary overtime options as set forth in Paragraph B above, 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;

   (iv) All qualified employees within the group but outside the duty assignment for no more than twelve (12) hours; and

   (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, the Company will assign mandatory overtime to off-duty employees in the order provided for in Paragraph M.5.c. of this Article.

b. Overtime assigned under Paragraph M.5 of this Article will be continuous with the employee’s shift, unless mutually agreed between the Company and the employee.

c. When mandatory overtime is required for future day(s), limited to current day plus two 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.

d. For the purposes of this Paragraph M.5, the 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.5.a. and mandatory overtime for the future day(s) will be assigned as
set forth above in Paragraph M.5.c.

5. An employee shall not be subject to assignment of mandatory overtime on at least
two (2) of his days-off in a fourteen (14) day period.

6. 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.

7. An employee who has been assigned mandatory overtime will be afforded a
period of not less than 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
can elect to have the scheduled start time of his next shift adjusted to provide for
an off-duty period of a minimum of 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.

8. 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.

9. 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.

10. All mandatory overtime hours will be paid at an employee’s applicable rate.
N. At the Company’s discretion, it may solicit qualified employees within Passenger Service to volunteer for overtime in other Passenger Service groups and locations providing 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.

O. An employee working overtime in a different group will be paid the applicable rate for their own classification.

Tentative Agreement

For the Company:

Jerry Glass

Taylor Vaughn

Date: 7/1/15

For the Union:

Ron Collins

Andy Marshall

Date: 7/1/15
TENTATIVE AGREEMENT

Article 8 – Seniority

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

1. vacation accrual
2. service awards

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

1. bidding of shifts/days off
2. bidding of all vacation periods
3. filling of vacancies
4. reductions in force/displacements/recalls
5. overtime assignment where seniority is used

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

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

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

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

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

1. Identical Passenger Service Seniority date - the senior employee will be the employee with the earliest Date of Hire Seniority.

2. Identical Date of Hire Seniority date - the senior employee will be the employee who has the highest four digit number using the last four digits in his social security number.
G. An employee covered by this Agreement will lose his seniority status and his name shall be removed from the seniority list when:

1. he quits, resigns, or retires; or
2. he is discharged for just cause; or
3. he does not return from furlough within fifteen (15) days of receipt of notice, or within fifteen (15) days of the mailing of such notice if the notice is undeliverable due to the employee's failure to keep the Company apprised of his current mailing address and telephone number; or
4. his recall rights expire; or
5. he does 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 the bargaining unit 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 the Passenger Service bargaining unit. 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 the bargaining unit will be awarded a Passenger Service Seniority date and a Pay Date Seniority date which will be the first day worked in the Passenger Service Organization upon their return.

I. A seniority roster will be posted electronically twice a year by 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, 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 his return to service to file a protest.

Tentative Agreement

For the Company:  

Jerry Glass

For the Union:  

Marge Krueger

Marge Krueger
TENTATIVE AGREEMENT

[THE PARTIES’ PROPOSALS IN REGARDS TO THIS ARTICLE ARE SUBJECT TO THE PARTIES REACHING A TENTATIVE AGREEMENT ON APPROPRIATE “GROUPS” AND “CLASSIFICATIONS.”]

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) will be filled as follows:

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;
   c. The employees with a system transfer bid on file in the order outlined in Paragraph K.7.a. to 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) will be filled as follows:

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;
   c. The employees with a system transfer bid on file in the order outlined in Paragraph K.7.a. to K.7.d. of this Article.

C. PCSR Vacancies

1. Permanent full-time vacancies that the Company decides to fill will be awarded in the following order:
   a. The senior full-time PCSR 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 PCSR 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;
d. The senior PCSR with a system transfer bid on file to the location;

c. The senior applicant with a passing score in the Company’s selection process as described in Paragraph F below.

2. Permanent part-time vacancies that the Company decides to fill will be awarded in the following order:
   a. The senior part-time PCSR 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 PCSR 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;
   d. The senior PCSR with a system transfer bid on file to the location;
   e. The senior applicant with a passing score in the Company’s selection process as described in Paragraph F below.

3. Employees accepting PCSR 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 PCSR transfers.

4. Each successful PCSR bidder will be required to successfully complete all Company required training. All successful PCSR 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 PCSR probationary period will be returned to their previous location and duty assignment.

5. Applicants refusing offers of PCSR 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 PCSR positions for a period of six (6) months.

D. Reservations Group Vacancies for Elite and Escalation 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 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 desk who wishes to transfer to the location where the vacancy exists;
   c. The senior applicant within the Reservations Group with a passing score in the Company’s selection process as set forth in Paragraph F of this Article;
   d. The senior applicant with a passing score in the Company’s selection process as set forth in Paragraph F of this Article.
2. Permanent part-time vacancies that the Company decides to fill will be awarded in the following order:
   a. The senior part-time OBR or HBR currently working at the same elite or escalation 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 desk who wishes to transfer to the location where the vacancy exists;
   c. The senior applicant within the Reservations Group with a passing score in the Company’s selection process as set forth in Paragraph F of this Article;
   d. The senior applicant with a passing score in the Company’s selection process as set forth in Paragraph F of this Article.

3. Employees accepting elite or escalation 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 desk bidder will be required to successfully complete all Company required training. All successful elite or escalation 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 desk probationary period will be returned to their previous location and duty assignment.

5. Applicants refusing offers of elite or escalation 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 desk positions for a period of six (6) months.


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 instation transfer bid on file to the available duty assignment; and
   b. The senior qualified candidate.

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 instation transfer bid on file to the available duty assignment; and
   b. The senior qualified candidate.

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 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 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 PCSR, CSC (including CSC—Tower), and elite and escalation 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 PCSR, CSC and elite and escalation 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 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 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, PCSC, LPCSR and CSC—Training vacancies will be filled through individual job postings. 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.

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;
   d. The senior qualified part-time Passenger Service employee in the location but outside of the group;
   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 LPCSR, CSC, PCSC, and elite and escalation desk 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;
   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 LPCSR, CSC, PCSC, and elite and escalation 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;
   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 his 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;
   c. be compensated for vacation and/or sick leave used based on the number of hours scheduled to work;
   d. have no change to pre-existing health and insurance benefits;
   e. 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 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 his 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.

1. Temporary Deployments

   1. Temporary deployments for which the Company determines specialized skills are required and which are expected to be thirty (30) or more consecutive days in duration will be filled through a local job posting. 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. Employees not covered by the 2005 Collective Bargaining Agreement between the Company and Union who are temporarily deployed as of the effective date of this
Agreement will begin the twelve (12) consecutive month deployment period starting on the effective date of this Agreement.

2. For deployments less than thirty (30) consecutive days, where no special skills are required, the Company will offer temporary deployments on an equalized basis to qualified employees at that location who sign up on an availability list.

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 he/she has completed thirty (30) days in their work location. Should the Company issue a local job posting for temporary deployment (to the same or different 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 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 fax, 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 fax, 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. 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 31 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.

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 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 on the second business day following the system transfer offer to respond. Employees may file a proxy on the designated Company form with their director/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 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 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, 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, he will no longer be considered as being “within the group” from which he was furloughed/displaced, and will only be considered for a system vacancy according to Paragraphs 9.K.7.c and 9.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;
   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 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, he will be placed on furlough status from his 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 in-station or system transfer, except that a probationary employee will receive consideration before a new employee.

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.

TENTATIVE AGREEMENT

Jerry Glass

Ronald Collins

Taylor Vaughn

Kimberly Barbato

8/25/15

8/25/15

Date

Date
TENTATIVE AGREEMENT

Article 10 – Temporary Employees

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 management and the Union, exceed 180 days at one continuous time, or a total of 180 days in a calendar year. Temporary employees who complete 180 consecutive days must have a separation of at least 30 days before they can fill another temporary position. In the event temporary employment exceeds 180 days, it does not constitute an offer of regular full-time employment.

Temporary employees are:

- 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;
- entitled to overtime after all voluntary overtime has been exhausted by employees on the seniority roster at the location;
- not entitled to any seniority accrual; and
- not entitled to benefits unless the Company determines certain benefits are required to be provided to comply with applicable law.

TENTATIVE AGREEMENT

Jerry Glass

Marge Krueger

Taylor Vaughn

Kimberly Barboso

Date 1/30/15

Date 7/30/2015
TENTATIVE AGREEMENT

Article 11 – Seasonal Employee Transfer

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 and eighty (180) days.

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.

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 management.

A. 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.

B. 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.

C. 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.
3. Will maintain current benefits regardless of the seasonal position accepted. Should the vacancy be filled by a furloughed employee they shall be eligible for benefits applicable to the seasonal vacancy accepted.

4. Will bid work schedules at the seasonal location after all permanent employees in the duty assignment have bid their schedules.

5. Must remain in the seasonal position for the duration of the seasonal requirement, unless they are awarded a permanent transfer and their new location cannot operate without covering their shift with overtime.

6. Must return to the previous location/position or status at the expiration of the seasonal assignment. Employees transferring from furlough will be returned to furlough status, unless otherwise recalled, and any unused severance and benefits remaining from their original furlough will resume. Employees transferring from furlough will accrue seniority for all purposes while on seasonal assignment and recall rights will be extended for the period of time spent on seasonal assignment based upon the original date of furlough.

7. Must bid vacation at the permanent location (however, if practical, employees may be granted vacation at the seasonal location).

8. Do not receive priority for a permanent position at the seasonal location.

Tentative Agreement

For the Company:  

Jerry Glass

Taylor Vaughn

Date: 3/19/15

For the Union:

Marge Krueger

Kimberly Barboro

Date: 3/19/15
TENTATIVE AGREEMENT

[THE COMPANY’S AND UNION’S PROPOSALS HERETOFORE, HEREIN AND HEREAFTER IN RELATIONSHIP TO THIS ARTICLE ARE SUBJECT TO THE PARTIES REACHING A TENTATIVE AGREEMENT ON APPROPRIATE PASSENGER SERVICE “GROUPS” AND “CLASSIFICATIONS.”]

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. 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 packet will include, but not be limited to, a listing of all available vacancies systemwide, which 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 the Voluntary Furlough Article 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

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.

Example: Due to a BDL local reduction, a full-time customer service agent is displaced. The agent lists on his “Displacement Bid Form”, in priority order, those locations to which he is 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 his displacement notice is processed (due to the junior employee in the system not being in those locations), then the agent would be awarded BDL part-time, provided he possessed sufficient seniority. Finally, if the agent did not have sufficient seniority to hold a part-time position in BDL, he would be awarded PHL full-time (if that were where the junior employee on the system at the time of his 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.

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

c. Affected employees who have been on an unpaid leave status for more than one 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 Lead Customer Service Agent (LCSA), Lead Travel Center Representative (LTCR), or Lead Premium Services Representative (LPSR) vacancy or results in a vacancy that requires special skills (e.g., foreign language ability), 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 LCSA, LTCR, or LPSR 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.

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 attached guidelines. 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, he has,
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:

Jerry Glass

Date: 4/1/15

For the Union:

Marge Krueger

Andy Marshall

Date: 4/1/2015
Overview of Relocation

American offers relocation assistance to non-management employees who relocate as a result of a reduction-in-force (RIF).

In general, this includes:

One (1) move per family, using the Company's authorized van line;
shipment of household goods;
paid storage at your new location for up to 60 days;
insurance on shipped goods; and
packing, loading, delivery, and unloading.

It is important to note:

All relocations must meet the IRS "50-mile" distance requirement (the distance from your old work location to your new work location must be at least 50 miles greater than the distance from your old residence to your old work location).

We provide relocation assistance only for moves from your current work location. (If you or your family elect to live elsewhere, your moving expenses will not be reimbursed.)

All moves must be completed and expenses submitted for reimbursement within one (1) year.

Relocation is a qualified Life Event. You have the opportunity to change your benefit options and update your dependants. Refer to the my.aa.com for details.

Complete the relocation worksheet with your personal information and return it to the address indicated. A detailed relocation "move letter" outlining all of the reimbursable expenses will be forwarded to your Manager. We will also notify the Company authorized van line, which will contact you directly to arrange for surveying your possessions and scheduling your move.

Relocation Eligibility

In addition to the basic relocation provisions, employees accepting a non-management position as a result of a reduction-in-force (RIF) will receive the additional relocation assistance described below.

House Hunting Expenses

You may be reimbursed for up to $300 in house hunting expenses you incur prior to the effective date stated in your move letter and up to 14 days after the effective date. You must submit itemized receipts for reimbursement. Prior to your effective date, you will be covered for hotel expenses, meals, and rental car expenses (or mileage

April 1, 2015
reimbursement, if you use your own car). After your effective date, you will be reimbursed for rental car expenses or mileage (for your own car).

Miscellaneous Move Allowance

You will receive a $600 miscellaneous move allowance, intended to help cover all incidental expenses not specifically covered by the policy. These additional expenses may include house hunting expenses that exceed the authorized amount above, temporary housing, rental cars while your car is being shipped, utility connection fees, etc.

Home Sale Expenses

Homeowners will be reimbursed up to $600 for closing costs of selling their primary home.

Shipping Cars

If you have used the company authorized van line to ship your household and personal goods and the distance to your new location is greater than 350 miles you may either ship one car and drive the second one if you have two cars, or drive both cars. All shipping arrangements must be made by the company authorized relocation company.

En route mileage is reimbursable at $.245 per mile for automobile(s) driven on a direct route to your new work location. Specific dates of travel and fuel receipts must be submitted to validate miles driven.

Self-Moves

If you elect to move your belongings yourself, rather than using the Company van line, we will reimburse all reasonable expenses for relocating household and personal goods, up to 50% of the Company provided van line's estimated cost.

These expenses may include:

- Truck or trailer rental (along with fuel, mileage charges, drop-off charges)
- Packing materials
- Storage
- Towing or shipping of automobiles
- Insurance
- Appliance servicing
- Hired labor

For any questions, contact the Relocation Coordinator.

April 1, 2015
Travel for Relocation

You, your spouse or Company-recognized Domestic Partner and dependent children may use a reasonable number of trips at your business classification for travel related to your relocation:

Two (2) round trips for househunting;
one (1) round trip to make arrangements for shipping household goods;
one (1) round trip to close on the sale of your home; and
one (1) one-way trip to report to your new location.

You must repay all applicable service charges if you exceed the number of business passes allowed. If you elect to commute or your family plans on joining you at a later date, all travel to and from your former location must be made using personal pass travel and service charges are not reimbursed.