

June 18, 2021

Marge Krueger  
Director, Airline Passenger Service  
Communication Workers of America  
Bridgeville, PA

Kimberly Barboro  
President Local 104  
International Brotherhood of Teamsters  
Phoenix, AZ

RE: Settlement of March 10, 2021 Staff Level Grievance regarding mandatory overtime

Dear Marge and Kimberly,

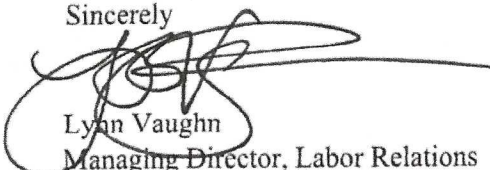
On March 10, 2021, the CWA-IBT Passenger Services Union ("Association") filed a staff level grievance alleging the Company violated Article 7.M. of the collective bargaining agreement ("CBA"), when it issued mandatory overtime to reservation representative team members. The Association alleged that the reason for the mandatory overtime was "staffing." The Company denied the grievance as the mandatory overtime was issued because of irregular operations or unusual events due to the Covid-19 pandemic.

In order to resolve this grievance with prejudice, on a non-cite, non-precedential basis, the Company will allow each team member to select the hours they work mandatory overtime during the period between June 21, 2021 through July 3, 2021 ("this period"). The Association understands and acknowledges that the Company will require all reservation representative members to work a minimum number of mandatory overtime hours during this specified period (as outlined in the attachment to this Settlement Agreement) to address the continued increases in call volume and hold time.

The parties further agree that during this period, Article 7.M. of the CBA will not apply to the assignment of mandatory hours and that the Company will not call any additional mandatory overtime unless the Company encounters an extreme event (e.g. hurricane, Sabre outage, etc.). Should the Company need to call additional mandatory overtime for an extreme event, it will notify the Association prior to the assignment of additional mandatory overtime and Article 7.M. will apply to the assignment of that additional mandatory overtime.

If the above accurately reflects your understanding of our Agreement to settle and resolve the Association's March 10, 2021 Staff Level grievance, please indicate by signing below.

Sincerely

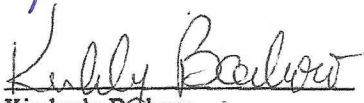


Lynn Vaughn

Managing Director, Labor Relations

Accepted and agreed on behalf of the Association:

  
Marjorie Krueger

  
Kimberly Barboro