

PROPOSED CHANGES TO THE AGREEMENT BETWEEN THE ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO AND UNITED AIRLINES, INC. IN ACCORDANCE WITH SECTION 6, TITLE 1 OF THE RAILWAY LABOR ACT.

APRIL 6, 2009

1

LEGEND

All Sections of the Agreement remain "BOOK" unless otherwise indicated in the following document.

CLARIFICATION – Indicates the language is current policy, practice or understandings, Letters of Agreement which have been incorporated from Section 35, and Letters of Agreement which have not yet been inserted into the Contract.

AMENDED – Indicates language in the Agreement that has been changed, altering the meaning by adding and/or deleting words, sentences or Paragraphs.

NEW – Indicates new language.

DELETE – Indicates that an entire Section or Paragraph has been removed.

(*) - Indicates words, sentences, or paragraphs that have been deleted.

ITALICS – Indicates provisions to be discussed

Any language that has been clarified, amended, is new or has been moved is indicated by underlining.

SECTION 1 RECOGNITION

• BOOK

SECTION 2 DEFINITIONS

AMENDED 2.D.1.

1. Co-Terminals

"Co-Terminals" are the following airports serving the domiciles as designated below:

BWI-IAD-DCA Serving Washington
LGA-JFK-EWR Serving New York
MDW-ORD Serving Chicago
OAK-SFO Serving San Francisco
BUR-LAX-SNA Serving Los Angeles

<u>(*)</u>

CLARIFICATION 2.D.2.

2. Modified Co-Terminals

"Modified Co-Terminals" are the geographical locations where Flight Attendants are based but are assigned to the nearest geographical domicile for the purpose of the administration and non-scheduling aspect of the Agreement. Flying at each "modified co-terminal" shall remain independent and discreet to that specific location. The Company will not establish "modified co-terminals" without the written expressed consent of the Union.

LAS Assigned to Los Angeles

CLARIFICATION 2.I.

I. Drafting

Lineholders shall be considered drafted when assigned, while off duty, in inverse order of seniority and in priority among those available and qualified. In addition, lineholders shall be considered drafted when removed from their assigned flight for which they are legal, available and in position to fly, and assigned to cover any other flights. Drafting may only occur six (6) hours or less from departure and may not be used to fill language or purser qualification. Drafting may not occur for load purposes.

AMENDED 2.N.

N. Flight Attendant

A "Flight Attendant" means an employee whose duties consist of performing or assisting in the performance of all cabin safety related functions, all en route cabin service or ground cabin service to delayed or canceled passengers in a resourceful manner, and shall include responsibility to apply these services for the safety, welfare, and comfort of passengers. In addition, such employee shall hold an FAA Flight Attendant Certification. A Flight Attendant may, from time to time, be requested to participate in publicity and promotional assignments. Such participation shall be on a voluntary basis.

CLARIFICATION 2.P.

P. Flight Time

Actual

Actual flight time (block to block) means the time from the moment an aircraft moves from the blocks under its own power or under tow for the purpose of flight, until the time the aircraft comes to rest at an unloading point. If passenger access/egress is prohibited at other than a normal unloading point, either international or domestic, flight time shall continue until passenger deplaning occurs or the flight departs.

Credited

Credited flight time means the time which is accumulated toward a Flight Attendant's monthly credited flight time maximum as described in Sections 7 and 12. Credited flight time may be more than but cannot be less than actual flight time, except in certain cases involving AFA or sick leave makeup.

AMENDED 2.Q.1.a.

a. United States' "holidays" shall include:

New Year's Day, <u>President's Day, Easter, Memorial Day,</u> Independence Day, <u>Labor Day,</u> Thanksgiving Day, <u>and the following day,</u> Christmas Day and the Flight Attendant's Birthday.

AMENDED 2.Q.1.b.

b. United Kingdom's "holidays" shall include:

New Year's Day, <u>Good Friday</u>, Easter Monday, <u>Spring Bank Holiday</u>, <u>Whitsun Bank Holiday</u>, August Bank Holiday, <u>All Saints' Day</u>, Christmas Day, <u>Boxing Day</u>, and the Flight Attendant's Birthday.

DELETE 2.Q.1.c.

c. (<u>*</u>)

DELETE 2.Q.1.d.

d. (<u>*</u>)

AMENDED 2.Q.1.e.

e. Hong Kong's "holidays" shall include:

New Year's Day, Chinese New Year, Ching Ming Festival, Tuen Ng Festival, Handover Day, Day After Mid Autumn Festival, Christmas Day, National Day, Day After National Day, and the Flight Attendant's Birthday.

AMENDED 2.Q.1.f.

f. Germany's "holidays" shall include:

New Year's Day, <u>Good Friday</u>, Easter, <u>Ascension Day</u>, <u>Ascension of Mary Day</u>, Unification Day, <u>All Saint's Day</u>, Christmas Day, <u>Day after Christmas</u>, and the Flight Attendant's Birthday.

AMENDED 2.Q.1.g.

g. Japan's "holidays" shall include:

New Year's Day, National Founding Day, <u>Spring Equinox Day</u>, Greenery Day, <u>Constitutional Memorial Day</u>, <u>Autumnal Equinox</u>, <u>Health/Sports Day</u>, <u>Labor/Thanksgiving Day</u>, <u>Emperor's Birthday and the Flight Attendant's Birthday</u>.

AMENDED 2.Q.2.

2. Flight Attendants will be paid for the holidays specified for her/his domicile country. No Flight Attendant shall be eligible to be paid for more than ten (10) holidays in any calendar year.

AMENDED 2.Y.1.

1. IDs dropped by Flight Attendants.

NEW 2.II.

II. Irregular Operations

Flights that do not operate in accordance with the published schedule because of circumstances such as weather, maintenance delays, cancellations, crew shortages, misconnects, air traffic control, or similar circumstances within the system, as well as natural disasters, sabotage, hijacking, bomb threat or actual bomb, terrorist attacks and/or acts of war.

NEW 2.JJ.

JJ. Same day reassignment

Any duty time, exclusive of flight time, that extends into another calendar day as a result of either the first or last segment, shall not be considered a "day" for the purpose of reassignment.

SECTION 3 UNION ACTIVITIES

CLARIFICATION 3.A.3.

3. The Company will not remove material from these bulletin boards before it has made a reasonable effort to contact the LEC President, the LEC Vice President, the LEC Secretary (*), or designees. In the event of a dispute over the removal of an item, the matter shall immediately be reviewed by the Director Labor Relations-Onboard or designee and the MEC President or designee. Bulletin board postings may not contain derogatory remarks about any Company personnel. The following criteria shall be used when reviewing bulletin board postings: factual, non-inflammatory and not derogatory of the Company or its representatives.

AMENDED

3.E.

E. Union Pin

Flight Attendants shall be permitted to wear the official Union pin <u>as designated by the United Master Executive Council including any ribbons and/or other accessories and colors associated with said pin on a place visible on all Flight Attendant uniforms. The Company reserves the right to designate the location where the official Union pin may be worn.</u>

CLARIFICATION NEW

3.F.1.

1. Flight Attendants shall be furnished non-revenue, positive space (NRPS) transportation when on approved Union business. The MEC President shall designate those AFA Representatives who shall have self ticketing authority for Union positive space (NRPS) transportation.

CLARIFICATION 3.H.4.

4. The following criteria shall be used when reviewing material to be distributed by the Union in Flight Attendants mailboxes: factual, non-inflammatory and not derogatory of the Company or its representatives.

CLARIFICATION 3.I.17.

17. Mode 14 - Access to secure lines of flying.

NEW 3.I.18.

18. Annual DOT/FAA (Department of Transportation/Federal Aviation Administration) alcohol and drug testing statistical reports.

NEW 3.I.19.

19. Quarterly and annual EAP/Behavioral Health Services authorization and utilization reports for Flight Attendants.

CLARIFICATION 3.J.13.

13. Mode 14 - Access to secure lines of flying.

AMENDED 3.K.1.

1. The Company and the MEC President/designee will select hotels for inspection at layover cities in accordance with the WHQBQ/Union Operating Charter and will compile a list of hotels which provide safe, clean and quiet accommodations with adequate and available eating facilities. This process will be no less advantageous for the Flight Attendants than for any other group on the property.

CLARIFICATION AMENDED

3.K.2.

2. In the event that the Union does not agree with the Company's decision on a layover hotel, the Company shall not utilize any hotel disapproved by the Union. (*) The Company shall move Flight Attendants out of a newly disapproved hotel within sixty (60) days.

AMENDED 3.N.2.b.

b. Union Schedule Committees may make recommendations to the Company as to the sequencing of trips for relief and reserve move-up lines as soon as possible after receiving the monthly DSL. These recommendations will be taken into consideration for the construction of the lines. If a flight requires an Extra Staffing Complement (XSC) position for fifty percent (50%) of the month, the position shall be part of a DSL ID for the same month in the following year.

AMENDED

3.R.

R. Union Flight Pay Loss

Upon request, the Company shall provide flight pay loss for ID(s) dropped to a maximum of <u>one hundred (100) hours</u> per month for Local Council President <u>including the Local Council President of a modified co-terminal</u>, or designees, for the purpose of conducting Union business for United Flight Attendants. In addition, the Company shall provide flight pay loss for ID(s) dropped to a maximum of <u>six hundred (600)</u> hours per month, to be administered by the Master Executive Council President for the purpose of conducting Union business for United Flight Attendants. It is understood that this time will not be used for the purpose of contract negotiations or for a System Board Member. <u>It is also understood that the Union will not be charged more than 10% override on the flight pay loss provided by the Company</u>.

Upon request, the Senior Vice President-Onboard Service may authorize additional flight pay loss for issues of mutual interest.

CLARIFICATION AMENDED

3.S.

S. The Company shall allot <u>four (4)</u> hours per class at the Flight Attendant Training Center to address each class of trainees by a representative of the Union. The Company shall allot time during each domicile indoctrination/orientation for an AFA representative to address the Flight Attendants who are reporting to the domicile. In addition the Company shall not have representatives present.

AMENDED 3.U.

U. The Company will (*) provide the Union with office space at all domicile and modified co-terminal locations. The space shall be well ventilated and of sufficient size to accommodate computers, printers and other such equipment to conduct business. Such space will be non-contiguous to Onboard Service and shall be provided at no cost to the Union. (*) The Union will be given no less favorable consideration than any other labor organization in regard to the continued availability of space for union offices on Company property. Company shall also provide a Unimatic terminal with an associated printer at the MEC and LEC offices. This terminal will be authorized mode 46 and mode 14 access and will have access to the Company's Intranet Network. The Company will retain ownership and perform all required maintenance of the equipment. Additionally a Unitel telephone line shall be provided and all associated costs shall be borne by the Union.

SECTION 4 GENERAL

CLARIFICATION 4.A.

A. Equal Rights

Equality of rights under the law shall not be denied or abridged by the Company on account of sex. The Company shall not discriminate in any way against any individual Flight Attendant with respect to her/his compensation, terms, conditions or privileges of employment because of such individual's race, color, religion, national origin, age, marital status or sexual orientation.

AMENDED 4.D.2.

2. If there is no adequate flight crew lounge at layover stations or locations where Flight Attendants are based the Company shall furnish comfortable, clean and quiet rooms in a suitable location where Flight Attendants are scheduled at such stations in excess of three hours (3:00). There will be no more than one (1) Flight Attendant assigned to a room. The Company shall include the name and phone number of the hotel in the key pages.

AMENDED 4.F.

F. Emergency Assignments

Irrespective of Section 2.J., under emergency conditions where regular Flight Attendants are not available, the Company may staff flights with employees who possess FAA certification other than Flight Attendants up to the minimum FAA staffing requirements for the equipment used.

AMENDED 4.H.

H. Rules

The Company's General Policy and Onboard Service Manuals shall govern all Flight Attendants insofar as they are not in conflict with this Agreement. Such manuals shall be available to Flight Attendants at all domicile locations. The Union shall receive notice and copies of any proposed changes to said General Policy and Onboard Service Manuals.

CLARIFICATION 4.J.2.

2. A Flight Attendant shall receive <u>pay equal to</u> seventy percent (70 %) of <u>her/his line projection or base pay, whichever is greater</u> not later than the first (1st) day of each month.

AMENDED 4.J.3.a.

a. Flight Attendants may elect to receive their paycheck/paystub by mail. The Company shall bear the cost of such mailing.

NEW 4.J.3.c.

c. At International Domiciles, Flight Attendants, if they so elect, shall have all payments electronically deposited in the local currency in the financial institution of their choice provided such institution accepts electronic deposits.

NEW 4.J.3.d.

d. If on the day payroll is calculated, the actual exchange rate for any of the listed locations as defined on page XXX, exceeds the floor rate, the higher rate will be utilized.

NEW 4.J.3.e.

<u>e.</u> Paystubs shall indicate "salary" and that these payments are from United Airlines.

NEW

4.J.3.f.

f. In the event a Flight Attendant is unable to secure a bank account in the country of her/his domicile location due to residency requirements, the Company shall sponsor or establish a bank account for the personal use of the Flight Attendant.

AMENDED

4.J.4.

4. A Flight Attendant who requires an adjustment check of Fifty Dollars (\$50.00) or more shall receive said check as soon as possible but not later than four (4) weekdays after notifying the Company. When necessary to meet this four (4) day requirement, checks shall be issued locally. The Flight Attendant, if in the direct deposit program, also has the option of having the check electronically deposited (*) within seven (7) business days, or mailed within the above four (4) weekdays. Any taxes deducted from the adjustment check shall take into account the tax rate used for the Flight Attendant's most recent paycheck and will be calculated in accordance with regulations of the appropriate tax authority.

AMENDED

4.M.

M. Pass Transportation

It is agreed that the <u>current</u> pass transportation regulations as established by Company policy, (*) will apply to Flight Attendants <u>and Flight Attendant retirees</u>, and will not be substantially changed or discontinued during the term of this Agreement without <u>prior approval of the Union</u>. It is further understood that any additional pass entitlements extended to other employees during the term of this Agreement will also be extended to the Flight Attendants, surviving spouses, <u>domestic partners</u>, and/or their dependents.

CLARIFICATION 4.N.

N. Jury Duty

A Flight Attendant who is called upon to perform jury duty shall receive flight pay credit for any flight time loss (daily vacation rate for reserves). The Flight Attendant shall be available for rescheduling on those days originally scheduled for duty which do not conflict with the jury duty assignment and associated travel if required; however, after five (5) or more consecutive days of jury duty, or combination of flight duty and jury duty, the Flight Attendant will be guaranteed two (2) additional days off with pay. Any compensation or expenses provided by the court may be retained by the Flight Attendant.

CLARIFICATION 4.O.

1. A Flight Attendant who is called upon to appear in court as a witness for the Company shall receive flight pay credit for any time loss (daily vacation rate for reserves). The Flight Attendant shall be available for rescheduling on those days originally scheduled for duty which do not conflict with the court appearance date(s) and associated travel if required. However, after five (5) or more consecutive days as a court witness, or combination or flight duty and court witness activity, the Flight Attendant will be guaranteed two (2) additional days off with pay. The Flight Attendant who appears in court as a witness for the Company will be reimbursed for reasonable actual expenses incurred.

NEW <u>4.R.4.</u>

4. There shall be no taxes or fees for CJA usage.

CLARIFICATION 4.S.

S. Displacement

A Flight Instructor, Supervisor-Onboard Service or a Flight Attendant on a Union leave of absence whose name appears on the Flight Attendant System Seniority List may displace a Flight Attendant on any ID(s). a Flight Attendant Instructor. Supervisor-Onboard Service, Staff Representative- Safety or any Onboard Service Management personnel who has direct responsibility for the development and/or implementation of Onboard Service policies and procedures whose name does not appear on the Flight Attendant System Seniority List may displace six (6) times a year. Further, such individuals shall be governed by all flight time and duty time provisions of the Agreement and shall only displace on an ID(s) which has first been assigned to either a lineholder or reserve. A Flight Attendant assigned a premium position shall not be displaced. A supervisor currently on the Flight Attendant Seniority List shall compete for work positions at her/his own seniority. A supervisor not currently on the Seniority List shall assume a seniority ranking below the most junior Flight Attendant on the crew. It is recognized the above stated application does not apply in those instances where provisions of Paragraph F of this Section have been initiated.

CLARIFICATION AMENDED

4.T.

T. Emergency Time Off

Flight Attendants shall be entitled to time off without loss of pay up to a maximum of <u>five (5)</u> days, in the event of death in her/his immediate family, <u>domestic partner's</u> or spouse's immediate family. (*)

AMENDED

V. Personal Time Off

4.V.

Guaranteed PTO time will be made available to Flight on a daily basis regardless of Critical Coverage. Attendants Guaranteed PTO will consist of two per cent (2%) of a domicile's active Flight Attendant population on any day. Such PTO will be granted on a seniority basis a day at a time to Flight Attendants; however, to ensure equitable distribution, Flight Attendants may use the guaranteed PTO for twelve (12) days a year. The daily percentage will be allocated in two (2) equal parts (any fraction will be allocated to the fifteen [15] day-in-advance portion). PTO will be awarded daily starting fifteen (15) days before the requested date until exhaustion of the allocated portion. (*) A one (1) day notice will be required to qualify for the five (5) day portion of the guaranteed PTO time. If the needs of the service permit, however, any unused slots may continue to be available until 0001 of the requested day. Such requests will have priority over regular ANP.

AMENDED 4.W.2.

2. The Company will notify the MEC President/designee of any decision to place new equipment or reconfigured/redesigned existing equipment into service. The Union will receive copies of all interior design plans, including revisions of such plans. The Union's input to such plans will be considered at the beginning of the design process, particularly in regard to location of emergency equipment, crew rest location and galley design.

AMENDED 4.W.4.

4. International On-Board Rest Facilities

On new equipment scheduled to fly six (6) hours or more, or which is later redeployed to fly six (6) hours or more, the Company will install a number of bunks equal to fifty percent (50%) of the maximum crew complement. Such facilities will be no less favorable for comparable new equipment than those provided by Section 12.M.5.(b) and (c) for aircraft specified therein. The foregoing is not intended to change, replace or modify the provisions of Section 12.M.5. of the Agreement.

AMENDED 4.Z.

Z. Electronic Communications

The Company may communicate with Flight Attendants and AFA-CWA via electronic means. The Company is not required to provide paper documents for official notices, general information, and correspondence related to grievances and hearing decisions, except that the Company will continue to send paper copies of disciplinary letters, Letters of Charge, and hearing/grievance decisions to the affected Flight Attendant(s). The Company will provide adequate equipment in domiciles for Flight Attendants to access electronic communications. Each domicile will have a number of computer terminals in working order to equal no less than two percent (2%) of that domicile population and printers in working order to equal no less than one percent (1%). The AFA-CWA and the Company will meet to discuss Flight Attendant access issues prior to implementation of any new communication methodology.

NEW 4.AA.

AA. Crew Scheduling Tapes

- a. A phone recording shall be used to tape all telephone conversations between Crew Scheduling, all other departments performing crew scheduling activities, and Flight Attendants. The phone recording system shall provide a method of indication of the time, date of calls and numbers called.
- b. Such recording shall be kept for a minimum of one hundred and twenty (120) days and shall be made accessible to each Local President/designee upon request. If for any reason, a recorded conversation, or part of it, is missing, erased or is otherwise inaudible, a prompt review of the incident in question will be conducted by the Director of Crew Scheduling upon request from the respective Local President/designee. The Company may not use a damaged or incomplete tape as evidence against a Flight Attendant. Furthermore, in the case of a disagreement between a Flight Attendant and the Company, if a requested tape is missing, damaged or otherwise incomplete, the Flight Attendant's position will be judged to be vindicated.
- c. The Company will provide the recording(s) to the Union within three (3) days of request.

NEW

BB. Documents

4.BB.

The Company shall keep copies of all documents and transactions related to Flight Attendants for a minimum of one hundred and twenty (120) days.

NEW 4.CC.

CC. Signature Required Mail

When the Company sends a letter to a Flight Attendant requiring action from the Flight Attendant, such document shall be mailed using Certified Mail or a mailing/courier service requiring signature as acknowledgement of receipt. Whatever time limitations are included in the letter will commence on the date of receipt.

NEW 4.DD.

DD. Locked Crew Compartment

On all new or reconfigured aircrafts, and no later than eighteen (18) months from date of signing for all other aircrafts, the Company will provide locking secure compartments for the sole use of Flight Attendants. These compartments will be large enough to accommodate purses, small suitcases and other valuables for a complete crew complement.

NEW 4.EE.

EE. Reciprocal Cabin Seat

The Company will maintain the current cabin seat agreements with other airlines for Flight Attendants. In addition, the Company will do everything possible to expand the agreements to other airlines including those that serve the International Domiciles.

SECTION 5 COMPENSATION

5.A.1. and A.2. Substantially increase wages at rates to be discussed.

The modifications to Sections 5.A.1. and 5.A.2. of the Agreement will bring United Flight Attendants' wages in line with industry leaders and will recognize their valuable contribution to the Company. The modifications will put in place extensions to the longevity schedule and achieve a merged pay scale.

AMENDED 5.B.1.

1. In addition to regular compensation a Flight Attendant shall receive the following hourly rates of compensation for each credited flight hour and all ground holding time when designated and performing as Purser:

B-737 Series, A320 Series,

B-757 Series, A319 Series \$3.00

B-747, B-777, DC-10, and

B-767 Series \$4.50

Aft Purser B-747 \$4.50

AMENDED 5.B.3.b.

b. A Flight Attendant (*) shall be eligible for Purser pay for her/his vacation(s).

AMENDED 5.B.3.c.

c. A Flight Attendant (*) shall be eligible for galley pay for her/his vacation(s).

AMENDED 5. D.

D. A reserve shall be guaranteed <u>twenty-five (25)</u> hours of incentive pay, in addition to base pay, for the month, provided that when a reserve is unavailable for duty on a without pay basis, her/his minimum guarantee will be reduced by <u>five (5)</u> hours for each day unavailable for scheduled duty.

AMENDED 5.E.

1. Reserve Override

In addition to Paragraph D above, a reserve shall be compensated at the following rate, prorated for each credited flight hour, whenever she/he has been available during the month: Five Dollars (\$ 5.00).

2. Reserve to Lineholder

In addition to Paragraph D and E.1. above, a reserve whose assignment overlaps into her/his new lineholder month, shall be compensated, in addition to all other applicable pay protection provisions, at twice her/his rate of pay including premium and language for the ID flown.

AMENDED 5.H.

H. Understaffing Pay

Should a flight be dispatched with less than the total number of Flight Attendants onboard required by the Company standard, each Flight Attendant working the flight will be compensated at the rate of <u>Ten</u> Dollars (\$10.00) per hour or fraction thereof for each Flight Attendant absent, block to block and for holding time when a meal is served.

CLARIFICATION AMENDED

5.l.

I. Night Pay

In addition to all other compensation, Flight Attendants will receive <u>Fifty</u> Cents (\$.50) per hour, prorated, for each actual flight hour worked as a member of the crew between the hours of 2200-0600 (home Domicile time) based on the departure of the flight segments.

DELETE

5.J.1.a.

a. (<u>*</u>)

DELETE

5.J.1.b.

b. (<u>*</u>)

DELETE

5.J.1.c.

c. (<u>*</u>)

DELETE

5.J.1.d.

d. (<u>*</u>)

DELETE

5.J.1.e.

e. (<u>*</u>)

AMENDED

5.J.1.f.

f. Qualifying "Wages" shall include base pay, holiday pay, sick pay, <u>occupational pay</u>, vacation pay, overrides, premiums, <u>incentive</u>, <u>similar awards or allowances and profit sharing payments</u>, but shall exclude expense reimbursement, pension payments <u>and</u> imputed income.

DELETE

5.J.1.g.

g. (<u>*</u>)

DELETE 5.J.1.h.

h. (*)

DELETE 5.J.1.i.

i. (*)

DELETE 5.J.1.j.

j. (<u>*</u>)

AMENDED 5.K.

K. Work Stoppage

A Flight Attendant's guarantee will be reduced in accordance with the ANP principles of Paragraphs C and D above, for any period during which there is no work because all or part of the Company's aircraft are not available for flight, due to action by governmental authorities or because of work stoppage or reduction in connection with a labor dispute, or other circumstances beyond the control of the Company. addition, the furlough provisions of Section 21 shall not apply in any of the circumstances listed above.

Flight Attendants placed on ANP status in accordance with the above Paragraph shall be given recall notice as per the following schedule:

<u>Duration of ANP Status</u>	Recall Notice
<u>1 – 30 days</u> (<u>*</u>)	<u>72 hours</u> (<u>*</u>)
31 or more days	14 days

It is understood that although Flight Attendants will not be required to report for duty in less time than that listed in the above recall schedule, Flight Attendants may voluntarily return as soon as possible after receiving notice of the recall. The Company shall utilize signature required mail.

The Company will consider deviations from the above recall notice schedule on an individual case by case basis, based upon individual needs.

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Flight Attendants on ANP status shall keep the Company advised as to where and how they can be contacted as outlined in Paragraph E of Section 21.

Flight Attendants on ANP status must contact the Company to advise them of the date on which they will return (which in no event can be later than the times listed above) in accordance with the following:

<u>Duration of ANP Status</u>	Contact Company
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<u>1 – 30 days</u>	24 hours
<u>(*</u>)	<u>(*)</u>
31 or more days	7 days

AMENDED 5.L.3.

3. In addition to compensation provided under Section 15, Flight Attendants scheduled (*) to attend any training or meeting on a holiday, shall receive full pay at their hourly rate of pay, for credit purposes per hour prorated. In addition to the compensation provided above, a Flight Attendant who travels for training on a holiday shall receive an additional fifteen (15) dollars per hour of travel, prorated.

CLARIFICATION NEW

5.L.4.

4. In the event a Flight Attendant is drafted or reassigned from a scheduled holiday ID, the Flight Attendant shall be paid the greater of the value of the originally scheduled ID including holiday pay or of the ID that is actually flown.

AMENDED 5.O.

O. Language Incentive Pay

Notwithstanding the designated Language Qualified positions, the Company may identify additional language needs. Flight Attendant(s) qualified in the identified language(s) as designated in the bid cover letter working in other than the designated Language Qualified position(s) shall be paid, in addition to all other compensation: One Dollar and Fifty cents (\$1.50) per hour prorated for each credited hour flown.

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Such compensation shall be paid on a per hour basis for aircraft flown and for all credited time. ($\underline{*}$)

The identification of additional language needs will not prevent any Flight Attendant(s) from bidding on or being awarded these IDs.

NEW 5.P.

P. Drafting Pay

In addition to all applicable pay protection provisions of the Agreement, a drafted Flight Attendant shall be compensated at twice her/his rate of pay including premium and language for what is actually flown.

NEW 5.Q.

Q. Penalty Pay

When the Company is found to be in violation of the Agreement and/or Company policies, in addition to being made whole, those affected Flight Attendants shall be compensated at twice their rate of pay, including premium and language, if they were required to work an incorrect flight assignment. If the violation did not involve flight time, in addition to being made whole, the affected Flight Attendants shall be credited with five (5) hours of flight time, for pay purposes only.

NEW 5.R.

R. Ground Pay

Flight Attendants shall be compensated at one half (1/2) their hourly rate of pay, including premium and language, for any time on duty that is not actual flight time. This compensation will be in addition to all other pay factors.